

L 5402 REPORTING VEHICLE TOWS:

Revised 05-03-26

~~All incidents requiring the storages or impounds of vehicles under the authority of this section will be reported on Form CHP 180~~ the digital City of San Jose Tow Slip (Form CSJTS), which is generated through Aries, an automated towing and impounding system; In the event Aries is unavailable, all storages or impounds of vehicles will be reported on Form CHP 180. ~~and the Auto Desk will be notified as soon as possible after the tow. The justification for the tow will be recorded under the narrative section. Any police vehicle "hold" will be explained on the digital City of San Jose Tow Slip or hardcopy City of San Jose Tow Slip. at that time~~ Exceptions to this requirement are:

- Tows summoned to an ~~accident~~ a motor vehicle collision scene when the driver is capable of negotiating the vehicle's disposition
- Tows called as a courtesy
- Tows called for police vehicles or other City vehicles
- At the direction of the Vehicle Records Unit

In the event Aries is unavailable to generate a digital tow slip, Department members shall do the following:

- Complete a hardcopy City of San Jose Tow Slip. Forms will be made available in Central Supply. Department members shall provide the yellow copy of the form to the tow driver taking possession of the vehicle.
- Notify the Vehicle Records Unit of the impound via telephone or via MDT.
- Turn the completed original hardcopy City of San Jose Tow Slip into the Vehicle Records Unit prior to end of shift [REDACTED]

L 5403 PROCEDURES TO FOLLOW IN ORDER TO STORE/IMPOUND A VEHICLE:

Revised 05-03-26

- Determine that Duty Manual section L 5402 - REPORTING VEHICLE TOWS applies to the vehicle in question.
- Determine whether the vehicle will be towed pursuant to Duty Manual section L 5210 - SEIZURES OF VEHICLES.
- ~~If the vehicle is unattended and subject to tow or impound, officers should, if time and circumstances permit, make a reasonable attempt to contact the~~

~~registered owner to determine the disposition of the vehicle.~~

- ~~If not using Aries, Notify~~ Communications of the number and type of vehicles to be towed and their color. Advise them Communications of unusual circumstances such as flat or missing tires, exceptionally large vehicles or vehicles that might be damaged unless special equipment is dispatched.
- ~~When removing the vehicle because of for~~ a law violation, Department members are encouraged to cite the vehicle at the time of tow prior to transferring custody of the vehicle to the contract tow company.
- Notify the Vehicle Records Unit of tow.
- Request the tow through Aries, if available.
- Complete the automated digital City of San Jose Tow Slip (Form CSJTS) prior to ~~consigning~~ transferring custody of the vehicle to the contract tow company. Submit the ~~completed form~~ digital tow slip through Aries ~~completed form~~ as soon as practical but in no case later than the end of shift.
- Prepare an inventory of the vehicle's accessories and its accessible contents. ~~Request the tow driver to verify the written inventory before acceptance. The inventory should include items of apparent value. Minor, incidental, or low-value items are not required to be inventoried. If the vehicle is locked, or if conducting an inventory would result in exposure to unsafe materials (e.g., spoiled food, mold, insects, rodents, or similar hazards), there is no obligation to conduct an inventory. If safe, Department members may use a Body Worn Camera (BWC) or Department-issued cell phone to document the inventory. When documented using BWC, the contents are not required to be separately itemized on the digital tow slip or Form CHP 180.~~
- Verify the Vehicle Identification Number (VIN) by comparing the actual numbers VIN on the vehicle to the supporting documents records to make sure the VIN on the vehicle matches with the license plate(s) on the vehicle. If unable to confirm the VIN on the vehicle, make note on the digital tow slip or Form CHP 180 Form that the vehicle should be held for a VIN check.
- When a vehicle is reported as stolen, the Department member taking the report shall give the reporting party an Incident Card (Form 200-45A). When a vehicle is reported and recovered at the same time, the General Offense Report (Form 200-2-AFR) shall be completed and routed to the Vehicle Records Unit. The Department member shall indicate both the location the vehicle was stolen from and the location where the vehicle was recovered.

- Recovered stolen vehicles which were initially reported stolen to the San Jose Police Department will be reported on a Narrative/Supplemental (Form 200-3A-AFR) report with a recovered stolen vehicle template on the same case number as the original stolen vehicle report.
- Recovered stolen vehicles which were initially reported stolen to another agency will be reported on a General Offense Report (Form 200-2-AFR) with a recovered stolen vehicle template.
- If a recovered stolen vehicle is being towed for storage, rather than released to the registered owner, a digital tow slip will be generated through Aries. On recovered stolen vehicles, Department members will list the specific items taken from the vehicle in the narrative. Check the box ~~on~~ in the inventory condition section showing the engine and transmission have been stripped only if one or both is missing ~~has been taken~~. Do not check this box if only engine parts have been stripped. Complete a narrative explaining the circumstances surrounding the recovery. ~~Complete the~~ Document inventory in the Remarks/Narrative section even ~~though~~ when the vehicle has been released to the vehicle owner in the field.

L 5404

CLASSIFYING TYPE OF VEHICLE STORAGE/IMPOUND:

Revised 05-03-26

Vehicle towing shall be classified on the digital City of San Jose Tow Slip (Form CSJTS) in one of the three following ways. Each has its own requirement for release.

