

Taxi & Tow Detail

The Taxi & Tow Detail of the Oakland Police Department (OPD) has the responsibility of overseeing the towing industry in the City of Oakland.

The purpose of the Detail is to ensure that timely, safe, effective and orderly service is provided to Oakland's citizens and City agencies by the City's contract tow provider.

Procedure If You Believe Your Vehicle Has Been Towed

1. Call OPD Records at 510-238-3021 to confirm your car was been towed and not stolen or lost.
2. Go to OPD Records, pay the administrative fee, and obtain a Release Form.

If your vehicle is being held as evidence, you must obtain a Release Form from an investigator before Records will process your request.

3. Take the Release Form you obtained from Records to A&B Auto to pick up your vehicle.

A&B Auto will charge you a towing and storage fee before it releases your vehicle.

Disputing Your Tow or Storage Fee

Only the registered/legal owner of a vehicle may dispute the tow and fees.

If your vehicle was towed for anything other than being involved in a public offense (22655.5(a) CVC) and you want to dispute the tow and fees, contact the Fleet/Tow Coordinator at 510-238-3026.

If your vehicle was towed and is being held as evidence as a public offense, you will need to obtain an order of the court directing that the vehicle be released. In most cases, you will be responsible for all the fees associated with the vehicle's tow and storage.

Possibilities for Fee Waivers

Evidence Tows

In most cases, you will be required to pay the tow and storage fees when your vehicle is towed because it has been involved in a public offense.

In some circumstances, an investigator may waive all or a portion of the fees. You must contact the investigator investigating the case to obtain such a waiver.

Error Tows

If your vehicle was towed in error, the Fleet/Tow Coordinator may waive the fees. Contact the Fleet/Tow Coordinator at 510-238-3026 for assistance.

Vehicle Impoundment: 14602.6(a)

Suspended, Revoked, or Unlicensed Driver: Hearing

Whenever a peace officer determines that a person was driving a vehicle while his or her driving privilege was suspended or revoked or that person was driving a vehicle without ever having been issued a license, the officer may impound the vehicle for 30 days.

The registered owner and legal owner of the vehicle or their agents shall be provided the opportunity for a hearing to determine the validity of the circumstances.

Voicing a Complaint

Complaint Process for Lost or Damage Property

File a written complaint with A&B Auto.

A&B Auto will try and resolve the complaint.

A&B will notify the OPD Taxi & Tow Detail in writing of the complaint and of the resolution of the complaint.

Complaint Process Regarding Conduct of Tow Drivers or Employees

File a written complaint with A&B Auto's General Manager.

A&B Auto will handle all complaints regarding tow drivers or employees.

A&B will notify the OPD Taxi & Tow Detail if any assistance is needed in resolving the complaint.

The Taxi & Tow Detail is available to assist citizens with any complaint regarding the City's tow contractor. The Detail maintains a log of all complaints against the contractor or their employees.

Complaint Process Regarding Conduct of Officers

To register a complaint against an officer, call the Communications Division at 510-777-3333 to request to speak to the officer's supervisor.

The supervisor will contact you and try to resolve the problem.

If you need further assistance or are not satisfied with the supervisor's resolution, contact the OPD Internal Affairs Division at 510-238-3161.

Locations & Phone Numbers

OPD Emergency 911

Use this number only for emergencies.

OPD Non Emergency 777-3333

Use this number if a crime has been committed and the suspects are not on the scene.

OPD Records Division

455 7th Street, 3rd Floor
Oakland, CA 94607
510-238-3021

OPD Taxi & Tow Detail

375 8th Avenue
Oakland, CA 94606
510-238-6037

City Manager's Office Hearing Officer

510-238-3159

A&B Auto

8717 G Street
Oakland, CA 94621
510-635-3211

Jenkin Bros.

537 24th Street
Oakland, CA 94612
510-444-2020

California Vehicle Code (CVC) Tow Sections

22651(B)	Hazard to traffic
22651(C)	Stolen Vehicle
22651(D)	Blocking driveway
22651(E)	Hydrant
22651(H)	Arrest
22651(I)(1)	Five or more parking citations
22651(J)	No evidence of Reg., illegally parked
22651(K)	No vehicle shall be parked for 72 hrs.
22651(L)	Construction zone
22651(N)	Tow away zone
22651(O)(1)	Expired Reg., over 6 months
22651(P)	Towed vehicle: Driver cited 4601,12500(A), 14601.6(A)
22652	Handicap zone (22507.8)(A)
22654(A)	Towed vehicle: Prohibited parking
22654(E)	Towed vehicle: Obstr. emergency services
22655(A)	Towed vehicle: Hit & Run
22655.3	Vehicle abandoned after a chase
22655.5(A)	Vehicle used to commit offense
22655.5(B)	Evidence that cannot be removed out of vehicle, found on a public street
22656	Within 7 ½' RR track
22669(D)	Missing parts needed to operate on public street
14601.1(a)	Driving on a Suspended or Revoked License



Tow Resource Guide

OAKLAND POLICE DEPARTMENT
455 7th Street
OAKLAND, CA 94607

TF-3202 (10/03)