



Memo

Re: Citywide Towing Workgroup Update

Date: April 13, 2023

The newly formed Citywide Towing Management Workgroup convened on August 26, 2022, to discuss each agency's present state and future state with regards to determining the city's towing management needs. Sixteen representatives participated in the workgroup and included individuals from five city agencies as follows: Department of Transportation (ROWE), Department of Safety (DPD, D911, DSD), Denver Parks and Recreation, General Services (Contracts, Procurement), and Technology Services. The workgroup identified five key areas for potential improvement – officer safety, automation of tasks, ease of use, ETA tracking, and improved communication.

On October 4, 2022, representatives from the city's current towing cashing system, AutoReturn, provided a presentation to the workgroup. Since the city has held a long-standing relationship with AutoReturn, the workgroup was interested in hearing AutoReturn's perspective and subject matter expertise. It was informative, and the workgroup appreciated the presentation and response to questions and comments.

At present, select members of the workgroup are actively working with Ferkam Inc., the city's towing provider, to implement Towbook as presented to City Council in August 2022. The rollout is being approached in a methodical and thoughtful manner with careful consideration to mitigate any negative impacts to service delivery. ROWE testing begins this month, then the rollout will go to all agencies including DPD. The workgroup will reconvene once adequate data is available for analysis which will allow for a final recommendation on whether the city should consider investing in a full tow management system.

For City Council's awareness, Safety has confirmed that issues of long wait times by officers has decreased significantly with the Ferkam's current use of Towbook which positively impacts officer safety and ability to respond to emergency calls.