



City Council Request

Contract: Citywide Towing Services

Ferkam, Inc.

GENRL-202578241

Al Gardner, Executive Director, Department of General Services
Adrina Gibson, Deputy Executive Director, Department of General Services
Kami Johle, Director of Administration, Department of General Services
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Emily Lauck, Legislation and Policy Director, Department of Safety

Adam Petro, Manager of Enforcement, Department of Transportation and Infrastructure

April 21, 2025

Agenda

Overview of **Citywide Towing Services Contract**

Background of **Current Contract**

Towing Data

Department of Safety

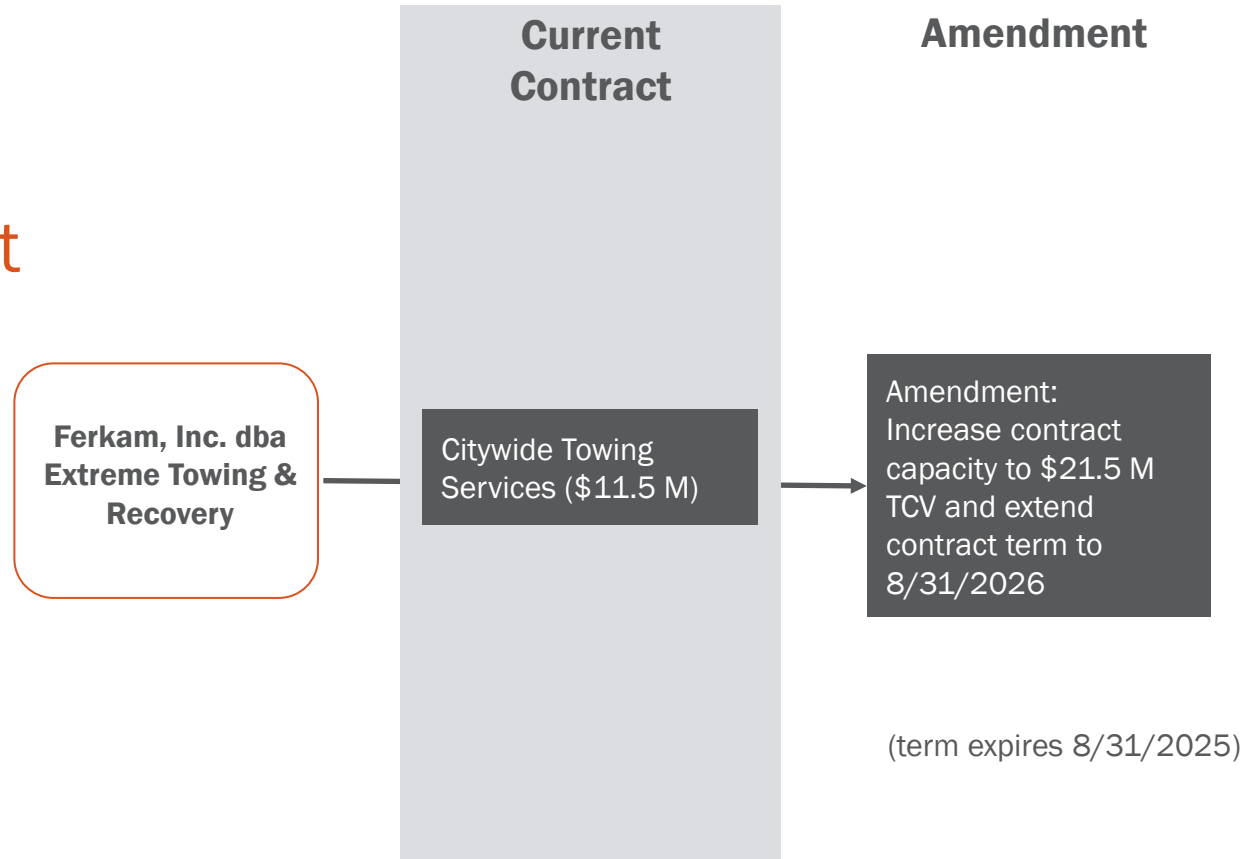
Department of Transportation and Infrastructure

RV Program

Resolution Request **Summary**

Questions

Overview of Current Contract



**TCV= Total Contract Value (Original Contract Value +/- Amended Value Equals Total Contract Value*

Background of Current Contract

Ferkam, Inc.

- GENRL-202578241-01 (GENRL-202263097-01)
- Term: 9/1/22-8/31/25 plus two one-year optional renewals

What is provided?

Impound tows: Standard and heavy tows ordered to the Vehicle Impound Lot.

City-Owned Vehicle tows: Responsible for the towing of damaged or disabled City vehicles.

Right of Way Enforcement (ROWE) tows: Clearing traffic lanes, towing booted vehicles, moving vehicles to closest legal space.

DPD Auto Theft tows: Provides DPD auto theft identifying vehicle information prior to removal of a vehicle.

Special Events tows: Work with ROWE, DSD, and DPD with controlling parking during home Bronco games and special events.

Mountain Parks tows: Responsible for towing vehicles and/or equipment from Mountain Parks to repair shops and/or the Vehicle Impound lot.

