



# | GETTING OFF THE HOOK OF A PREDATORY TOW

14 WAYS STATES SHOULD PROTECT CONSUMERS WHEN THEIR CAR IS TOWED

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# | Executive Summary

Every year, millions of Americans have their cars towed. In some cases, the vehicle was parked improperly, the driver tracks it down and pays the bill without incident. Other times, the vehicle owner may face an array of unfair circumstances. Predatory practices following an initial tow can range from charging exorbitant fees to refusing the owner access to personal items in their car during business hours.

In still other cases, the driver's vehicle wasn't really parked improperly and was towed illegally.

Under the best circumstances, getting towed is an ordeal, even when justified. For many drivers, however, the situation is compounded because consumer towing protections in most states are weak, nebulous or non-existent.

A 2018 survey from the Property Casualty Insurers Association of America identified excessive rates and fees as "the worst problem insurers and consumers face with towing companies," followed by other predatory practices such as hurdles to retrieving a car or not giving drivers access to wallets, medication or other items in a locked storage yard. (2)

U.S. PIRG Education Fund identified 14 common sense towing protections that should be available to consumers in every state, and researched which states offer those safeguards. These protections range from who is responsible for damages caused by careless towing to the maximum rates and fees owed when towed.

You can find out which states offer which protections using our [search-by-state tool](#) on U.S. PIRG Education Fund's site.

Towing laws aren't something most of us pay attention to until a tow affects us or someone we know. We may see more of it this year. The \$8 billion a year towing industry is expected to grow by 11 percent in 2021, after average annual growth of only 2 percent a year since 2016, according to IBISWorld, which conducts industry research on thousands of industries worldwide. That does include both consensual tows, after a break down or wreck, and nonconsensual tows, for allegedly parking or leaving your vehicle someplace you shouldn't.

Our research points to two broad issues facing consumers: An alarmingly high number of states have no protections spelled out on issues such as whether a consumer is entitled to an itemized bill or reimbursement if their car is damaged. In addition, too many states have inadequate protections, or the laws on the books are vague or overwrought and inaccessible to the average consumer.

It's important to note that many municipalities have protections that are stronger than those offered by state law. Some cities have even adopted a "towing bill of rights" to address years of abusive practices. This shouldn't be necessary; drivers in every city in a state should have the same, strong rights. This needs to change.



# | Key Findings

Only about half of states set any kind of maximum fees for towing or storage of vehicles towed without the driver's consent. More than 30 states don't require rates that do exist to be displayed or disclosed. A few states offer deeper protections, such as requiring a photo of the improperly parked vehicle before it's towed or prohibiting tow trucks from patrolling streets or parking lots looking for cars to haul away.

***Display Rates:*** Only 14 states clearly require that towing companies display their rates, either on "tow away" signs or at their storage facility.

***Driver Notification:*** In 37 states, the towing company must notify the owner/ driver when their car has been towed and where it's being stored.

***Accept Credit Cards:*** Only 11 states clearly require towing companies to accept payment via credit card.

***Private Property Signs:*** In 30 states, private property owners must display "tow-away" signs that are clearly visible from an area where a car may be towed.

***Photo Evidence:*** Only four states require tow trucks to take a photograph of the car before moving it from its original location.

***Release for Incomplete Tow:*** Tow drivers in 18 states must release your car at no charge or for a smaller "drop fee" if you return to your car before it has been completely removed from the property.

***Set Hours for Recovery:*** Nine states allow you to retrieve your car from storage 24/7, as long as you give notice. Additionally, 17 states require storage facilities to have set business hours during which your car must be accessible for pickup.

***Access to Personal Items:*** In 20 states, the towing storage facility must allow you to access all personal items from your towed vehicle. Nine states only allow the retrieval of emergency items, such as keys, a wallet or medication.

***Reimbursement for Illegal Tow:*** If you can prove that your car was towed illegally, you are eligible for a reimbursement in 27 states. In 17 of those states, you are entitled to damages in addition to reimbursement.

***Reimbursement for Damages:*** If your vehicle is damaged during the towing or storage process, the towing company must reimburse the owner for damages in 23 states.

***No Cruising for Cars:*** In 14 states, towing companies are strictly not allowed to patrol or scan for illegally parked cars.

***Itemized Bill:*** Towing companies must provide an itemized bill in 22 states, which gives consumers the opportunity to dispute any suspicious charges.

# | Laws vary in clarity

Towing protections vary significantly in both strength and clarity by state, and the implications of these differences are clearest when you compare protections side by side. When laws clearly articulate the rights afforded to consumers, towing companies are far less likely to take advantage, and vehicle owners are more empowered to stand their ground.

Consider these side-by-side examples:

## Reimbursement for illegal tow

When a car is illegally or improperly removed from a space, it can be difficult for the vehicle owner to prove they were parked properly. That's why it's important that states clearly articulate the damages and payments owed to consumers in the case of a predatory tow.

The excerpts from Minnesota and Mississippi laws on the right show two different sets of ramifications.

Minnesota law clearly states that a company that tows a car in violation of the law must pay the vehicle owner \$100 or two times the damages sustained. It also clearly states that those damages include time spent recovering the vehicle as well as transportation costs.

Mississippi on the other hand, only holds towing companies to a "good faith effort." Even in a case where the consumer can prove the tow was illegal, the driver does not have to pay towing or storage charges, but they are not entitled to any other compensation.



