



SAN JOSE POLICE DEPARTMENT

TRAINING BULLETIN

TO: ALL DEPARTMENT PERSONNEL

FROM: Anthony Mata
Chief of Police

SUBJECT: NURO AUTONOMOUS VEHICLES

DATE: November 15, 2022

Bulletin #2022-038

With the increased use of autonomous vehicles operating on the streets, the Department has recognized the need for training on the use of autonomous vehicles and how to appropriately interact with them while being operated. Currently, the State of California Department of Motor Vehicles (DMV) recognizes approximately 50 companies have applied for permits and are testing autonomous vehicles on the roadway. The following information is specific to [Nuro Incorporated](#) autonomous vehicles which will soon be deployed in San Jose.

Nuro Autonomous Vehicles

Nuro Incorporated claims to be one of the first companies to operate an autonomous commercial delivery service open to the public and has been testing its autonomous vehicle technology since 2016. Nuro Incorporated has begun autonomous vehicle deployment in San Jose and plans to start deliveries utilizing its autonomous vehicles in the next six months. Nuro currently operates two types of autonomous vehicles named the Nuro R2 Autonomous Vehicle and the Autonomous Prius Vehicle.



Nuro R2 Autonomous Vehicle

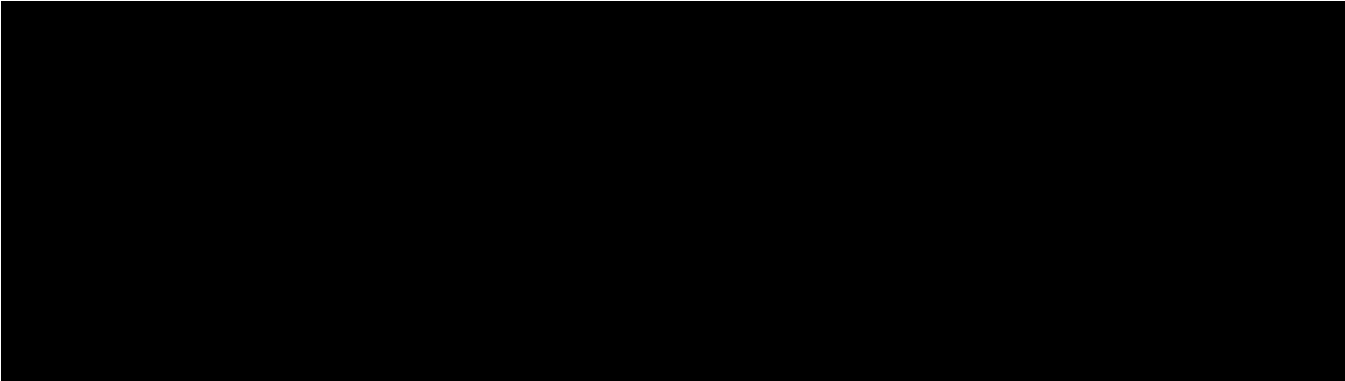
The R2 Autonomous Vehicle is a zero-occupant vehicle that is used for commercial delivery services. The vehicle is approximately 6 feet tall, 9 feet long, 3.5 feet wide, and weighs approximately 2,535 pounds unloaded. The R2 Autonomous Vehicle has a [REDACTED] and are programmed to only operate on roadways with a speed limit of [REDACTED]. The R2 Autonomous Vehicle will not operate on interstate freeways. Proof of insurance and registration paperwork can be located behind the front license plate (See photos below). Documents can be accessed by pulling the front license plate downward from the top of the license plate or by calling the Nuro Emergency Hotline at

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██████████ or the Non-Emergency Customer Support line at ██████████. The R2 Autonomous Vehicle has a touch screen located on the vehicle which can be accessed for direct contact with the Nuro customer service representative.



Nuro Autonomous Prius Vehicle

The Nuro Autonomous Prius looks similar to a traditional consumer Toyota Prius with additional hardware mounted on the top of the vehicle. It is monitored by an In-Vehicle Safety Operator and can be manually driven if necessary. The vehicle has a ██████████ and will only operate on roadways with a posted ██████████. Proof of insurance and registration can be provided by the In-Vehicle Safety Operator. After conducting a vehicle stop on the Nuro Autonomous Prius vehicle, the In-Vehicle Safety Operator will disable the autonomous mode and the officer can safely approach the vehicle for interaction with the In-Vehicle Safety Operator.

Vehicle Collision and Officer Safety

If an officer encounters a Nuro R2 Autonomous Vehicle or a Nuro Autonomous Prius vehicle involved in a vehicle collision, the officer should be aware that any liquids leaking from the vehicles are consistent with normal vehicle collisions. Common liquids that may leak are brake fluid, antifreeze, window washer fluid, motor oil, or lead-acid battery electrolyte. Personal Protective Equipment should be utilized by the officer to limit exposure to the chemicals.

If the involved vehicle is on fire, an officer should attempt to extinguish the fire with a Department supplied fire extinguisher or request response from SJFD to the scene. A large vehicle fire should be extinguished with copious amounts of water. Officers and fire personnel should be aware that the vehicle may contain Nickel Metal Hydride batteries. A risk of shock and exposure to chemical gases may be present during the fire.

If a Nuro R2 Autonomous vehicle needs to be disabled from the battery, an officer may disable the electrical system [REDACTED]

[REDACTED]



Towing of Vehicles

Nuro Incorporated is currently requesting that all Nuro autonomous vehicles be towed using their towing contractor. If possible, please contact Nuro through the [REDACTED] or the Non-Emergency Customer Support line at [REDACTED]. If an officer must tow a Nuro vehicle utilizing a third-party tow contractor, please request a flatbed tow truck and ensure wheel straps are used to secure the vehicles during transport.

Vehicle Collision Documentation

Vehicle collisions involving Nuro vehicles should be documented according to the guidelines laid out in Training Bulletin #2022-037 Autonomous Vehicle Collision Documentation.

Officers should be aware that autonomous vehicles are being used more frequently on the roadways and that there is a higher likelihood of interaction with an autonomous vehicle. Officers should use the above information for additional awareness and safer interactions with autonomous vehicles.



Anthony Mata
Chief of Police

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