Additional services:

- Provide jump starts, assistance with tire changes, and service lock outs to City-owned vehicles.
- Clean-up of debris at accidents when contractor provides tow
- Transports “junker” vehicles to the facility operated by the City or service provider for disposal of junker

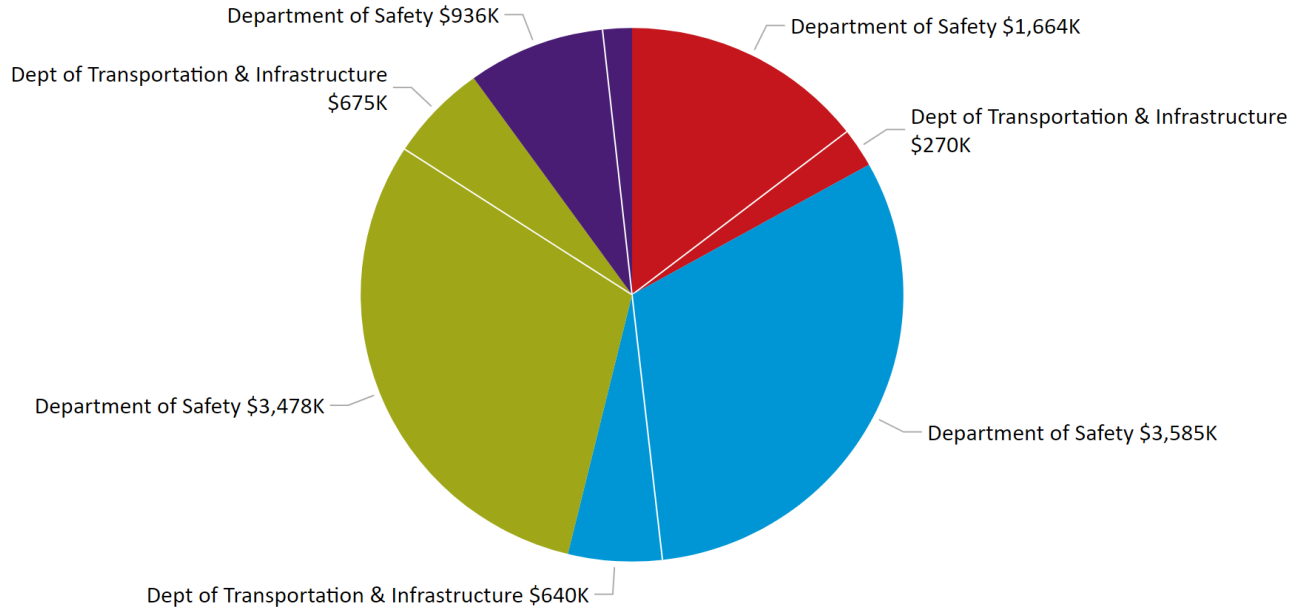
Citywide Towing Spend Summary

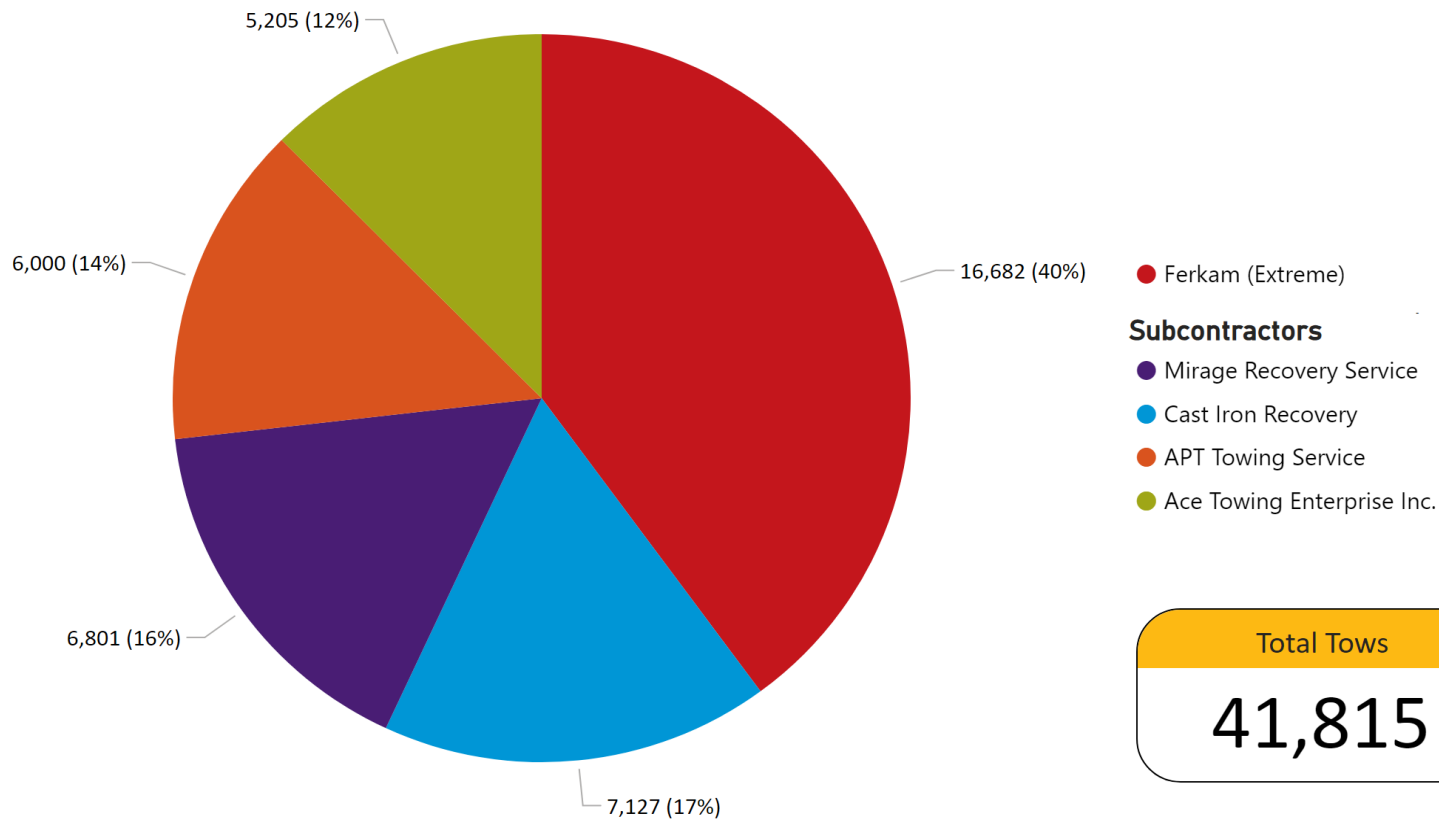
Agency	2022	2023	2024	2025	Total
Department of Safety	\$1,663,736	\$3,584,879	\$3,478,306	\$935,972	\$9,662,892
Dept of Transportation & Infrastructure	\$270,419	\$640,096	\$675,016	\$199,000	\$1,784,531
Total	\$1,934,154	\$4,224,975	\$4,153,322	\$1,134,972	\$11,447,423

