



THE SMART APPROACH TO VEHICLE MANAGEMENT

CITY OF WINSTON-SALEM / WSPD
2/9/26

Why Important?



Seconds count when there is a crash on a City roadway!

- **20% of all vehicle crashes are secondary crashes – clearing roadways quickly is imperative**
- **“Struck-by” incidents involving first responders remain among the leading causes of line-of-duty fatalities for both law enforcement officers and firefighters**
- **Every minute a roadway remains blocked increases post-incident delay by a factor of four (45 minutes to dispatch, arrive, clear a scene = 3 hours of traffic congestion)**

Current Challenges – Citizens and WSPD



- Officers must radio all tow requests through WSPD Communications; no ability to submit a digital dispatch requests from a smartphone or MCT
- Officers can experience significant wait times due to current multi-step, manual dispatch process
- WSPD Communications is burdened with thousands of towing-related inbound/outbound calls and related activities each year
- No current capability to accurately track wrecker response times
- Excessive WSPD hours are spent managing current wrecker companies
- No website for citizens to find their vehicle and understand the retrieval process



Current Request-to-Arrival Times



0 Min

WSPD
Communications



Phone

Wrecker Company
Dispatch



30 Min

30 Min
Phone/Radio

Wrecker Operator

0 Min

- Enter CAD Call for Service
- Back and forth with Officer
- Call out Fire/EMS
- Call out Backup
- Call Tow Company

~14 Min



Enroute



On Scene

~44 Min



Smart Towing Management & Logistics Solution



For Officers and Telecommunications when
a tow truck is needed

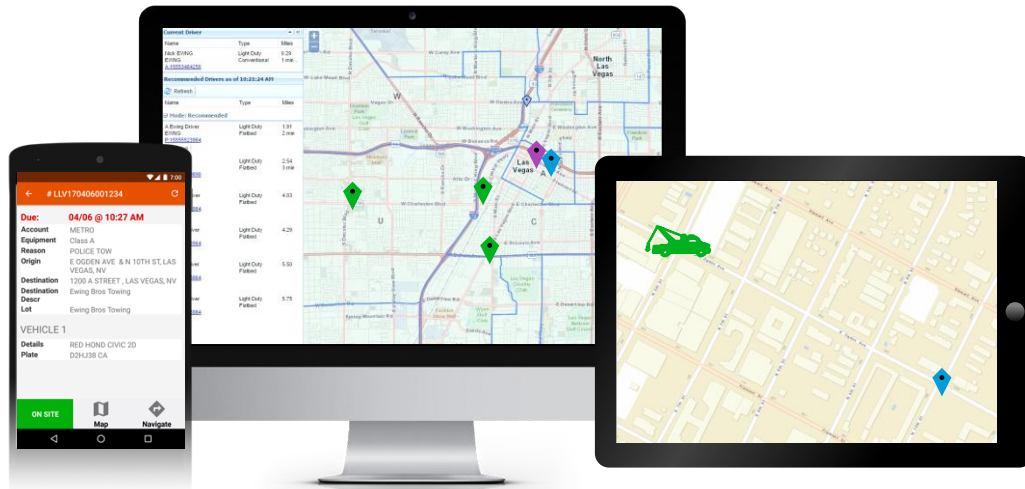


Tracks a towed vehicle for county personnel,
towing companies and citizens

**Keeping Roadways Safe and Moving by Enabling
Efficiency and Transparency**



VMS Solution Offering / Autura Partnership



VMS is the only company of its kind.
We provide the software, dispatch
command centers and the services
that make the difference.

TECHNOLOGY

Autura ARIES GovCloud /
Mobile Solutions and
Technical Support



DISPATCH COMMAND CENTERS

VMS 24/7 Dispatch
Command and Customer
Support Centers



SERVICES

Implementation, Wrecker
Company Management,
Ongoing Support

How it Works - Digital Dispatching

Initiation of Tow Request



Officer to
Communications
via Radio



Officer uses
ARIES smart phone app



Officer enters request
via MCT

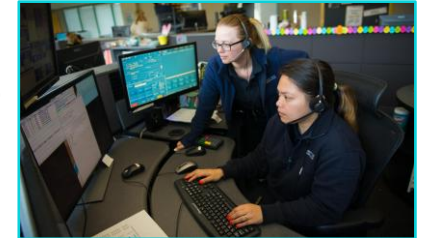
Dispatch to Tow Truck Operator



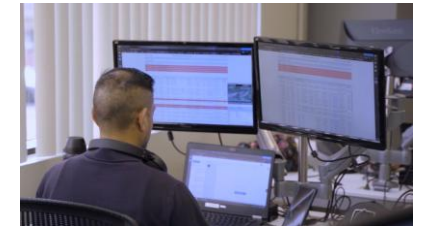
"Intelligent" tow
request can be
sent directly to
wrecker driver's
smartphone (Android
or iOS)

