



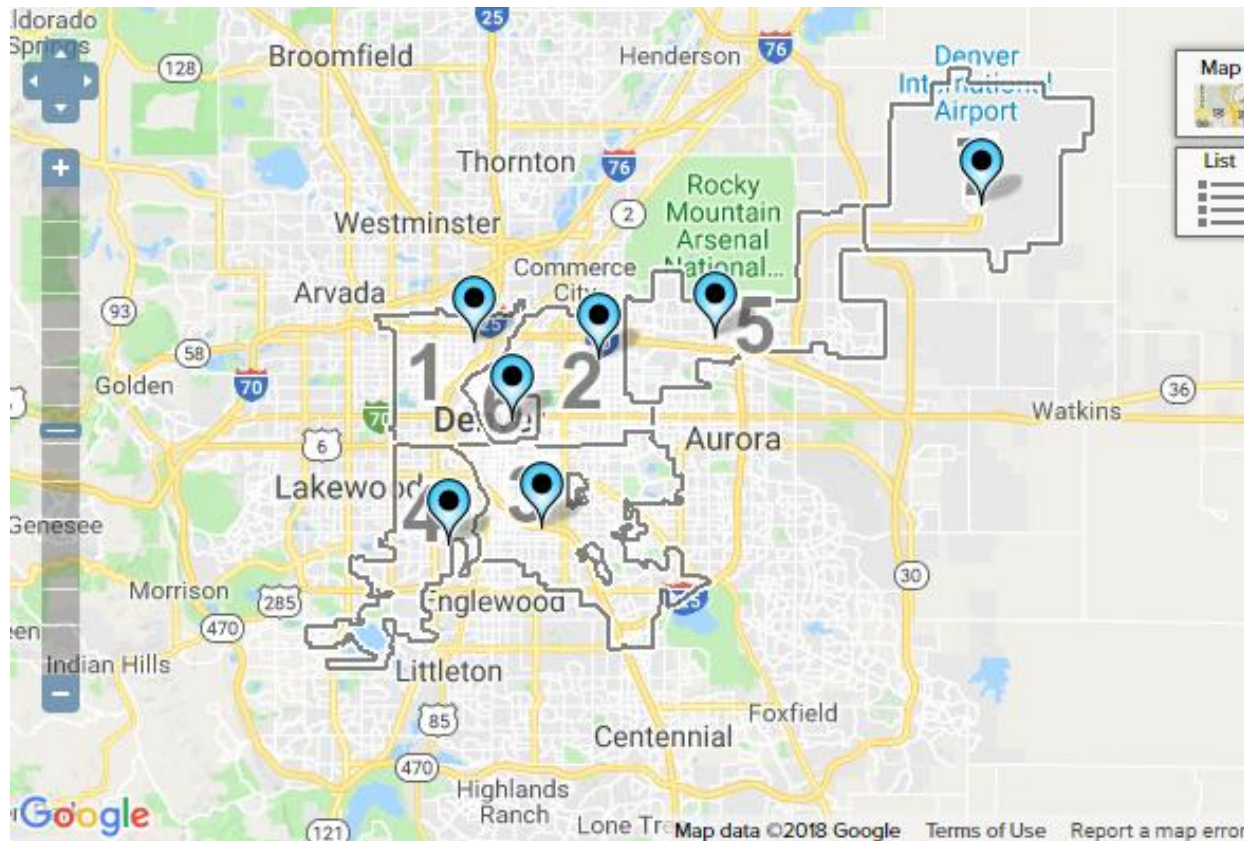
DENVER
THE MILE HIGH CITY

Tow Management

Proposal to Extend AutoReturn's Contract

Denver Towing Facts

- There are roughly 33,000 towed vehicles annually in the City and County of Denver
- Contracted towing companies include: Extreme Towing, Cast Iron, Mirage Towing, and Ace Towing