Yearly Spend by Agency

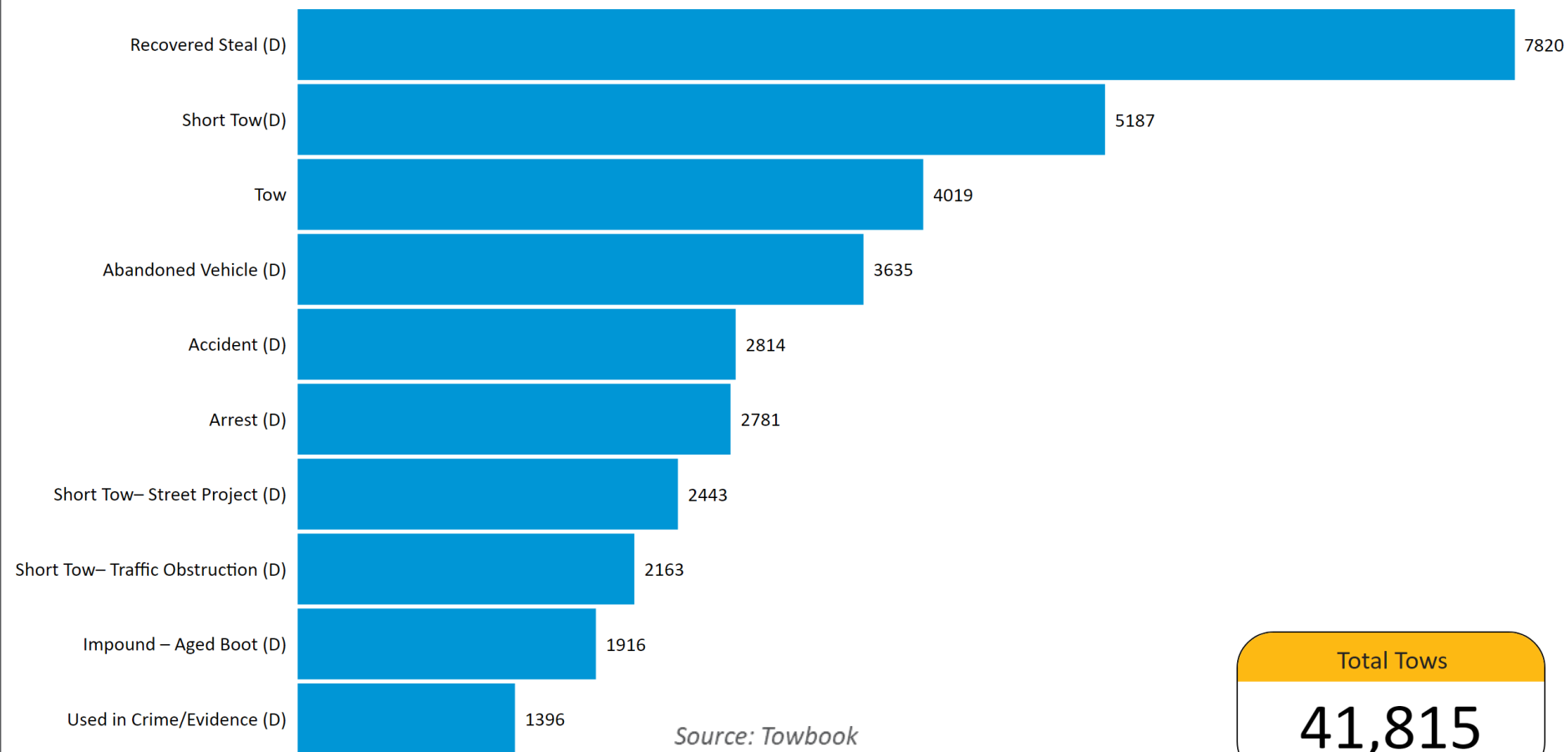
Year

- 2022
- 2023
- 2024
- 2025





Top Ten Tow Reasons, All Agencies



Source: Towbook
08/11/2023-04/07/2025

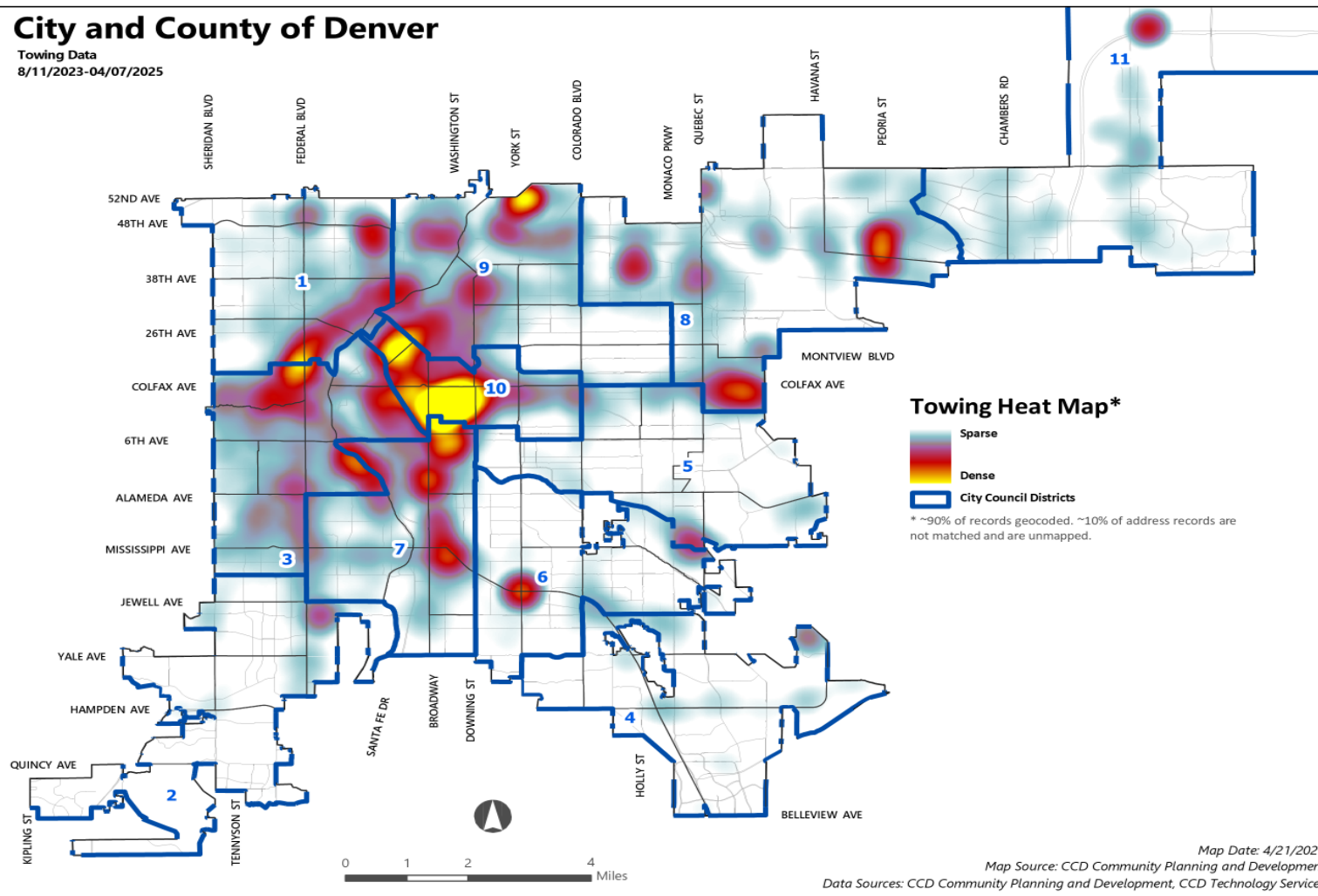
Total Tows

41,815

