



DEPARTMENT NOTICE

24-188

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STOP Window (Update to DN 22-019)

The purpose of this Department Notice is to provide guidance to members on how to facilitate the release of towed vehicles to members of the public. A flow chart is attached for reference. Should questions arise, please contact Traffic Company's Tow Window at [REDACTED] Monday through Friday 0900-1500 hours. After hours, please email [REDACTED] with any questions.

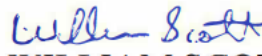
The flow chart provides information on what vehicles can be released from the station or in the field by members. Also attached is SFPD Form 616 – **SFPD Towed Vehicle Information** - that provides information to the public regarding procedures to obtain their vehicles. Members can assist in completing the information on the form, or have the person complete the form and email it to [REDACTED].

NON-INVESTIGATIVE HOLDS:

There are instances where individuals will come to a station to inquire about the status of their towed vehicle. The station duty Officer or PSA will check via Level II and Auto Return Public website to confirm that the vehicle was in fact towed. If there are no investigative holds, members can issue a release as normal.

INVESTIGATIVE HOLDS:

If the station duty Officer or PSA has determined that an individual's towed vehicle has a hold on it, they will direct that individual to the proper investigative unit. **DO NOT** send the inquiring individual to the Tow/STOP Window. Once the investigation of the vehicle has concluded, the investigative unit/detail will notify the owner of the vehicle's release. That same investigative unit shall notify the Tow/STOP Window that the hold is removed. The owner of the vehicle will then call the STOP window or email [REDACTED] to obtain information to retrieve the vehicle. Members at stations or in the field cannot release vehicle that have investigative holds. This can only be done by the STOP Window.


WILLIAM SCOTT
Chief of Police

Per DN 23-152, sworn & non-sworn Members shall electronically acknowledge this department document in PowerDMS within (30) thirty calendar days of issuance. Members whose duties are relevant to this document shall be held responsible for compliance. Any questions regarding this policy should be sent to sfpd.writtendirectivessfgov.org who will provide additional information.