



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

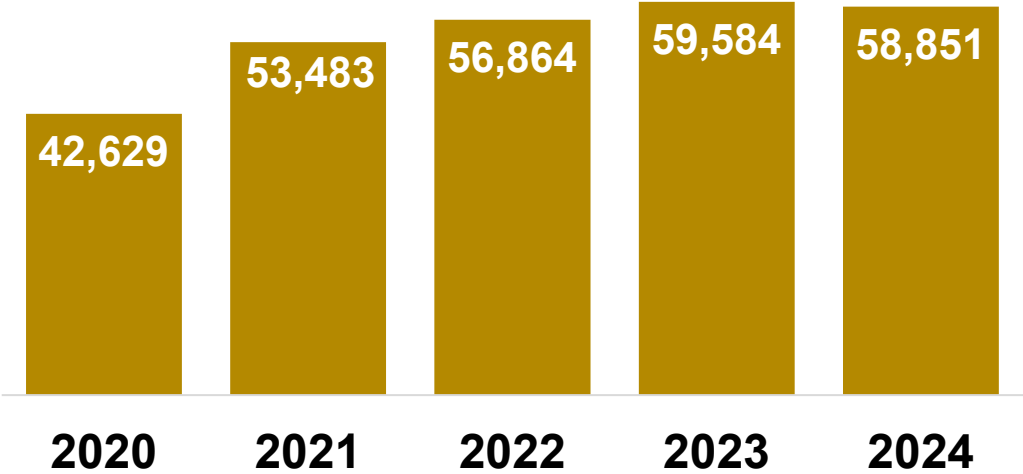
- Alanis Wrecker Service
- Subcontracts with AutoReturn, software
- Intake, storage and release of impounded vehicles
- Management of Growdon property including maintenance, environmental compliance and security
- Weekly auction of abandoned vehicles
- Contract began in 2017 to September 2024; extended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



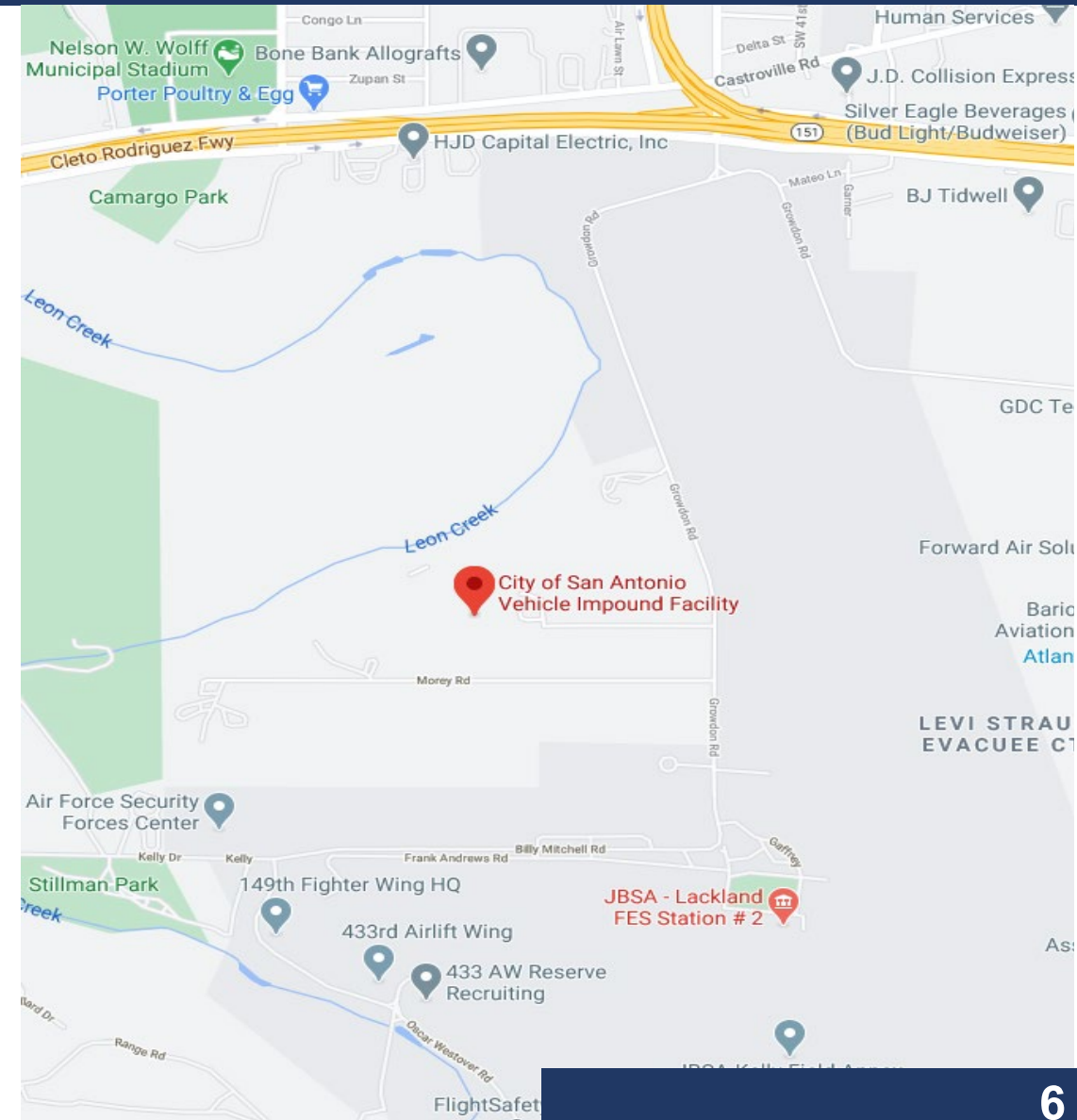
Background: Impound Contract Performance



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

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	Amount	Impound Fees	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 JBSA





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