

New Jersey State Police
Application and Minimal
Requirements
for
Vehicular Towing

Revised September 22, 2017

TABLE OF CONTENTS

I. INTRODUCTIONPAGE A-3

II. POLICYPAGE A-3

III. GENERAL REQUIREMENTS FOR APPLICATIONPAGE A-3

IV. RESPONSE TIMES/LOCATIONPAGE A-4

V. INSPECTIONSPAGE A-5

VI. DIRECT INVOLVEMENT/SHARINGPAGE A-5

VII. GENERAL OPERATIONPAGE A-5

VIII. ABANDONED/UNCLAIMED VEHICLE RESPONSIBILITYPAGE A-6

IX. DRIVER REQUIREMENTSPAGE A-7

X. INSURANCE REQUIREMENTSPAGE A-8

XI. STORAGE REQUIREMENTSPAGE A-9

XII. GENERAL WRECKER REQUIREMENTSPAGE A-10

XIII. LIGHT DUTY SERVICE WRECKERSPAGE A-11

XIV. HEAVY DUTY SERVICE WRECKERSPAGE A-11

XV. HEAVY DUTY RECOVERY WRECKERSPAGE A-12

XVI. SUBCONTRACTOR REQUIREMENTSPAGE A-13

XVII. VENDOR DISCIPLINARY PROCEDURESPAGE A-14

XVIII. CARGO HANDLING PROCEDURESPAGE A-16

I. Introduction:

The New Jersey State Police (NJSP) is committed to providing the best possible service for motorists who travel the highways of New Jersey. In keeping with this commitment, the NJSP has always realized that qualified, professional towing operators (herein known as vendors) are needed to provide safe and efficient services for motorists who experience vehicle problems.

II. Policy:

The station commander shall have the discretion to determine the maximum number of vendors (light, heavy and/or recovery) needed for the station area, in addition to each vendor's area of responsibility, as established in these guidelines.

III. General Requirements for Application:

- A. The Tower/Wrecker Vendor Application (form S.P. 871) will be utilized by all vendors requesting to be placed on the NJSP Wrecker/Towing List(s).
- B. The applicant shall have a minimum of three years of towing-for-hire experience, either as an owner or principal. Verification of the required minimum experience shall be made by the station commander, or designee.
- C. All applicants and/or agents must submit to a criminal history check in compliance with the NJSP Criminal Information Unit, State Bureau of Identification (SBI form 212B). The applicant or agent shall not have received a criminal conviction within the last seven years for any indictable offense or any offense involving stolen or embezzled vehicles, fraud relating to the towing business, stolen property, or any other offense of similar nature.
- D. The principal location must be staffed during business hours and shall maintain a clean waiting room with seating and toilet facilities.
- E. Each storage facility (principal or otherwise), shall post in a clearly visible manner, contact information and hours of operation for vehicle release. If vendor staff is not on location during normal business hours, a contact number shall be provided for proper response by the vendor.
- F. The method of towing, transporting, or recovering a vehicle pursuant to this agreement shall be performed consistent with the applicable manufacturer's ratings, including but not limited to the following:
 - 1. Chassis gross vehicle weight rating
 - 2. Chassis combined gross vehicle weight rating
 - 3. Boom capacity rating