### Minnesota

The owner or driver of a motor vehicle towed in violation of this section is entitled to recover from the towing authority the greater of \$100 or two times the actual damages sustained as a result of the violation. Damages recoverable under this subdivision include but are not limited to costs of recovering the vehicle, including time spent and transportation costs.



### Mississippi

The failure to make a good faith effort to comply with the requirements of this section shall preclude the imposition of any storage charges or towing charges against the towed vehicle.



## Access to items

Nobody expects to have their car improperly towed, and if personal belongings are left inside the vehicle, the driver may lose those as well. Some states don't have any protections to guarantee consumers access to the items in their towed car. Other states' laws are complicated and contain workarounds that the average person wouldn't know to check for.

The excerpts from California and Kansas laws on the right show the range in these protections.

California law notes clearly that a vehicle owner is entitled to the personal property in their car, at no charge, during normal business hours. They are guaranteed this access before they are required to pay any towing, recovery, or storage fees. The law goes on to clarify that normal business hours are Monday through Friday, 8 a.m. to 5 p.m., not including state holidays.

Kansas's law is slightly murkier. It states that towing companies do not have to release personal property before charges are paid, except in the case of personal medical supplies. However, a city ordinance or county must specify that a vehicle owner can access their personal items for 48 hours after the car has been towed. Someone in Kansas who is trying to retrieve their phone, wallet, etc, from their car would likely have no idea that the 48-hour limit exists and wouldn't know to ask.



### California

Prior to paying any towing, recovery, or storage-related fees, a vehicle owner or his or her agent or a licensed reposessor shall, at any facility where the vehicle is being stored, have the right to all of the following:

Receive his or her personal property, at no charge, during normal business hours. Normal business hours for releasing collateral and personal property are Monday through Friday from 8:00 a.m. to 5:00 p.m., inclusive, except state holidays.



### Kansas

Any personal property within the vehicle need not be released to the owner thereof until the reasonable or agreed charges (...) have been paid, or satisfactory arrangements for payment have been made, except as provided under subsection (c) or for personal medical supplies which shall be released to the owner thereof upon request.

(...) A city ordinance or county resolution authorizing the towing of vehicles from private property shall specify in such ordinance or resolution (...) that an owner of a vehicle towed shall have access to personal property in such vehicle for 48 hours after such vehicle has been towed and such personal property shall be released to the owner.





## Itemized bills

Especially in states that don't have clear maximum towing and storage rates, the lack of an itemized bill means that consumers won't know how those charges have been calculated.

The excerpts from Arizona and Maine laws on the right emphasize the importance of this protection.

Arizona's protection states that before a car owner makes a payment for their released vehicle, the towing company must provide a written statement of all charges for towing, storage, and related fees.

Maine's law is not as easy to interpret and requires the Secretary of State to inform the vehicle owner and lienholder that their car has been claimed under the abandoned vehicle law. This notice must include the charges owed by the vehicle owner, but does not specify whether the same service would be provided in person.



### Arizona

After an owner or insurance company has completed a request for release of a vehicle and before payment is made for the release of that vehicle, the towing company shall provide to the owner or insurance company at no cost a detailed written statement of all charges for towing, storage and related fees.

The itemized charges shall include charges for the day of the request and the daily rate to be charged if the vehicle is to be released on a later day.



### Maine

"On receipt of a notification under this section, the Secretary of State shall inform the vehicle owner and lienholder, if any, by regular mail that the vehicle is being claimed under the abandoned vehicle law. The notice to the vehicle owner and lienholder, if any, must identify the vehicle by the year, make, model and vehicle identification number, give the name and address of the party claiming ownership, state the charges against the vehicle that the owner and lienholder, if any, must pay to retrieve the vehicle, and the date that the title or letter of ownership will pass to the new owner."



# | Stronger protections by municipality

The state-specific information outlined in this report includes the minimum protections available in each state. Some municipalities have stronger laws that consumers should take full advantage of. For example, California and Pennsylvania are two states with no maximum towing rates, but some cities in those states do impose maximum rates.

## CASE 1: CALIFORNIA VS. LOS ANGELES

### California

- No maximum towing rate. Charges must be "reasonable".
- No maximum storage rate. Charges must be "reasonable".

### Los Angeles

- Maximum towing rate starts at \$139.50 for the first half-hour. See below.
- Maximum storage rate starts at \$43.50 for a standard vehicle. See below.

## CASE 2: PENNSYLVANIA VS. PHILADELPHIA

### Pennsylvania

- No maximum towing rate.
- Maximum daily storage rate: \$25 per day.

### Philadelphia

- Maximum towing rate: \$215.
- Maximum daily storage rate: \$25 per day.
- No other towing-related charges may be charged in addition to the maximum total towing fee.

Standard Vehicle Rates	Payment by Credit Card	Non-Credit Card Payment
for the first hour or fraction thereof:	\$139.50	\$136.50
for each additional half-hour or fraction thereof beyond the first hour	\$69.50	\$68.00

Upright Heavy Duty Vehicle	Payment by Credit Card	Non-Credit Card Payment
for the first hour or fraction thereof	\$268.00	\$262.00
for each additional half-hour or fraction thereof beyond the first hour	\$134.00	\$131.00
Per hour or fraction thereof for each additional person required:	\$59.50	\$58.00
Specialized equipment required - heavy duty removal for the first hour or fraction thereof:	\$405.00	\$395.50
Hazardous or dangerous cargo - heavy duty removal:	\$606.00	\$592.00