Monitor and Control Tow Request

WSPD Communications



VMS
Dispatch Command
Centers



Wrecker Company
Dispatchers



Photographs at scene / Website for vehicle owners

For Wrecker Companies



- Free software
- Free training – Dispatchers, Drivers, all your Stakeholders
- 24x7x365 Dispatch Management and Technical Support

Autura / VMS Benefits for WSPD



Creates Safer Roadways for Citizens, Officers and First Responders

Frees Up Officers by Reducing Tow Wait Times

Frees Up Communications Personnel

Enhances Citizen Experience

Ensures compliance with Rules & Regulations governing Wrecker Services

Administrative Fees



- No costs to the City / WSPD and no implementation fees
- City continues to receive \$10/tow from participating wrecker companies – applied to WSPD annual operating budget which will remain in place.
- Wrecker companies apply VMS admin fee increase of (\$54) on released vehicles
 - Note: VMS collect \$35 on all dispatched tows (excluding canceled tows, roadside assist, relocation tows, fleet tows, non-vehicle tows) from wrecker companies at the end of each month.

Sample Customers (VMS / Autura)

- Orange County, FL
- Chicago, IL
- San Diego County, CA
- Memphis, TN
- Austin, TX
- San Antonio, TX
- Anne Arundel County, MD
- Fort Worth, TX
- Baltimore County, MD
- Indianapolis, IN
- Las Vegas Metropolitan Police
- San Francisco, CA
- Cincinnati, OH
- Miami, FL
- Portland, OR
- Kansas City, MO
- Dallas, TX
- Philadelphia, PA
- Nevada Highway Patrol
- Utah Highway Patrol
- Miami, FL
- Asheville, NC
- Toledo, OH
- Naples, Italy

Performed over five million law enforcement tows

Onboarded over a thousand wrecker companies



San Diego

~28,000 annual tows

Tow response time

Before  30 min

After  12 min **Autura**

- **85% reduction** in manual processing
- **90% reduction** in police dispatcher involvement
- **Automated integration** with stolen vehicle



Las Vegas

~26,000 annual tows

Tow response time

Before  30 min

After  14 min **Autura**

- **40,000 fewer calls** into the city call center
- **8 full time employees reallocated** from records department




Austin

~35,000 annual tows

Tow response time

Before  30-40 min

After  8 min **Autura**

- **Measurable decrease** in secondary accidents
- **80% reduction** in tow related call volume
- **5 FTEs reallocated** from records department after PPI self reporting implementation

WSPD Efficiency Gains & Cost Savings

Based on Annual Tow
Volume = 4,500



Law Enforcement

- Tow truck response time improvement: Patrol Hours Saved
- Wrecker Management Hours Saved:
- Estimated savings: \$68,750.00 annually

Total Annual
Efficiency Gains
\$162,500.00



Dispatch

- Reduction in time per dispatch request
- Comm hours saved in call reduction
- Reduced public inquiries locating vehicles
- Estimated savings: \$93,750.00 annually

Other 'soft cost' savings & benefits

Reduce secondary
accidents

Mitigate traffic
congestion

More extensive data & reporting capabilities for
easier compliance regulation

Reduce towing
complaints

Autura ARIES Demonstration



THANK YOU!

VMS Overview



- **VMS is the market leader in municipal vehicle management solutions**
 - **VMS dispatches over 400,000 tow requests annually**
 - **Manages over 100,000 vehicle impounds annually**
 - **Auctions over 25,000 vehicles annually**
- **Founded in 1978 when initial operations established for City of Chicago (still manage city contract today)**
- **Financially stable, long-term partner with annual revenues exceeding \$360M**
- **1,464 Employees**
- **NC DOT – VMS Incident Clear Contract for Incident Management Assistance Protocol (IMAP) for Winston-Salem, Greensboro and Charlotte**

VMS Wrecker Management Solution



- Dedicated Service Managers
- Maintain list of authorized wrecker companies
- Utilize and apply all requirements
- Monitor insurance coverage compliance
- Monitor required permits for compliance
- Review daily, weekly and monthly reports
- Compliance audits / identify potential violations
- Assist with wrecker inspections
- Impound facility inspections (as applicable)
- Investigate citizen, officer / complaints
- Investigate theft / damage complaints
- On-going training and consulting
- Communicate policy and procedural changes
- Mentor tow companies as needed