



STEUART PITTMAN  
COUNTY EXECUTIVE

## ANNE ARUNDEL COUNTY POLICE DEPARTMENT

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AMAL E. AWAD  
CHIEF OF POLICE

December 18<sup>th</sup>, 2023

Dear Tow Company,

The Anne Arundel County Police Department is pleased to announce a process change in receiving notification of towed vehicles from tow companies for private property and repo tows. Our agency will be utilizing Autura's website (currently AutoReturn) for the report and notification of towed vehicles in our jurisdiction. This new process will streamline the notification process for you, and it will provide registered owners the opportunity to inquire into their vehicle's tow or repossession status online. There are many benefits.

Tow companies who call in privately towed or repossessed vehicles will see a significant improvement with the implementation of the new process because it will eliminate the need for you to call our department and wait on hold. It will also free up our call taker personnel to work on higher priority police work.

Registered owners of vehicles seeking information about the tow status of their vehicle will also experience a more streamlined process. They will be able to go online to access this information, eliminating their hold time as well.

The new notification process for privately towed and repossessed vehicles will become effective January 1<sup>st</sup> 2024. We anticipate a two-week transition period, after which electronic submittal of tow notification via the web portal will be the only notification method the Anne Arundel County Police Department will accept.

Link for tow company PPI Reports: <http://www.autoreturn.com/ppi-report/#/>

The process is extremely efficient and user friendly, and AutoReturn is committed to offering any technical support you may need. Please see attached document with step by step instructions on using the new portal.



*Internationally Accredited by the Commission on Accreditation for Law Enforcement Agencies (CALEA)*