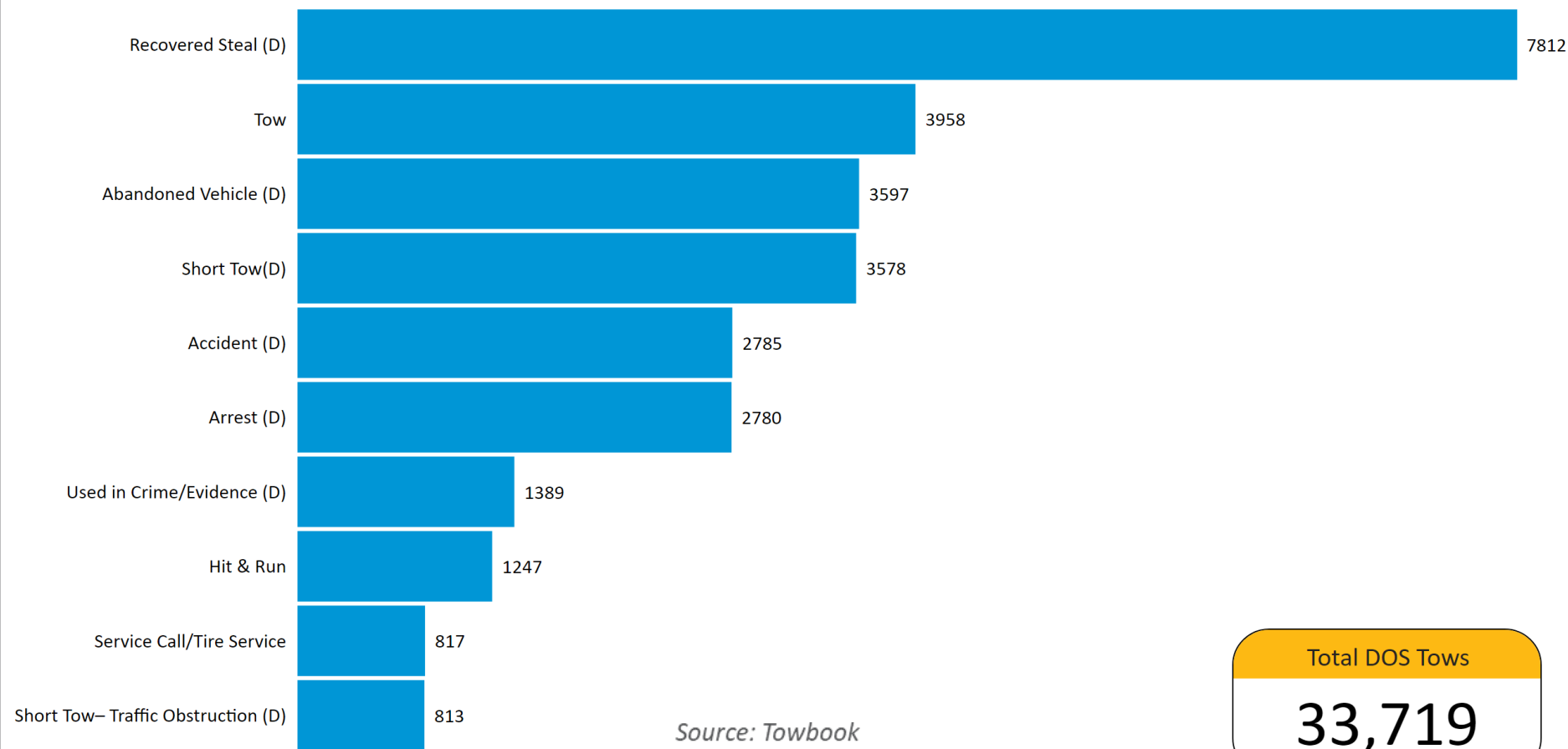
City and County of Denver

Towing Data

8/11/2023-04/07/2025



Top Ten Tow Reasons, DOS

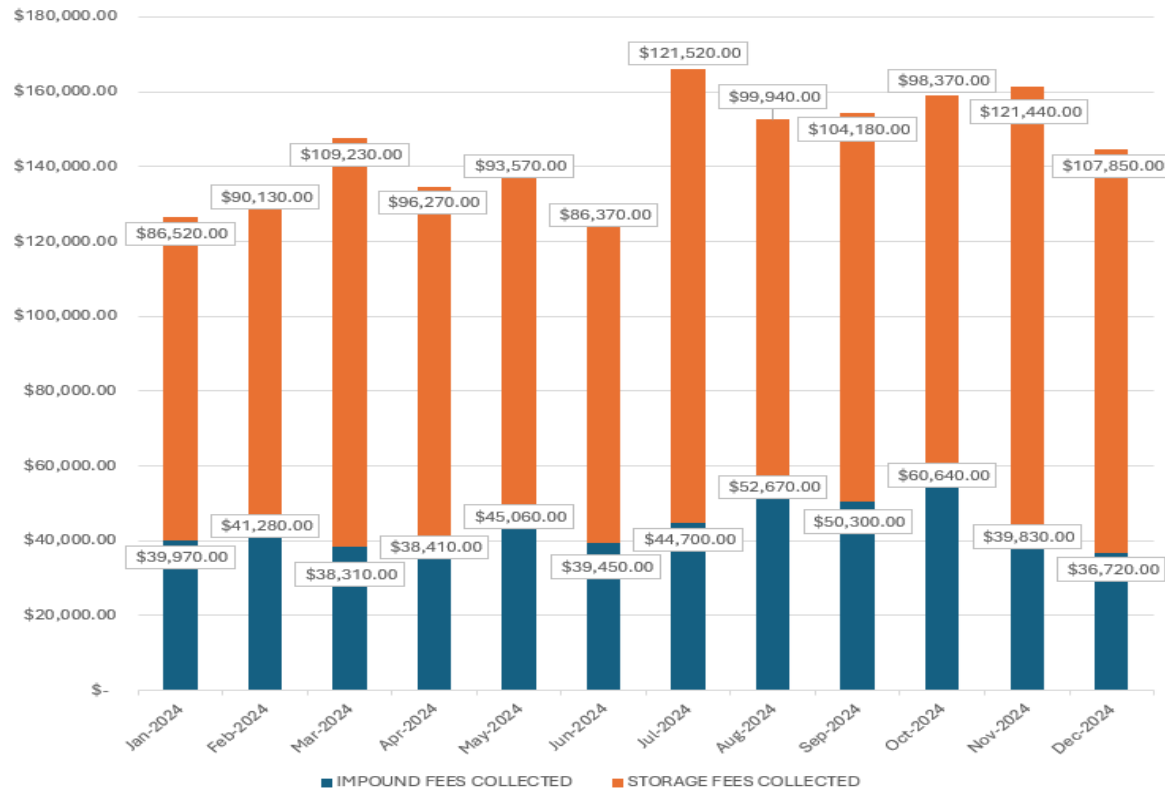


Source: Towbook
08/11/2023-04/07/2025

Total DOS Tows

