

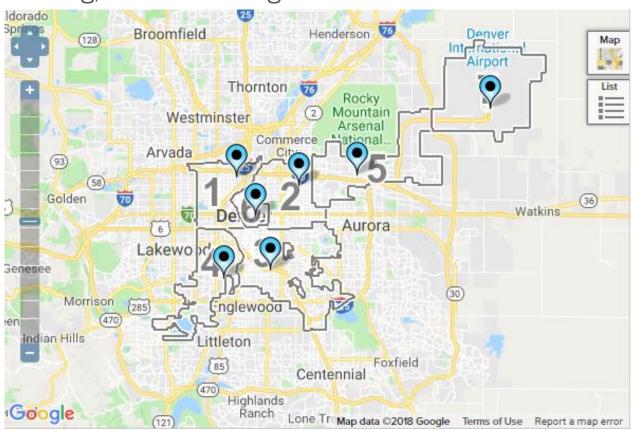
Tow Management

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



Inefficiency in the Process

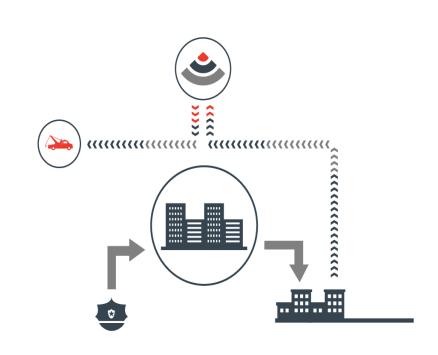
 When a Police Officer calls for a tow vehicle, that request gets placed into a queue, ultimately to be fulfilled when the dispatcher has an opportunity to do so

 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 Managment

- When the police arrive onscene, 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



AutoReturn Phase II

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



Goals of Phase II

- 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



Phase II Cost Details

- 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



Phase II Savings Details

• 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

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 \$ 20.00 \$ 205.00 San Jose California \$ 50.00 \$ 180.00 \$ 32.00 \$ 205.00 San Jose County Maryland \$ 50.00 \$ 180.00 \$ 32.00 \$ 205.00 San Jose County Maryland \$ 50.00 \$ 180.00 \$ 32.00 \$ 205.00 San Jose County Maryland \$ 50.00 \$ 180.00 \$ 32.00 \$ 205.00 Sacramento California \$ 130.00 \$ 180.00 \$ 50.00 \$ 360.00 Sacramento California \$ 128.00 \$ 178.00 \$ 50.00 \$ 360.00 San Diego California \$ 128.00 \$ 178.00 \$ 50.00 \$ 360.00 San Diego California \$ 128.00 \$ 175.00 \$ 25.00 \$ 200.00 Concord California \$ - \$ 175.00 \$ 25.00 \$ 200.00 Concord California \$ 3 - \$ 175.00 \$ 55.00 \$ 230.00 Concord California \$ 34.00 \$ 155.00 \$ 55.00 \$ 230.00 Concord California \$ 34.00 \$ 155.00 \$ 25.00 \$ 230.00 Concord California \$ 34.00 \$ 155.00 \$ 200.00 \$ 170.00 Concord California \$ 34.00 \$ 155.00 \$ 200.00 \$ 170.00 Concord California \$ 34.00 \$ 155.00 \$ 200.00 \$ 170.00 Concord California \$ 34.00 \$ 155.00 \$ 200.00 \$ 170.00 Concord California \$ 34.00 \$ 155.00 \$ 200.00 \$ 170.00 Concord California \$ 34.00 \$ 155.00 \$ 200.00 \$ 170.00 Concord California \$ 34.00 \$ 155.00 \$ 25.00 \$ 200.00 Concord California \$ 34.00 \$ 155.00 \$ 25.00 \$ 200.00 Concord California \$ 34.00 \$ 150.00 \$ 25.00 \$ 200.00 Concord California \$ 34.00 \$ 150.00 \$ 25.00 \$ 100.00 Concord California \$ 34.00 \$ 150.00 \$ 25.00 \$ 100.00 Concord California \$ 5 5 50.00 \$ 200.00 \$ 100.00 Concord California \$ 5 5 50.00 \$ 25.00 \$ 200.00 \$ 100.00 Concord California \$ 5 5 50.00 \$ 25.00 \$ 200.00 \$ 100.00 Concord California \$ 5 5 50.00 \$ 25.00 \$ 200.00 \$ 100.00 Concord California \$ 5 5 50.00 \$ 25.00 \$ 150.00 \$ 200.00 \$ 100.00 Concord California \$ 5 5 50.00 \$ 200.00 \$ 200.00 \$ 200.00 Concord California \$ 5 5 50.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$ 200.00 \$	Municipality	▼ State	▼ Admi	nistrativeFee 🔻	Reg	ular Tow Rate 🚚	Stora	ge Rate Per Day 🔽 Total	¥
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