

## **FAQ – Vehicle Abatement / Retrieval of Vehicles Removed by City of Sacramento**

1. After Code tags a vehicle, how many days does the owner have to move it?

Depending upon the nature of the violation, a vehicle owner usually has between three and 10 days to correct the violation—which cannot always be accomplished by moving the vehicle. Where notice is required before the City may tow a vehicle, the notice will specify the amount of time that the vehicle owner has to correct the violation.

2. Some other local jurisdictions have policies where if an owner lets code enforcement know that if a vehicle is inoperable, but it is a quick fix (e.g. dead battery), that they will tow it to a shop instead of an impound lot. Does Sacramento have anything like this in place?

The City does not have a program that would enable a vehicle owner to request that a violative vehicle be towed to a preferred location. However, a vehicle owner may contact the City to request a reasonable accommodation or extension before the vehicle is towed.

3. If Code tags and then later tows a vehicle belonging to an unhoused person, how do they find out where they need to go to pick it up?

If the owner is present at the time their vehicle is towed, they will be told where they can pick it up. Otherwise, the owner, whether housed or unhoused, may find out that information by calling the City at 311 or (916) 808-5471. The telephone number of the Code Compliance officer who issued the notice is also written on the notice affixed to the vehicle.

4. Approximately how much does it cost for the owner to pick up the vehicle? Is it uniform across all of the contractors in the Tow Rotation Program, or do they set their own rates?

The cost to recover a towed vehicle varies according to the class of vehicle (e.g. passenger versus recreational vehicle) and the amount of time that it is stored. The City limits the amount a towing service may charge to tow and store a vehicle.

5. What happens if an unhoused person is unable to pay?

Whether housed or unhoused, the owner of a towed vehicle is responsible for payment of all applicable fees to recover their vehicle. If all fees are not timely paid, the contractor is entitled either to sell or dispose of the towed vehicle, depending on its value.

6. If the unhoused person was using that for shelter, is there capacity to connect them with DCR?

Yes. All vehicles inspected by the Code Compliance Division that are occupied for habitation at the time of inspection are referred to the Department of Community Response.

7. What happens if an unhoused person is missing paperwork (missing title, outdated registration, no proof of insurance, etc.)?

All vehicle owners, whether housed or unhoused, must prove legal ownership to recover a towed vehicle. Vehicle owners can obtain duplicate copies of title and registration documents from the Department of Motor Vehicles. Proof of insurance may also be required to ensure the vehicle can be legally operated on public rights of way.

Most of the information above is published on the Code Compliance Division's webpage: <https://www.cityofsacramento.org/Community-Development/Code-Compliance/Neighborhoods/Abandoned-Vehicles>.