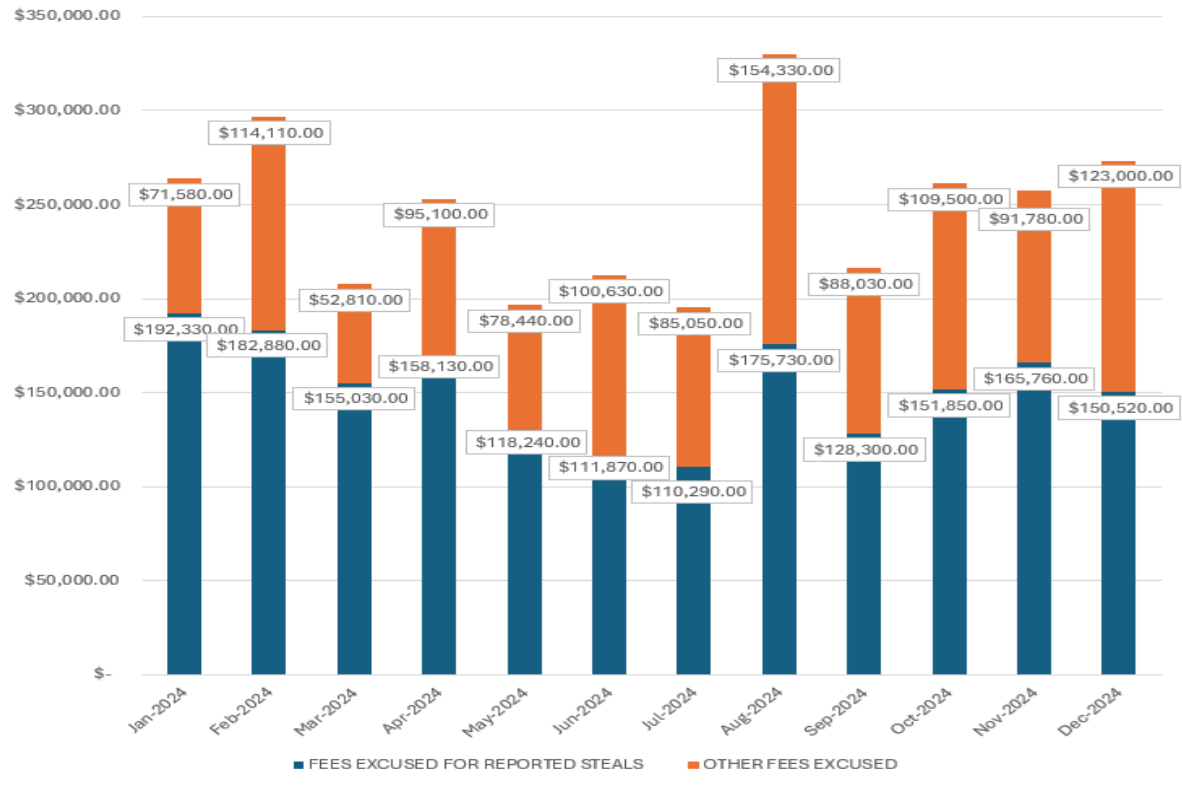
33,719

DSD VIF Fees Collected, 2024



- Impounded vehicles are towed to the Vehicle Impound Facility (VIF) managed by DSD
- Impounded vehicles may be held for a criminal investigation
