



SERVICE INTRODUCTION

OUR RESPONSE TARGET TIME IS 30 MINUTES OR LESS:

- ✓ INSPECT FOR PARKING PERMITS TO ENFORCE PARKING RULES AND REGULATIONS AS DIRECTED.
- ✓ TOUR AND TOW AUTOS PARKED IN MARKED FIRE-LANES OR HANDICAP STALLS
- ✓ FULL SERVICE FOR LOCKOUTS, DEAD BATTERIES, FLAT TIRE OR TOWING.

"ASSURANCE OF INTEGRITY" - WE WILL REFUND ALL FEES IF WE FAIL TO MEET THE FOLLOWING:

- ✓ IT IS OUR POLICY TO RELEASE CARS TOWED WITHOUT A FEE IF PROPERTY MANAGEMENT OR SECURITY HAS TOWED A VEHICLE IN ERROR. WE DO NOT CHARGE AUTO OWNERS FOR HONEST ERRORS MADE BY SECURITY OR STAFF. MANAGEMENT MAY AUTHORIZE THE RELEASE OF THE VEHICLE WITHOUT FEES, OR REQUEST A REFUND WHEN ERRORS ARE DISCOVERED.
- ✓ DRIVERS DO NOT USE INAPPROPRIATE LANGUAGE OR AGGRESSIVE BEHAVIOR.
- ✓ OUR DRIVERS ARE UNIFORMED, EXPERIENCED, AND TRAINED TO PERFORM NON-CONSENSUAL TOWS WITHOUT LIABILITY.
- ✓ OUR EQUIPMENT IS MAINTAINED AT CHP EMERGENCY RESPONSE STANDARDS, CLEAN AND ORDERLY BOTH INSIDE AND OUT.

GETTING STARTED:

INSPECT PROPERTY FOR APPROPRIATE SERVICES

- ✓ WE MEET WITH YOU ON THE PROPERTY TO REVIEW HANDICAP AND FIRE LANE MARKINGS, THE LOCATION AND NUMBER OF REQUIRED SIGNS, AND THE VALUE OF PARKING PERMITS AND HOW THEY WORK WITH OUR SERVICES.
- ✓ WE REVIEW OUR CONTRACT WITH YOU AND ANSWER QUESTIONS ON CALIFORNIA AND LOCAL REGULATORY LAWS.

PREPARE, DELIVER AND INSTALL ALUMINUM SIGNS WITH VINYL LETTERING

- ✓ WITHIN A FEW DAYS, RTS CAN DELIVER AND INSTALL CUSTOM MADE SIGNS WITH THE UNIQUE PROPERTY INFORMATION FOR EACH INSTALLATION. THE SIGNS ARE ALUMINUM, BAKED-ON ENAMEL FINISH, OVERLAID WITH VINYL LETTERING, GIVING A TEN-YEAR LIFE EXPECTANCY.
- ✓ RTS PROCESSES THE SAN JOSE REQUIRED TOW PERMIT FOR EACH PROPERTY WITH FEES.

RETURN THE FOLLOWING DOCUMENTS & FEES TO RTS FOR PROCESSING:

- SAN JOSE:
 - ✓ RETURN TO RTS:
 - ENDORSED PRIVATE PROPERTY SERVICES CONTRACT,
 - ENDORSE THE SAN JOSE PRIVATE PROPERTY TOW APPLICATION - RETURN TO RTS FOR PROCESSING
 - WRITE CHECK PAYABLE TO RTS FOR THE SIGNS, INSTALLATION, AND SAN JOSE CITY PERMIT FEE (REFER TO SETUP ANALYSIS).
 - ✓ RTS WILL PREPARE AND INSTALL THE SIGNS AND DELIVER THE SAN JOSE CITY PERMIT APPLICATION AND FEE FOR PROCESSING.
 - ✓ THE CITY WILL INSPECT THE PROPERTY FOR THE SIGN INSTALLATION WITHIN 30 TO 60 DAYS AND RETURN APPROVED TOWING PERMIT.
 - ✓ TOWING CAN BEGIN UPON RECEIPT OF THE APPROVED PERMIT APPLICATION FROM THE CITY.
- ALL OTHER CITIES:
 - ✓ FOLLOW THE FIRST STEP ABOVE; SKIP THE STEPS INVOLVING PERMIT FEES WHICH ARE FOR SAN JOSE ONLY.
 - ✓ TOWING SERVICES CAN BEGIN 96 HOURS AFTER THE SIGNS ARE INSTALLED.

INFORMATION AVAILABLE:

WE HAVE AVAILABLE: (1) LAWS COVERING PRIVATE PROPERTY TOWING; (2) FIRE-LANE DEFINITIONS AND REQUIREMENTS; (3) SIGN REQUIREMENTS; (4) COPY OF RESOLUTION OF THE COUNCIL OF SAN JOSE ADOPTING A FEE SCHEDULE FOR TOW SERVICES AGREEMENTS; (5) REBELLO'S TOWING SERVICE, INC. WORKERS COMPENSATION AND LIABILITY COVERAGE'S; (6) BUSINESS REFERENCES INCLUDE PROPERTY OWNERS OR PROPERTY MANAGERS UPON REQUEST

MANAGED PARKING PROGRAM:

ASK FOR THE MANAGED PARKING PROGRAM BROCHURE WHICH GIVES YOU ALL THE INFORMATION YOU NEED ON HOW TO ENFORCE YOUR PARKING RULES AND REGULATIONS AND MAKE A PROFIT FROM YOUR PARKING LOT WITH NO ADDITIONAL ADMINISTRATION WORK. (MANAGED PARKING PROGRAM AND PARKING PERMITS AVAILABLE SEPARATE FROM RTS TOWING SERVICES)