Daily Storage Rates	Payment by Credit Card	Non-Credit Card Payment
Standard Vehicle:	\$43.50	\$42.50
Trucks Over One Ton - Trucks, Boats and trailers Under 20':	\$48.00	\$47.00
Trucks Over One Ton - Trucks, Boats and trailers 20' to 40'	\$61.00	\$59.50
Trucks Over One Ton - Trucks, Boats and trailers over 40'	\$76.00	\$74.50
Motorcycles	\$12.00	\$11.50
Major Component Parts	\$8.50	\$8.50
Bulk Items per Square Foot	\$0.50	\$0.50

Miscellaneous Rates	Payment by Credit Card	Non-Credit Card Payment
Mileage Rate (per mile)	\$7.50	\$7.50
Removal of Stolen Component Parts	\$79.00	\$77.00
Removal of Bulk Items	\$139.50	\$136.50

# | The impact of predatory towing

Anecdotally, it seems that everyone has a story of their own related to predatory towing practices. The impacts of these experiences range from serious financial harm to a headache and an exhausting amount of stress.

The following stories from former Michigan resident Ben and Ohio resident Matt are two of many we've heard.

Ben volunteered to share his story from when he was living in Michigan.

My car was towed from a legal street spot outside my apartment building after less than 30 minutes. When I arrived at the lot to retrieve my car, the charge was over \$400, so I asked for a breakdown to try to dispute it. Not only did they say my car was parked in the adjacent permit-only lot, but they claimed it had been vacated for more than 30 days, making it worthy of an additional \$200 fee. When I told them that was not where my car was parked and that it was only there for 30 minutes, they laughed at me and asked if I had proof. I had walked nearly 5 miles to get to the lot, and just wanted my car back, so I had no choice but to pay them and move on.

-- Ben, Michigan

We interviewed Matt last month about an incident that occurred several years ago in Columbus.

I had my girlfriend's permission to park in her apartment's extra spot. It was a four-spot space, so you had to park back to front. That night, my car was parked on the inside spot, and my girlfriend's was parked facing the street. When I came outside the next day, my car was gone and hers was still there. The tow truck had moved her car to get to mine and then replaced hers back in the spot.

We called the landlord to check whether he had ordered the tow, and he claimed to have no knowledge of the situation. I got my car back by paying a bill of about \$200. But much later on, a settlement was sent to my house for \$30 tied to a string of predatory towing practices that I had experienced first hand.

-- Matt, Ohio

Matt was referring to a [class-action suit in Ohio](#) in 2015; a judge eventually ruled that two towing companies violated state law by charging a \$30 to \$35 administrative fee on top of maximum allowed towing and storage fees.

More recently, in 2019 in Michigan, [a class-action suit](#) in federal court accused a towing company of conspiring with businesses to tow vehicles in exchange for kickbacks, and refusing a "drop fee" to release cars that were hooked up but hadn't yet been towed, in violation of state law. Getting a car back could cost [\\$500](#).



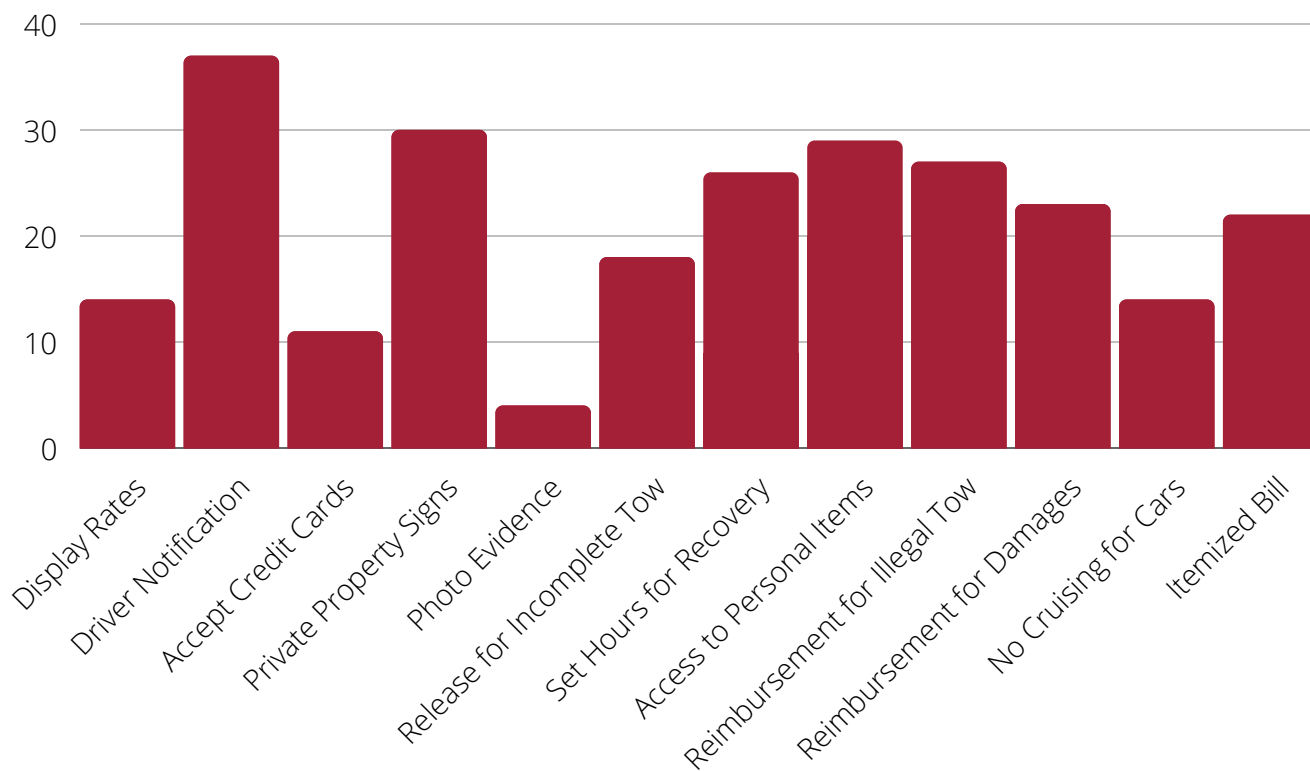
Michigan was in the news earlier this year after a federal judge ruled the state's notification law didn't alert vehicle owners quickly enough. It ruled drivers should be able to ask a local court to grant a hearing about whether a tow is legal before the consumer should have to pay any towing and storage fees.