- All other vehicles can be claimed by owner with proof of ownership and payment of fees
- Fees can be waived when appropriate

DSD VIF Fees Waived, 2024

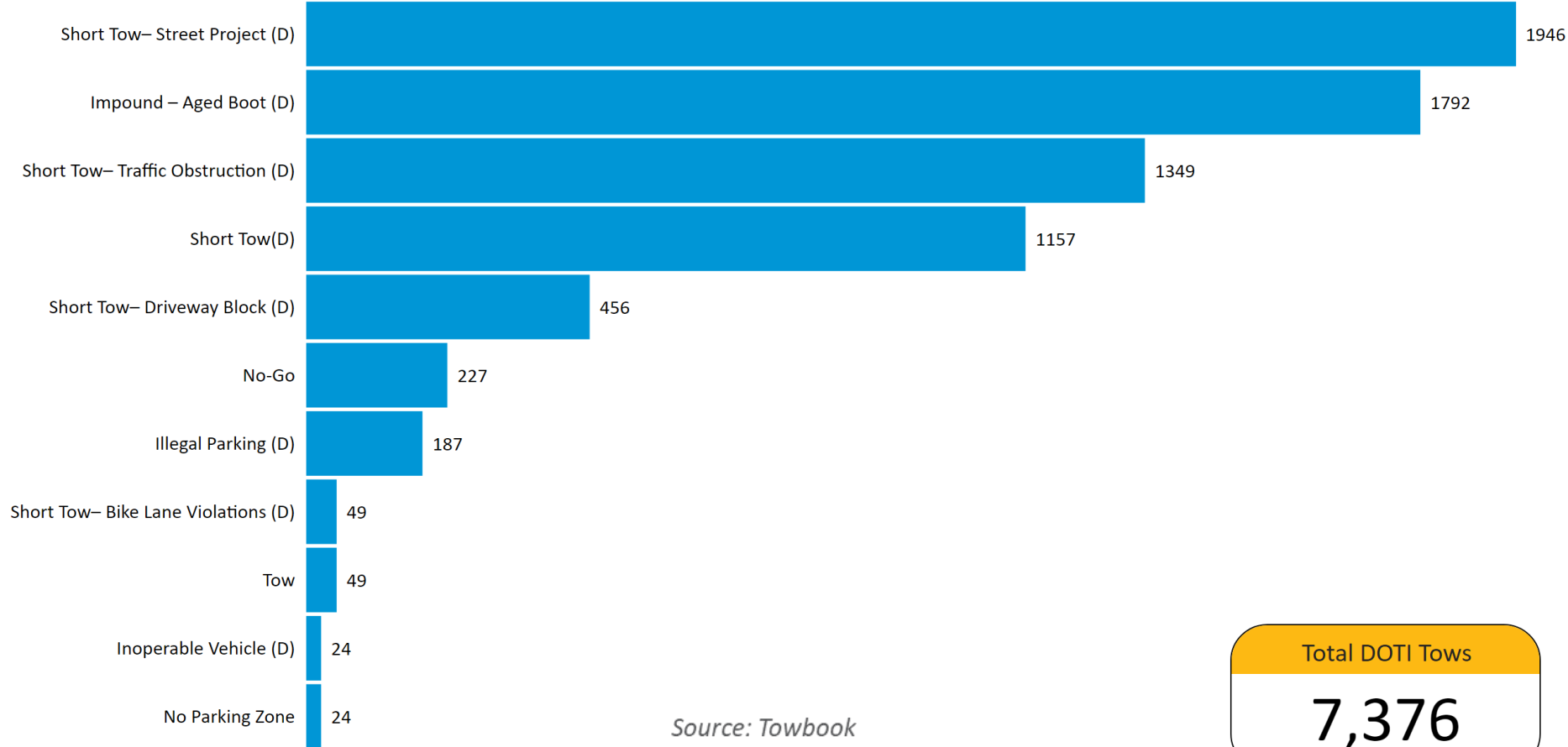


The Executive Director of Safety is authorized to waive or adjust fees:

