

Procedures for Impound Lot Operators

Version 7

Contact Information for Impound Lot Operator Program

The Vehicle Impoundment Program email box and phone line services impound lot operators participating in the Vehicle Impoundment Program during business hours.

Email Address	rsbcimpoundment@gov.bc.ca
Direct Phone (Toll Free)	(844) 455-1932
Direct Phone (Local Calling - Lower Mainland)	(236) 455-1932
Mailing Address	RoadSafetyBC PO Box 9254 Station Provincial Government Victoria, BC V8W 9J2

Rates for Vehicle Impoundment Program

****Rates for Towing and Storage Services for Vehicles Impounded under the *Motor Vehicle Act* ****

The Superintendent of Motor Vehicles (Superintendent) sets the fees, costs, charges and surcharges in respect of the transportation, towing, care, storage, disposition and other related activities respecting the impoundment of the motor vehicle in the *Lien on Impounded Motor Vehicle Regulation*.

Impound lot operators must charge owners of impounded vehicles according to the *Lien on Impounded Motor Vehicle Regulation*.

RoadSafetyBC will notify impound lot operators by email of changes to the rates as set out in the *Lien on Impounded Motor Vehicle Regulation* no later than one business day before they come into effect.

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1.0 Overview of Vehicle Impoundment Program

The *Motor Vehicle Act* (MVA) authorizes peace officers to impound vehicles used to commit dangerous driving offences and legislates the length of the impoundment depending on the type of impoundment

1.1 Behavioural Impoundments

Section 251(1) of the MVA requires peace officers to impound vehicles for the following reasons:

- driving while unlicensed, prohibited or suspended,
- street racing,
- stunt driving,
- excessive speed, and
- committing a motorcycle seating infraction.

Behavioural impoundments are issued for 7 days. If the vehicle owner has had a vehicle impounded for another behavioural offence within the last two years, RoadSafetyBC will provide impound lot operators with written notice to extend the length of the impound to 30 or 60 days.

Type of Behavioural Impoundment	1 st Behavioural Impoundment	2 nd Behavioural Impoundment (within 2 years of the 1 st)	3 rd + Behavioural Impoundment (within 2 years of the 1 st)
Driving while unlicensed	7 Days	30 Days	60 Days
Driving while prohibited			
Driving while suspended			
Street Racing			
Stunt Driving			
Excessive Speed			
Motorcycle Seating Infraction			

If an impound lot operator believes that an impoundment period should be increased but have not received notification from RoadSafetyBC to increase the impoundment period, contact the Impound Lot Operator Program by email at RSBCimpoundment@gov.bc.ca, or by phone at (844) 455-1932.

1.2 Immediate Roadside Prohibition Impoundments

1.2.1 Warn Impoundments

Section 215.46 authorizes peace officers to impound motor vehicles driven by drivers a blood alcohol content of .05 or greater if the peace officer believes it is necessary to prevent the person from driving the vehicle before the prohibition expires.

The first warn impoundment attached to a vehicle owner is for 3 days. The second offence is for 7 days. Any subsequent warn impoundments within a five-year period will be for 30 days.

1.2.2 Fail Impoundments

Section 215.46 requires peace officers to impound motor vehicles driven by drivers with a blood alcohol content of .08 or greater for 30 days.

Type of Immediate Roadside Prohibition	1 st Impoundment	2 nd Impoundment within a 2-Year Period of the 1 st Impoundment	3 rd + Impoundment within a 2-Year Period of the 1 st Impoundment
Warn Impoundment	3 Days	7 Days	30 Days
Fail Impoundment	30 Days	30 Days	30 Days

1.3 Steps of Vehicle Impoundment

Peace Officer	<ul style="list-style-type: none"> Issues a Notice of Impoundment (MV2721) to the driver of the motor vehicle. Contacts impound lot operator and requests service at location.
Impound Lot Operator	<ul style="list-style-type: none"> Dispatches a tow truck to location as soon as possible.
Peace Officer	<ul style="list-style-type: none"> Provides a copy of the Notice of Impoundment to the tow truck driver.
Impound Lot Operator (Tow Truck Driver)	<ul style="list-style-type: none"> Records the condition of vehicle including any damage. Tows the vehicle to the impound lot using the most direct route.
Impound Lot Operator	<ul style="list-style-type: none"> Retains copy of the Notice of Impoundment and supporting documentation.
Peace Officer	<ul style="list-style-type: none"> Faxes a copy of the Notice of Impoundment (MV2721) to RoadSafetyBC

1.4 Rates for Towing and Storage Services

The Superintendent sets the fees, costs, charges and surcharges in respect of the transportation, towing, care, storage, disposition and other related activities respecting the impoundment of the motor vehicle in the *Lien on Impounded Motor Vehicle Regulation*.

