



Memorandum

TO: ALL DEPARTMENT PERSONNEL

FROM: Paul Joseph
Chief of Police

SUBJECT: AUTOMATED TOWING SYSTEM

DATE: February 1, 2025

APPROVED

DATE

BACKGROUND

The City of San Jose has contracted with Autura, a tow management systems provider, to automate its towing and impounding process. The software is called Aries. Once the new system is fully implemented, Department members will be able to order a tow from the tow company through CAD on their MDT and they will fill out the automated City of San Jose Tow Slip online using their MDT or on their City cell phone using the Aries mobile application. The automated tow slip will replace the CHP 180 form for all tows and impounds.

ANALYSIS

To ensure a seamless transition to the new system, the Department will begin with a limited implementation encompassing all Community Service Officers (CSOs) and patrol officers working in District Victor and District Robert (all three shifts). After the limited implementation, which will last approximately one week, full Departmental implementation will begin. A second memorandum will be issued announcing the date of Department-wide implementation. All Department members will receive training on the automated system before they are required to begin using it.

ORDER

Effective February 3, 2025, all Community Service Officers and patrol officers working in District Victor and District Robert (all shifts), will use the automated City of San Jose Tow Slip (Form CSJTS), in place of the CHP 180 form, for all vehicle tows and impounds. Officers in all other districts will continue to use the CHP 180 until full Departmental implementation.

Paul Joseph
Chief of Police

PJ:PH