City of Denver Towing Process



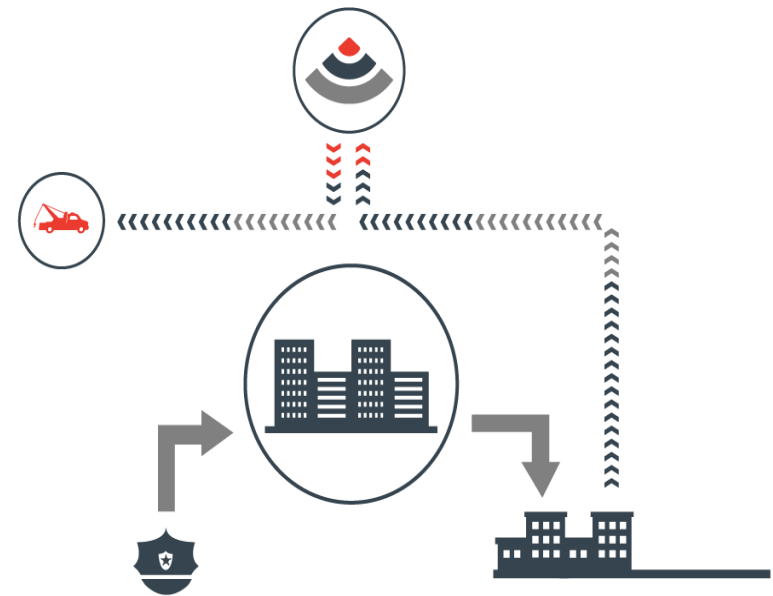
*Current Average Tow Time:
23 minutes*

- Police officer dispatch to arrival can take anywhere from **20 to 45 minutes**
- 9-1-1 Police Dispatch can take up to five minutes
- Police records NCIC agents process stolen vehicle checks on all vehicles towed within the City and County of Denver

- When a Police Officer calls for a tow vehicle, that request gets placed into a queue, ultimately to be fulfilled when the dispatcher has an opportunity to do so
- This process then gets repeated with the tow company dispatch, after which they may or may not dispatch the *closest* vehicle to the scene

Proposed Solution: Tow Management

- When the police arrive on-scene, they open the AutoReturn app and request the **closest** tow
- In the majority of cases, this eliminates the need for 9-1-1 Police Dispatch to be involved
- Vehicle info entered by the officer is now pre-filled at the Impound Facility
- AutoReturn consistently achieves a tow in 15 minutes or less



*Estimated Average Tow Time:
15 Minutes*

AutoReturn Background

- AutoReturn awarded – signed contract for Vehicle Impound Facility(VIF) solution in October 2015 (3 year contract)
- AutoReturn begins Phase I implementation for VIF in January 2016
- VIF goes live with AutoReturn solution in March 2016
 - **Complete automation and process optimization for all VIF activities**
 - **Integration with CCD Enterprise Cashiering System (ECS)**
 - **Integration with CCD Single-Sign-On (SSO) system**
 - **Integration with CCD PocketGov website and app (impounded vehicle search)**
 - **Complete automation of Broncos game details at temporary lot**
 - **Electronic vehicle hold management for DPD investigators and officers**

Phase II of the AutoReturn project is the implementation of the towing management platform

1. Free up police officers by reducing tow wait times:
 - increase officer proactive time
 - enable officers real time tow response data
2. Free up police communication dispatchers from having to monitor tow requests:
 - able to focus on higher priority law enforcement activities
 - offload incoming Private Property Impound (PPI) and repo related phone calls
3. Clear crashes faster to reduce traffic congestion:
 - reduced traffic congestion = improvement in quality of life for citizens
 - economic impact of reduced traffic (Austin = \$1M per hour)
4. Clear crash scenes faster to reduce secondary crashes and increase public safety:
 - secondary crashes 10-20% of all crashes
 - reduce chance of serious injury to officers/citizens
5. Complete automation of tow company payment process:
 - ARIES system can compile summary and details for all payments to tow companies
6. When the City has to “short” tow a vehicle:
 - Would allow citizens to go to PocketGov to find their vehicle

