



**Arkansas Towing and Recovery Board**  
**900 West Capitol Avenue, Suite 400**  
**Little Rock, AR 72201**  
Phone: 501-682-3801

Sarah Huckabee Sanders  
Governor  
Daryl Bassett  
Secretary  
Paul Burnett  
Director

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Reference: Items that have come to our attention

From Director Paul Burnett

All Tow Companies,

Our office has received numerous complaints from Tow Companies about why we asked for certain items at the time of renewal. This office asked for those items for compliance with state laws when your tow company comes up for renewal. A.C.A. §27-50-1203:

**Posting Rate Sheet at Facility:**

(G) Requiring all entities permitted, licensed, or regulated under this subchapter to maintain a copy of their current maximum rate schedule or fee schedule posted in a conspicuous place and readily accessible to the public;

**Posting Complaint Sign at Facility:**

(I) (i) Requiring all entities permitted, licensed, or regulated under this subchapter to post a sign notifying customers of the consumer complaint process under § 27-50-1218. (ii) The sign shall be in a conspicuous and central location in the public area and shall be a minimum of sixteen inches by twenty inches (16" x 20") in size.

**Business Sign Requirements at Facility:**

(J) (i) Setting a minimum standard for the structure of the place of business and storage facility located in Arkansas and utilized for the daily operation of a towing company licensed and regulated under this subsection. (ii) The place of business shall utilize:

(a) A location easily accessible by the public;

(b) An appropriate and secure filing system for business records; and

(c) **Clear and visible signage displaying the name on the business license issued by the board that:**

**(1) Is a minimum of four feet by six feet (4' x 6') in size or meets the criteria established by a municipal zoning ordinance, subdivision regulation, or building code; and**

**(2) Displays the name, physical address, a published telephone number of the towing company, and hours of operation;**

ATRB Rule 6.3 requires proof of compliance when applying and renewing a license. This is required of **all** Tow Companies.

We have also been contacted by the Arkansas State Police about Tow Companies not updating their rate sheets with A.S.P. A.C.A. §27-50-1217, requires Tow Companies on A.S.P. rotation to update their rates yearly with them or be fined up to \$2,000.00.

**Reporting Rates to Police**

27-50-1217. Reporting of towing rates. (a) If a government entity implements a non-consent towing rotation list, the government entity shall require each towing and storage firm that tows, removes, or stores vehicles in the government entity's jurisdiction to **annually** file a list of the towing and storage firm's current rates for services. (b) (1) It is an unclassified violation if a towing and storage firm: (A) Fails to file the list required under this section; and (B) Engages in the towing, removal, or storage of a vehicle in the jurisdiction of the government entity with which it failed to file the list. **(2) (A) The first offense under subdivision (b)(1) of this section is punishable by a fine of one thousand dollars (\$1,000). (B) The second offense or subsequent offenses under subdivision (b)(1) of this section are punishable by a fine of two thousand dollars (\$2,000).** History. Acts 2015, No. 387, § 1.