

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 (\$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.



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	New VMS Admin. Fee	New Cost
General Services <i>(normal business hours)</i>	\$175	\$50	\$54	\$279
General Services <i>(after business hours)</i>	\$200	\$50	\$54	\$304



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?



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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