Impound lot operators must charge owners of impounded vehicles according to the *Lien on Impounded Motor Vehicle Regulation*.

RoadSafetyBC will notify impound lot operators of the any changes to the rates as set out in the *Lien on Impounded Motor Vehicle Regulation* no later than one business day before they come into effect.

Updates to rates may not immediately be reflected in the online version of the *Lien on Impounded Motor Vehicle Regulation* due to delays of the publisher. For clarification, please contact the Impound Lot Operator Program by email at RSBCimpoundment@gov.bc.ca, or by phone at (844) 455-1932.

2.0 Procedures for Managing Impounded Motor Vehicles

2.1 Access to Personal Possessions in Impounded Vehicles

Under **Section 251.6 of the Motor Vehicle Act (MVA)**:

The **vehicle owner or a person authorized by the vehicle owner** must be given a **reasonable opportunity to retrieve personal possessions** from an impounded vehicle — provided the possessions are **not attached to the vehicle**.

2.2 Changes to Impound Lot Operator Information

Impound lot operators must contact RoadSafetyBC regarding any changes to their information. This includes changes to:

- company or business name,
- impound lot location, and
- mailing address, contact telephone number, email or fax number

2.3 Peace Officer Seizure of a Vehicle

2.3.1 Peace Officer's Presentation of Warrant

Peace Officer	<ul style="list-style-type: none"> • Presents impound lot operator with warrant to seize the vehicle impound lot operator.
Impound Lot Operator	<ul style="list-style-type: none"> • Records the peace officer's name and badge number on the Vehicle Impound Invoice that the ILO keeps on record. • Makes a copy of the warrant and attaches it to the Vehicle Impound Invoice.
Peace Officer	<ul style="list-style-type: none"> • Seizes vehicle and arranges removal from impound lot operator storage.
Impound Lot Operator	<ul style="list-style-type: none"> • Records the VI number on the copy of the warrant. • Faxes a copy of the warrant or written request to RoadSafetyBC at (250) 356-6544.

2.3.2 Peace Officer's Return of the Seized Motor Vehicle

Peace Officer	<ul style="list-style-type: none"> • Returns vehicle to impound lot operator. <p>Any towing and storage costs incurred by the impound lot operator or other towing company relating to the peace officer's seizure and return of vehicle will be paid by the peace officer's law enforcement agency. The impound lot operator cannot charge the vehicle owner or RoadSafetyBC for any towing or storage costs during the period of police seizure.</p>
Impound Lot Operator	<ul style="list-style-type: none"> • Notes on the copy of the warrant that the vehicle has been returned. • Faxes a copy of the warrant to RoadSafetyBC at (250) 356-6544

3.0 Procedures for Releasing Impounded Motor Vehicles

3.1 Person Claiming Vehicle on Behalf of Owner

When a vehicle owner is unable to attend the impound lot to claim their vehicle, they may authorize another person to do so on their behalf. To initiate this process, the vehicle owner must complete an **Owner's Authorization Form**, after which **RoadSafetyBC will issue an Order of Release** to the impound lot operator.

The authorized person must attend the impound lot in person and present **valid government-issued identification** to confirm they are the individual named on the Order of Release.

An owner's authorization form is not required if the vehicle owner is present at the impound lot when the vehicle is being claimed.

3.2 Normal Release of an Impounded Motor Vehicle

Vehicles must be impounded for the full duration of the impoundment period calculated using 24-hour days. Partial days, such as the date the vehicle is towed to the impound lot, do not count towards the impoundment period.

At the end of the impoundment period, the vehicle may be released to the owner or an authorized individual with an Order of Release form.

3.3 Early Release of an Impounded Motor Vehicle

3.3.1 Early Release due to Review

If the owner of the impounded motor vehicle or driver causing the impoundment of the motor vehicle has a successful review, the impounded motor vehicle may be authorized to be released from impoundment prior to the expiry of the impoundment period.

To complete the early release, the impound lot operator must have a copy of an Order of Release (MV2713A) or (MV2713B).

Order of Release – MV2713A

An early release authorized by an Order of Release - MV2713A, the lien must be paid by the vehicle owner or person authorized to claim it on the vehicle owner's behalf.

Order of Release – MV2713B

An early release authorized by an Order of Release – MV2713B, the impound lot operator must invoice RoadSafetyBC for the lien for the charges up until the date stated on the Order of Release – MV2713B plus one additional day if the vehicle owner is unable to attend the lot.