4. Winching capacity rating

- G. The vendor shall represent that its trucks and equipment are safe, properly equipped, sound mechanically, and suitable for intended use (N.J.S.A. 39:3-1 et seq. and 49 CFR 393). The vendor may be subject to an annual Level I or V inspection by a trained and certified member of the NJSP.
- H. The fees charged by the vendor shall not exceed the prevailing Garden State Towing Association (GSTA) posted rates for the calendar year in which the service is provided. The rates posted on the GSTA web site shall be presumed fair and reasonable. A link to the GSTA rates shall be posted on the NJSP web page (www.njsp.org).
- I. It is the responsibility of the vendor to recover all charges for vehicle towing and recovery operations from the vehicle owner or the owner's insurance carrier. The NJSP shall **not** be responsible for collecting any fees that are owed to the vendor.
- J. It is the responsibility of the vendor to remove all debris and cargo from the incident scene directly or with the use of a subcontractor and in compliance with the Cargo Handling Procedures as set forth in section XVIII of these procedures.
- K. Vendors shall be familiar with the "State of New Jersey Highway Incident Guidelines for Emergency," (available at <http://www.njsp.org/info/pdf/hwincsafeprocedures.pdf>) and are encouraged to attend incident management meetings held by NJDOT and NJSP to remain current on updated response procedures.
- L. Vendors shall be familiar with the rules and regulations of the Predatory Towing Prevention Act (N.J.S.A. 56:13-1, et seq, www.njconsumeraffairs.gov/Statutes/Predatory-Towing-Prevention-Act.pdf) and be aware that any violations of these requirements shall result in an immediate suspension from the towing list.
- M. Vendors with multiple locations must meet minimum equipment/facility requirements at each location and must submit a separate application for each.

IV. Response Times/Location:

- A. Upon receiving notification from an operational dispatch center, the vendor shall be allowed 20 minutes maximum response time from the vendor's principal location and geographic area of response. (Response time shall take into account environmental factors, traffic volume, and any other circumstances as applicable.)
- B. Vendor shall supply a list of municipalities that will be serviced within the response time guidelines based on the location of the facility, which will be subject to final approval by the station commander or designee.

V. Inspections:

- A. Applicant shall submit to periodic inspection of storage facility and vehicles by NJSP members.
- B. Vendors may be subject to inspection at any time.
- C. Subcontractors utilized by approved vendors shall also be required to submit to inspections as required.
- D. Inspections shall include records of tows, employees, and proof of insurance.
- E. Station commanders, designees, or a member from Incident Management Unit will be responsible for these inspections.

VI. Direct Involvement/Sharing:

- A. No tow company shall be directly involved with another tow company that is on the same tow list. Examples of direct involvement include the sharing of business licenses, tow trucks or equipment, storage space, and employees.
- B. In the event that an approved vendor needs additional resources, that vendor can request assistance from another approved vendor on the State Police list.

VII. General Operation:

The vendor shall:

- A. Be available 24 hours a day, seven days a week, including holidays.
- B. Not use answering machines or beepers to receive calls from an NJSP dispatcher.
- C. Be subject to penalty when using answering service to handle calls, see section XVII.
- D. Accept at least two major credit cards.
- E. Not remove any vehicle from a highway without proper authorization (i.e. no soliciting of tows without being dispatched by an NJSP dispatcher).
- F. Answer routine calls for general service including but not limited to tire changes and gasoline delivery in addition to calls for towing.
- G. Be responsible for clearing the roadway of debris, with the exception of hazardous materials.

NOTE: Hazardous materials may be defined as any dangerous or unknown substance which the vendor has not been properly trained or licensed to dispose.

- H. Notify the NJSP dispatcher when they are unable to:
 - 1. Respond to a call or meet the response time requirement,
 - 2. Meet the time response requirements of a previously accepted call.
- I. Not assign calls to other tow companies.
- J. Tow the patron's vehicle to the vendor's storage lot when the patron does not have funds available for payment and hold same until payment arraignments have been made.
- K. Cooperate and communicate with the State Police and other emergency service personnel at incident scenes.
- L. Post a copy of their GSA-approved service rates in a conspicuous manner within the tow facility or provide a copy upon request.
- M. Be available to surrender property from towed vehicles during normal business hours Monday through Friday (9:00 A.M. to 5:00 P.M.) and on Saturday from 9:00 A.M. to 12:00 noon, excluding legal holidays.
- N. Ensure all drivers or operators possess a valid New Jersey driver's license or driver's license from a state contiguous to New Jersey with the appropriate class and endorsement(s) for the vehicle being operated.

NOTE: Drivers may be subject to random inspection and confirmation of license validity while on the scene of a call for towing.
- P. Ensure that recovery supervisors identify themselves to State Police personnel at all recovery scenes prior to taking action.
- Q. Ensure the duty wrecker only takes vehicles that were involved in the crash. No wrecker service or client relationships will be honored at crash or recovery scenes.
- R. Ensure drivers wear approved Class II traffic safety vests when on scene.
- S. Provide their business information, at the time of the tow, to the driver and/or passenger(s).

