

FREQUENTLY ASKED QUESTIONS

General Questions

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How much does it cost to attend the auction?

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Why was my vehicle impounded?

See Colorado Springs Municipal Code 10.25.101, Authority to Impound Vehicles. Some common reasons include:

- A vehicle upon a street, highway or alley is so disabled as to constitute an obstruction to traffic...
 - A vehicle is left parked in the same place upon a street, highway or alley continuously for a period of 72 hours...
 - The driver of the vehicle is taken into custody by the Police Department and the vehicle would be left unattended.
 - The driver of the vehicle is reasonably suspected of using license plates or a license permit unlawfully, misusing the license plates or license permit issued to the driver, or a vehicle is driven or parked upon a street, highway or alley without proper license plates or license permit, or driven or parked with an invalid or expired license permit.
 - Illegal parking
 - Traffic accident where owner is transported to the hospital, leaving the vehicle unattended
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How much will it cost?

Current standard tow fee, as of 1 September 2014, is \$70.00. Additional towing charges may be applied where necessary. The impound fee for any vehicle impounded is \$35. Daily storage rates are \$25/day excluding weekends and city holidays. Please use the vehicle fee search function on the front page of the Impound site to determine your vehicle's fees by inputting your entire VIN.

What type of payment is accepted?

For normal business, Cash, Visa or MasterCard are accepted. Local business checks are accepted from a local business with Colorado State ID.

What are the Impound Facility hours of operation?

The Impound Facility is open Monday through Friday, 8:00 AM - 5:00 PM. Please arrive at the Impound Facility by 4:30 PM with all your paperwork to ensure vehicle removal by 5:00 PM. If have your vehicle towed out, the tow truck must be on-site at the Impound Facility before 4:30 PM to process the tow.

The busiest days are Mondays and Fridays, and the busiest times on any day are from 11:00 AM - 1:00 PM and from 4:00 PM – 5:00 PM. To avoid prolonged waiting, it is best to arrive at alternative days/times.

If you arrive during normal business hours and the doors are locked, the technicians are assisting other customers and will return as soon as possible.

Personal property releases are not conducted after 4:00 PM.

I was pulled over by Fountain PD/El Paso County Sheriff's/State Patrol, do you have my vehicle?

No.

The Colorado Springs Police Department Impound Facility has vehicles impounded by the Colorado Springs Police. Unless the vehicle was part of an outside agency assist, you will need to contact the agency where the stop/tow occurred.

Fountain PD: 385-8555

El Paso County Sheriff Dispatch: 390-5555

Colorado State Patrol Dispatch: 544-2424

What if I'm not a licensed driver?

You will need to bring a licensed driver with you to drive your vehicle out. The owner of vehicle must still present current registration, insurance and valid identification. You must also bring a licensed driver to drive the vehicle you arrived in.

Someone borrowed my car and got it impounded, am I responsible for fees?

Yes. You are responsible for your vehicle and all fees incurred by the actions of those with access to your vehicle. If your vehicle was stolen, you need to immediately report the motor vehicle theft to the police at 444-7000. You may be responsible for fees even if you have a valid motor vehicle theft case number if you waited to report your stolen vehicle.

I was told my vehicle was on Hold, what do I do?

If your vehicle is being held for evidence by the Colorado Springs Police Department, you will need to contact the officer responsible for the hold. If your vehicle is being held for evidence by the District Attorney's Office, you will either need to wait until the disposition of the case, or will need to contact the District Attorney's Office to inquire about the status of your vehicle. You can contact the impound facility to determine what agency is holding the vehicle. If your vehicle is on hold, you cannot view, remove property, or claim your vehicle until the hold is released by all the holding agencies. The Impound Facility must receive all proper paperwork regarding property or vehicle releases directly from the holding agency. You may not necessarily claim your vehicle immediately after a court decision since additional research must be completed before the release, and there may be additional holding agencies.

I feel my vehicle was towed illegally and/or I want to contest the fees. What can I do?

