San Diego Police Department

Abandoned Vehicle Abatement Unit

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Operations Manual

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Section One: Mission Statement

Abandoned Vehicle Abatement Unit (AVA)

The Vehicle Abatement Unit is a specialized unit that aggressively enforces municipal and state vehicle codes pertaining to abandoned, dismantled, inoperable or improperly stored vehicles on city streets and private property. The Unit is staffed by one (1) sworn police sergeant, seven (7) Police Code Compliance Officers (PCCO), and one (1) Office Support Specialist (OSS). The unit also addresses all 72-hour vehicle complaints submitted through the "Get It Done" program. The PCCO's are under direct supervision of the Vehicle Abatement Sergeant.

Section Two: Vehicle Abatement Sergeant

The Vehicle Abatement Sergeant is under the direct supervision of the Traffic Division Collision Investigation Bureau (CIB) Lieutenant. The Vehicle Abatement Sergeant supervises the Vehicle Abatement Unit members and is responsible for the following:

1. Reviews and signs the following documents on a daily basis.
    a. Reviews and approves AVA cases being closed
    b. Vehicle Impound Reports
    c. Overtime slips

2. Reviews and signs the following documents as they occur.
    a. Approves AVA cases that require a tow
    b. Reviews Affidavits for Inspection Warrants
    c. Reviews AVA Court Order requests

3. Review the PCCO's daily journals for consistency and accuracy.

4. Assigns and follows-up on special cases and attends all AVA appeals.

5. Acts as a liaison for the AVA Unit between State, other City agencies, and City departments.

6. Works closely with the Traffic Division Motor Supervisors in maintaining a clear communication between the motor officers and the PCCO's. The goal is to have the motor officers assist and cover PCCO's in the field when requested.

7. Will be on-site for all non-voluntary vehicle abatements.

8. Assigns an arrangement of beats to each officer to handle and manage, as it pertains to 72-hour complaints and AVA enforcement.

9. Manage the dissemination of 72-hour complaints, blue cards and telephone calls to PCCO's or RSVP's, as applicable. Re-assigns tasks to other officers when vacations occur. Manages the absent PCCO's pending / active AVA cases by assigning them to other PCCO's for handling.

10. Reviews the daily, monthly, and quarterly reports generated by the PCCO's.

11. Attends citywide department and community meetings.

12. Works with citizen patrols and block captains, when requested, to identify their specific needs for their neighborhoods.

13. The RSVP's will be assisting with marking, citing, enforcing and towing vehicles for the 72-hour violations. The AVA Sergeant will conduct training and work with RSVP units

regarding their responsibilities, tasks and procedures. Work closely with and monitor that procedures are upheld.

14. Monitor and evaluate officers out in the field as well as in the office.

15. Investigates citizens' complaints related to AVA Unit enforcement.

Section Three: Vehicle Abatement Officers (PCCO)

The Vehicle Abatement Officers are under direct supervision of the Abandoned Vehicle Abatement Sergeant and are responsible for the following:

1. Proactively identifies, investigates and enforces abandoned, dismantled, inoperable or wrecked vehicles on private property and on public property. PCCO's will open an AVA case on each investigation and conduct all necessary follow ups to gain compliance or to bring the case to closure.

2. Identifies when an AVA case will require an Inspection Warrant and generates an affidavit and a warrant. When applicable, will also generate and process an Abatement Court Order.

3. Videos all non-voluntary vehicle abatements and prepares a copy to be maintained with the case file.

4. Investigates and prepares documentation for voluntary vehicle abatement requests.

5. Prepares and submits California DMV Form REG 104 (Notice-Removal of Abandoned Vehicle) to the DMV within one week of all vehicle abatements.

6. Identifies and investigates illegally parked vehicles on designated lawn area, landscaping or City easements.

7. Responds to, investigates and enforces 72-hour violation complaints generated by the public via phone, the Get It Done program, email and police dispatch calls.

8. Investigates illegal auto repair businesses being conducted on private residences.

9. Provides information and/or submits referrals to other City departments regarding code violations or other possible hazards.

10. Acts as a liaison between the public and the police department. Educates the public by attending community meetings, fairs, etc., handing out brochures, and explaining Abandoned Vehicle Abatement policies and procedures.

8. Informs sergeant of any unusual circumstances, cases or situations that could possibly put them in harms way.

9. Completes journals daily.

10. Completes all necessary documentation for AVA case investigations, vehicle impounds, citations and Arjis-9's as required per Department Policy.

11. Attends monthly meetings, in partnership and as a problem-solving resource, with other City departments.

12. Works with Community Relations Officers, community storefronts and community members in each area to identify problems or concerns.

13. Keeps vehicles clean, refueled and in working condition. If a problem occurs, they need to notify the appropriate personnel and keep the sergeant updated with the equipment status.

14. Attends abatement hearings.

    a. Call and notify the City Administrators aide of a request for a hearing.
    b. Have case and paperwork ready for hearing.
    c. Prepare a copy of the case for the hearing officer.

15. Investigate Route Slips from the Chief's Office and Referrals from other City Departments or Agencies.

Section Four: Office Support Specialist

The Abandoned Vehicle Abatement Unit's Office Support Specialist is under the direct supervision of the Tow Administration Unit's senior Administrative Aide II and is responsible for the following:

1. Answer the Department's phone line for the Abandoned Vehicle Abatement Unit.

2. Assist PCCO's with keeping the City's Get It Done application up to date, generating reports for AVA and Tow Administration, closing duplicate GID entries, and monitoring the GID application to ensure the information is current.

3. Assist RSVP units with keeping the City's Get It Done application up to date, closing duplicate GID entries, and monitoring the GID application to ensure the information is current.

4. Assist the Tow Administration Administrative Aides with answering phone calls from the public, answering inquires from community members, and invoices.

5. Assign GID complaints to PCCOs.

6. Enter impounds into NetRMS for PCCOs.

7. General clerical and filing for AVA and Tow Administration.

8. Assist the AVA Sergeant with presentations and reports.

9. Assist the Tow Administration Administrative Aides in gathering information from Department computers systems for Post Storage Hearings.

10. Assist TIU Detectives with relocating and dispositioning impounded vehicles.

11. Assist the Tow Administration Administrative Aides with data entry for the Post Storage Hearing logs.

12. Assist PCCOs in gathering information from Department computer systems for AVA cases.

13. Maintain and order supplies for AVA and Tow Administration.

14. Monitor the Tow Administration Unit's email box.

15. Disseminate 72-hour complaints to the RSVP's, for first marks and final read, as needed. When applicable, assign RSVP's specific Abandoned Vehicle Abatement cases to assist with follow ups.

Section Five: Traffic Division Retired Senior Volunteer Program (R.S.V.P) Unit duties.

The RSVP's are under the direct supervision of the Volunteer Services Program Sergeant. The RSVP's supplement and assist the AVA unit with the enforcement of 72-hour violation complaints and are responsible for the following:

1. RSVP's working on 72-hour complaints will generate a daily journal, documenting their activity.

2. They will assist with initial 72-hour marks.

3. RSVP's that have been given specialized training to conduct citations and vehicle impounds will be utilized to conduct follow-ups after the first marks. Update the AVA database and close the 72-hour complaint with the appropriate disposition.

4. Assist when requested to conduct follow-ups on AVA cases for the PCCO's.