VIII. Abandoned/Unclaimed Vehicle Responsibility:

Vendor must maintain individual written records for impounded and abandoned towed vehicles. These records will indicate full vehicle information, odometer reading, date and

time towed and released. These records will be forwarded monthly to the NJSP. Impounded vehicles will not be released without written NJSP authorization.

A. Abandoned Vehicles

Vehicles under this section shall be processed for titles by the NJSP in accordance with N.J.S.A. 39:10a-1.

1. The NJSP shall be responsible for providing the vendor with the name and address of the vehicle owner and lien holder of all abandoned vehicles towed. This shall be provided within three days of it being towed.
2. Both the vendor and the NJSP shall notify the owner and lien holder by regular and certified mail of the following:
 - a. Cost imposed for towing and storage of the vehicle
 - b. Provide instructions for recovering the vehicle
3. Failure by the vendor to provide the appropriate notification within 30 days of receiving the owner or lien holder information may limit the storage fee to \$750.00 as outlined in 39:10A-1.

B. Unclaimed Vehicles

1. Impounded vehicles which remain unclaimed for 15 days after the owner has been notified by the NJSP that it is authorized for release will be processed by the NJSP as an abandoned vehicle.
2. Vehicles towed as a result of a crash or any other vehicle towed on behalf of the NJSP which remains unclaimed for 30 days after being available for release, will be considered abandoned on private property.

NOTE: The NJMVC procedures for vehicles abandoned on private property can be found on the New Jersey Motor Vehicle Commission (NJMVC) website at: http://www.state.nj.us/mvcbiz/Abandoned/Abandoned_vehicles.htm

IX. Driver Requirements:

- A. All employees having contact with a vehicle towed by State Police authority or the vehicle owner must submit to a criminal history check in compliance with the NJSP Criminal Information Unit, State Bureau of Identification (SBI form 212B). The driver shall not have received a criminal conviction within the last seven years for any indictable offense or any offense involving stolen or embezzled vehicles, fraud relating to the towing business, stolen property, or any other offense of similar nature. Background checks will be the responsibility of the vendor/owner.

- B. Vendors are responsible for verifying their drivers have a valid driver's license. New Jersey information can be obtained by completing a NJMVC Driver History Abstract Request Form (DO-21). The form can be obtained by contacting the Motor Vehicle Commission at (609) 292-6100.
- C. Vendors shall notify the respective NJSP Station Commander, or designee, via the email address provided, concerning any changes in employee status, including additions and deletions. Immediate notification is mandatory whenever there is a deletion or addition of CDL Class A driver.
- D. Drivers shall behave in a professional manner.
- E. Each driver, (light duty, heavy duty, and recovery supervisor) must:
 - 1. Obtain certification from a GSTA approved organization and include a copy of each certification in the application package
 - 2. Attend Traffic Incident Management Training for Emergency Responders within 6 months of hire and show proof of course completion
 - 3. Demonstrate they have attended GSTA approved on-going training within the past 3 years
- F. New hires must obtain GSTA approved certification within 6 months from start of employment.
- G. Each heavy duty driver must possess a Commercial Driver's License (CDL) and also comply with Title 49 CFR, subpart 391.51.
- H. Each recovery supervisor must have received training in an industry recognized recovery course.

NOTE: Although all personnel on the recovery scene do not need recovery training, each recovery supervisor must meet the listed requirements.
- I. All certifications will be verified and maintained by the vendor and subject to review during the course of any inspection.

X. Insurance Requirements:

- A. Vendor must meet the New Jersey minimum insurance requirements for the following:
 - 1. Auto and garage
 - 2. On-hook coverage

3. Cargo insurance
 4. Garage keeper's liability
 5. Workman's Compensation (minimum legal requirements)
- B. Vendors will immediately be suspended from the list if insurance coverage lapses.
- C. Copies of the above mentioned documents will be maintained at the station level.

