



COUNTY OF SANTA CRUZ TOWING PROCEDURES
FOR ALL COUNTY VEHICLES INCLUDING SHERIFF'S VEHICLES

GSD Fleet business hours: M-F, 7:00 A.M. to 4:00 P.M.

Towing Services Within Santa Cruz County

During Business Hours

Notify Fleet Operations that you require assistance, by calling (831) 454-2774. You will be instructed either to contact the appropriate towing company for that area, or Fleet Operations personnel may be dispatched to assist you. If a towing company is dispatched, and determines that the vehicle must be towed, notify Fleet Operations that they should be expecting a vehicle to be towed in. The towing company should tow the vehicle to the **Service Center at 691 Ocean Street, Santa Cruz, 95060.**

During Non-Business Hours or if Fleet Personnel are Unavailable

Contact one of the two towing companies listed below, depending on the location of the vehicle. Notify the appropriate company of the service required. If towing service is required, ask that the vehicle be towed to the **Service Center at 691 Ocean Street, Santa Cruz, CA 95060,** and inform them as to whether you will be riding back with the vehicle

Important Note: In order for the tow service to best assist you, please stay with the vehicle so that the tow service will have an easier time getting your vehicle ready for transportation.

<p><u>All County (Primary)</u> Auto Care/Lifesaver Towing 250 Kearney St Watsonville, CA 95076</p> <p>(831) 728-0384</p>	<p><u>All County (Backup)</u> Chaz Towing 825 Walker Street #110 Watsonville, CA 95076</p> <p>(831) 722-5220</p>
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Towing Services Outside Santa Cruz County

During Business Hours

Contact Fleet Operations at (831) 454-2774, to notify them of the problem and to request assistance.

During Non-Business Hours or if Fleet Personnel are Unavailable

Contact both towing companies listed above to determine the wait for each, make your selection based on that information. Notify the company you select that the vehicle needs to be towed to the **Service Center at 691 Ocean Street, Santa Cruz, CA 95060,** and that you will be riding back with the vehicle.

IMPORTANT NOTE: The tow charge will be invoiced against the established purchase order with the towing company. Please note that AAA and personal credit cards should never be used. Calcard may only be used with approval by Shauna Soldate, who can be reached at Shauna.Soldate@santacruzcounty.us or (831) 454-2774. The County does not guarantee reimbursement for other, unapproved methods of payment.

Emergency on County Property

- If there is an emergency on County property, contact **NETCOM at (831) 471-1190** and ask for the on-call Facilities employee to respond.
- If a problem arises involving emergency maintenance or repair of any County vehicle and requires immediate personal attention, contact NETCOM at (831) 471-1190 to have them contact personnel on the Fleet Service Center call list
- In the case of all emergencies pertaining to the Service Center not involving vehicles, notify **NETCOM at (831) 471-1190** to contact both Facilities and an individual on the Service Center list.