

As a towing company we have over 30 years towing experience and attend a lot of motor vehicle accidents as well as general and trade towing.

Situated in a country area we cover a lot of road area and most accident tows incur excess kms being charged.

We class accident towing different as to trade towing and charge less for trade towing than accident tows. Accidents are just that, accidents, so when they happen there is an urgent need to respond quickly and clear the road and free emergency personal back to normal duties. Trade tows are sometimes booked in advance and often a simple pick up and drop off with no real urgency is all that is required. Generally there is not much competition here as to compared to metropolitan areas.

The costs associated with accident towing are much higher than as to an ordinary trade or general tow. These costs include - increased driver wages in high kms travelled

- Extra salvage time if vehicle is off road
- Cleaning of accident site
- Cleaning tray of tow truck from oil, coolant and battery acid spills
- Record keeping of tow sheets ,logs and data entries like salvage yard
- Managing and handling of vehicles when sold or collected by action houses.

A lot of time can be used up after an accident tow as most times the customer is distressed and now without a vehicle. They often need to be picked up from hospital or from the accident site if more than two people. Often we assist in telephone calls to family members, making a claim with an insurance company, organising hire cars or train fares and sometimes accommodation. Also they often return to the vehicle to clean out its contents and some remove vehicle plates.

Some country salvages require the need for an assistant if the accident vehicle is off road a long way, down a bank or mountain side, late at night in dangerous areas.

Towing authorization books are priced much too high compared to the old 50 page booklet we used to use. Most times we go through one tow book every month and a half, so a lot of time is taken visiting the rms for new books.

There needs to be a review of the quotation page within the tow book.

Why is there a need to price or quote an accident tow if the vehicle is insured and therefore the customer does not need to pay for towing?

Why does the customer need to be told the price we will be billing the insurance company for?

Customers are often rattled with the quotation of the tow and even when trying to explain how the billing process works, once they see those \$\$\$ amounts they tend to shy away and rethink their situation. Most times the final towing charge cannot be calculated until after returning back to the hold yard.

A lot of accidents involving un-insured vehicles or low value vehicles are often abandoned and left without any fees being paid. This increases the cost of storing these vehicles as well as make phone calls and letters to their owners.

It would be of great interest to review and make changes as to when these vehicles are abandoned there is a section on the towing authorization page to include that if the vehicle is left for a period of time that we can scrap or dispose of it with minimal requirements.

The green towing sticker included as part of the towing authorization needs to be improved or changed. Currently these tickers only stick to clean surfaces and after several days outside perish as to can't read the relevant information on them.

A lot of customers think that when they have an accident that their 3rd party compulsory green slip covers towing of their vehicle, so mentioning this within the tow authorization page would be an advantage.

With our experience dealing with a lot of insurance companies they most times do not pay storage fees on vehicles in the holding yard. What storage fee structure would suit a determined period of storage time?

The maximum fees for stolen recovered and burnt vehicles need to be review and change from the current rate. At the moment these tows are cheaper that a normal accident tow but handling the stolen or burnt vehicles requires more time, labour and costs. Stolen vehicles are always dumped in far away remote areas where truck access is sometimes limited, and if keys where stolen with the vehicle they always throw them away or keep them. Most late model vehicles will not let you get the gear lever out of park without the key electrics turned on. Some even have electric hand brakes that won't release without the key. With burnt vehicles the biggest factor with the salvage is the cleanup of the burn site, clearing burnt rubber, wire, steel, melted plastics and other debris. Then we go around and remove any loose metals or debris that might fly off the vehicle while in tow, and tie back all doors, hatches and bonnets, boots. Once the tow of the bunt car is completed there is then the need to clean down the tow truck tray from burnt black grime and any loose materials that had shaken loose in transport.

With the new police response not going to many accidents now, the vehicle involved in the accident are left at the scene for weeks and then the owner allows anyone to retrieve vehicle for them without using a tow truck and without 4 digit TT plates.