And last year, the city of Chicago agreed to pay out nearly \$5 million to settle a lawsuit over a city impound program that was blamed for towing hundreds of cars and making it impossible for the owners to get them back. More than 300 people reportedly had their vehicles impounded improperly and sold for scrap without notification. The settlement also set maximum storage fees.

This month, Chicago City Council discussed a new crackdown on unethical towing companies. This follows a 10-point consumers' bill of rights approved by City Council five years ago.

Cities from Miami Beach to Austin, Texas, have similarly adopted towing bills of rights in recent years to protect consumers from practices not addressed at the state level.

Figure 1: Number of states with specific towing protections



# | A closer look at protections

Businesses such as stores, restaurants and apartment complexes rely on towing companies to ensure that customers and residents have access to parking. Similarly, cities may have vehicles towed if they're parked illegally, or are a public safety hazard.

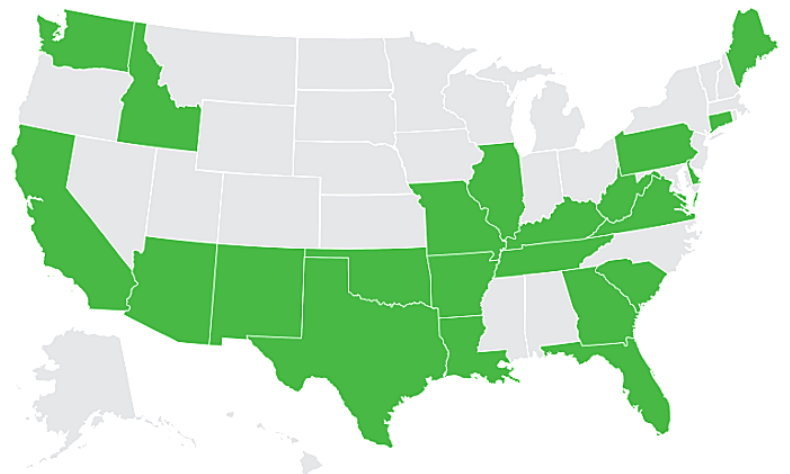
Despite the legitimate, common sense reasons that vehicles may be towed, many towing incidents involve unethical tactics or inflated charges targeting people who may feel like they have no choice but to pay -- just to get the transportation they rely on back. That's why many states have adopted or strengthened various towing laws in recent years. Here are a few examples of those protections:

## *Rates and Charges*

When a vehicle is towed, one of the primary concerns is cost. Unfortunately, about half of states do not have maximum towing and storage rates, and many fail to define clearly the definition of "reasonable rates" that towing companies must adhere to. The difficult part in those cases is discerning who sets the maximum rate and how to calculate it.

In some states, the allowable charges are a per-day, maximum total. Other states set maximum fees annually based on a variety of factors such as the cost of consensual towing. And some have no fee limits whatsoever. If the rates are set each year by a towing advisory board or other group, consumers should reach out to their local law enforcement department to confirm what rates they should expect to pay.

Without knowing what a state's maximum rates are, it's nearly impossible for consumers to determine whether they've been charged fairly. Even the small fees can add up. In 22 states, towing companies must provide the vehicle owner with an itemized bill. Consumers should review that receipt carefully and question any suspicious charges that don't comply with the state's laws.

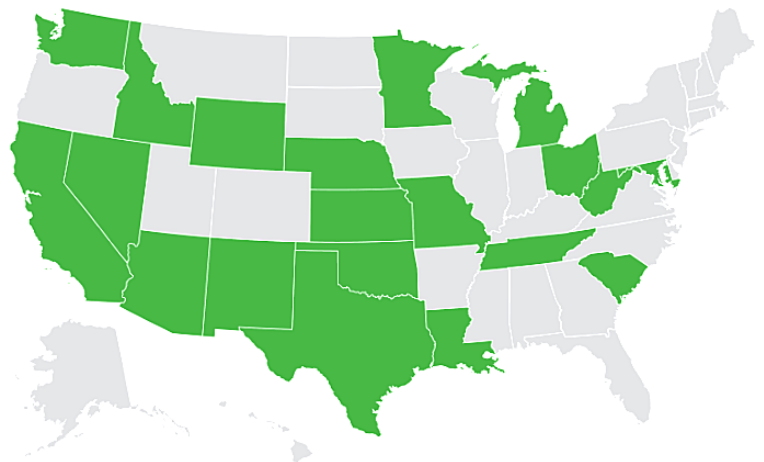


States that require an itemized bill

## *Access to Personal Items*

Losing a car through an illegal or legal tow can leave the owner stranded without another transportation option. Unfortunately, the vehicle may not be the only important possession lost in the process. Nobody expects to have their car towed, which means that a variety of items, both essential and nonessential, may be inaccessible in a locked storage yard. Whether someone left their bag, medication, wallet, phone or another item in the towed car, the options to get those back vary by state.