XI. Storage Requirements:

- A. Lot must display Certificate of Occupancy for automotive related use from resident community, where applicable.
- B. Vendor must be equipped to provide proper, safe, and secure storage for all vehicles that are towed and stored. The Station Commander, designee, or Incident Management Unit will conduct periodic inspections of the storage facility.
- C. As per the New Jersey Attorney General's Law Enforcement Directive No. 2004-2, "Joint Crash Investigative Protocol: Division of State Police and County Prosecutors," if the element(s) of a criteria case is established, no vehicle(s) or no evidence shall be released without prior approval from the respective County Prosecutor's Office and written authorization from the NJSP. Vendor shall assume responsibility for all impounded vehicles released without authorization.
- D. Criminal case vehicle storage:
1. Short Term Storage: If a crash meets criminal criteria, the vendor must be capable of storing the involved vehicle(s) indoors until a search warrant can be prepared and executed.
 2. Long Term Storage: Once the vehicle(s) have been fully processed by NJSP Detectives, and indictment(s) obtained, the respective County Prosecutor's Office representative shall be contacted to determine if long term storage of the vehicle(s) is necessary for court purposes. If long term storage is determined to be necessary, custody of the involved vehicle(s) will be turned over to the respective County Prosecutor's Office who shall arrange storage.
 3. Troop Car Involved Crash Storage: Troop cars involved in criminal criteria and/or civil litigation criteria cases shall be towed to NJSP Division Headquarters for long term storage once processing has been completed. The Fleet Management Office shall inventory and wrap the vehicle to protect it from the elements. The Civil Proceedings Unit shall be responsible for releasing the vehicle following the conclusion of all civil litigation.

- E. Impounded vehicles, not involved in criminal prosecution cases, shall only be released upon proper written authorization of the NJSP.
- F. Personal property is considered to be any item that is not directly affixed to the vehicle. Such items shall be released to the owner upon request during normal business hours at no charge.
- G. Each storage facility must be:
 - 1. Located in close proximity to the vendor
 - 2. Secured by a barrier sufficient to deter trespassing and/or vandalism
 - 3. Staffed or available for access between the hours of 9:00 A.M. and 5:00 P.M. on Monday through Friday, and Saturday, 9:00 A.M. to 12:00 PM, excluding legal holidays

NOTE: Vehicles towed without the consent of the owner will be made available for release at any time, but will be subject to an additional fee as delineated in the posted fee schedule if the owner picks up the vehicle after required business hours.
 - 4. Sufficient in size to accommodate all vehicles towed at the request of the NJSP
 - 5. Secure for all vehicles in custody, proportionate to the history and level of crime and/or vandalism in the nearby area

XII. General Wrecker Requirements:

All tow truck and flatbed vehicles (light, heavy duty, or recovery) shall have the following:

- Amber emergency lights - with proper Amber Light Permit from the State of N.J.
- Two (2) flood or work lights to the rear of the wrecker
- Two-way radio or cellular phone
- Assortment of tools
- Flashlight
- Fire extinguisher
- First aid kit
- Broom & shovel
- Jumper cables
- Road flares, triangles or road cones
- Trailer ball hitch attachment
- Motorcycle towing equipment
- Gas can
- Lug wrench and jack

- Assortment of wood blocks and boards
- Vehicle manufacturer serial plate must be legible and visible for inspection on undercarriage and chassis boom, or under reach and chassis, or certified by manufacturers rating paperwork

XIII. Light Duty Service Wreckers:

Vendor must present for service a minimum of three trucks, consisting of two flatbeds and a light duty wrecker, which may tow any vehicle up to 10,000 lbs. Gross Vehicle Weight Rating (GVWR) with single rear wheels.

