JPD Vehicle Impounds - Frequently Asked Questions

Q: How do I get my vehicle out of impound?

If you are the registered owner or transfer pending owner on record with DMV, you may come to the Juneau Police Department Monday through Friday, between 8:00 a.m. and 4:30 p.m., to claim your vehicle.

You must bring the following:

- A valid government-issued photo ID
- Proof of current insurance
- Funds to pay the impound fees
    - Acceptable forms of payment are cash, credit card, cashier's check or money order payable to the City & Borough of Juneau.

Before coming to the Police Department, make sure your vehicle registration and insurance are up to date. Once we verify your identity and vehicle ownership, confirm your registration and proof of insurance, and collect all applicable impound fees, we will provide you with an impound release form.

Q: What do I do once I have the impound release form?

Your impound release form will include contact information for our authorized towing company. Contact the towing company to schedule a time to meet them at the impound lot and retrieve your vehicle.

If your vehicle is not drivable, you will need to arrange for a private tow truck to remove it from the lot. This tow is a separate fee that you will pay directly to the towing company of your choice.

Q: How do I get my personal possessions out of the vehicle?

If your vehicle is eligible for release, JPD does not authorize standby requests to retrieve personal property. You must arrange to retrieve your vehicle.

If your vehicle is not eligible for release, you may request a standby to retrieve essential items. All standby requests require approval from JPD.

Q: How do I request a standby to retrieve essential personal property?

To request access to essential items, you must be the registered owner of the vehicle or provide a notarized letter from the registered owner authorizing you to access the vehicle and retrieve the items.

The Evidence Unit will review all standby requests to confirm that the vehicle is not subject to a search warrant or evidence hold, and that the request is limited to essential items. Not all requests will be approved. The Evidence Unit will forward appropriate requests to the on-duty patrol shift supervisor for final approval. Once approved, JPD will arrange for an officer or supervisor to retrieve approved items.

Contact the Evidence Unit directly:

- **Phone:** 907-500-0827
- **Email:** evidence@juneaupolice.com

Please be aware that standby appointments may be delayed or rescheduled due to priority calls for service. Thank you for your patience and understanding.

Q: Is there a reason I would not be able to get my vehicle out of impound?

Yes. In some cases, we may hold a vehicle as evidence in an ongoing investigation or court case. The vehicle cannot be released until it is no longer needed for evidentiary purposes and authorization for its release has been granted.

If you have questions about your vehicle's status or eligibility for release, please contact the JPD Property and Evidence Unit at **907-500-0827**.

For questions regarding the status of your court case, please contact the appropriate court, your attorney, or the prosecutor's office.

Q: What if I am out of town or otherwise unavailable to come to JPD in person? Can someone other than the registered owner retrieve the vehicle?

Yes. We may release a vehicle to someone other than the registered owner if they provide proper authorization. The person retrieving the vehicle must present a signed, notarized letter from the registered owner authorizing the release to the named individual or a valid power of attorney. Please ensure all required documentation is available before coming to the Police Department to claim the vehicle.

The authorized individual must bring a valid government-issued photo ID and pay the impound fees in full.

Q: The vehicle is not registered in my name. Can I get it out of impound?

Vehicles will only be released to the owner or transfer-pending owner listed in the DMV records, unless the owner authorizes a third party to retrieve the vehicle as outlined above.

If you recently purchased a vehicle but have not registered it in your name, you must contact the DMV to complete the registration process before we can release the vehicle to you.

Q: My insurance company wants to get my vehicle out of impound. What do I do?

Have your insurance company representative contact the JPD Evidence Unit at **907-500-0827** for details. They must provide an official work order before JPD can release the vehicle to their recovering agency.

Q: Can I make a partial payment, or make arrangements for a payment plan?

No. You must pay in full to obtain the impound release form and retrieve your vehicle. Payment is due at the time of release.

Q: Why was my vehicle towed?

Vehicles can be towed for a variety of reasons. It's best to contact the JPD Evidence Unit at **907-500-0827** for details.

Q: I don't want my vehicle anymore. Can I just leave it with you?

No. If you leave your vehicle unclaimed in the impound lot, it will be auctioned or disposed of, depending on its condition. You may still be responsible for all towing, storage, and disposal fees. If JPD manages the disposal, you will still be responsible for all outstanding fees and will be referred to collections.

You may contact Skookum Recycling to schedule your vehicle for disposal. CBJ currently has a program in which disposal costs are covered, allowing you to dispose of your vehicle at no additional cost. Please remove all personal belongings and clean out the vehicle before taking it to Skookum Recycling.