In 20 states, the towing storage facility must allow you to access all personal items from your towed vehicle. An additional nine states allow the retrieval of emergency items only. If consumers live in one of these states and the towing company insists they must pay the full fee for the release of their car before accessing their items, that is illegal and predatory behavior.

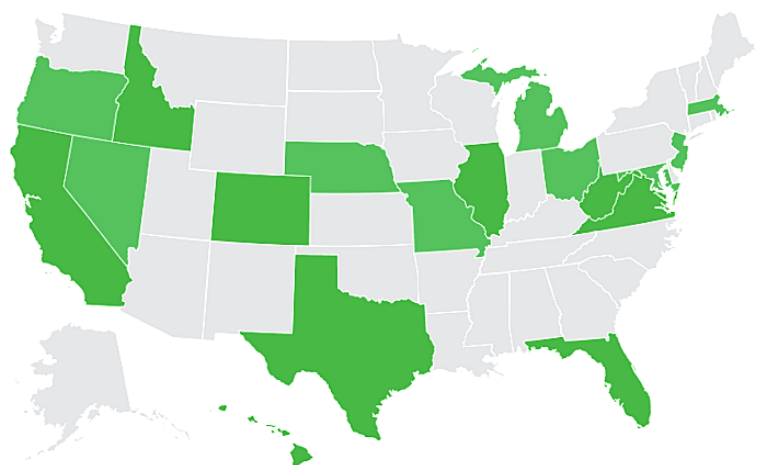


States that require access to personal items

## *Release for Incomplete Tow*

Many of the protections outlined in this report come into play after a vehicle is already sitting in an impound lot. But what happens when a car owner returns before the car has left the parking space?

Tow truck drivers in 18 states must release a car at no charge or for a smaller “drop fee” if the owner returns before it has been completely removed from the property. In these states, if the tow truck operator refuses to release the vehicle, this could be predatory behavior.



States that require release for an incomplete tow



# | Next steps for consumers

If you suspect your car has been towed illegally, but you're not sure what actions to take, check out the full list of towing protections your state offers. Just as important, if you live in a state with very few towing protections, you should make your voice heard by contacting the offices of your governor and local elected leaders. Many cities across the nation have adopted some consumer protections because the state laws are weak or non-existent.

Finally, to make the most of this information, here are the steps to take after your car has been towed.

## *Contact the Local Police Department*

Some states require towing companies to notify the police regarding any car that was towed for being parked improperly or any other reason that wasn't at the driver's request. A call to the local law enforcement's non-emergency number can help you find your car quickly in those cases.

## *Review all Charges*

Read your bill very closely. Allowable rates and charges for towing vary significantly by state. Some cities/states set maximum rates, or prohibit charges for the first 24 hours of storage.

Depending on the state, common unfair charges can include demanding a "drop fee" for releasing an incomplete tow, exceeding fixed rates, or charging extra to access personal items in your vehicle. You'll want to make sure the charges match what you should really owe.

## *Dispute any Damages*

Every state has a department that's responsible for addressing cases of predatory towing practices or damages to vehicles during the towing or storage process. In many states, you could receive a full reimbursement or even additional compensation for an illegal or careless tow.

# | Conclusion and recommendations

An illegal tow and any predatory practices that follow can place significant financial burden onto consumers. The problem here is two-fold: the absence of protections leaves consumers vulnerable, while unclear or nonexistent laws further complicate the process, even if the tow is legal.

## *States must prioritize stronger towing laws*

Several states have tried to pass stronger protections that safeguard consumers and their belongings when a car is towed. Some are still in the works, and others never made it to the finish line. In South Carolina, for example, a bill introduced in March 2020 would halt a towing company's ability to charge storage fees until the vehicle owner has been notified. This bill would amend the original code from 1976. The bill remains in committee.

A 2019 Mississippi bill, which died in committee, would have amended code from 1972. Drivers whose cars are towed have virtually no protections now under any state laws.

While many cities have taken it upon themselves to update and strengthen towing laws, states need to step up as well.

## *Require displayed rates and itemized bills*

Only half of states specifically require itemized towing bills. Even if a state does have explicit maximum towing and storage rates, those limits might not be readily available to someone retrieving their car from an impound lot.

Without a required, itemized list of all towing, storage and other charges, a company could charge a lump sum with any number of extra fees tacked on.

An ideal standard would require state maximum rates, a clear display of those rates at the storage facility and an itemized bill reflecting those rates, provided to vehicle owners at the time they retrieve their car. Not only would this increase accountability between towing companies and consumers, but the overhead of providing this service is next to nothing for all companies that are already charging fair and reasonable prices.

## *Unlimited access to all items in towed vehicles*

After a car is towed, the loss of transportation presents huge roadblocks for the car owner. These obstacles should not be compounded by the loss of essential items in the vehicle as well.

The bill for retrieving a towed vehicle may be steep or altogether out of the owner's budget, and while the car remains locked up, all the personal items inside shouldn't be. In any case where a consumer cannot immediately pay the charges to retrieve their car, they should be able to access all personal belongings inside that vehicle, free of charge during normal business hours. This includes their phone, keys, wallet, medications, child car seats, personal documents and any other item that they consider important to retrieve.

