



National Park Service
U.S. Department of the Interior
Grand Teton National Park
Moose, Wyoming

2024 Commercial Use Authorization (CUA) Program Towing and Automotive Services

Category Defined:

A Towing and Automotive Service assists, repairs or removes a disabled or damaged vehicle from Grand Teton National Park (GRTE) or the John D. Rockefeller, Jr. Memorial Parkway (JODR). Vehicles that are removed via a tow truck and taken to a repair or storage facility, usually in the local area of Jackson, WY. Automotive Services including tire repair or replacement, RV/Auto repair, RV appliance repair, battery jumps and locksmith services to aid park visitors with vehicle repair needs while in Grand Teton National Park. Circumstances causing the need for a tow or repair generally include mechanical failure, unsafe vehicle operating conditions, and damage caused by contact with other objects. Towing or automotive companies are contacted directly by park visitors or by the Teton Interagency Dispatch Center as unique situations dictate. Visitors are required to pay all fees associated with towing or automotive services.

Specific Statement of Appropriate Use:

Towing and Automotive Services are appropriate uses of GRTE and JODR because they have been approved by the superintendent as a service that enables visitors to have a safe and/or pleasant visitor experience when vehicular issues occur. They help to facilitate visitor travel in the park and assist the park in addressing vehicle accidents and other issues in an efficient and legal way.

Management Objectives:

Towing Services adhere to the management objectives of GRTE, JODR, and the National Park Service (NPS) by assisting the park in meeting the NPS mission standards of providing excellent visitor service and preserving the natural resources of the park.¹ Removing disabled vehicles from roadsides helps to protect spectacular scenery of the Teton Range and Jackson Hole Valley.² Towing services assist park operations by helping to keep roadways safe and clean. Automotive services provide visitors with necessary assistance to repair a vehicle that might otherwise be inoperable but can be repaired onsite.

Operating Plan

Conditions of Use:

- The Teton Interagency Dispatch Center (TIDC) will employ a towing or automotive services on a rotational system in which the TIDC will dispatch a request for towing or automotive services to the incident via a CUA holder rotation list. If the CUA holder does not answer the call or cannot respond in a timely manner, TIDC will contact the next CUA holder on the rotation list. This can be situational depending on type of assistance needed, traffic blockage and other factors. The TIDC may alter the rotation based on specific needs. Comments about the rotation system may be sent in writing to the Grand Teton National Park Business Resources Branch or sent to

¹ <http://www.nps.gov/aboutus/mission.htm>

² Applied to "The purposes of Grand Teton National Park" in park foundation documents.



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grte_business_resources@nps.gov. The CUA holder will provide services on a “called upon basis” and will not monitor park radios to “chase” calls.

- Operators shall notify park dispatch of all towing or automotive repair requests received directly from visitors.
- The law enforcement officer at the scene of the disabled vehicle can determine whether the TIDC shall call for a standard tow truck or a flatbed truck.
- Operators will have vehicles marked with their company logo.
- Operators will utilize traffic safety cones when the disabled vehicle and/or towing vehicle impedes traffic or follow the direction of any Law Enforcement Officer on scene.
- Operators must clean and collect environmentally hazardous fluids and debris as a result of maintenance services and report fluid spillage to Teton Interagency Dispatch Center at (307)-739-3301.
- Operators will include credit and debit cards as payment methods.
- Operators will submit their fee schedules to Business Resources with all new and renewal applications.
- Operators shall supply copies of DOT certifications, inspections, fees, and appropriate decals to the Grand Teton National Park upon request. Appropriate DOT decals will be prominently displayed on vehicles.
- Operators shall provide Grand Teton National Park with a vehicle list describing the types of towing or repair vehicles prior to each operating season.
- Operators must get written permission from concessioners prior to performing services at concessioner lodging areas or campgrounds. Please contact the Business Resources Office to obtain contact information for concessioners.
- The name and employing company of all CUA representatives and employees must be identifiable using uniforms and name tags.
- All business transactions must take place outside of Grand Teton National Park (GRTE) or the John D. Rockefeller, Jr. Memorial Parkway (JODR)
- All representatives and employees of CUA holders must always conduct themselves in a professional manner.

Definitions

- Towing Services - Services to provide towing and rescue operations for motor vehicles.
- Tire Repair Services - Services to provide tire repair or replacement.
- Automobile Locksmith Services - Service to aid with car lockout and key services, including key replacement, key cutting, replacement keys/key fobs, and key extraction.
- RV/Auto Repair - Repair service required to repair, maintain, and replace components required to safely operate vehicles.
- RV Appliance Repair - Repair of RV appliances and equipment not essential to the safe operation of the vehicle, including but not limited to air conditioners, furnaces, plumbing, refrigeration, generators, and electrical systems.
- Environmentally Hazardous Fluids – Including but are not limited to oil, antifreeze, transmission fluid, gasoline, and sewage.
- Vehicle Debris – Debris including tires and tire pieces as well as vehicle parts.