



City of Dallas

Tow Management, Vehicle Storage RFP Update and Proposed Ordinance Revisions

**Public Safety Committee
June 13, 2022**

Martin Riojas Jr. Assistant Director
Dallas Police Department
City of Dallas

Presentation Overview



- Background/History
- Update on RFP Process
- Potential Improvements
- Proposed Action
- Next Steps



Background/History



- DPD briefed the Public Safety Committee on November 8, 2021, on efforts to develop a Request For Proposal (RFP) and achieve the following:
 - Reduce the amount of time officers and 911 staff spend managing and or waiting on tow trucks
 - Clear roadways quicker and ensure tow requests are fairly distributed to tow companies
 - Increase the use of modern technology
 - Decrease the volume of vehicles stored at Vilbig
 - Increase reporting capabilities



Update on RFP Process



- The RFP was published March 2022
- Evaluations are underway and will be completed by July
- The proposals received include technology enhancements that will require language changes in our existing Emergency Wrecker ordinance 15D



Potential Improvements



- The RFP proposals received revealed new technology opportunities and efficiencies
- The improved processes outlined below will save 15,000 hours in 911 call taker time valued at \$355K

Ordinance Section	Current Process	Improved Process
City Ordinance 48A-40 licensee or permittee notification to police department of private property tow within one hour	Licensee emails 911 Communications, 911 staff manually enters information into database	Vendor provides website portal for tow operators to enter directly
City Ordinance 48A-40 Vehicle Storage Facilities (VSFs) notification to police department of private property tow within two hours	VSFs email 911 Communications, 911 staff manually enters information into database	Vendor provides website portal for VSFs to enter directly



Potential Improvements Continued



Ordinance Section	Current Process	Improved Process
City Ordinance 15D-50 wrecker rotation procedure	Officer notifies Police Dispatcher in 911 Communications of need for wrecker, Dispatcher notifies Service Desk Operator, Service Desk calls the wreckers based on rotation list	Officer notifies Police Dispatcher in 911 Communications of need for a wrecker, Police Dispatcher submits electronic request using the vendor's portal, wrecker receives request via mobile app

- The mobile app will provide transparency of tow operators and overall arrival times
- Decreasing the time spent waiting on tow operators will save 43,000 patrol hours annually valued at \$2.6M
- The improved process will also save the service desk 5,000 hours annually valued at \$102K



Proposed Action



- To achieve the efficiencies, DPD recommends the following ordinance changes to 15D Emergency Wreckers
 - Add definition of dispatcher to include third-parties to allow for app-based technology to be utilized
 - Require tow operators to have a GPS enabled device to receive electronic dispatch requests
 - Remove the word “call” and insert “dispatch” to more accurately reflect the improved process
 - Allow emergency wrecker notifications to be done through the vendor's database



Next Steps



- Council Action
 - June 22 - Agenda item calling a public hearing to be held on August 10, 2022
 - August 8 – Public Safety Briefing on recommended vendor's proposal
 - August 10 - Public hearing on ordinance changes
 - August 24 – Ordinance change
 - August 24 – Agenda item for tow management and vehicle storage contract





City of Dallas

Tow Management, Vehicle Storage RFP Update and Proposed Ordinance Revisions

**Public Safety Committee
June 13, 2022**

Questions?