# Appendix

## ALABAMA

What is the maximum towing rate?	●	Reasonable rates approved by Alabama Law Enforcement Agency annually
What is the maximum storage rate?	●	Reasonable rates approved by Alabama Law Enforcement Agency annually
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	No protection found
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Only for commercial vehicles
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Revision of unreasonable charges
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

## ALASKA

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and lienholder
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	No protection found



## ARIZONA

What is the maximum towing rate?	●	Cities and towns can set maximums
What is the maximum storage rate?	●	Cities and towns can set maximums
Where are towing companies required to publicly display their rates?	●	"Tow-away" signs
Who are towing companies required to notify?	●	No protection found
Are towing companies required to accept major credit cards?	●	Yes
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items at no charge during business hours
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes, if owner reports damage before leaving lot
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes

## ARKANSAS

What is the maximum towing rate?	●	Fees must be reasonable
What is the maximum storage rate?	●	Fees must be reasonable
Where are towing companies required to publicly display their rates?	●	Storage facility
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, emergency items only
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes

## CALIFORNIA

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	Storage charges only apply for the first 15 days; can start again three days after written notice is sent
Where are towing companies required to publicly display their rates?	●	Storage facility
Who are towing companies required to notify?	●	Vehicle owner and law enforcement
Are towing companies required to accept major credit cards?	●	Yes
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee no greater than half of towing cost
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours and after hours for gate fee
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items at no charge during business hours
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes

## COLORADO

What is the maximum towing rate?	●	Base rate of \$203.90
What is the maximum storage rate?	●	\$30 per day
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Law enforcement
Are towing companies required to accept major credit cards?	●	Yes
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee up to \$70 for a vehicle up to 10,000 pounds.
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, emergency items only
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

## CONNECTICUT

What is the maximum towing rate?	●	\$105 for vehicles less than 10,000 pounds
What is the maximum storage rate?	●	\$23 to \$30 for vehicles less than 20 feet for first 5 days
Where are towing companies required to publicly display their rates?	●	"Tow-away" signs
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	Yes

## DELAWARE

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No public display requirements. Must provide written statement of charges
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Insurance coverage for loss from vehicle or contents
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes, the towing company must notify the vehicle owner by mail of charges

## FLORIDA

What is the maximum towing rate?	●	Troop commander sets maximum rates
What is the maximum storage rate?	●	Troop commander sets maximum rates
Where are towing companies required to publicly display their rates?	●	"Tow-away" signs
Who are towing companies required to notify?	●	Vehicle owner, lienholder, insurance company and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee of no more than half posted towing fee
Are there designated hours when an owner can retrieve their vehicle?	●	24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes, by mail

## GEORGIA

What is the maximum towing rate?	●	\$175 for vehicles 10,000 pounds or less
What is the maximum storage rate?	●	\$25 per day for vehicles 10,000 pounds or less
Where are towing companies required to publicly display their rates?	●	"Tow-away" signs
Who are towing companies required to notify?	●	No protection found
Are towing companies required to accept major credit cards?	●	No
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	Yes



## HAWAII

What is the maximum towing rate?	●	\$65-\$75; plus mileage charge of \$7.50 per mile
What is the maximum storage rate?	●	\$25 per day for first seven days; \$20 per day after
Where are towing companies required to publicly display their rates?	●	No public display requirements. Notice with maximum charges must be sent via mail
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No, must accept credit cards or have ATM on property
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, at no charge or for \$30 drop fee for difficult tow, such as a vehicle in a parking garage
Are there designated hours when an owner can retrieve their vehicle?	●	24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

## IDAHO

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes















## ILLINOIS

What is the maximum towing rate?	●	Set by Commerce Commission
What is the maximum storage rate?	●	Set by Commerce Commission. No storage charges for the first 24 hours after towing
Where are towing companies required to publicly display their rates?	●	Storage facility
Who are towing companies required to notify?	●	Law enforcement
Are towing companies required to accept major credit cards?	●	Yes
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee no greater than half of posted towing rate
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, most items, including prescriptions, important documents, credit and debit cards, wallets, purses, etc
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes















## INDIANA

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	\$2,000 total
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner or lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found















## IOWA

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		No protection found
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner and lienholder
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		No protection found
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		Reimbursement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		No















## KANSAS

What is the maximum towing rate?		Cities and counties must set maximums
What is the maximum storage rate?		Cities and counties must set maximums
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle driver and law enforcement
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		No protection found
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, all items for 48 hours after tow. Only personal medical supplies after 48 hours
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		Failure to comply with the law will stop the imposition of storage fees
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No, the person in possession of the towed vehicle is only responsible for the reasonable care of the car and its property
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		No protection found

## KENTUCKY

What is the maximum towing rate?		Local governments can set reasonable fees
What is the maximum storage rate?		Local governments can set reasonable fees
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, if requested within 45 days, owner can access items like prescription medication, medical supplies, educational materials and electronic devices
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		Yes, unless damage is caused by forces out of tower's control
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		Yes

## LOUISIANA

What is the maximum towing rate?		\$107.50 for private property tow of vehicles 10,000 pounds or less
What is the maximum storage rate?		\$24 per day (outdoors); \$28.50 per day (covered) up to 10,000 pounds
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		No protection found
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		During normal business hours or after hours for \$45
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No protection found
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		Yes

## MAINE

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and lienholder
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, "personal effects" such as medications, medical equipment, clothing, mail, child restraint systems and similar items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes, must state charges