Light duty wreckers must meet the following minimum requirements:

- 10,000 lbs. GVWR minimum commercially manufactured wrecker and chassis
- Dual rear wheels
- 3,000 lbs. minimum wheel lift capacity
- 8,000 lbs. minimum winch capacity
- 8,000 lbs. minimum hydraulic boom capacity
- 3/8" x 100' cable or OEM specifications
- (2) Safety chains 3/8" x 10' with a minimum of grade 8 alloy
- (2) Tow chains 3/8" x 10' with a minimum of grade 8 alloy with "J" & "T" Hooks, and Grab Hooks
- Wheel lift safety straps or equivalent wheel retention device
- (1) 4 Ton snatch block per winch

Flatbeds must meet the following minimum requirements:

- 14,500 lbs. GVWR minimum commercially manufactured flatbed and chassis
- Seventeen feet or longer hydraulically operated slide back or tilt bed
- 3/8" x 50' cable or OEM specifications
- (4) tie down devices, if chains they must be 3/8" x 10' with a minimum grade 7 alloy, or synthetic web straps of equivalent strength
- (1) Bridle chain High Test with "J" Hooks, "T" Hooks, and Grab Hooks
- (1) 4 Ton snatch block

XIV. Heavy Duty Service Wreckers:

Vendor must present for service one truck, which can respond to the following; no accident, mechanical, impound or abandoned vehicles only. Heavy duty service vendors may tow any vehicles that are over 10,000 lbs. GVWR or that have dual rear wheels.

Heavy duty wreckers must meet the following minimum requirements:

- (1) 33,000 lbs. GVWR minimum commercially manufactured hydraulic wrecker and chassis, with under reach capabilities

- Meeting State and Federal DOT requirements governing Commercial Motor Vehicles
- Air brakes
- Air transfer system - means of controlling the brakes of the towed vehicle
- Axle lift with 25,000 lbs. minimum lift capacity & 80,000 lbs. tow capacity
- (2) Safety chains ½" x 10' with a minimum of grade 8 alloy
- (2) Tow chains 5/8" x 10' with a minimum of grade 8 alloy
- Axle lift safety straps or equivalent retention device
- Tow light bar or magnetic tow lights
- T-Bolts / maxi release pins
- Angle iron
- (2) 12 ton snatch blocks per winch

NOTE: Trained/certified CVI enlisted personnel will assist in any Federal DOT requirements governing commercial motor vehicles.

XV. Heavy Duty Recovery Wreckers:

Vendor must present for service two trucks, which can respond to the following: service for all accidents, recovery, and winching incidents for any vehicle over 10,000 lbs. GVWR or any vehicle that has dual wheels.

Heavy duty recovery wreckers must meet the following minimum requirements:

- (2) 33,000 lbs. GVWR minimum commercially manufactured hydraulic wrecker and chassis, with under reach capabilities
- Oshkosh or Sterling type crane can be substituted for (1) hydraulic boom wrecker
- Meeting State and Federal DOT requirements governing Commercial Motor Vehicles
- Air brakes
- Air transfer system - means of controlling the brakes of the towed vehicle
- At least one truck shall have an axle lift with 25,000 lbs. minimum lift capacity and 80,000 lbs. tow capacity
- Each wrecker must have a 50,000 lbs. minimum winch capacity
- One (1) wrecker must have a 50,000 lbs. minimum boom capacity
- One (1) wrecker must have a 70,000 lbs. minimum boom capacity
- 5/8" x 200' cable or OEM specifications
- (2) Safety chains ½" x 8' Alloy
- (2) Tow chains ½" x 10' and (4) Chain binders
- (4) Winching chains ½" x 8' Alloy
- (4) Tie down chains 5/16" x 10' and (4) Chain binders
- (2) Recovery straps 6" x 20' or longer
- Axle lift safety straps or equivalent retention device

- (2) Scotch blocks or recovery stiff legs mounted into body of truck
- (2) 12 Ton snatch blocks per winch
- Angle iron
- Tow light bar or magnetic tow lights
- T-Bolts/maxi release pins
- Hydraulic bottle jack

Additional equipment - either owned or subcontracted:

- (1) Air cushion recovery system including starter cushions, with motor driven air pump, with a lifting capacity of 100,000
- (1) Semi-tractor with fifth wheel
- (1) Lowboy or Landall type equipment hauling trailer with minimum hauling capacity of 40,000 lbs.
- (1) Relief trailer or truck capable of transferring loads off damaged trucks
- (1) Fork Lift
- (2) Pallet Jacks

NOTE: Trained/certified CVI enlisted personnel will assist in any Federal DOT requirements governing commercial motor vehicles.

