



Street-Use and Mapping
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Tow-Away Signs & Enforcement Process – Frequently Asked Questions (FAQ)

1. Can we print our own signs?

Yes. Upon approval of your permit, you will be emailed a weblink with access to PDF versions of your tow-away signs. All signs shall be 11"x17" in size, printed in color and meet all the requirements outlined in [DPW Order 183160](#).

For excavation permits, the weblink will bring you to our tow-away sign generator from which you can fine-tune the specific days and times of street occupation. If you have a user account with the BSM permit system, you may also navigate to the weblink by pulling up the permit, navigating to the review tab, and clicking on "Schedule/Print tow away signs".

Note: Your printer needs to be capable of handling 11"x17" stock.

2. Which vendors can I use to print my signs?

Please search for a vendor that is capable of printing color on 11"x17" paper. A web search should yield many results.

You may contract with a printing company to print the templates. A PDF of the template is included on our website.

3. Can BSM print my signs?

Yes. It will cost \$4/sign. If this method is chosen, click on "Request DPW to Print" and remit payment. There is a 2-business day lead time to print the signs. If remitting payment in person, the same 2 business day lead time will apply.

Our office is located at 49 South Van Ness Avenue, Suite 300.

4. What paper does BSM use?

We currently use a tear/water-proof type paper, SYNAPS Digital XM, 230GSM, Nekoosa Coated for laser printing.

You are encouraged to evaluate other types of paper for your needs.

You may use any type of paper as long as the signs are maintained for the duration of the project and display the information clearly.

5. What printer does BSM currently use?

We currently use a Konica Minolta C1070/C1060PS printer.

However, you are encouraged to explore other options.

6. My permit has been approved and I have posted the signs. What's next?

In order for your construction site to be an enforceable zone for the duration of

your work, you must activate your tow-away rights. See questions #7 & #8 for activation processes. Once your tow-away rights have been activated, you must wait 72-hours to allow the public proper notification. After the 72 hours, you may call the Department of Parking & Traffic (DPT) at 415-553-1200 (phone number is also located at the bottom of your tow-away sign) to tow a car in your construction zone.

7. How do I register my Excavation type permit for tow away rights?

For excavation type permits (Boring/Monitoring Wells, General Excavations, Side Sewers, Street Improvements, Sidewalk Repairs, Tank Removals & Utility Excavations), tow away rights are activated with SFMTA. After you post the signs, you may follow these steps to register them online:

1. Go to <http://sfmta.com/permits/construction-tow-away-zones>
2. Click on "Online Form"
3. Login or click on "Not a member?" to sign up
4. Click on "Next" box and fill in your information

Please make sure you put the valid permit number and the exact location where the signs are posted (for example 1-99 Van Ness Avenue for the odd side, 0-98 for the even side or 0-99 for both sides). If applicable, note the meter numbers.

Note: If you need to request adjoining streets, please submit each street on a separate request.

Please see the [How-To Guide](#) or contact TowZoneRequest@sfmta.com if you experience issues. Staff will work to fix the issue within 24 hours.

8. How do I register my occupancy type permit for tow away rights?

For occupancy type permits (Street Space, Additional Street Space, Temporary Occupancy, Mobile Storage Containers), tow-away rights are activated with SF Public Works BSM. After you post the signs, you may follow these steps to register them online:

1. Upon approval of your permit, you were sent an email a 2nd email labeled "Signs and Photo Upload". Click on the link "Take and Upload Photos".
2. The photo requirements are as follows:
 - a. A close-up photo of a tow-away sign in order for us to confirm the correct permit information is posted.
 - b. A scenic/overall photo showing the signs are posted in the permitted location for the permitted amount of linear feet. If you have a large amount of linear feet, multiple photos may be submitted. However, upon review BSM must be able to visually piece together multiple photos showing the appropriate amount of linear feet is being occupied.
 - c. Note: If the permit is for multiple street segments, each segment must have a close-up photo submitted as well as the scenic photo(s). The

street segments should be differentiated by selecting the appropriate segment in the "Choose Street" dropdown section.

3. In the "Tow Away Signs Photo Upload" page, select the appropriate street segment (if multiple) in Step 1: Choose Street.
4. In Step 2: Choose File, select the appropriate photo you wish to upload.
Note: Photos may only be submitted one at a time.
5. Click on "Upload/Submit" to submit the picture to BSM for review.
6. At the bottom of the page, you are able to view all photos that you are submitting to BSM.

Note: All photo submissions are required to be uploaded through the webpage. BSM does not accept photos for tow-away rights through any other method including but not limited to email, mail and fax. Also, we do not accept submissions in video format.

Note: Please see our [Tow-Away Sign Activation and Photo Upload Process](#) brochure for more information.

9. I have other questions or am having difficulties.

Please contact the BSM main office at (628) 271-2000, Monday-Friday 7:30AM-5:00PM except for legal holidays.