Implementation of RESTVOS Mobile App
<u>R</u>eturning <u>S</u>tolen <u>V</u>ehicle To <u>O</u>wner <u>S</u>ystem

RESTVOS will be available for use starting October 3, 2023, and will be mandatory for use starting January 15, 2024. The Technology Division will be offering training to training coordinators or their designees. During the implementation period, members are encouraged to seek assistance with the configuration of the RESTVOS App if applicable.

The objective of RESTVOS is to ensure a recovered stolen vehicle has been removed from the Stolen Vehicle System (SVS) prior to the Registered Owner (RO) taking possession of the recovered vehicle.

RESTVOS Mobile is an app on department-issued smartphones, which will allow members to quickly and easily transmit minimum information to Auto Statis so that the recovered vehicle can be cleared from SVS prior to towing or releasing the vehicle.

When a field officer begins the process of recovering an SVS listed vehicle, the officer shall utilize **RESTVOS Mobile** to enter and transmit vehicle information to Auto Statis. This app is to be used before releasing the recovered vehicle to the RO, the RO's authorized agent (hereby included in the term RO), or a tow company. The entry and transmission of vehicle information are typically completed within 3 minutes.

Prior to using RESTVOS Mobile, all officers will need to configure the app so that the RESTVOS icon appears on their home screen. This configuration will only need to be done once.

5-step overview for field officer
1. Officer enters information into the **RESTVOS Mobile** app and transmits the record to Auto Statis.
2. Officer calls Auto Statis alerting them to the new RESTVOS record for Auto Statis personnel to review the completeness of the submission.
3. Officer waits for either the RO or tow truck to arrive.
4. Officer calls Auto Statis to confirm that the vehicle has been cleared from SVS **prior** to releasing possession of the vehicle.
5. Officer completes final **RESTVOS Mobile** steps and releases the recovered vehicle.

RESTVOS shall only be used for SVS-listed vehicles that would be eligible for release at the scene of recovery, whether the vehicle is actually released to the RO or is towed (i.e., holds will not be placed on the vehicle). For vehicles not eligible for release at the scene, officers shall continue to use established procedures.

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Because SVS is updated using RESTVOS information, officers do not have to return to their assigned unit immediately to complete the required paperwork. However, officers are required to complete an Incident Report in CDW, fax and document receipt of the report to Auto Statis, as required by other directives, in a timely manner.

See attached step-by-step instructions with screenshots. These include app configuration and usage.

WILLIAM SCOTT
Chief of Police

Per DN 23-152, all 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.writtendirectives@sfgov.org, who will provide additional information.

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