

Austin Police Current Towing System

- Current ordinance started in 2006.
- Collisions are based on a rotation or request list with a 45 min response time maximum.
- Created 6 zones during peak rush hour that have designated tow trucks stationed in zones to reduce response times 20 min maximum.
- To be on rotation list tow companies are required to work rush hour zones.

Impounds

- Austin Police Department impounds are based on a contract.
- Southside Wrecker currently holds the contract. The current contract with Southside Wrecker expired in October, 2014 and is currently on an extension pending the outcome of the proposed wrecker management vendor program.
- The contract requires a 45 min maximum response time.
- Impounds are separate from the collision side of towing.

Current Wrecker System Challenges

- Process is labor intensive, involving multiple points of contacts.
- APD staffing levels are stretched and current system ties up officers on tow related calls longer than proposed system.
- Public is delayed in response time to open up roadways and customer service is not always functional.
- Ever increasing population growth and number of additional vehicles on Austin roadways and lack of infrastructure enhancements.
- Accurate data collection – response times.
- Lack of data hinders improvements.
- Lack of technology causes inefficiencies and delays process.

Wrecker Management Programs

- APD has looked at several wrecker management vendor programs that handle both collisions and impounds.
- Most companies offer technology with the ability to track response times via GPS software.
- Established ability to analyze data to improve efficiency.
- Cost of Wrecker Management programs - \$20.00 to \$25.00 per vehicle.

Benefits of Wrecker Management Program

- Improved response times and process efficiency - ability to track and analyze data.
- Substantially increase overall efficiency and effectiveness of APD to clear high speed roadways.
- Reduction of committed resources eliminating the need to go through dispatch, 311, teletype for each call.

Benefits of Wrecker Management Program

- Wrecker management vendor would allow APD to dedicate resources to more vital areas of the Department.
- Having a wrecker management vendor would eliminate the need for the current Traffic Incident Management System and a contract for an impound service provider.
- Historically cities that have used a wrecker management vendor program have had a significant reduction in wait time for officers in field and improvements in customer service.