If you would like to dispute the legality of your tow or your fees, you have the right to a Post-Tow hearing in Municipal Court. Bring your current registration or title and file a written request in person at

the Colorado Springs Municipal Court, 224 E. Kiowa St. Room 108, within 10 days of the date you received notice that your vehicle was impounded. This does not apply to any vehicle towed for evidence pending further investigation. Failure to submit a timely request or to attend a scheduled hearing shall be deemed a waiver of the right to such a hearing.

What happens if I do not retrieve my vehicle?

Per CRS 10.25.106, if after 30 days no claim of ownership or right to possession has been made, the vehicle may be sold at auction

What will I need to drive my vehicle out?

- Owner must present ownership paperwork including:
 - Valid current vehicle registration
 - Valid current vehicle insurance
 - Valid current vehicle driver's license

Owner's agent/designee must present original ownership paperwork, as well as:

- Power of Attorney or Notarized statement from the owner giving permission to remove the vehicle from the Impound Facility.
 - Vehicles registered in a business name can be released with documentation that authorizes the individual claiming the vehicle (notarized statement on letterhead giving permission for individual to obtain vehicle OR current business listing with the Secretary of State).
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What will I need to tow my vehicle out?

- Owner must present ownership paperwork:
 - Valid current vehicle registration OR
 - Valid current title in owner's name or properly signed over within the past 60 days
 - Secure and Verifiable ID (see Forms above)

Owner's agent/designee must present original or notarized copies of ownership paperwork, as well as:

- Power of Attorney or Notarized statement from the owner giving an agent permission to remove vehicle from the Impound facility.
- Vehicles in a business name can be released with documentation that authorizes the individual claiming the vehicle (statement on letterhead giving permission for individual to obtain vehicle).

Owner or agent must arrange for a PUC licensed tow company to tow the vehicle from the Impound facility. The tow company must be on-site at the Impound facility before 4:30 PM to tow the vehicle that same day. If the tow company does not arrive by 4:30 PM, the tow company must return the next business day and another daily storage fee will accrue.

What will I need to get a motorcycle out?

- Owner or owner's agent/designee must present same ownership paperwork as required to drive/tow a vehicle out.
 - In addition, to drive a motorcycle out, the owner or owner's agent/designee must present a valid driver's license with a motorcycle endorsement.
 - A motorcycle may be pushed out of the gate and loaded on a trailer in the parking lot if the owner does not have a motorcycle endorsement, or if the motorcycle will not start but will roll.
 - If the motorcycle will not start or roll, it must be towed out.
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What if I'm in another state and want someone else to get my vehicle out?

You may assign a designated agent to obtain your vehicle with a power of attorney or notarized statement giving them permission to remove the vehicle from the Impound facility, or sign it over to a PUC licensed tow company. (See Notarized Statement Form above)

The individual you authorize must still present the original valid current registration to drive the vehicle out. This is a state law.

My insurance company is taking the vehicle, what do I have to do?

You will either need to come to the Impound facility to sign your vehicle over to insurance, or you will need to fax us a notarized statement releasing your vehicle to your insurance company. (*See Notarized Statement Form above*)

What if I just want to get my property out?

We assume all property inside a vehicle belongs to the owner of the vehicle. You will need to show proof of ownership of the vehicle to claim personal property.

Personal Property Release Procedures

- 15 minute time limit
- One-time only visit
- No removal of anything that belongs or is attached to the vehicle (nailed, wired, bolted, screwed, etc.)
- You may take pictures of your vehicle; however, you must stay within the 15 minute time frame and you may only take photos of your vehicle.

If you are not the owner of the vehicle, but have items inside the vehicle, you can do one of the following:

- If your name is on the property, you can show valid ID and we will remove the item for you.

- You can present a signed, notarized statement from the owner giving you permission to remove items from the vehicle, along with the ownership paperwork in the name of the owner. (See Notarized Statement Form above).
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My vehicle won't start, what are my options?