## MARYLAND

What is the maximum towing rate?	●	Twice total fees allowed by subdivision; \$250 if rates not set by subdivision
What is the maximum storage rate?	●	Fees normally set by subdivision; \$30 per day if rates not set by subdivision
Where are towing companies required to publicly display their rates?	●	"Tow-away" signs
Who are towing companies required to notify?	●	Vehicle owner, secured party, insurer and law enforcement
Are towing companies required to accept major credit cards?	●	No, must accept credit cards or have ATM on property
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	Yes
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee no greater than half of towing cost
Are there designated hours when an owner can retrieve their vehicle?	●	24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Triple the cost of recovering the vehicle
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	Yes
Are towing companies required to provide an itemized bill?	●	No protection found

## MASSACHUSETTS

What is the maximum towing rate?	●	\$108
What is the maximum storage rate?	●	\$35 per day
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee no greater than half of usual towing cost
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	No protection found

## MICHIGAN

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	\$1,000 total
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items at no charge during first visit; \$25 per visit thereafter
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

















## MINNESOTA

What is the maximum towing rate?	●	Must be "reasonable"
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and lienholder
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	If no sign is posted on private property, vehicles can be towed after 24 hours
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	\$100 or double the actual damages including costs of recovering the vehicle.
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	No protection found















## MISSISSIPPI

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No charge if towing company doesn't follow law
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

## MISSOURI

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		Reasonable storage charges not exceeding those for consensual tows
Where are towing companies required to publicly display their rates?		"Tow away" signs and storage facility
Who are towing companies required to notify?		Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?		No
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		Yes, for a drop fee of no more than half regular towing fee
Are there designated hours when an owner can retrieve their vehicle?		At least 10 hours per day, Monday through Friday
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		Four times towing and storage charges along with any criminal penalty
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		Yes
Can towing companies patrol/scan private property for illegally parked cars?		No
Are towing companies required to provide an itemized bill?		Yes, upon request

## MONTANA

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		No protection found
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner or lienholder
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		No protection found
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, most items, including prescriptions, important documents, credit and debit cards, wallets, purses, etc
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No protection found
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		No protection found















## NEBRASKA

What is the maximum towing rate?	●	Charge must be "reasonable"
What is the maximum storage rate?	●	Charge must be "reasonable"
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, upon request
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found















## NEVADA

What is the maximum towing rate?	●	\$55
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and law enforcement
Are towing companies required to accept major credit cards?	●	Yes
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Vehicle immediately released to owner
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	No protection found

## NEW HAMPSHIRE

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		No protection found
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Law enforcement
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, emergency items only
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No protection found
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		No protection found

## NEW JERSEY

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		No protection found
Where are towing companies required to publicly display their rates?		"Tow-away" signs
Who are towing companies required to notify?		No protection found
Are towing companies required to accept major credit cards?		Yes
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		Yes, for a drop fee
Are there designated hours when an owner can retrieve their vehicle?		During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?		No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		Yes, insurance coverage for damages
Can towing companies patrol/scan private property for illegally parked cars?		No
Are towing companies required to provide an itemized bill?		No protection found















## NEW MEXICO

What is the maximum towing rate?	●	\$100 for the first mile for class A/B, plus other fees
What is the maximum storage rate?	●	\$10-\$20 per day for class A/B
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and lienholder
Are towing companies required to accept major credit cards?	●	No
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	Yes
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement for failure to notify owner
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	Yes















## NEW YORK

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	No protection found
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

## NORTH CAROLINA

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		No protection found
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found unless ordered by law enforcement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		Yes, if damage was intentional or caused by negligence
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		No protection found

## NORTH DAKOTA

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		\$50 per day
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		No protection found
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No protection found
Can towing companies patrol/scan private property for illegally parked cars?		No
Are towing companies required to provide an itemized bill?		No protection found

















## OHIO

What is the maximum towing rate?	●	\$129 for vehicles less than 10,000 pounds
What is the maximum storage rate?	●	\$17 per day
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	Yes
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	Yes
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee no greater than half of towing cost
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	Yes
Are towing companies required to provide an itemized bill?	●	No protection found















## OKLAHOMA

What is the maximum towing rate?	●	\$3.75 per mile for first 25 miles, vehicles up to 8,000 pounds
What is the maximum storage rate?	●	\$18 per 24 hours, up to 20-foot vehicle
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No
Are there designated hours when an owner can retrieve their vehicle?	●	24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	Yes
Are towing companies required to provide an itemized bill?	●	Yes

## OREGON

What is the maximum towing rate?		None
What is the maximum storage rate?		None
Where are towing companies required to publicly display their rates?		No public display requirements. Must provide written statement of charges
Who are towing companies required to notify?		Vehicle owner and law enforcement
Are towing companies required to accept major credit cards?		No
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		Yes
If the owner returns before their car is towed, is the tower required to release the vehicle?		Yes, at no charge or for a drop fee if attached
Are there designated hours when an owner can retrieve their vehicle?		24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, emergency items only
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No
Can towing companies patrol/scan private property for illegally parked cars?		No
Are towing companies required to provide an itemized bill?		No protection found

## PENNSYLVANIA

What is the maximum towing rate?		Charges must be "reasonable"
What is the maximum storage rate?		\$25 per day
Where are towing companies required to publicly display their rates?		Storage facility
Who are towing companies required to notify?		No protection found
Are towing companies required to accept major credit cards?		Yes
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?		No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No protection found
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		Yes















