



City of Winston-Salem City Council
Council Agenda Item Summary

Title	Resolution Approving a Contract for Towing Management and Vehicle Management Solutions and Adjusting Fees - CFKAA Holdings, LLC d/b/a Autura
City Council Committee	Public Safety Committee
Staff Lead (Presenter)	Captain Amy Gauldin
Department Head	Chief William H. Penn, Jr.
City Manager/ACM	Dr. Angel Wright-Lanier, ACM

Agenda Item Summary

Recommended Council Action	Resolution Approval
Suggested Motion Options	Click or tap here to enter text.
Strategic Focus Area	Good Government
Strategic Plan Objective	GG1: Delivering Efficient and Effective Core Services
Anticipated Fiscal Impact	Fiscal Impact Anticipated: See Analysis in Summary

Summary of Information

The Winston-Salem Police Department (WSPD) oversees approximately 4,500 requests annually. Currently, tow requests are managed manually by telecommunicators and patrol officers, requiring phone calls to towers, repeated status checks, and limited real-time visibility. This manual process contributes to officer downtime on roadways, extended timeframe for citizens awaiting service, extended call-handling by telecommunicators, and reduced efficiency overall. Since 2019, WSPD has managed tow ordinance compliance and citizen inquiries/complaints associated with tow services provided under the ordinance. This responsibility has been challenging to maintain due to staffing and the time required to efficiently and effectively ensure compliance with the ordinance, as well as fielding questions or complaints regarding the service.

Vehicle Management Solutions (VMS) and Autura ARIES software partnership, offers a towing management and vehicle management solution which is a proven system that automates tow dispatch and citizen access services. It also offers an impound management component which is still being evaluated.

VMS is a comprehensive software solution designed to streamline and modernize tow management operations. The system enables officers to submit digital tow requests



Vision: To be a premier city in the region providing world-class amenities while retaining a sense of charm and hospitality
Mission: To provide impactful services that enhance the quality of life for current and future generations
Values: Teamwork * Responsibility * Respect * Integrity * Customer Service

directly from mobile data computers, smartphones, or tablets, while providing real-time visibility into tow truck locations and estimated arrival times. Partner agencies utilizing VMS/Autura have reported significant reductions in tow response times—from over 30 minutes to as little as 12 to 14 minutes.

In addition to operational improvements, the VMS/Autura solution enhances transparency and community service through 24/7 citizen access, allowing vehicle owners to locate their towed vehicles online. This feature not only reduces call volume but also increases public trust and accessibility. Autura ARIES software also provides robust data and analytics tools, ensuring compliance with tow rotation policies, accountability, and support for data-driven decision-making.

For the Winston-Salem Police Department (WSPD), the implementation of the VMS/Autura solution is projected to generate substantial efficiency gains. The system is expected to:

- Save approximately \$93,750 annually through a reduction in time per dispatch request; communication hours saved in call reduction; and reduced public inquiries locating vehicles.
- Save approximately \$68,750 annually for law enforcement related tasks to include: tow truck response time improvement (patrol hours saved) and hours saved in wrecker management services.
- Ensure compliance with the Winston-Salem Police Department Rules and Regulations governing Wrecker Dispatch.
- Provide a more streamlined approach to handling citizen inquiries involving the wrecker dispatch services.

Beyond measurable cost savings, the implementation of VMS offers significant public safety and service benefits:

- Faster roadway clearance that reduces the risk of secondary crashes (with each 10-minute delay increasing “struck-by” risk by 12%)
- Fewer citizen complaints due to transparent tow management
- Decreased traffic congestion resulting from expedited scene clearance.

Collectively, these outcomes position VMS as a critical tool in enhancing both operational efficiency and community trust in WSPD’s service delivery.

The total annual cost for the Vehicle Management Solution (VMS) will be covered by an adjustment to administrative and towing fees. WSPD will continue to receive \$10/tow from the participating wrecker companies on applicable tows. Wrecker companies will apply a \$54 administrative fee on released vehicles to be paid by the vehicle owner. The total administrative fees charged for general tow requests to the vehicle owner will be \$54. This increase is dedicated to covering system costs, ensuring revenue neutrality. This structure ensures that the cost of the system is borne by users of towing services, not the City’s General Fund or the tow companies.

The proposed fee increase includes a \$50 increase for general services tow requests in addition to the administrative fee increases.

Analysis of Fiscal Impact

Implementation of the Vehicle Management Solutions (VMS) system will not require the use of General Fund dollars. The total annual cost of the system will be offset through adjustments to existing towing and administrative fees, ensuring revenue neutrality. Specifically, wrecker companies will apply a \$54 administrative fee on released vehicles to be paid by the vehicle owner upon release of vehicle. The total administrative fees charged for general tow requests to the vehicle owner will be \$54. WSPD will continue to receive \$10/tow from the participating wrecker companies on the applicable tow requests.

Vehicle Management Solutions (VMS) will collect \$35 on all dispatched tows (excluding canceled tows, roadside assist, relocation tows, fleet tows, non-vehicle tows) from participating wrecker companies at the end of each month.

The proposed fee structure also includes a \$50 increase for general service (non-law enforcement tows) for the tow companies. These adjustments will allow recovery of the system's operating expenses without impacting the City's General Fund or towing service providers. Total administrative and tow fees will increase by a maximum of \$104.00 for general non-law enforcement tows.

Attachments

- Resolution

Committee Action	
For:	Against:
Remarks:	