3.3.2 Procedures for Invoicing RoadSafetyBC

To invoice RoadSafetyBC, an impound lot operator must send the following to rsbcimpoundment@gov.bc.ca or fax to (250) 978-8079

- a PDF copy of the Vehicle Impoundment Calculator invoice
- an itemized company invoice
- a signed order of release

**The ILO must maintain a copy of the invoice and the completed Order of Release – MV2713B.

3.3.3 Early Release due to Stolen Vehicle

A peace officer may order the release of a vehicle if they are satisfied that the impounded vehicle is stolen property. In the case of a stolen vehicle, the peace officer must complete an Order of Release of a Stolen Vehicle (MV2715) and provide a copy to the ILO and the RoadSafetyBC by fax. The vehicle owner is responsible for paying for towing and storage services.

3.4 Vehicles Claimed by Bailiff

In some circumstances, third parties with a security interest registered against the vehicle under the *Personal Property Security Act* (PPSA) who may want the vehicle released. RoadSafetyBC requires secured parties or bailiffs who work on their behalf to obtain a court order or authorization from the owner.

Bailiffs may claim a vehicle if:

- the bailiff presents a court order that takes ownership of the vehicle, and the vehicle is registered in the owner's name as stated on the court order, or
- the bailiff presents a letter on the company letterhead with the following information:
 - full name of the person authorized to pick up the vehicle
 - vehicle identification number
 - make and model of the vehicle
 - signature, job title and contact information of the person authorizing

3.5 Vehicles Claimed by Corporate Employees

Releasing an Impounded Company-Owned Vehicle (via Employee Representative)

When an employee is sent to retrieve a company-owned vehicle that has been impounded:

1. Authorization Required:
The managing director or fleet manager must complete and submit an Owner's Authorization Form to RoadSafetyBC.
2. Issuance of Order of Release:
Once RoadSafetyBC receives and processes the form, they will issue an Order of Release to the Impound Lot Operator (ILO).
3. Pickup by Authorized Employee:
The authorized employee must:
 - Attend the ILO in person.
 - Present valid government-issued photo ID (e.g., driver's licence or passport).
 - Be listed as the authorized individual on the Order of Release.

4.0 Procedures for Disposing of Vehicles

4.1 Motor Vehicle Act Disposal Processes

4.1.1 Early Disposal

In an early disposal, the vehicle owner transfers ownership of the vehicle to the impound lot operator and the impound lot operator discharges the lien. This allows the impound lot operator to remove an unclaimed vehicle from the lot prior to the expiry date of the impoundment period.

Impound Lot Operator	<ul style="list-style-type: none"> • Completes the Early Disposal Agreement form (MV2729) with the vehicle owner at an ICBC Driver Licensing Office, Service BC Centre, or Driver Licensing Agent. • Completes a Statutory Declaration Early Vehicle Disposal (MV2728). • Presents the Early Disposal Agreement form (MV2729) and the completed Statutory Declaration Early Vehicle Disposal (MV2728) to a Driver Services Centre, Government Agent or Appointed Agent. The original Statutory Declaration Vehicle Disposal (MV2728) will be returned to the impound lot operator. • Impound lot operator representative making the Statutory Declaration Vehicle Disposal (MV2728) will be required to provide a current driver's license as proof of identification.
ICBC Driver Licensing Office, Service BC Centre, or Driver Licensing Agent	<ul style="list-style-type: none"> • Provides required forms. • Swears Statutory Declaration Vehicle Disposal (MV2728) and returns original to impound lot operator. • Sends the Early Disposal Agreement form (MV2729) and the completed complete Statutory Declaration Early Vehicle Disposal (MV2728) to RoadSafetyBC by fax to 250-978-8079 or email to RSBCimpoundment@gov.bc.ca
RoadSafetyBC	<ul style="list-style-type: none"> • Reviews the Early Disposal Agreement form (MV2729) and the completed Statutory Declaration Early Vehicle Disposal (MV2728) and issues a Vehicle Disposal Decision to the impound lot operator by fax or email. • Issues an Early Disposal Decision Letter.
Impound Lot Operator	<ul style="list-style-type: none"> • If the Early Vehicle Disposal is approved, the impound lot operator must take the Vehicle Decision Letter together with the original Statutory Declaration (MV2728), a completed Transfer/Tax form (APV9T), vehicle registration, and the license plate last issued under Section 3 of the MVA for the vehicle to an autoplan broker.
Autoplan Broker	<ul style="list-style-type: none"> • Upon application by the impound lot operator at an autoplan broker, will transfer the registration of the vehicle to the impound lot operator. • Cancels any vehicle license issued with respect to the vehicle. • Forwards any refund from the cancellation of the vehicle insurance.

