



Pinellas County Towing Information

This information applies to vehicles which have been towed from private property without consent from the vehicle's owner (known in the County Code of Ordinances as *Private Property Trespass Towing*). This does not apply to vehicles which are towed at the direction of a law enforcement agency (known as *Police Directed Nonconsensual Towing*). Please see [Section 122 of the Pinellas County Code of Ordinances](#) for more information.

Know Before You're Towed:

- Tow operators require authorization to tow vehicles from private property.
- Tow operators must post signs which must include telephone numbers and state trespassing vehicles will be towed.
- If your vehicle is in the process of being towed but has not left the property, you have the right to recover your vehicle upon paying the tow operator a drop fee.
- The maximum allowable rate for a drop fee is half the rate of the tow fee. The tow rate for most vehicles is \$147.00, so the maximum drop fee is \$73.50.
- The tow operator is required to allow you at least 20 minutes to secure payment and provide you with a written receipt.
- Tow operators can only charge [tow rates](#) approved by Pinellas County Government.

Locating Your Vehicle if Towed:

- If your vehicle is missing, look for a towing sign and call the telephone number listed for the tow operator to determine if your car was towed.
- Tow operators are required to answer their telephones 24 hours a day, seven days a week.
- Tow operators must provide you with the following information:
 - Every document or item you must produce to retrieve your vehicle.
 - The exact charges at the time of your call and the rate at which additional charges will accumulate.
 - The acceptable methods of payment, which include cash, major credit card, and debit card.
 - The vehicle can be picked up within one hour of request.
- If you can't find a towing sign, contact the local law enforcement agency's non-emergency line or the [Pinellas County Sheriff's non-emergency number](#). They can help determine if your vehicle was towed.

Retrieving Your Vehicle:

- Retrieve your vehicle as soon as possible to avoid accumulating additional charges.
- The tow operator shall allow you to retrieve unattached personal items prior to making payment.
- Tow operators shall not charge a fee for access to unattached personal items access during operating hours. A fee may be charged for granting access to unattached personal items during non-operating hours.
- The tow operator shall allow you to inspect your vehicle prior to payment but cannot require a release or waiver of liability in order to return your vehicle.
- The tow operator shall provide a written receipt for all charges and payments which shall include the date, time, and location of the tow; total charges listed individually; and date and time of payment.
- The tow operator shall post agency contact information on receipt.

If you believe there has been a violation of these rules, submit an [online complaint](#) to [Pinellas County Consumer Protection](#).