



# Towing and Impound Services

**City Council “A” Session**

Presented by Chief of Police William McManus

February 20, 2025



# Presentation Overview

- Current Agreements
- JBSA Interest in Growdon Property
- Project Overview and Timeline
- Enhancements
- Key Terms and Impound Relocation

# Current Agreements

## Towing

- United Road Vehicle Management Solutions (URVMS)
- Subcontracts with 1 local dispatch and 5 local tow companies
- Provides police-directed tow management services
- Contract began December 2015 to September 2024; extended through December 2024 w/month-to-month option to follow

## Impound

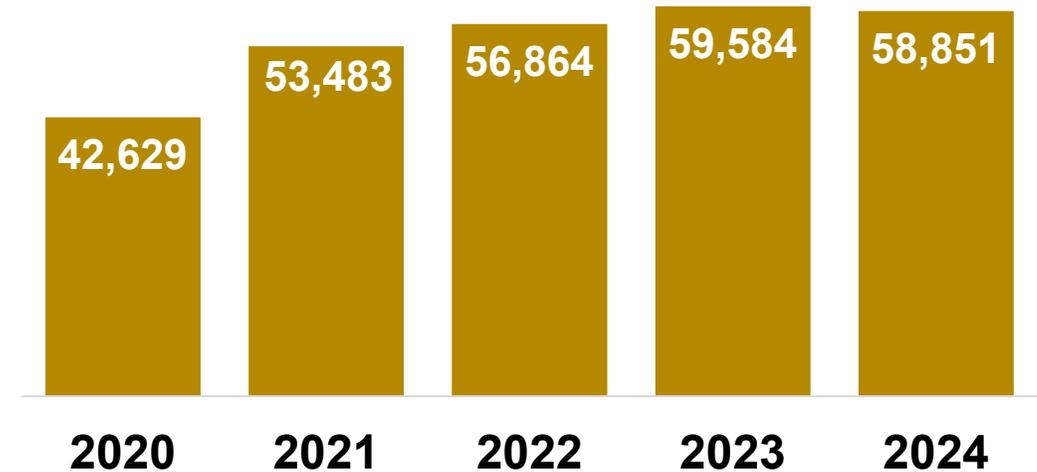
- Alanis Wrecker Service
- Subcontracts with AutoReturn, software
- Intake, storage and release of impounded vehicles
- Management of Growdon property including maintenance, environmental compliance and security
- Weekly auction of abandoned vehicles
- Contract began in 2017 to September 2024; extended through December 2024 w/month-to-month option to follow

# Background: Towing Contract

## Towing Arrival Times

Location	Required ETA	Current Average ETA
Highway	20 mins	13 mins
City Streets	25 mins	12 mins
Heavy Duty	45 mins	30 mins

## Number of Tows



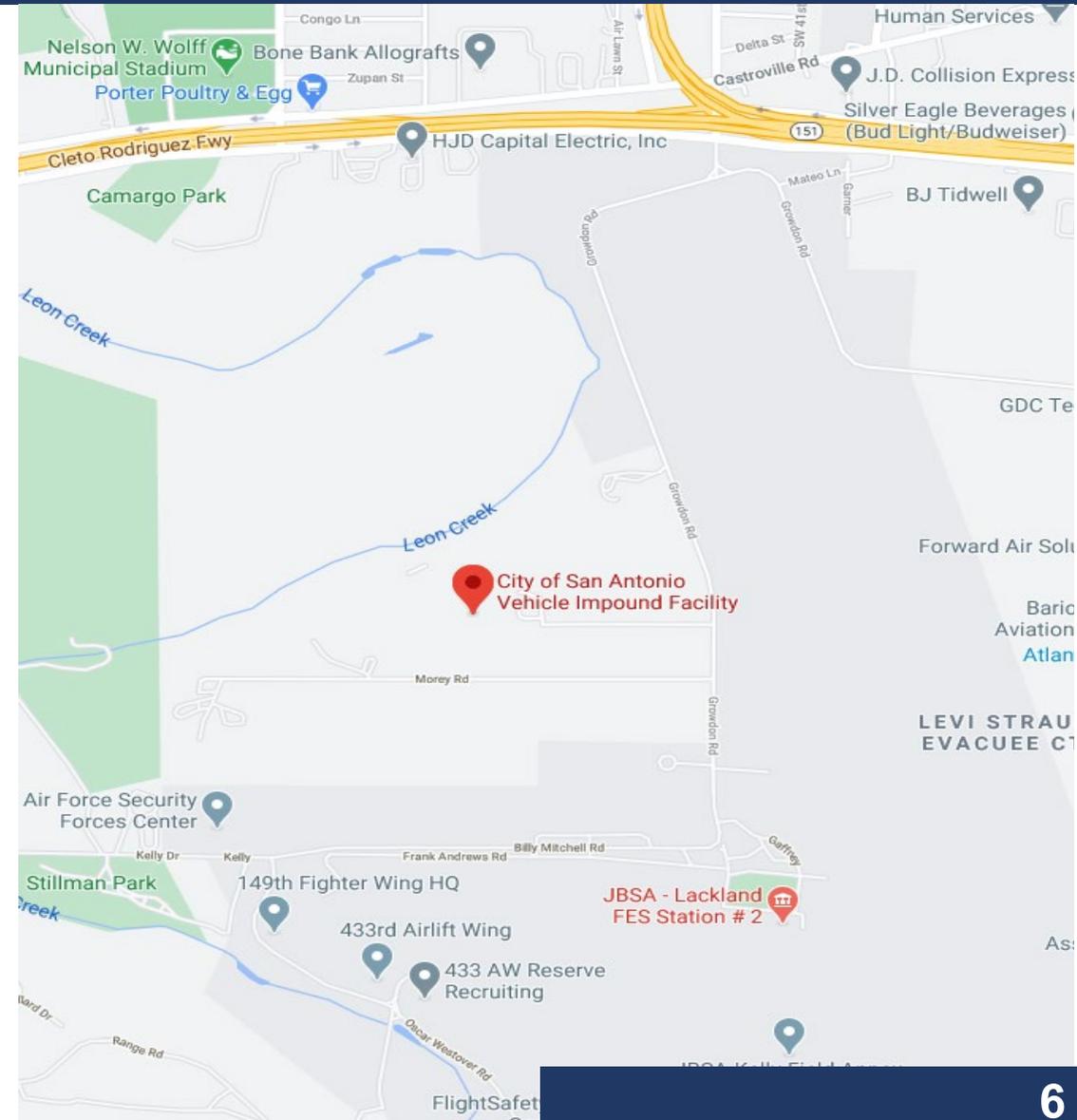
# Background: Impound Contract Performance