XVI. Subcontractor Requirements:

- A. At the time of application to the tow list, the vendor shall submit a written contract for all subcontracted recovery services it will be using as well as a complete equipment list.
 - 1. These contractors should be limited to:
 - a. Disposal company providing dumpsters
 - b. Trucking company that could provide additional refrigerator or flatbed trucks
 - c. Construction crane (50 ton or larger)
 - d. Contractor that can deliver a heavy duty, rubber tired loader type vehicle
- B. If the vendor subcontracts additional recovery and transport services, the fee charged to the patron shall be no more than ten percent above the invoice amount for the service or rented unit.
- C. All subcontracted service providers shall work under the supervision of the vendor that requested their assistance.

- D. Subcontractor's insurance certificate shall be on file at the vendor's place of business, unless subcontractor is also a New Jersey State Police recognized contractor.

XVII. Vendor Disciplinary Procedures:

- A. Any NJSP member who requests a tow, may generate a call code entry entitled, "Towing Compliment/Complaint" to document the performance of the towing vendor in the Computer Aided Dispatch (CAD) System.
- B. Motorists who wish to document a compliment/complaint regarding a towing company may do so at the respective road station from where the vehicle was towed.
 - 1. A CAD entry using the call code, "Towing Compliment/Complaint" shall be generated by the member taking the report.
 - 2. If the motorist's inquiry is monetary in nature, the prevailing GSTA posted rate schedule shall be utilized as a guide to answer questions.
 - 3. When the motorist wishes to make a formal complaint against a vendor, the motorist shall be referred to the New Jersey Division of Consumer Affairs at (973)504-6200, in addition to a CAD entry being made pursuant to paragraph 1 of this section. An online complaint may be filed at https://www20.state.nj.us/LPSCA_COMPL/ under "General" complaint or by downloading a general complaint form (Annex C) and mailing it to: Division of Consumer Affairs, P.O. Box 45025 Newark, NJ 07101.
- C. The Station Commander shall be responsible for managing the wrecker list in accordance with the criteria outlined in S.O.P. F56 and this Annex.
- D. The Station Commander may take the following action(s) for violations of the listed criteria:
 - 1. First violation may result in a written warning to the vendor.
 - 2. Second violation may result in a 14 day suspension from the towing rotation.
 - 3. Third violation will result in the removal of the vendor from the list.
 - 4. The following violations will result in disciplinary action:
 - a. Late arrival to calls for service
 - b. Failure to answer telephone calls for service
 - c. Failure to properly clean scenes

- d. Substantiated motorist complaints filed at either the station level or via Consumer Affairs
 - e. Violations of the minimal requirements as outlined in the application
 - f. Failure to submit a renewal application when required
 - g. Failure to maintain proper insurance coverage
 - h. Violation of any provision of the Predatory Towing Prevention Act, N.J.S.A. 56:13-1, et seq.
- 5. Immediate termination may occur if the application is fraudulent, the owner is convicted of an indictable offense, the owner's insurance is canceled, or if there is evidence indicating a pattern of consumer fraud or any serious violation as determined by the NJSP.
- E. Vendors shall be notified via certified mail of any violation of this order or any motorist complaint taken at the station level.
 - 1. Notification shall include date, time and location of the services rendered, and the reason/nature of the complaint.
 - 2. Notification to the vendor shall be noted in the CAD using the call code, "Towing Compliment/Complaint" and retained at the station level.
- F. The Station Commander will consider the following factors when determining if a suspension or removal from the list is warranted:
 - 1. Vendor inspections resulting in violations of the requirements outlined in this order
 - 2. Formal complaints received by the Division of Consumer Affairs
 - 3. Documented complaints and/or violations of the policy in the CAD system
- G. Vendors who are either suspended or removed from a tow list may appeal the determination to the respective Regional Commander.
 - 1. Vendor must submit a letter to the Regional Commander within 15 days of receipt of the certified letter of notification of the suspension or removal. Letter must provide the date, time, and circumstances, including any documents, surrounding the suspension or removal.

