

**RESOLUTION APPROVING A CONTRACT WITH CFKAA HOLDINGS, LLC D/B/A  
AUTURA FOR TOWING MANAGEMENT AND VEHICLE MANAGEMENT  
SOLUTIONS, AND APPROVING AN ADJUSTMENT TO TOWING FEES**

**WHEREAS**, the Winston-Salem Police Department (WSPD) oversees approximately 4,500 towing requests annually; and

**WHEREAS**, the current manual process for requesting and managing tows requires telecommunicators and officers to make phone calls, perform repeated status checks, and operate without real-time visibility, thereby reducing operational efficiency; and

**WHEREAS**, Vehicle Management Solutions, including the Autura partnership, is a towing management and vehicle management solutions provider with more than 20 years of experience and 60 partner agencies nationwide, offering automated tow dispatch, impound management, citizen access services, and real-time analytics; and

**WHEREAS**, Autura's ARIES Dispatch software and Vehicle Management Solutions (VMS) will allow officers to request tows digitally via mobile devices, provide real-time visibility into tow truck location and estimated arrival time, improve citizen access to vehicle location services, reduce call volume for telecommunicators, and provide comprehensive data and analytics to ensure compliance and transparency; and

**WHEREAS**, implementation of the VMS/Autura solution is projected to save approximately \$93,750 in dispatch savings (reduction in time per dispatch request, communications hours saved in call reduction, and reduced public inquiries locating vehicles) annually and \$68,750 in law enforcement savings (tow truck response time improvement/patrol hours saved and wrecker management hours saved) based on an estimated 4,500 tows annually; and

**WHEREAS**, additional benefits include reduced secondary crashes by clearing roadways

faster, fewer citizen complaints due to transparent rotation management, ensures compliance with the Winston-Salem Police Department Rules and Regulations governing Wrecker Dispatch Services, and decreased traffic congestion; and

**WHEREAS**, the total annual cost of the Vehicle Management Solution Program, including Autura ARIES software, will be fully offset by an adjustment to towing fees, ensuring no impact to the City's General Fund; and

**WHEREAS**, the adjusted towing fee schedule will be \$279 for General Service/Public Tows (business hours) and \$304 for General Service/Public Tows (after hours); and

**WHEREAS**, wrecker companies will apply a \$54 administrative fee on released vehicles to be paid by the vehicle owner. WSPD will continue to receive \$10/tow from the participating wrecker companies on the applicable tows.

**WHEREAS**, VMS to 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.

**NOW, THEREFORE, BE IT RESOLVED** that the Mayor and City Council of the City of Winston-Salem hereby authorize the City Manager to enter into a contract with VMS – Vehicle Management Solutions for towing management and vehicle management services, and to implement the associated fee schedule adjustment to towing rates as outlined herein.

**BE IT FURTHER RESOLVED** that the City Council hereby approves the increase in towing fees to the following schedule:

- General Public Tows (business hours): \$279 (formerly \$175)
- General Public Tows (after hours): \$304 (formerly \$200)

**BE IT FURTHER RESOLVED** that the City Manager is hereby authorized to execute

the contract and all associated agreements on behalf of the City, with the City Attorney approving as to form and legality.