

**RESOLUTION RENEWING CONTRACT FOR  
RESOLUTION APPROVING A CONTRACT WITH CFKAA HOLDINGS, LLC D/B/A  
AUTURA FOR TOWING MANAGEMENT AND VEHICLE MANAGEMENT  
SERVICES, 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 and Vehicle Management System (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 Autura system is projected to save approximately 3,125 telecommunicator hours annually 1,250 patrol officer hours 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, 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 \$268.75 for General Service/Public Tows (business hours) and \$293.75 for General Service/Public Tows (after hours); and

**WHEREAS**, WSPD will also increase its current \$10 administrative fee per tow by \$43.75, for a total administrative fee of \$53.75, with the additional revenue dedicated to covering system costs.

**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): \$268.75 (formerly \$175)
- General Public Tows (after hours): \$293.75 (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.