



## Arkansas Towing and Recovery Board

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Sarah Huckabee  
Sanders Governor

Daryl Bassett  
Secretary

Paul Burnett  
Director

Hello, I would like to take a minute to introduce myself to the towing and recovery industry. My name is Paul Burnett. I retired from Conway Police Department in August 2022 with 28 years of service. I had 26 years with the police department and 2 years with the Wescon Fire Department. I'm happily married to my beautiful wife Angel Burnett of 20 years. We have three amazing kids, Blevin, Bryson and Presley. In 2018, I founded a non-profit organization called ARLEAP (Arkansas Law Enforcement Assistance Program). ARLEAP is now a national non-profit organization that provides free mental health treatment and suicide prevention for first responders and the military as well as their families. I believe that serving as the Director of ARLEAP and working side by side by ARLEAP's Board of Directors working to help our state's first responders has uniquely prepared me for the position of the Director of the AR Towing and Recovery Board.

During my time as an officer at Conway Police Department, I was assigned to the traffic division as a Motor Officer for 18 years working motor vehicle accidents daily. I was assigned to the fatal team tasked with working all fatality accidents. I have worked side by side with towing companies for several years. I have several friends that either work in the tow industry or are towing company owners. I feel that my background in accident investigations for the last 20 years gives me the ability to look at any investigation necessary for the Towing & Recovery Board with a different perspective. I have been to many accidents scenes that are not your usual scenes and realize sometimes it takes more equipment and methods to recover the vehicle. My experience will allow me to weigh in on all the circumstances involving the towing companies and the charges associated with the bill and give a fair opinion.

My goal as the new Director of this organization is to make the towing industry one of the elite industries in the Arkansas Labor and Licensing Division. The way my staff and I are going to accomplish this is by being up-front, honest, and fair. I will work to ensure that every situation is approached with an open mind. The Towing and Recovery Industry is governed by not only Arkansas State Law but a specific set of Rules and Regulations. I give the industry my word as the Director, our staff is going to follow them.

We are going to make several changes in the coming months to better serve the state of Arkansas. The first change is starting in June this office will only do "walk ins" for licensing and permits on the last Tuesday and Thursday of the month and the first Tuesday and Thursday of the month. This will enable our staff to have the necessary time to work on investigations and get out in the field to do onsite inspections. We are hiring some additional staff to help with processing the permits so when towing companies submit their paperwork for permits, they can expect a quicker turnaround. The additional staff will be mandated to work on Tuesday

and Thursday to keep the towing companies in compliance with the permits. I have been tasked with having our investigators getting out in the field more and doing more enforcement. We will be getting around to each company in the next several months doing spot inspections. I want to have all Heavy Enhanced Certificates done and issued by June 1, 2023, so everyone will start equal on the Arkansas State Police rotation list. If you have any questions or concerns, please feel free to reach out to me. I will always have an open-door policy with owners.

I feel very blessed to have been given this opportunity to serve the towing industry and the citizens of the state of Arkansas and I look forward to working with everyone in the industry.

**Paul Burnett**

Director

Arkansas Towing and Recovery Board

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