



White Glove Service

Revised, July 1, 2019

Memo To: Public
 From: Burt Dean, CFO
 Reference: State Regulated Fee Schedule as of July 1, 2019

RATE	SERVICE
\$225.00	NON-CONSENSUAL TOW RATES (10 MILE RADIUS, PORT-TO-PORT). EXCLUDING REPOSSESSION OR CONTRACT TOWING.
\$ 55.00	HELPER - LABOR MINIMUM FOR FIRST 30 MINUTES, PLUS 1 MINUTE INCREMENTS @ \$1.83 PER INCREMENT
\$112.00	DROP FEE FOR (PPT) PRIVATE PROPERTY TOWING AFTER VEHICLE IS SECURED WITH WHEEL STRAPS OR CHAINS
\$112.00	GATE FEE SURCHARGE-AFTER REGULAR BUSINESS HOURS VEHICLE RELEASE (I.E., NIGHTS, WEEK-ENDS AND HOLIDAYS)
\$95.00	DAILY STORAGE FOR LIGHT DUTY VEHICLE - <u>(INSIDE STORAGE @ \$95.00 - AS REQUIRED)</u>
\$95.00	DAILY STORAGE FOR MOTORCYCLES -- <u>(INSIDE STORAGE @ \$95.00 - AS REQUIRED)</u>
\$112.00	ROAD SERVICE – MINIMUM FIRST 30 MINUTES, PLUS \$1.83 IN 1 MINUTE INCREMENTS, CURB TO CURB
\$ 6.00	PER MILE - <u>ONE WAY IN CLEAR TRAFFIC</u> , FROM SHOP TO DROP (WITH \$112.00 MINIMUM)
\$ 50.00	KEYS WILL BE MADE FOR CONVENTIONAL IGNITION (MISSING KEYS) AFTER 3 DAYS IN STORAGE
KEYS COST	KEYS WILL BE MADE FOR HIGH TECH IGNITION SYSTEMS AFTER 3 DAYS IN STORAGE AT OWNERS EXPENSE IF NOT SUPPLIED
\$ 60.00	RESEARCH AND DUPLICATE DOCUMENTS UNDER THREE YEARS OLD FOR REGISTERED OWNER OR EQUIVALENT WITH I.D.
\$ 70.00	LIEN FILING FEES FOR STORED VEHICLES AFTER 3 DAYS VALUED UNDER \$4,000. NO FEE WILL BE CHARGED UNTIL THE SECOND DAY AFTER THE LIEN FILING PROCESS HAS BEEN STARTED
\$ 100.00	LIEN FILING FEES FOR STORED VEHICLES AFTER 3 DAYS VALUED OVER \$4,000 ONE HALF THE LIEN FEE WILL BE CHARGED WHEN PAT'S LIEN SERVICE REQUESTS THE LIEN PRINTOUT AND THE BALANCE ONLY AFTER WE CALL TO VERIFY THAT THE PROCESSING HAS BEEN COMPLETED.

- ✓ **BUSINESS HOURS** ARE WEEKDAYS, MONDAY THROUGH FRIDAY, 8:00 AM TO 5:00 PM., EXCEPTING CA STATE HOLIDAYS
- ✓ **AFTER HOURS CALL 292-8300 (EXT. 2)** FOR SERVICE OR VEHICLE RELEASE. A DRIVER WILL BE DISPATCHED TO ARRIVE WITHIN 20 MINUTES FOR SERVICES OR RELEASES. DRIVERS WILL NOT WAIT MORE THAN 20 MINUTES AT THE SHOP FOR RELEASE REQUESTS, NOR ARE THEY REQUIRED TO RETURN ONCE THEY HAVE WAITED.
- ✓ **COMPLAINTS** MAY BE DIRECTED TO BURT DEAN, CFO, OR THE PERMITS UNIT, CITY OF SAN JOSE, 408-277-5429
- ✓ **PERSONAL PROPERTY RELEASE:** PERSONAL PROPERTY RELEASES DURING BUSINESS HOURS FOR UP TO 20 MINUTES WITH STANDBY PERSONNEL AT NO CHARGE. OVERTIME IS AT \$15.00 IN 10 MINUTE INCREMENTS. AFTER HOURS PERSONAL PROPERTY RELEASES ARE CHARGED A GATE FEE TO ACCESS VEHICLE WITH SAME TIME LIMIT.
- ✓ **REQUIREMENTS FOR RELEASE OF PERSONAL PROPERTY OR VEHICLES:**
 - REGISTRATION OR INSURANCE
 - CURRENT, VALID, GOVERNMENT PHOTO I.D. MATCHING THE OWNERS NAME ON VEHICLE DOCUMENTS ABOVE
 - CREDIT CARD, CHECKS, OR CASH PER POSTED POLICY
 - POLICE IMPOUNDS MAY REQUIRE A RELEASE FROM THAT AGENCY (CHECK YOUR PAPERWORK)
- ✓ **DISPUTED TOWS:** "DISPUTED TOW" IS WHEN RTS IS ACCUSED OF PERFORMING ILLEGAL ACTS DURING THE PROCESS OF PERFORMING A TOW OR RELEASE (POLICE ORDERED TOW OR PRIVATE PROPERTY TOW). POLICE REPORT IS RECOMMENDED.
- ✓ **WE ACCEPT CASH, CREDIT CARDS, OR CHECKS, ONLY – CVC 22658**
 - CREDIT CARDS: MASTER CARD, VISA, AMERICAN EXPRESS, DISCOVER OR
 - CHECKS: ACCEPTED ONLY WITH CURRENT GOVERNMENT PHOTO I.D. REQUIRES CURRENT ADDRESS (NO P.O.), AND CURRENT PHONE NUMBER PRE-PRINTED ON CHECK.

Notice: (1) Rebello's Towing Service, Inc. (RTS) reserves the right to refuse certain services. (2) Any vandalism or malicious damages to RTS property, or third person's property, while in the care and custody of RTS, will result in criminal charges and civil action for recovery of losses (CPC 602.1)