



**VIRGINIA BOARD OF
TOWING AND RECOVERY
OPERATORS**

Board of Towing and Recovery Operators (BTRO)

The Virginia Board of Towing and Recovery Operators was established by law on July 1, 2006. It consists of 17 voting members, as follows:

- ◆ Eight members who are licensed towing and recovery operators, one of whom is affiliated with an automobile club;
- ◆ Three citizens of the Commonwealth appointed at-large, all of whom have no direct or indirect interest, other than as consumers, in or relating to the towing and recovery industry;
- ◆ One representative each from the Virginia Sheriffs' Association, the Virginia Trucking Association and local government.
- ◆ The Superintendent of the State Police or his designee;
- ◆ The Commissioner of the Department of Motor Vehicles or his designee; and
- ◆ The Commissioner of Agriculture and Consumer Services or his designee.

The Superintendent of the State Police serves as Chairman of the Board

General Powers & Duties of BTRO

- ▣ To establish credentialing qualifications and issue credentials to qualified applicants for Class A or Class B operator licenses and tow truck driver authorization documents;
- ▣ To levy license fees and special assessments necessary to cover expenses of the Board;
- ▣ To revoke, suspend, or fail to renew a license for violations of law;
- ▣ To receive complaints concerning the conduct of persons and businesses licensed by the Board and to take disciplinary action if warranted;
- ▣ To establish means and procedures by which the Board may attempt to mediate and resolve, often in an expedited manner, complaints filed against those licensed or otherwise regulated by the Board; and
- ▣ To do all things necessary and convenient for carrying into effect provisions of law or regulations promulgated by the Board.

Budget Overview

New Agency	FY07 - First Year Operational		
Current Biennium	FY09	Spent	618,432
		MEL	3
	FY10	Appropriated	403,761
		Planned Request for Appropriation Increase for:	
		o Background Checks thru State Police	
		o Equipment/Fees Associated with Accepting Credit Cards	
		o Computer Maintenance Fees	
		MEL	3
Upcoming Biennium	FY11	Appropriated	506,967
		MEL	4
	FY12	Appropriated	511,162
		MEL	4
	Includes Additional Appropriation for:		
		1 Full-Time Employee	
		o Background Checks thru State Police	
		o Equipment/Fees Associated with Accepting Credit Cards	
		o Computer Maintenance Fees	
Treasury Loan		Original Balance	700,000
		Current Balance	589,600
Source & Amount	FY09	Licenses/Permits/Fees	689,736
		Background Checks	100,296
		Interest	625

Budget Details

TOWING BOARD (As of December 31, 2009)

Beginning Appropriation - FY07	350,000.00	Beginning Cash - FY07	-
		1st Treasury Loan	350,000.00
Expenditures - FY07	102,490.72	Expenditures - FY07	102,490.72
Ending Appropriation - FY07	247,509.28	Ending Cash - FY07	247,509.28
Beginning Appropriation - FY08	350,000.00	Beginning Cash - FY08	247,509.28
		2nd Treasury Loan	350,000.00
Expenditures - FY08	218,224.04	Expenditures - FY08	218,224.04
Ending Appropriation - FY08	131,775.96	Ending Cash - FY08	379,285.24
Beginning Appropriation - FY09	353,761.00	Beginning Cash - FY09	379,285.24
Additional Appropriation - FY09	291,042.00	Revenue Collections - FY09	790,656.97
Expenditures - FY09	618,432.09	Expenditures - FY09	618,432.09
		Treasury Loan Payment - FY09	75,000.00
Ending Appropriation - FY09	26,370.91	Ending Cash - FY09	476,510.12
Beginning Appropriation - FY10	403,761.00	Beginning Cash - FY10	476,510.12
		Revenue Collections - FY10	163,671.00
Expenditures - FY10	207,303.38	Expenditures - FY10	207,303.38
		Treasury Loan Payment - FY10	35,400.00
Ending Appropriation - FY10	196,457.62	Ending Cash - FY10	397,477.74

Issues Facing BTRO

- ▣ Delays in VITA services and overall IT costs
- ▣ Effective statewide enforcement of statutes and regulations
 - ◆ Building partnerships with State and local governments/law enforcement
 - ◆ Implementing soon-to-be completed compliance policies and procedures
- ▣ Developing and implementing online credentialing
- ▣ Helping establish and maintain a more professional towing and recovery community in the Commonwealth
 - ◆ Multiple association memberships with divergent agendas
 - ◆ Minimizing “big operations vs. mom and pop shops” mentality
 - ◆ Promote/integrate day-to-day use of Internet
- ▣ Adequate administrative maintenance and support
 - ◆ MOU with DMV
 - ◆ Additional support from Virginia State Police