2. The Regional Commander shall investigate the reason(s) for the suspension or removal and provide a determination to the vendor within 30 days of receipt of the appeal.
3. Vendors who are removed from the list may be permitted to rectify the cited violation(s) and submit a renewal application requesting reinstatement.
4. Removal from the tow list is appealable as a final agency decision.

XVIII. Cargo Handling Procedures:

- A. The NJSP will safeguard property in disabled vehicles prior to being removed from the scene.
- B. Where the driver, owner, or his representative is capable of action on his own, the trooper will make it clear that responsibility for safeguarding or disposal of property rests with him and that it must be disposed of promptly. The trooper will instruct the driver to remain with the disabled or wrecked vehicle until the vehicle and cargo are off the roadway and in the confines of an authorized garage or a place of safety designated by the driver or owner of the vehicle.
- C. Where the driver, owner, or his representative is not able to assume responsibility of the cargo, but the vehicle and its contents can be handled expediently by a wrecker, the trooper will arrange with the authorized garage called to tow the disabled or wrecked vehicle to take charge of the vehicle and its contents.
- D. In all cases involving the handling, safeguarding and disposal of property, where troopers rather than the owner or driver must take charge, the owner or some other responsible party should be promptly notified by the NJSP.
 1. Spillage of cargo on roadway

If there is a load spillage on the roadway which the wrecker, in the opinion of the NJSP cannot handle, NJDOT maintenance crews or local public works (on non-state highways) should be notified. Cargo shall not be disposed of by maintenance crews unless or until abandonment by the owner, or upon an understanding reached by the trooper and a NJDOT representative. The NJSP, in its sole judgement, shall have sole authority to dispose of the cargo in the best interests of the public.

2. Spillage of Perishable Goods

In the event of spillage of perishable goods (food, drugs, or alcohol) the State Department of Health (or their duly authorized designee, the County Health Officer) shall be notified by the NJSP who will request an inspector to respond to the scene to inspect the goods and condemn them if necessary.

3. Unloading of Cargo

If, in the opinion of the State Police, after consultation with the authorized garage, the cargo must be unloaded before the vehicle can be removed, the following procedure should be followed:

- a. The NJSP Operational Dispatch Center (ODU) will be notified by the trooper on the scene

NOTE: It is imperative that any vehicle disabled or involved in an accident be removed as quickly as possible. This also applies to a vehicle that is on the shoulder or overturned in a ditch or berm. To accomplish this and at the same time attempt to have the trucking company assume as much responsibility as possible, the off-loading of cargo must begin no later than one hour after the ODU is notified.

- b. ODU shall contact the company and make all arrangements for trucks and manpower at the scene. The trooper will endeavor to remove the vehicle and its cargo by the best possible means. The order of preference is as follows:

- (1) Company truck and company manpower
- (2) Company truck, authorized garage manpower
- (3) Contract garage truck and garage manpower
- (4) Contract garage truck and NJDOT maintenance manpower
- (5) NJDOT maintenance trucks and maintenance personnel

- c. Should the NJDOT be involved with the off-loading of the cargo, a maintenance supervisor or the NJDOT Incident Management Response Team (IMRT) representative shall dispatch the necessary personnel and equipment and, under the direction of a NJDOT supervisor, shall unload the cargo. It shall not be disposed of by NJDOT unless or until abandonment by the owner or upon an understanding reached by the trooper. Notwithstanding the fact that the NJSP will endeavor to obtain a prompt decision from the owner, the NJSP, in its sole judgement, shall have sole authority to dispose of the cargo in the best interests of the public.

NOTE: In the event of a spillage of petroleum products and hazardous materials, refer to the current NJDOT and NJSP response protocols, and be in compliance with 29 CFR 1910.120.