

TOW-AWAY Q & A

GENERAL QUESTIONS:

- **What is a Tow-Away Permit?**

A Tow-Away Permit allows for the temporary reservation of curb side parking on city streets and/or reservation of parking meters for construction, events, and other related transportation projects.

- **Why do I need a Tow-Away Permit?**

The City of San Jose provides Tow Support to Tow-Away Permit customers.

-Construction work may require the reservation of city streets or parking meters for their project team to park.

-Events may require the reservation of city streets or parking meters for their project team to park or to regulate foot traffic.

-Individuals may require the reservation of city streets or parking meters for moving pods, moving trucks, and large residential events/gatherings.

- **How do I apply for a Tow-Away Permit?**

1. Tow-Away Permit applications must be sent as attachments via email to DOTPermits@sanjoseca.gov.
2. When submitting a Tow-Away permit application, please take extra care to include correct dates, meter information, the number of signs requested, and the phone number for your payment contact. Missing or inaccurate information may cause a delay in processing time.
3. For same day processing, applications and all requested materials need to be submitted **by 10am**. Processing time may vary depending on complexity of permit, missing or inaccurate information, and if further information is required. For expedited processing, we suggest actively keeping an eye on your email for correspondence from DOT Staff.
4. Once your application is approved, DOT staff will call your payment contact to process payment over the phone and arrange a curbside pick-up appointment.
5. Tow-Away signs may be picked up at the curb by the Loading Zone of City Hall (6th Street side) with a pre-arranged appointment. Our staff will maintain social distancing during the curb-side transaction. We ask that all customers wear face coverings during these transactions.

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- **Is this the only Permit I need?**

Encroachment Permits: Encroachment permits are issued by Public Works to private developers or residents who perform work in the public's right-of-way. An encroachment permit must be issued first by Public Works before a Tow-Away Permit Application can be submitted to the Department of Transportation.

Encroachment Permit Information can be found here:
[Encroachment Permits | City of San Jose \(sanjoseca.gov\)](#)

Public Works contact : PWPermitHelp@sanjoseca.gov

Lane Closure Permits: Lane Closure permits are issued for construction/maintenance or special events, that require closing a lane, highway, road, etc.

-Lane Closure Permit for **Construction**: The contractor needs to obtain an encroachment permit from Public Works, and if there will be a lane closure in the downtown area, they will also need to complete the Downtown Lane Closure Request Form with the Transportation Event Coordinators.

-Lane Closure Permit for **Special Events**: If there is a special event, the organizer needs to first contact the City's Office of Cultural Affairs, and if there is a street closure as part of the event, then the organizer will need to obtain a Street Closure Permit from SJPD. If the special event needs a Tow Away Permit number- the organizer will need to obtain an event permit number from the Transportation Event Coordinators before submitting application to DOTPermits@sanjoseca.gov.

Special Events Lane Closure Contacts:

SJPD Permit Unit: OCAApplication@sanjoseca.gov

Office of Cultural Affairs: CulturalAffairs@sanjoseca.gov

Street Closure Application for Special Events Link: [Special Events Permit Application \(sjpd.org\)](#)

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Event Permits: Please contact a Transportation Event Coordinator via email for a permit number for the application. Event Permit Number MUST be obtained in advance before submitting application to DOTPermits@sanjoseca.gov.

Transportation Event Coordinators:

Anh Nguyen: anh.nguyen@sanjoseca.gov (408) 975-3722

Brian Nelson: brian.nelson@sanjoseca.gov (408) 975-3278

- **Is a Tow-Away Permit needed for Storage Pods/Containers?**

Storage Container is on street less than 3 days: A Tow-Away Permit may only be needed if space needs to be reserved on the street for the Storage Container/Pod. If there are Parking Meters in the space where the Storage Container will be, it will automatically require a Tow-Away Permit.

Storage Container is on street more than 3 days: An Encroachment Permit from Public Works and a Tow-Away Permit from the Department of Transportation will be needed to reserve street space for more than 3 days.

