



A customer focus

Customer service is emphasized at the impound lot:

- If the owner arrives and agrees to comply *before* the towing begins, tow truck operators may release the vehicle at no charge. Otherwise, a drop charge will be required.
- Whenever possible, an attempt is made to notify registered owners after 48 hours of vehicle seizure.
- Towing rates are posted on tow trucks.
- Vehicle disposal information for potential buyers has been streamlined to improve efficiency.
- Staff focuses on providing quality service to customers.

Customer service improvements and operating efficiencies have kept the costs of vehicle impoundment lower than most municipalities.

Legislation

The *Traffic Safety Act*, Vehicle Seizure and Removal Regulation and Use of Highway and Rules of the Road Regulation affect the impound lot:

Removal of Vehicle from Highway *Traffic Safety Act*

A parking enforcement officer can remove, from a highway, vehicles parked:

- Illegally.
- Unattended in such a way as to obstruct the normal movement of traffic.
- Unattended in such a way as to constitute a present or potential hazard.
- Without valid licence plates or permits.
- In a manner deemed to constitute abandonment under Section 76.

Abandoned vehicles – Assessing costs and disposal Vehicle Seizure and Removal Regulation

- Costs may be assessed to registered owner or subsequent purchaser.
- Vehicles may be disposed of within 30 days.

Who to call

Municipal Impound Lot
400 39th Avenue S.E.
Phone: 403-537-7111

Hours of operation

7 a.m. – 11 p.m. weekdays

9 a.m. – 4 p.m. weekends and
statutory holidays

Closed on Christmas Day

The impound lot will have a gatekeeper and security officer on site 24 hours a day, seven days a week so that impounded vehicles can be accepted and to ensure vehicles are safe and secure.

*Created under City bylaw in 1968,
the Calgary Parking Authority encourages
compliance with parking regulations through
public education and information.*



CALGARY PARKING AUTHORITY
620 – 9th Ave. S.W., Calgary, AB T2P 1L5
calgariyparking.com

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IMPOUND LOT

PARKING POINTERS

What is the Municipal Impound Lot?

**CALGARY
PARKING
AUTHORITY**





What is the Municipal Impound Lot?

The Municipal Impound Lot is a nine-acre facility in southeast Calgary that provides a safe and secure storage area for vehicles seized by peace officers. Peace officers include members of Calgary Police Service and City of Calgary Parking Enforcement Officers. The Calgary Parking Authority administers and operates the Municipal Impound Lot.

The Calgary Municipal Impound Lot has space for approximately 950 vehicles. Over 34,000 vehicles are seized each year by peace officers.

Just a reminder – the impound lot staff are responsible for the care and release of the vehicles at the lot. Staff members are not responsible for the initial seizing of the vehicle.



CALGARY PARKING AUTHORITY

Q: Why is my vehicle at the impound lot?

A: One reason a vehicle is taken to the impound lot is because parking regulations were violated. Public safety, traffic flow and community standards are the basis for parking regulations. A vehicle parked in a restricted parking lane during rush hour is a safety hazard and may obstruct more than 500 other vehicles each hour. Vehicles damaged in a collision, stolen vehicles that are under investigation and derelict vehicles may also be towed to the impound lot.

Q: What do I need to claim my vehicle from the Municipal Impound Lot?

A: To claim an impounded vehicle, you must provide proof of ownership, government-issued identification and pay all towing and storage fees. Uninsured and unregistered vehicles may not be driven out of the impound lot. They may be towed to private property at the owner's expense. The impound lot staff can only release the vehicle to the owner according to the *Traffic Safety Act*.

Q: Are there any conditions for driving my vehicle away from the impound lot?

A: As the driver, you must have a valid driver's license. Vehicles will not be released to anyone under the influence of alcohol or drugs. The vehicle must be roadworthy, properly insured and have valid licence plates.

Q: How much will it cost to remove my vehicle from the impound lot?

A: The fee schedule is posted at the entrance area of the impound lot. You will be charged the costs of towing and storage of the vehicle. If you claim the vehicle within 12 hours, no storage fee will be charged. The impound lot will accept payment by cash, debit, Visa, MasterCard or Amex.

Q: Why should the owner of a stolen vehicle pay fees if it has been taken to the impound lot?

A: The cost of towing and storage of vehicles taken to the impound lot is the responsibility of the owner of the vehicle. Waived fees would increase the cost to other customers or the taxpayer. Vehicle owners may purchase insurance that covers all costs associated with the theft of their vehicle. If insurance is not purchased, then the owner assumes the risk and costs associated with theft.

Q: Who keeps the money from the impound lot?

A: The Municipal Impound Lot operates at zero cost to the taxpayer and at zero profit.

Q: What happens to unclaimed vehicles?

A: Every reasonable attempt is made to locate the registered owner of an impounded vehicle. Unclaimed vehicles are sold at public auction or recycled. After recovery of towing and storage fees, the revenue generated through vehicle disposal goes to the Alberta government. A registered owner may claim a vehicle any time prior to the sale of the vehicle and is entitled to claim, from the Alberta Government, the residual revenue after the sale. There is no residual available for vehicles that have been recycled.

