



**Arkansas Towing and Recovery Board**  
**900 West Capitol Avenue, Suite 400**  
**Little Rock, AR 72201**  
Phone: 501-682-3801 Fax: 501-682-3589

Sarah Huckabee Sanders  
Governor

Daryl Bassett  
Secretary

Paul Burnett  
Director

October 1, 2023

Reference: License and Permit Renewals

All Tow Companies,

We would like to bring a few items to all the Tow Companies attention. All Tow Companies need to put their ATRB numbers on the side of their trucks. Either on the doors or on the toolboxes on the side of the truck. Remember the lettering must be 2 inches and a color contrast that makes them visible. Your ATRB number is on the license you receive from us and is not your permit(s) number(s). If this is not done your renewal will be denied.

ATRBB has been going through the Rules and Regulations and we discovered that when all Tow Companies renew for the year, they are supposed to be submitting a picture of their signage on their business, the posted complaint process, the posted rates, as well with their pictures of the Tow trucks. State law also states that Tow Companies on State Police rotation must submit, yearly, their rate sheets to The Arkansas State Police or face a fine of up to \$1000.00. Tow Companies have not been doing this.

Remember to put your items on Lost Auto. A certified letter must be mailed to the owner and/or lien holder between the 2<sup>nd</sup> and 8<sup>th</sup> day. If you cannot find a lien holder to list, list the vehicle immediately with Lost Auto.

On July 1, 2023, the Arkansas Towing and Recovery Board changed how we process yearly licenses and permit renewals. As of July 1, if the Tow Company does not send in a completed package (minus insurance, as that must come from the insurance company) to renew their business and trucks, ATRBB will send it back to the Tow Company (exposing the Company to possible late fees) and concentrate on renewing the Companies that sent in all the proper paperwork. Incomplete applications will not be considered as in process, and companies with incomplete paperwork will be subject to late fees.

We are going to get out in the field more and begin doing spot inspections and we cannot do this by staying in the office chasing paperwork for over 700 Tow Companies. Not only do we represent the Towing Industry, but we also represent the citizens of the State of Arkansas. To better represent both, we must be out in the field more.

Remember the first Tuesday and Thursday and the last Tuesday and Thursday of each month will be for processing walk-in renewals.

Renewals may still be submitted by mail, email or dropped off in person for processing at any time.

Tow vehicle safety inspections can be done anytime by calling ahead.

Respectfully,

A handwritten signature in blue ink that reads "Paul Burnett".

Paul Burnett, Director  
Arkansas Towing and Recovery Board  
Office Phone # (501) 682-3588  
Cell Phone # (501) 827-4212  
paul.burnett@arkansas.gov