

SAMPLE TOW-AWAY SIGN :



A sample tow-away sign with a red background and white text. At the top is a white silhouette of a tow truck. Below it, the words "NO STOPPING" are written in large, bold, white letters. Underneath, the location "1155 MARKET ST on MARKET ST (200 ft.)" is listed. The date and time "01/01/15 - 01/03/15" and "8 am - 5 pm Thurs-Sat" are also included. At the bottom, there is a QR code and a logo for the Department of Public Works.

NO STOPPING

LOCATION:

**1155 MARKET ST
on MARKET ST (200 ft.)**

DATE & TIME:

**01/01/15 - 01/03/15
8 am - 5 pm Thurs-Sat**

PERMIT INFORMATION:

**Permit # 15TOC-0000
BSM CONSTRUCTION
415 5551234**

Temp Occupancy

QUESTIONS? 554.5824 (M-F)
TOWED? 415.553.1200

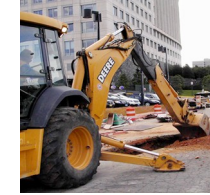
Department of **PUBLIC WORKS**

PERMITS ISSUED BY BUREAU OF STREET-USE AND MAPPING

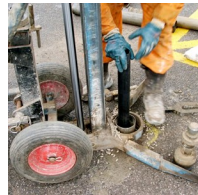
- Additional Street Space
- Banners
- Boring/Monitoring Well
- Café Tables and Chairs
- Debris Box
- Display Merchandise
- Flower Market
- Free Sample Merchandise
- General Excavation
- Inspection of Conformity Right of Way
- Major Encroachment
- Minor Sidewalk Encroachment
- Mobile Food Facility (Food Trucks)
- Mobile Storage Container
- Night Noise
- Notice to Repair
- Over-wide Driveway (over 30')
- Parklet
- Pipe Barrier / Security Bollards
- Side Sewer
- Sidewalk Landscaping
- Sidewalk Repair (Voluntary)*
- Special Sidewalk
- Street Space Occupancy*
- Street Improvement
- Transit Shelters
- Temporary Occupancy
- Tree Planting and Removal
- Underground Tank Removal
- Utility Excavation
- Vault Encroachment
- Wireless Box

*Issued only at Bureau of Street-Use Mapping counter at
**Department of Building Inspection —
1660 Mission Street, 5th Floor
San Francisco, CA 94103**

TOW AWAY NO STOPPING



Frequently Asked Questions



Bureau of Street-Use & Mapping

1155 Market Street, 3rd Floor

San Francisco, CA 94103

(415) 554-5810 (T) | (415) 554-6161 (F)

Processing Hours : 7:30A-4:00P

Monday through Friday

WHAT CHANGE IS BEING MADE?

Effective July 1, 2013, Department of Public Works, Bureau of Street-Use and Mapping, will begin issuing "No Parking Tow-Away" signs for all Street-Use permits issued to private contractors and property owners through the main permit office at 1155 Market Street, 3rd Floor and to online applicants. DPW will expand this requirement later in 2013 to all permits that use "No Parking" signs, such as Street Space and Utility Excavation Permits.

WHY IS THE CHANGE BEING MADE?

These changes will standardize and uniform information for all temporary tow-away signs placed throughout the City. The signs will provide clear information (duration, distance, contractor contact information), to the public for approved areas of occupancy.

HOW WILL THE PROGRAM BE IMPLEMENTED?

The program will be implemented in three phases :

- 1) All permits issued to private contractors at 1155 Market Street, 3rd Floor
- 2) Utility Excavation Permits
- 3) Street Space and other permits issued by BSM via Department of Building Inspection at 1660 Mission Street, 5th Floor

HOW MANY SIGNS WILL I GET? IS THERE A MINIMUM?

Signs are printed uniquely for each permit and the number of signs provided is based upon the total linear footage of occupancy. Two signs are provided for the first 20 feet at a cost of \$4.00 each and one additional sign will be provided for each additional 20 feet or fraction thereof. The contractor/applicant can request additional signs as replacements for damaged or lost signs.

I WILL BE WORKING AT A CORNER PROPERTY.

DO I NEED SIGNS FOR BOTH FRONTAGES?

Yes, signs will be provided for each frontage based upon the linear footage of occupancy.

CAN WE PRINT OUR OWN SIGNS?

No, there are currently no provisions for printing of signs by private contractors.

IF OUR SIGN IS DAMAGED AND/OR STOLEN, WHERE DO I GET REPLACEMENT SIGNS AND HOW MUCH DOES IT COST?

Replacement signs can be acquired at 1155 Market Street, 3rd Floor. The cost for each sign is \$4.00.

CAN I REQUEST ADDITIONAL SIGNAGE VIA E-MAIL OR BY PHONE?

No, this has to be done in person at 1155 Market Street.

HOW LONG WILL IT TAKE FOR ME TO GET TOWING PRIVILEGES AT MY CONSTRUCTION SITE?

It takes a minimum of 10 working days from the approval of the permits and the issuance of the signs to the street space meeting and corresponding authorization for towing. This corresponds to DPW's current practice for street space activation.

WHY IS THERE A 10-DAY WAIT BEFORE ONE CAN OCCUPY THE SPACE?

The permits/signs will all* need to be activated and registered for towing under this new program. *Except Temporary Occupancy Permits which still requires a minimum 3-Day (72-Hour) Posting.

WHEN DPW INITIATES PHASE 2 AND 3 OF THIS PROGRAM, WILL PHASE 1 CHANGE?

No.

HOW WILL THIS CHANGE AFFECT MY COMPANY?

With advance planning, there will be minimum impact to your company.

WILL THERE BE A GRACE PERIOD?

No, the effective date is July 1. There will be four scheduled Town Hall/question and answer periods on June 20.

IF STREET SPACE IS REQUESTED FOR SIDEWALK USE ONLY (IE. SCAFFOLDING) AND NO PARKING IS OCCUPIED, CAN MY PERMIT BE ACTIVATED IN LESS THAN 10 DAYS?

Scaffolding permits are typically issued at DBI and will therefore be addressed under Phase 3 of the implementation. Currently, there are no plans to reduce the minimum 10 business day time frame for activation of the permit and towing privileges.

WHAT WILL BE THE DIFFERENCE IN THE PRINTED TOW-AWAY NO PARKING SIGNS?

All printed Tow-Away No Parking signs will have a QR (Quick Response) code. This is a form of a bar code that will provide additional information when read by a smart phone. The "QR" code will provide information on the area occupied by the tow-away signs. Information includes Name of Contact, Phone Number, duration of occupancy, and total linear footage of occupation.

WHERE CAN I DOWNLOAD SOFTWARE TO READ "QR" CODES?

There is a free software that is available for download by searching for it online.

WHO DO I CONTACT REGARDING THE VALIDITY OF A STREET SPACE PERMIT OR A COMPLAINT ?

The basic information of the permit will be accessible via the "QR" reader. For any other questions, contact 311.

WHO WILL BE ENFORCING THE NEW SIGNS?

Enforcement remains with DPW inspection Staff and MTA Parking Control Officer (PCO).