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Encroachment Permit Information can be found here:
[Encroachment Permits | City of San Jose \(sanjoseca.gov\)](#)

Public Works contact: PWPermitHelp@sanjoseca.gov

- **How much are the Tow-Away Permits?**

Administrative Processing Fee: \$48.00

Material Fees (Tow-Away Signs): \$.55 ea. + tax

Meter Loss Revenue: \$8.00 per meter per day- we do not charge Sundays or Holidays.

- **How far in advance do we need to apply for the permit?**

We recommend at-least 2 weeks in advance to avoid any delays in issuance.

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- **How long does it take to receive the permit?**

Processing time for a Tow-Away Permit varies, depending on: request volume, amount of streets, meters, etc.

- **How long is the permit valid for construction?**

6 months. If renewed before expiration date- permit can be extended for an additional 6 months one time (however other applicable charges may apply: meters, signs, etc.). Additional streets will require a brand new permit and application.

- **Do we have to provide hours for the permit?**

Yes- for the following reasons: available times for noise, inspector reference, meter regulations, parking enforcement reference, to maximize curb space, and to allow for more residential parking outside of construction hours.

- **How does Tow-Support work? What are the instructions for Tow-Support?**

Please see “Tow-Away Permit Conditions and Posting Instructions” provided at permit issuance for more information.

- **Can we extend an existing permit?**

If renewed before expiration date- permit can be extended for an additional 6 months one time (however other applicable charges may apply: meters, signs, etc.). Additional streets will require a brand new permit and application. If permit was previously extended- a new application will need to be submitted with payment.

- **Can we add additional streets and/or meters to an existing permit?**

Depends on proximity of additional streets to original request. If the streets are *within a mile* it can be added to the existing permit. If the additional streets are *more than a mile away* from the existing request a new application is required.

EVENTS:

- **What is the process for an Event Tow-Away Permit? How do I get an event Permit Number for the application?**

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METERS:

- **How much is the loss of revenue for the parking meters?**

Meter Loss Revenue: \$8.00 per meter per day- we do not charge Sundays or Holidays.

- **When does a meter head or poll need to be removed?**

Meter heads may need to be removed from the pole if the work involves oversized equipment that may damage the meter. A \$93.00 fee is assessed for each meter head that needs to be removed.

Meter poles may need to be removed if the work involves oversized equipment that may damage the meter pole. A \$194.00 fee is assessed for each meter pole (pole + meter head) that needs to be removed.

After being issued a Tow-Away permit that requires meter head or poll removal, customers are responsible for contacting the Parking Division at (408)534-2922 to schedule the parking meter removal/replacement.

Customer may be billed for additional work by the Parking Division staff.

- **How much will it be to remove the meter heads and the polls?**

Meter Head Removal: \$93.00 per head

Meter Pole Removal: \$194.00 per pole

TOW-AWAY SIGNS:

- **How much are the Tow-Away signs?**

Material Fees (Tow-Away Signs): \$.55 ea. + tax

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- **Do we fill out the Tow-Away Signs?**

Yes. Please see “Tow-Away Permit Conditions and Posting Instructions” for more information. Packet will be provided at permit issuance.

Permittee must clearly print permit number, time, dates, and scope of work on each tow-away sign.

CANCELLATIONS/REFUNDS:

- **Can we cancel a Tow-Away Permit? What is the cancellation process? Can I get a refund for my Tow-Away Permit?**

It is recommended Tow-Away Permits are cancelled two weeks in advance before construction date, event, etc. It takes 6-8 weeks to receive the refund. If cancellation request is done less than two weeks in advance no refund may be given. The Administrative Processing Fee and Material Fees are non-refundable.

FEES:

- **Is there a Credit Card Service Fee?**

Yes. Effective July 1, 2021, when submitting a card payment, an additional service fee of 2.4% will be collected by a third party (Wells Fargo Merchant Services) to cover transaction processing fees. To avoid this fee, payments can be paid online via ACH/echeck, or paid in person with cash or check or by mailing a check. Note: the City is not able to accept in-person payments when City Hall is closed to the public. Thank you.

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- **How much will it be to remove the meter heads and the polls?**

Meter Head Removal: \$93.00 per head

Meter Pole Removal: \$194.00 per pole

- **How much is the loss of revenue for the parking meters?**

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Meter Loss Revenue: \$8.00 per meter per day- we do not charge Sundays or Holidays.

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