- When results would be inequitable or unjust;
- When resulting from operator being taken into custody then released with no charges filed;
- When vehicle held as evidence with no conviction of an offense associated with the impoundment;
- When vehicle licensed in the county reported stolen and subsequently recovered (~73% of waivers)

D.R.M.C. § 54-813(b)

Top Ten Tow Reasons, DOTI



Source: Towbook
08/11/2023-04/07/2025

Total DOTI Tows

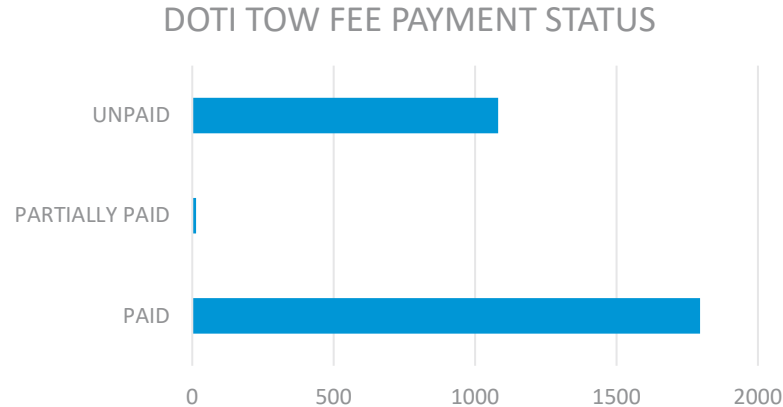
7,376

Department of Transportation and Infrastructure

TOW FEES/REVENUE – RIGHT OF WAY ENFORCEMENT

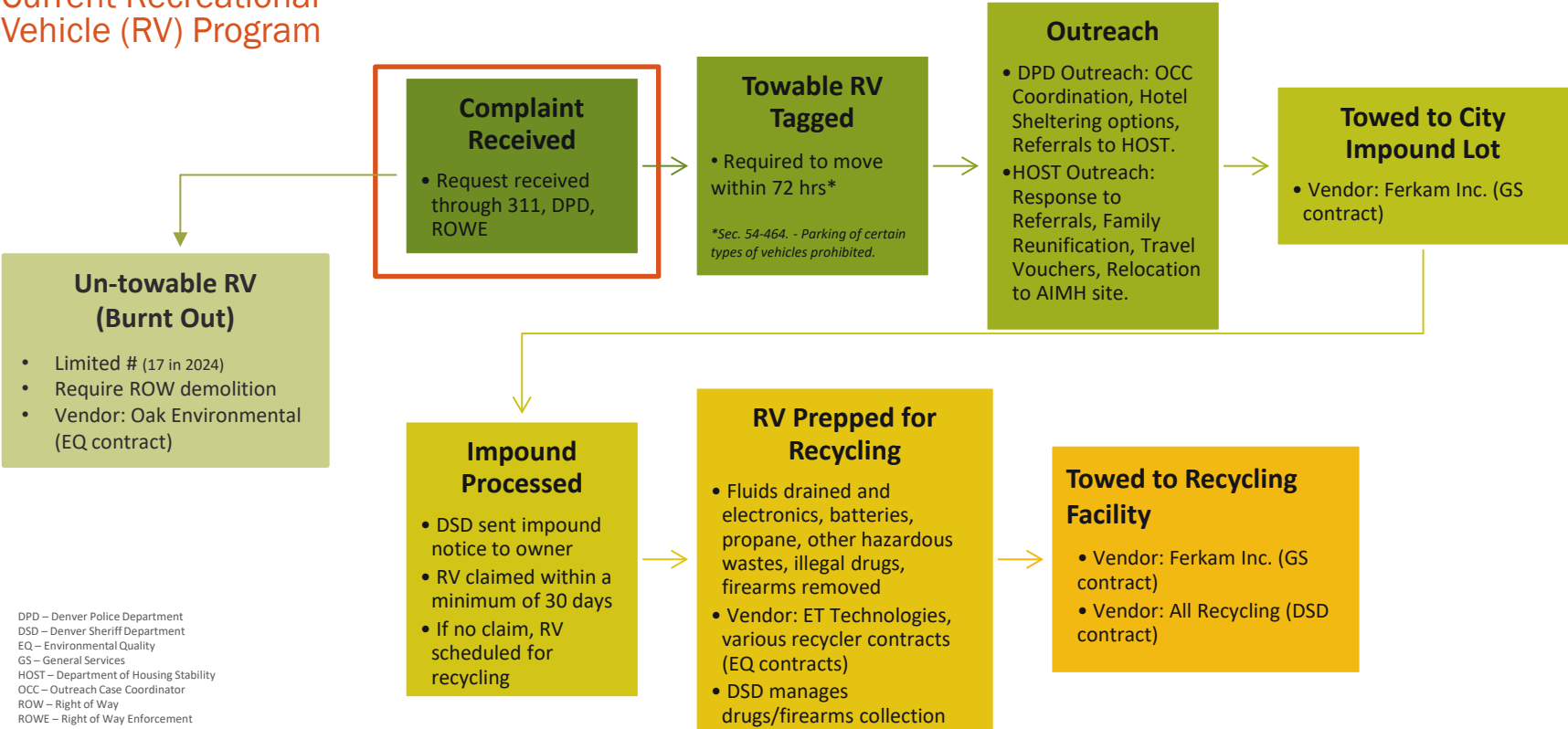
- \$100 Fee – short tows
- Added to base parking citation when vehicle is hooked to tow truck

PAYMENT STATUS	TOTAL	PERCENT
UNPAID	1082	37.4%
PARTIAL PAID	13	.4%
PAID	1796	62.1



Source: Parking Management Information System 1/1/24-12/31/24

Current Recreational Vehicle (RV) Program



DPD – Denver Police Department
DSD – Denver Sheriff Department
EQ – Environmental Quality
GS – General Services
HOST – Department of Housing Stability
OCC – Outreach Case Coordinator
ROW – Right of Way
ROWE – Right of Way Enforcement
RV – Recreational Vehicle