## RHODE ISLAND

What is the maximum towing rate?	●	\$85 (or \$75 plus mileage for police tow)
What is the maximum storage rate?	●	\$24 per 24-hour period
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	No protection found















## SOUTH CAROLINA

What is the maximum towing rate?	●	No protection found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours and during other reasonable hours, including weekends
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, items such as medicines, medical equipment, keys, clothing, and tools of the trade, child restraint systems and perishable items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes, if the person is guilty of wilfulness or recklessness
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes

## SOUTH DAKOTA

What is the maximum towing rate?		No protection found
What is the maximum storage rate?		No protection found
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner and lienholder
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		No protection found
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, only business or trade tools, clothing or food
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No protection found
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		No protection found

## TENNESSEE

What is the maximum towing rate?		Must be competitive and reasonable
What is the maximum storage rate?		Storage rates begin 24 hours after tow
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		No protection found
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		Reimbursement
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		Yes
Can towing companies patrol/scan private property for illegally parked cars?		No
Are towing companies required to provide an itemized bill?		Yes

## TEXAS

What is the maximum towing rate?	●	\$255 for a car weighing up to 10,000 lbs
What is the maximum storage rate?	●	Generally \$5 to \$20 per day or part of a day
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, at no charge if not fully hooked up; otherwise, a drop fee
Are there designated hours when an owner can retrieve their vehicle?	●	Within 1 hour of request, 8 a.m. to midnight Mon-Sat; 8 a.m. to 5 p.m. Sundays. Storage facilities not required to release a car after midnight
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	\$1,000 plus three times amount of fees assessed in vehicle's removal, towing, storage, or booting
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes

## UTAH

What is the maximum towing rate?	●	\$168 for less than 10,000 pounds
What is the maximum storage rate?	●	\$40 (outside) to \$45 (inside) up to 10,000 pounds
Where are towing companies required to publicly display their rates?	●	Storage facility
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	Yes
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, life essential items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No
Are towing companies required to provide an itemized bill?	●	No protection found

## VERMONT















What is the maximum towing rate?	●	\$40 for public property tow. Otherwise, no maximum found
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No protection found
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

## VIRGINIA















What is the maximum towing rate?	●	\$150; additional \$30 for weekends
What is the maximum storage rate?	●	No protection found
Where are towing companies required to publicly display their rates?	●	Storage facility
Who are towing companies required to notify?	●	Law enforcement
Are towing companies required to accept major credit cards?	●	Yes, except for towers with less than \$10,000 annual income
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	Yes, for a drop fee not to exceed \$25 or fee set by locality
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes, if damage results from negligence
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	Yes



## WASHINGTON

What is the maximum towing rate?		135 percent of the maximum hourly rate for a class A tow truck
What is the maximum storage rate?		135 percent of the maximum daily storage rate for an impound
Where are towing companies required to publicly display their rates?		Storage facility
Who are towing companies required to notify?		Vehicle owner
Are towing companies required to accept major credit cards?		Yes
Are clear tow-away signs required in private parking areas?		Yes
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		No protection found
Are there designated hours when an owner can retrieve their vehicle?		24/7 with notice
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, all items within 20 days from impound
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		Reimbursement and damages
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		Yes
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		Yes

## WEST VIRGINIA

What is the maximum towing rate?		\$95 up to 7,000 pounds (up to \$150 for wrecked vehicles)
What is the maximum storage rate?		\$25 per day (outdoors); \$30 per day (indoors)
Where are towing companies required to publicly display their rates?		No protection found
Who are towing companies required to notify?		Vehicle owner
Are towing companies required to accept major credit cards?		No protection found
Are clear tow-away signs required in private parking areas?		No protection found
Is a picture required of the parked vehicle before towing?		No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?		Yes, for a drop fee of no more than half of the minimum towing fee
Are there designated hours when an owner can retrieve their vehicle?		No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?		Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?		No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?		No protection found
Can towing companies patrol/scan private property for illegally parked cars?		No protection found
Are towing companies required to provide an itemized bill?		Yes

## WISCONSIN

What is the maximum towing rate?	●	\$150
What is the maximum storage rate?	●	\$25 per day (outdoors); \$35 per day (indoors); no fee for any day the facility is open less than 4 hours
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	Yes
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	During normal business hours
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	No protection found
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	No protection found
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

## WYOMING

What is the maximum towing rate?	●	Total bill can't exceed \$760
What is the maximum storage rate?	●	\$20 per day
Where are towing companies required to publicly display their rates?	●	No protection found
Who are towing companies required to notify?	●	Vehicle owner, lienholder and law enforcement
Are towing companies required to accept major credit cards?	●	No protection found
Are clear tow-away signs required in private parking areas?	●	No, must place a removal notice on vehicle for at least 24 hours on highway or 5 days for other property
Is a picture required of the parked vehicle before towing?	●	No protection found
If the owner returns before their car is towed, is the tower required to release the vehicle?	●	No protection found
Are there designated hours when an owner can retrieve their vehicle?	●	No protection found
Are towing companies required to allow owners access to their personal items in a towed vehicle?	●	Yes, all items
If a vehicle tow is proven illegal, what compensation is the owner entitled to?	●	No protection found
If a vehicle is damaged during the towing or storage process, is the tow company required to reimburse the owner for damages?	●	Yes, if tower does not take reasonable care
Can towing companies patrol/scan private property for illegally parked cars?	●	No protection found
Are towing companies required to provide an itemized bill?	●	No protection found

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