4.1.2 Normal Disposal

Impound lot operators may dispose of a vehicle when all of the following conditions are met:

- The vehicle owner(s) have been provided written notice of the operator's intent to dispose of the vehicle.
- The estimated value of the vehicle, minus \$1,000, is less than the total amount owed on the lien.
- The vehicle has no registered security interest or lien under the *Personal Property Security Act (PPSA)*.

Steps to Complete a Vehicle Disposal

The impound lot operator must complete the following steps to proceed with a lawful disposal:

1. **Conduct a PPSA Search**
 - Perform a **Personal Property Security Act (PPSA)** search to confirm there are no registered liens or security interests.
2. **Notify the Vehicle Owner**
 - Provide written notice by ordinary mail to the vehicle owner(s) of the intent to dispose of the vehicle if outstanding charges remain unpaid.
 - This notice must be sent **after the expiry of the impoundment period** and **at least 14 days prior** to submitting a disposal application.
 - The notice must include:
 - Vehicle impoundment number
 - Vehicle Identification Number (VIN)
 - Licence plate number
 - Owner name(s) and address(es)
 - Date of impoundment
 - Amount of outstanding charges at the time of notice
 - Contact information for the **RoadSafetyBC Impound Lot Operator Program**
3. **Assess Vehicle Value**
 - Document the vehicle's estimated value, including photos of any damage that may impact its value.
 - *Note: RoadSafetyBC will determine the vehicle's value using the **Canadian Black Book**. If the vehicle is not listed, the **VMR** will be used. If neither source lists the vehicle, RoadSafetyBC will review comparable listings in the local area.*
4. **Submit an Application for Disposal**
 - Download the *Application for Disposal (MV2709)* from the "**Forms and Procedure Manuals**" tab on the RoadSafetyBC Information for Impound Lot Operators webpage.
 - Print, review, and complete the form. Ensure it is **initialed, signed, and dated**.
 - Email a scanned copy of the signed form, along with vehicle photos, to rsbcimpoundment@gov.bc.ca.

If the Request for Vehicle Disposal (MV2709) is approved, the impound lot operator must, if applicable, return the license plates to an Autoplan broker and complete the transfer of vehicle ownership

5.0 Procedures for Assistance with Unpaid Debts

5.1 Applying for a Refuse to Issue

Impound Lot Operator Applications for Refuse to Issue

Impound lot operators may apply to the Superintendent for assistance in recovering unpaid debts related to unclaimed vehicles. This may include requesting that ICBC refuse to issue a driver's licence to the vehicle owner until the outstanding debt is paid.

Before submitting a Refuse to Issue (RTI) application, the impound lot operator must:

1. Notify the previous owner of the disposed vehicle of the intent to apply to the Superintendent for a Refuse to Issue direction to ICBC.
 - This notice must be provided **at least 14 days prior** to submitting the application.
 - The notice must include:
 - Vehicle impound number
 - Vehicle Identification Number (VIN)
 - Licence plate number
 - Owner name(s) and address
 - Date the vehicle was impounded
 - Amount of the lien at the time of notice
 - RoadSafetyBC contact information, including phone number **(844) 455-1932**, for owners wishing to dispute the application
2. Download and complete the *Application for Refuse to Issue* form, available under the "Forms and Procedure Manuals" tab on the RoadSafetyBC Information for [Impound Lot Operators](#) webpage.
 - Submit the completed form to: **rsbcimpoundment@gov.bc.ca**

If the application meets all Refuse to Issue requirements, RoadSafetyBC will:

- Direct **ICBC** to refuse to issue a driver's licence to the vehicle owner.
- Notify the impound lot operator that the Superintendent has issued this direction.
- Notify the vehicle owner that their driver's licence will not be issued until the Superintendent rescinds the direction.

If the application does not meet the requirements, RoadSafetyBC will:

- Notify the impound lot operator that **no action** will be taken under section 255(11) of the *Motor Vehicle Act*.
- Reasons for inaction may include:
 - The vehicle was disposed of under the **Commercial Liens Act**
 - The impound lot operator entered into a date of disposal or early disposal agreement under section 255(6) or 255(8) of the *Motor Vehicle Act*
 - The Superintendent has evidence that the information provided was inaccurate

5.2 Cancelling a Refuse to Issue

When the lien has been discharged, the impound lot operator must notify RoadSafetyBC within one business day.

The impound lot operator is required to submit a completed Lien Discharge Notice (Form MV0728) along with proof of payment to rsbcimpoundment@gov.bc.ca.