CITY OF LOS ANGELES

INTER-DEPARTMENTAL MEMORANDUM

Date: April 6, 2020

To: Valley Are Office, Captain

From: Rodney C Smith, Lieutenant VIPU and Communication Units

Subject: **VIPU NOTIFICATION PROCESS**

Please see the Vehicle Information Process Unit notification process below:

1. The traffic officer impounds the illegally parked vehicle in the field.

2. The Communications Operator enters impound information into CLETS which generates a ticket print out. A ticket print out is a summary of the vehicle information that was impounded, printed from CLETS, which includes the license plate number, vehicle identification number (VIN), address where the vehicle was picked up from, vehicle make, model, etc.

3. This Impound is faxed to our Vehicle Impound Processing Unit (VIPU). Note that this unit (VIPU) does not generate an auto print out, everything is entered manually by communications then faxed to VIPU office where it is manually entered in ETIMS.

4. The VIPU Clerks will enter the impound information in ETIMS within 48. This is the beginning stage of notifying the registered owner (per CVC section 14602.6.(a)(2)). Conduent Inc. who manages this system, sends the notification to the registered owner from this generated information. (VIPU)

5. The Clerks will modify the impound information in CLETS. This modification is done because every vehicle has the same Originating Case Agency number (OCA) when first entered on CLETS (i.e. 05 20 00000). However, once it is entered in ETIMs a custom OCA (ie 05 20 001562) is assigned to the vehicle. Next, we must go back into CLETS and modify the old OCA to the new assigned number (i.e. 05 20 00000 -> 05 20 001562).

6. Conduent Inc generates the vehicle owner address and sends the notice of impound via certified mail. In the event when the address is undeliverable, the mail returns to VIPU. In which a note is placed in ETIMS.

7. There are instances where VIPU does not receive print outs in a timely manner (i.e. fax is down, CLETS is down, officer doesn't report impound, the operator forgets to send fax). In these instances, please note that any vehicle with no print out is subject to delay of the notification process until the original C180 (impound form) is received by the VIPU office. This delay can take a week to 30 days.
   Once the C180 is received, the following will take place.
   a. The Clerks enter C180's (impound form) that have no print out in ETIMS
   b. The notification process with Conduent takes place
   c. Modify the impounds in CLETS
   d. File paperwork