Year	Vehicles Impounded	Vehicles Auctioned
2020	30,998	7,978
2021	33,848	7,676
2022	37,822	7,735
2023	39,598	7,235
2024	39,697	6,960

# Impound Location and JBSA

- Impound facility located at City-owned property at 3625 Growdon Road
- JBSA is interested in Growdon facility which is located within safety area necessary to support Munitions Storage Area expansion
- City is working with JBSA on details of potential transfer of land



# Project Overview

City issued a request for proposal seeking a contractor to provide management of municipal **towing** and **impound** operation services:

- Dispatch
- Police-initiated towing and recovery
- Towing management services and incident management of heavy-duty accidents
- Impound, vehicle storage, release and auction services
- Possible relocation of the City's Vehicle Storage Facility

# City Towing and Impound of Vehicles



## • Towing Goals –

- Protect Public Safety
- Maintain clear roads
- Remove abandoned vehicles from streets
- Ability to measure performance

## ■ Impound Goals –

- Protect Public Safety
- Assist residents with retrieval of vehicles
- Investigative evidentiary storage
- Provide a secure and environmentally safe facility



# Enhancements

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## **Respondents asked to provide in proposal:**

- Innovative automation of entire lifecycle of a tow, from the dispatch request to storage and retrieval
- Ability for residents to locate their impound vehicles during the lifecycle of a tow from a computer or their cell phone
- Innovative optimization of tow dispatching
- Electronic tow service records and auction data collection systems
- Separate system for data collection of private property impounds (PPI) for the City

# Key Financial Terms

- No changes to current fees paid by public
- Contract allows for future increases with approval by the City

Tow Fees		Impound Fees	
	Amount		Amount
Light	\$210	Impound one-time	\$20 + tax
Medium	\$350	Storage (daily)	\$20 + tax
Heavy (2 hr. min.)	\$410	Notification one-time	\$50
		Auction Processing (vehicle sold)	\$32

# Key Financial Terms

- 10-year agreement with two additional 5-year options
- City receives gross revenues from impound fees and auctions and receives a portion of towing fees
- City pays a negotiated management fee to URT Road Towing
- Contract revenues received by the City will be based on number and type of tows estimated for the first year of the contract and the number of auctioned vehicles
- Projected City net revenue after expenses are paid are estimated at \$7 million for the first year of the contract.
- The estimated City net revenue for the remainder of FY25 is \$3.8 million
- Future net revenues to the City will fluctuate based on number of tows and vehicles auctioned



# Accommodations

**Respondents are to provide Vehicle Storage Facility (VSF) Policy and Procedures, to include:**

- VSF accommodations for accessibility in-line with the Americans with Disabilities Act (ADA)
- Multi-lingual services made available
- Hardship waivers made available with, City approval, to retrieve towed vehicles

# Relocation of Impound Facility

- City intends to relocate the current impound facility located at 3625 Growdon Road to 1 or 2 facilities to improve access to the public
- Coordinating and evaluating location(s) with URVMS
  - Not over aquifer
  - Not in residential neighborhood or over green spaces
- Ordinance authorizes City Manager to identify an acceptable alternative location for the City's Impound Facility
- Once location is identified, City will begin the process of conveying the Growdon Road property to JB SA





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