

# City of Austin Towing Customer BILL OF RIGHTS

## PRIVATE PROPERTY TOWING INFORMATION

1. If you wish to contest a non-consent tow or the impoundment of your vehicle, you must request a tow hearing. The tow hearing must be scheduled within 14 days of the vehicle being towed. The Justice of the Peace responsible for hearing your case depends on where your vehicle was located when it was towed. For additional details on tow hearings please contact the responsible JP's office at:
  - a. PRECINT 1: Northeast      854-7700      Judge Richard Scott
  - b. PRECINT 2: Northwest      854-4545      Judge Barbara Bemby
  - c. PRECINT 3: Southwest      854-6763      Judge Susan Steeg
  - d. PRECINT 4: Southeast      854-9479      Judge Raul Gonzalez
  - e. PRECINT 5: Central      854-9049      Judge Herb Evans
  
2. If you think your vehicle has been towed illegally within the City of Austin please call **311**, have an offense report generated, then contact the **Austin Police Department's Wrecker Enforcement Unit at 512-974-8110** with your offense number.
  
3. GENERAL INFORMATION ABOUT TOWING Fees: **The City of Austin only regulates non-consent towing fees:**
  - a. Regular non-consent tow for vehicles under 10,000 lbs:      \$150
  - b. Regular non-consent tow for vehicles 10,001 – 25,999:      \$400
  - c. Regular non-consent tow for vehicles 26,000+:      \$800
  - d. There is no longer a private property on site fee. (Example: tow truck is backed up to vehicle but not completely ready for transport).      \$0
  - e. The private property tow truck is fully prepared for transport and still on site \$50
  - f. If your towed vehicle is at a Vehicle Storage facility, additional fees will apply, for complete details on storage fees and other towing information see **Texas Department of Licensing and Regulation** web site for information:  
<http://www.license.state.tx.us/towing/towinglaw.htm> or email:  
[towing@license.state.tx.us](mailto:towing@license.state.tx.us).
  
4. Wreckers are commercial motor vehicles regulated by the **Texas Department of Licensing and Regulation (TDLR)** and the **City of Austin**. Complaints and concerns should be directed to the Texas Department of Licensing and Regulation at 1-800-803-9202 or visit the website: <http://www.license.state.tx.us/Complaints/> .

If you are still concerned about your towed vehicle and what action you should or should not take **please contact the APD Wrecker Enforcement Unit** during normal business hours at 512-974-8110 or e-mail [wrecker.enforcement@ci.austin.tx.us](mailto:wrecker.enforcement@ci.austin.tx.us) . **For true emergencies dial 911.**

## CRASH TOWING INFORMATION

1. If you have been involved in a crash you have the right to choose the towing company that will pick up your vehicle, as long as it is licensed by the City of Austin. You may also decide where your vehicle will be taken as long as acceptable payment is made to the wrecker company. If the vehicle goes to the wrecker company's Vehicle Storage Facility (VSF) payment may be made at a later date. Acceptable payment includes, cash, or major credit card.
2. If you are involved in a crash and do not know which wrecker company to call. The City of Austin maintains a **wrecker rotation list** with qualified companies located in the Austin area. The next company on the list will be notified if you do not have a specific request.
3. During peak traffic periods on certain high speed roadways the City of Austin has developed a **Rush Hour Rapid Response program/Traffic Incident Management plan (TIM)** to facilitate the rapid removal of disabled vehicles from certain roadways during rush hour. (Example: IH 35, and Mopac )
4. If you are involved in a crash in a TIM zone, you still have the right to choose a towing company to pick up your vehicle. **Your vehicle will be removed from the TIM zone by the TIM zone wrecker** to a safe location. From there your requested company may pick up your vehicle.
5. If you are involved in a crash in a TIM zone and do not know which wrecker company to call. **The TIM wrecker assigned to that zone will be assigned the tow.**

## TOWING DISABLED VEHICLES

6. **If your vehicle becomes disabled in a TIM zone during rush hour your vehicle will be towed from the roadway by the TIM zone wrecker. This tow to remove your vehicle from the TIM zone to the nearest safe place is free.**
7. **Once you are out of the TIM zone you must make sure your vehicle is legally parked because you are still responsible for your vehicle.** If you still need a wrecker you may now contact the wrecker of your choice **and have no obligation to use the wrecker who removed you from the freeway.** You are also free to contract with the wrecker company who removed your vehicle from the TIM zone at what ever fee you negotiate. This would be a consent tow between you and the wrecker company of your choice and the Police Department is not involved. **If the police call for a wrecker at a traffic incident the non-consent towing fees apply and the tow is considered non-consent.**
8. If your vehicle becomes disabled on a trafficway or roadway not part of Traffic Incident Management and it is a hazard or impedes traffic it will be impounded.