

TOWING A COUNTY VEHICLE

SUMMARY

This procedure explains how to get towing service when a County vehicle becomes inoperable due to any type of breakdowns, including flat tires.

PROCEDURE

For Light Equipment (cars, vans, SUVs, pick-ups, and other vehicles under 1 ton):

1. If possible, remove the vehicle from obstructing on-going traffic.
2. Raise the hood and turn on the hazard lights. Remove the keys from the vehicle until the tow driver arrives.
3. During shop operating hours: drivers from Police, Fire, Corrections & Rehabilitation, Transportation and Public Works (Transit), Solid Waste Management, and Water & Sewer Department should contact their dispatcher to request towing.
 - a. All other departments should contact the shop where the vehicle is assigned for maintenance or Shop 1 at 305-638-6071 to request towing. Provide your name, vehicle location, vehicle number, make and model, color, condition of the vehicle, and a phone number where you may be reached.
4. After shop operating hours: drivers from Police, Fire, Corrections & Rehabilitation, Transportation and Public Works (Transit), Solid Waste Management, and Water & Sewer department should contact their dispatcher to request towing.
 - a. All other departments should contact the ISD Control Room at 305-375-4500 and provide the following: driver's name, phone number where he/she can be reached, employee's department/section, vehicle number, make and model, color, and exact location of vehicle and the keys. The Control Room will then contact the appropriate contracted towing vendor to request service. All after-hour towed vehicles will be towed to Fleet Management's Shop 2 facility at 6100 S.W. 87th Avenue. The tow truck driver will drop off the vehicle at the marked drop off zone at the southeast corner of Building 5. The tow truck driver or County employee must leave keys in the key box at Shop 2.
5. Remain with the vehicle until the tow truck arrives. Remove the keys from the ignition and advise the Control Room when the tow truck has arrived. If you are unable to stay with the vehicle, remove the keys from the ignition, lock the vehicle, and place the keys in an inconspicuous location for the tow truck. Advise the Control Room where you have placed the keys.

For Heavy Equipment (trucks 1 ton and greater)

1. If possible, remove the vehicle from obstructing on-going traffic.
2. Raise the hood and turn on the hazard lights.
3. During shop operating hours: drivers from Police, Fire, Corrections & Rehabilitation, Transportation and Public Works (Transit), Solid Waste Management, and Water & Sewer departments should contact their dispatcher to request towing. All other departments should contact Shop 3 at 305-591-

9515 and provide the following: driver's name, phone number where he/she can be reached, employee's department/section, vehicle number, make and model, color, exact location of vehicle, and description of breakdown.

4. After shop operating hours: Drivers from Police, Fire, Corrections and Rehabilitation, Fire, Public Works, Waste Management, and Water & Sewer departments should contact their dispatcher or supervisor on duty to request towing.
 - a. All other departments should call the ISD Control Room at 305-375-4500 and provide the following: driver's name, phone number where he/she can be reached, employee's department/section, vehicle number, make and model, color, the exact location of vehicle and keys, and description of breakdown. The Control Room will then contact the appropriate contracted towing vendor to request service and have it towed to its assigned service shop. From 11 pm to 6 am, the vehicle will be towed to Shop 3 Main, located at 8801 NW 58th Street. The tow truck driver or County employee must leave keys in the key box at Shop 3.
5. Remain with the vehicle until the tow truck arrives. Remove the keys from the ignition and give them to the tow truck operator and advise the Control Room when the tow truck has arrived. If you are unable to stay with the vehicle, remove the keys from the ignition, lock the vehicle, and place the keys in an inconspicuous location for the tow truck. Advise the Control Room where you have placed the keys.
6. Exception: If the vehicle was involved in an accident, follow Procedure entitled Accidents Involving County Vehicle/Facility before calling a tow.
7. Note: After shop operating hours, procedures are subject to change as are the contracted vendors and Shop operating hours. Please contact either the Light Equipment Service Manager at 305-274-7163 or the Heavy Equipment Service Manager at 305-418-2727 for the most updated information.

Fleet Management Shop Locations and Operating Hours

Shop Name	Address	Phone #	Operating Hours
Light Equipment Repair Shops			
Shop 1 Main	703 NW 25 St.	305-638-6071	M-F 6:00 a - 4:30 p
Downtown Motor Pool	201 NW 1st St.	305-375-4053	M-F 7:30 a - 4:00 p
Police Headquarters	9105 NW 25 St.	305-471-2930	M-F 6:00 a - 9:00 p
South Dade Gov't. Ctr.	10740 SW 211 St.	305-251-3125	M-F 6:00 a - 4:30 p
Station 1	5975 Miami Lakes Dr.	305-557-9844	M-F 6:00 a - 2:30 p
Station 2	799 NW 81 st Street	305-691-3134	M-F 6:00 a - 2:30 p
Station 5	7707 SW 117 Ave.	305-271-5342	M-F 6:00 a - 2:30 p
Station 6	15665 Biscayne Blvd.	305-947-4429	M-F 6:00 a - 2:30 p
Station 8	10000 SW 142 Ave.	305-383-6820	M-F 6:00 a - 2:30 p
Station 9	18802 NW 27 th Ave.	305-627-7180	M-F 6:00 a - 2:30 p
Shop 2-Auto	6100 SW 87 Ave.	305-273-4127	M-F 6:00 a - 4:30 p
Shop 3-Auto	8801 NW 58 St.	305-470-1787	M-F 6:00 a - 2:30 p
Heavy Equipment Repair Shops			
Shop 2-Truck	6100 SW 87 Ave.	305-273-4125	M-F 6:00 a - 2:30 p
Shop 3-Main	8801 NW 58 St.	305-591-9515	M-F 6:00 a - 11:00 p
Shop 3A-Northeast	18701 NE 6 Ave.	305-652-0764	M-F 6:00 a - 11:00 p
Shop 3B-SW	7900 SW 107 Ave.	305-279-5050	M-F 6:00 a - 11:00 p

Shop 3C-Const./Welding	8801 NW 58 St.	305-477-1008	M-F 6:00 a - 5:30 p
Shop 3D	10820 SW 211 St.	305-233-5297	M-F 6:00 a - 9:00 p
Tire Shop	8801 NW 58 St.	305-470-1769	M-F 6:30 a - 3:00 p

CONTACT(S):

Department/Division

Internal Services Department/Fleet Management Division