

# Vehicle Management Solutions (VMS)

## **Vehicle Management Solutions Program**

# 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**

# Current Challenges – Citizens and WSPD



- No website for citizens to find their vehicle and understand the retrieval process
- Officers must radio all tow requests through WSPD Communications; no ability to submit a digital dispatch requests from a smartphone or MDT
- Officers 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 Officer hours are spent managing current wrecker companies

# 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**

# 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 (\$43.75) 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.
- **The \$43.75 fee increase will offset the cost of the VMS solution.**

# Equipment Price Changes



ITEM	2019	2025	% Increase
Diesel Fuel	\$ 3.06	\$3.67	19.9%
Wrecker lot	\$ \$2,500-\$4,500	\$4,500-\$7,000	80% -55.56%
Hourly Employee Rate	\$16-\$20	\$21-\$25	31.25%-25%
Carrier Tie Down Ratchets (set of 4)	\$148.85	\$238.26	60%
Strap for electric vehicles	\$82.50	\$146.63	77.7%
Steel Core Cable	\$92.75	\$192.81	108%
Gunnebo Ton Snatch	\$345.75	\$345.74	0%



# Total Fee Increases (Admin + Tow)

Type of Tow	Current Tow Fee	New Tow Fee Increase	Additional VMS Admin. Fee	New Cost
General Services ( <i>normal business hours</i> )	\$175	\$50	\$43.75	\$268.75
General Services (after business hours)	\$200	\$50	\$43.75	\$293.75

# 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**



# 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 potential partner with annual revenues exceeding \$250M**
- **1,464 Employees**
- **VMS Sample Clients: Chicago, Dallas, Indianapolis, San Antonio, San Francisco, Nashville, Los Angeles**
- **NC DOT – VMS Incident Clear Contract for Incident Management Assistance Protocol (IMAP) for Winston-Salem, Greensboro and Charlotte**

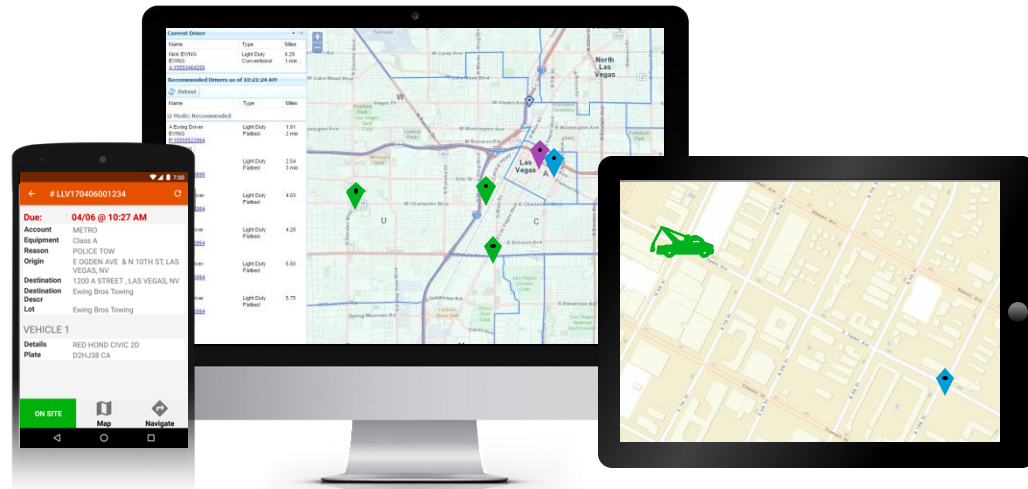
# Questions?

# Equipment related fee increases

DESCRIPTION	CURRENT RATE	NEW RATE
Vehicle Storage	\$35/day	\$50/day
Labor that exceeds 30 minutes	\$21.25	\$35.00
Extra Labor/Dollie/Winching/No Keys	\$55.00	\$75.00
Release of vehicle/property after hours	\$50.00	\$65.00
Use of absorbent material	\$10.00	\$15.00



# 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 MDC/MCT

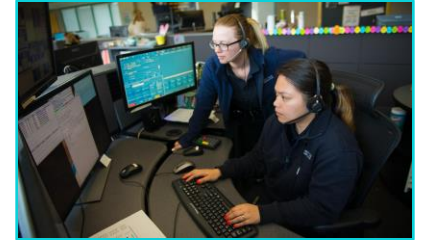
## Dispatch to Tow Truck Operator



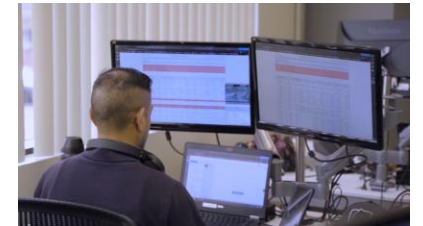
"Intelligent" tow  
request  
sent directly to  
wrecker driver's  
smartphone (Android  
or iOS)

## Monitor and Control Tow Request

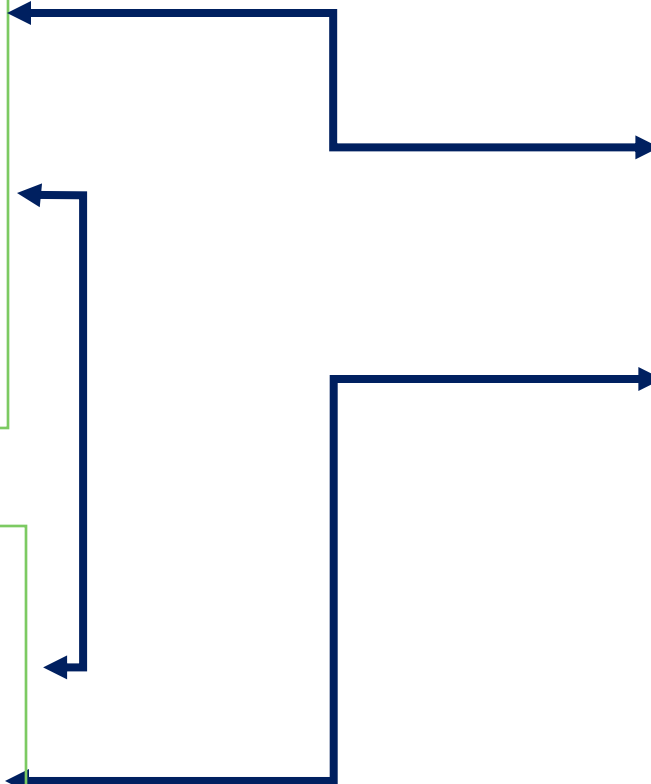
WSPD Communications



VMS  
Dispatch Command  
Centers



Wrecker Company  
Dispatchers



# VMS Wrecker Management Solution



- Dedicated Service Managers
- Onboarding of current and future towing companies
- Maintain list of authorized tow companies
- Utilize and apply all requirements
- Monitor insurance coverage compliance
- Monitor required permits for compliance
- Review daily, weekly and monthly reports
- Monitor tow company / driver metrics
- Compliance audits / identify potential violations
- Impound facility inspections (as applicable)
- Investigate citizen / officer complaints
- Investigate theft / damage complaints
- TIMS training to tow truck drivers
- On-going training and consulting
- Communicate policy and procedural changes
- Mentor tow companies as needed
- Audits, inspections and maintenance reports
- Tow truck inspections (initial and spot checks)