- Upon Phase II's implementation, AutoReturn costs will increase from \$7 to \$22 per tow
 - “Short Tows” are free
- The City of Denver will be responsible for only the cost of tows to the VIF
 - Approximately 16,000 vehicles towed to the VIF annually: $16,000 * \$22 = \$352,000$
 - This represents an increase of \$240,000 annually over current expenses

- 2017 VIF Towing Revenue: \$805,460
- Efficiency Gains:
 - \$302,519 in police waiting time
 - \$127,050 in dispatch time savings
 - \$65,313 in police records efficiency gains
 - ~ \$494,882 in annual time savings and efficiency gains

- Request extension of AutoReturn's contract for a period of 5 years, at a cost of \$1.8M
- Cost Details
 - 16,000 Annual Tows to the VIF * \$22 = \$352,000
 - \$352,000 * 5 years = \$1,760,000
- 5 Year Efficiencies Gained: \$2,474,410

Appendix A: Cost Comparison

Municipality	State	Administrative Fee	Regular Tow Rate	Storage Rate Per Day	Total
Kansas City	Missouri	\$ -	\$ 265.00	\$ 30.00	\$ 295.00
San Francisco	California	\$ 263.00	\$ 220.75	\$ 66.75	\$ 550.50
St. Paul	Minnesota	\$ -	\$ 209.00	\$ 15.00	\$ 224.00
San Jose	California	\$ 213.00	\$ 200.00	\$ 85.00	\$ 498.00
New York	New York	\$ -	\$ 185.00	\$ 20.00	\$ 205.00
Baltimore County	Maryland	\$ 50.00	\$ 180.00	\$ 32.00	\$ 262.00
Sacramento	California	\$ 130.00	\$ 180.00	\$ 50.00	\$ 360.00
San Diego	California	\$ 128.00	\$ 178.00		\$ 306.00
Philadelphia	Pennsylvania	\$ -	\$ 175.00	\$ 25.00	\$ 200.00
Concord	California	\$ -	\$ 175.00	\$ 55.00	\$ 230.00
Long Beach	California	\$ 34.00	\$ 155.00	\$ 49.00	\$ 238.00
Chicago	Illinois	\$ -	\$ 150.00	\$ 20.00	\$ 170.00
Cincinnati	Ohio	\$ -	\$ 150.00	\$ 25.00	\$ 175.00
Austin	Texas	\$ 25.00	\$ 150.00	\$ 20.00	\$ 195.00
Anne Arundel County	Maryland	\$ 25.00	\$ 150.00	\$ 25.00	\$ 200.00
Minneapolis	Minnesota	\$ -	\$ 138.00	\$ 18.00	\$ 156.00
Baltimore City	Maryland	\$ 40.00	\$ 130.00	\$ 50.00	\$ 220.00
Howard County	Maryland	\$ 50.00	\$ 125.00	\$ 25.00	\$ 200.00
Detroit	Michigan	\$ 75.00	\$ 125.00	\$ 15.00	\$ 215.00
Dallas	Texas	\$ 20.00	\$ 121.00	\$ 20.00	\$ 161.00
Charlotte	North Carolina	\$ -	\$ 120.00	\$ 20.00	\$ 140.00
Denver	Colorado	\$ -	\$ 120.00	\$ 20.00	\$ 140.00
Los Angeles	California	\$ -	\$ 118.50	\$ 37.00	\$ 155.50
Portland	Oregon	\$ 20.00	\$ 115.00	\$ 24.00	\$ 159.00
Pittsburgh	Pennsylvania	\$ -	\$ 110.00	\$ 19.00	\$ 129.00
Indianapolis	Indiana	\$ -	\$ 110.00	\$ 25.00	\$ 135.00
Milwaukee	Wisconsin	\$ -	\$ 105.00	\$ 20.00	\$ 125.00
Miami	Florida	\$ 30.00	\$ 101.00	\$ 20.00	\$ 151.00
Montgomery County	Maryland	\$ -	\$ 100.00	\$ 20.00	\$ 120.00
Washington D.C.	Washington D.C.	\$ -	\$ 100.00	\$ 20.00	\$ 120.00
St. Louis	Missouri	\$ -	\$ 100.00	\$ 25.00	\$ 125.00