- STORED: The vehicle has been temporarily removed to a place of safety, usually a contract tow company; requires no investigative time and is automatically cleared for release. This covers courtesy tows and tows made at the request of the owner (fatalities and hit-and-run accidents not included). The vehicle owner is directed to ~~pick up~~ retrieve the vehicle at the contract tow company. The Vehicle Records Unit is not involved.
- IMPOUNDED:
 - Includes all vehicles towed for statute violations (i.e., Penal Code, Vehicle Code, Health and Safety Code, etc.)
 - Impound tows require a release from the Department. The Vehicle Records Unit is authorized to issue releases based upon presentation of proper registration or ownership paperwork. Vehicles are released to residents who have a valid driver's license only. The Vehicle Records Unit will release the vehicle to a person designated in writing by the vehicle owner if the person possesses a valid driver's license. A vehicle release fee is charged.
 - Seized by court order or search warrant and can only be released by a

court order. A vehicle release fee is charged by the Vehicle Records Unit unless waived by the investigative unit and all other vehicle release requirements are in force.

- A recovered stolen vehicle does not require a release unless it is held for investigations. No vehicle release fee is charged by the Vehicle Records Unit. The owner responds directly to the contract tow company.
- ~~The~~ A vehicle has been seized as evidence [REDACTED]. A vehicle "hold" is placed on the vehicle for an investigative unit to examine the vehicle prior to release.
- VEHICLE HOLDS: Vehicles may be impounded by officers when additional follow-up is needed by an investigative unit. A vehicle "hold" will be noted on the digital tow slip. A vehicle "hold" may be placed on a vehicle stored at a private tow company or at the police storage warehouse.

The Vehicle Records Unit will notify the tow company of any vehicle in their custody with an investigative hold placed on it and further advise them not to lien sale the vehicle until after the hold has been released.

In order to reduce storage fees, the Vehicle Records Unit will advise investigators of vehicles held at private tow yards and advise the tow company when the hold has been released.

- RELEASE OF VEHICLE "HOLDS" BY INVESTIGATORS: Investigators assigned cases involving impounded vehicles are responsible for authorizing the final release. When an assigned investigator is not available, authorization may be obtained from ~~the Unit Commander~~ a supervisor in the assigned investigator's unit.

Once ownership has been established by the investigator and the vehicle has been properly registered, the vehicle may be cleared for release by the Vehicle Records Unit. A release fee is charged unless the investigative unit or the Tow Hearing Officer authorizes the release without the fee being paid.

When the vehicle's registered owner is in-custody, the vehicle is released to a person designated by the vehicle owner on the "Prisoner Property Release" form, providing the above conditions are met.

The Unit Commander may authorize reimbursements to owners and tow companies for any pending charges. Investigators will complete the Authorization for Hold Release and/or Payment of Tow and Storage form stating the reason why the City of San Jose is assuming all or part of the tow fees. The investigator's supervisor approves and dates the form. The Vehicle Records Unit will contact the tow company for the bill and prepare the necessary paperwork to be submitted to the appropriate Unit Commander for signature prior to forwarding to the Fiscal Unit.

Complications arising from any vehicle storage or impound is resolved by the investigative unit.

R 1557 VEHICLE REPORT (FORM CHP 180):

Revised 05-03-26

~~This form is to be used when reporting impounded vehicles. This form shall also be used to record vehicles associated with a [REDACTED] felony vehicle want. Department Members shall notify submit the form to the Vehicle Records Unit Auto Desk when completing this report and shall document the VIN number from the VIN plate whenever possible and shall not use vehicle owner information based upon the registration card found in the vehicle. The form may be submitted to the Vehicle Records Unit by depositing it in a report box.~~

~~When a vehicle is towed or impounded, the inventory and narrative sections of the Form CHP 180 shall be completed. The tow company or storage facility operator shall be given the yellow copy of the form. The original and two half sheets are routed to the Auto Desk at the end of the Department member's shift via the Report Box.~~

~~When a vehicle is reported as stolen, the Department Member taking the report shall give the reporting party an Incident Card (Form 200-45A).~~

~~When a vehicle is reported and recovered at the same time, the General Offense Report (Form 200-2 AFR) shall be completed and routed to the Auto Desk. The Department Member shall indicate the stolen location and beat and recovery location and beat.~~

R 1557.5 CITY OF SAN JOSE DIGITAL TOW SLIP (FORM CSJTS):

Added 05-03-26

This form is to be used when towing or impounding vehicles. Department members shall generate the digital tow slip through Aries or, if Aries is unavailable, shall use a hardcopy City of San Jose Tow Slip as a substitute.

Department members shall document the VIN number from the VIN plate whenever possible and shall not use vehicle owner information based upon the registration card found in the vehicle. When a vehicle is towed or impounded, the owner information, condition of vehicle, disposition, and remarks/narrative sections of the digital tow slip shall be completed.

ALL DEPARTMENT PERSONNEL

SUBJECT: DUTY MANUAL REVISIONS AND ADDITION: REPORTING VEHICLE TOWS

May 3, 2026

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In addition to the preceding four sections, the following sections have been revised to reflect the transition from Form CHP 180 to the City of San Jose Tow Slip in most of the Department's work processes and procedures:

L 5210 Seizures of Vehicles

L 5406 Inventory of Stored/Impounded Vehicles

L 5409 Vehicle Records Unit – OSSD

L 5413 Unattended Vehicle Complaints

L 5817 Responsibility of Vehicle Records Unit Members

L 6916 Impound of Vehicles Involved in Accidents

S 4104 Procedure for Submitting Requests to the Vehicle Records Unit

L 5405 Storage Facilities

L 5407 Duration of Storage at Police Impound Area

L5412 Vehicles Lacking Registration for More than Six Months

L 5518 Identifiable Vehicle Parts

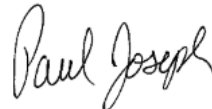
L 6509 Vehicles Associated with Missing Persons

R 1606 Methods of Completing Reports

S 4105 Procedure for Processing Requests

ORDER

Effective immediately, all Department personnel shall adhere to the above Duty Manual section.



Paul Joseph
Chief of Police

PJ:SB:NY