Contract Support for Current RV Program

Contractor	Agency	Contract Maximum	Services Provided	Unit cost:
Ferkam, Inc.	General Services (Contracts Office)	\$11.5 M	Citywide towing services	\$190/unit price per tow (under 11,000 lbs.)
			(Average weight of a Class C RV 16,000)	\$225/unit price per tow (over 11,000 lbs.)
ET Technologies Inc.	Department of Public Health & Environment (Environmental Quality)	\$15 M	On-Call Management of and Disposal of Hazardous Materials and Regulated Wastes	\$112/unit per (average cost waste disposal per RV)
Oak Environmental LLC	Department of Public Health & Environment (Environmental Quality)	\$5 M	On-Call Asbestos Abatement Services	\$500/unit (average costs)
			(On-street demo services)	\$3,500-\$7,000/unit costs (depends on size and extent of damage)
All Recycling	Department of Safety (Sheriff Department)	\$450,000	Disposal & Recycle of “Junker” Vehicles (Including Class C RVs)	\$75 per ton (Approx. cost for RV \$600)

RV Resolution Program

- 2025 HOST budget includes \$250,000 for RV Resolution
- RV Resolution is based on the Encampment Resolution Model which brings together existing code enforcements teams with street outreach teams, and focuses on getting people indoors AND removing the RV from the streets
- Planning is currently underway and beginning in summer 2025, will aim to serve up to 150 people living in vehicles/RVs through this effort

Resolution Request Summary

25-0556

Ferkam, Inc.

GENRL-202578241-01 (GENRL-202263097-01)

- Increase contract capacity from \$10M to \$21.5M
- Extend contract term to Aug 31, 2026

Approval ensures the city has contract capacity to provide towing service for:

- Impound tows
- Short tows
- Accidents, including debris clean up
- Illegal parking
- Abandoned vehicles
- Stolen vehicles
- Vehicles during arrests
- Special event tows (Broncos games, etc.)
- Roadside assistance

Timeline: Council Process

1-1 Council Briefings: Week of March 31- April 4, 2025

FinGov Committee: April 22, 2025

Mayor Council: April 29, 2025

1st Reading: May 5, 2025

Questions



Appendix

Financial Projection Analysis

Agency	2022 Spend	2023 Spend	2024 Spend	2025 Obligated (Q1 Totals only)	**2025 Estimate (through 12/31/2025)	**2026 Estimate (through 12/31/2026)
Department of Safety	\$1,663,736.00	\$3,584,879.00	\$3,478,306.00	\$935,972.00	\$ 4,000,000.00	\$ 4,000,000.00
Department of Transportation & Infrastructure	\$270,419.00	\$640,096.00	\$675,016.00	\$199,000.00	\$ 800,000.00	\$ 800,000.00
Total	\$1,934,155.00	\$4,224,975.00	\$4,153,322.00	\$1,134,972.00	\$ 4,800,000.00	\$ 4,800,000.00
Total spend through 2024	\$10,312,452.00					
Total spend through 2025	\$15,112,452.00					
Total spend through 2026	\$19,912,452.00					
Contract capacity	\$ 11,500,000.00					
Shortfall for 2025 & 2026	\$ (2,477,480.00) \$ (8,412,452.00)					

*DOS includes DFD & DPD; DOTI includes ROW & Fleet

Definitions of Tow Reasons

Abandoned Vehicle (D) – a vehicle left unattended for a period of thirty (30) days or more established by local ordinance.

Accident (D) - shall mean a collision between a vehicle and a vehicle, person, stationary object or other thing which results in property damage, personal injury or death; or an entry into or emerging from a moving vehicle by a person which results in personal injury or death to such person or some other person, or which results in property damage.

Arrest (D) – a suspected crime serious enough to take person to jail and send vehicle to impound.

Hit & Run - When the driver of any vehicle, or the vehicle which the driver is driving, is reasonably suspected of having been involved in any *hit and run* accident.

Illegal Parking (D) – in violation of Denver Revised Municipal Code parking codes.

Impound – Aged Boot (D) – a vehicle that has been impounded after 72 hours has elapsed after it was immobilized/booted and for which outstanding parking citations remain unresolved.

Inoperable Vehicle (D) – any vehicle that cannot be moved under normal towing procedures.

No Parking Zone – an area in which parking is restricted by ordinance and/or signage.

Source: Chapter 54 Biannual Report to City Council
November 2024

Definitions of Tow Reasons

No-Go – a tow request was called-in for a vehicle and was determined it was no longer needed and cancelled upon arrival of the tow company.

Recovered Steal (D) – a vehicle that has been reported stolen and is found

Service Call/Tire Service – a service call that is needed when it is determined a tire needs repair and replaced with a spare tire in the vehicle.

Short Tow (D) – to pull or haul a vehicle to a lawful position that is not the city impound lot.

Short Tow – Bike Lane Violations (D) – a tow required to move a vehicle that is obstructing an active bike lane.

Short Tow – Driveway Block (D) – a tow required to move a vehicle that is in such a position as to block the driveway entrance to any abutting property or interfere with the free movement of traffic through an alley or driveway.

Short Tow – Street Project (D) – a tow required to move a vehicle parked in an area that is restricted for maintenance projects.

Short Tow – Traffic Obstruction (D) – a tow required to move a vehicle that is obstructing an active traffic lane.

Tow – to pull or haul a vehicle for traffic infraction related reasons, Denver Revised Municipal Code parking code violations, street maintenance projects, and criminal traffic violations.

Used in a Crime/Evidence (D) – vehicle held for investigation.

Source: Chapter 54 Biannual Report to City Council
November 2024