If your vehicle will not start on the lot, you may bring in a jump-box to attempt to jump start the battery. If this does not work, you must have your vehicle towed. In the interest of your safety, and the concern for liability and environmental reasons you may not replace the battery, add, or remove any fluids (including gasoline), and you may not drive another vehicle in to jump-start your vehicle. You may not push your vehicle or push-start your vehicle.

The owner is deceased, how can I get the vehicle/property out?

To Drive Vehicle Out:

- Valid current vehicle registration
- Valid current vehicle insurance
- Valid current driver's license
- Original Death Certificate or Deferred Death Certification from the El Paso County Office of Vital Statistics or contact the Program Manager for the Bureau of Vital Registration Division at (719) 575-8495.
- Estate Document (Will or Trust) stating named beneficiary/executor OR a notarized "COLLECTION OF PROPERTY BY AFFIDAVIT PURSUANT TO 15-12-1201, C.R.S." (see Forms above).
- Probate office address 105 E Vermijo Av, Suite 120, Colorado Springs, Co. 80903, phone # 719-448-7553.

To Tow Vehicle Out:

- Valid, current vehicle registration OR
 - Valid, current title in owner's name or properly signed over within the past 60 days
 - Secure and Verifiable ID (examples below)
 - Original Death Certificate or Deferred Death Certification from the El Paso County Office of Vital Statistics or contact the Program Manager for the Bureau of Vital Registration Division at (719) 575-8495.
 - Estate Document (Will or Trust) stating named beneficiary/executor OR a notarized "COLLECTION OF PROPERTY BY AFFIDAVIT PURSUANT TO 15-12-1201, C.R.S." (see Forms above).
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How does the auction work?

Vehicle auctions are held the 3rd Saturday of every calendar month. Vehicles that are not picked up by owners after more than 30 days are subject to auction. A legal notice is printed in The Gazette the first

Friday of the month. You can view a list of vehicles to be auctioned on www.cspd.coloradosprings.gov. A list of vehicles scheduled for auction is also posted outside the Impound Facility the first Friday of the month of the upcoming auction.

When can I view the vehicles?

The only time vehicles can be viewed is on the day of the auction. Registration and viewing BEGINS at 7:00 AM and ENDS at 9:00 AM. You must register BEFORE 9:00 AM to attend the auction.

How much does it cost to attend the auction?

There is a \$5 fee to obtain a bidder number for the auction. You must be 18 or older to bid. Additional attendees with a bidder are \$1 each, including children. One person in each party must register as a bidder and everyone in your party must be present when the bidder registers. The bidder's name will be the name printed on the Bill of Sale. This cannot be changed.

When do I have to pay for my vehicle?

You must pay for your vehicle within one hour after the auction ends the day of the auction. If you do not pay for a vehicle you won the bid for, you will be banned from future auctions.

What payment do you accept?

Cash or local check through a Colorado Springs bank with a Colorado ID. Credit cards are not accepted on auction day.

When do I have to get the vehicle?

You must remove your vehicle by 2:00 PM the day of auction.

Can I drive the vehicle out?

No. Vehicles must be removed by tow bar, tow truck, tow trailer or car dolly. All legal regulations apply to towed vehicles regarding working lights. You cannot tow another person's vehicle for hire unless you are a PUC licensed tow company.

Do you auction motorcycles and bicycles?

Yes. Bicycles and motorcycles are often auctioned the same day as vehicles. This usually occurs prior to the start of the vehicle auction.

Can I start the vehicle?

No. You cannot start any vehicles. All vehicles are sold “AS IS” and “BUYER BEWARE”. No warranties are expressed or implied. The auctioneer will indicate if a vehicle has keys. It is not a guarantee that the key belongs to the vehicle.

Can I do mechanical work on the vehicle?

No mechanical work can be done on the vehicles. No fluids may be added or removed on the lot.

Other helpful links:

State Department of Revenue: [govhttp://www.colorado.gov/revenue/dmv](http://www.colorado.gov/revenue/dmv)

El Paso County Motor Vehicle: http://car.elpasoco.com/Motor_Vehicle/

Colorado State Judicial Site: www.courts.state.co.us