

# Memorandum



CITY OF DALLAS

DATE November 10, 2022

TO Honorable Members of the Public Safety Committee  
Adam McGough (Chair), Cara Mendelsohn (Vice Chair), Tennell Atkins, Jesse Moreno, Jaime Resendez, Casey Thomas, Gay Donnell Willis

SUBJECT **Auto Pound Management Contract Update**

The purpose of this memo is to provide an update on the progress of implementation and describe the next steps required for “go-live”. On September 28, 2022, City Council approved a service contract for auto pound management and tow services with AutoReturn US, LLC.

The service contract has been fully executed and implementation is now underway. In conjunction with Police, AutoReturn has had initial meetings with 911, and personnel at the Auto Pound. Further discussions with key departments are ongoing with other meetings to be scheduled with other departments such as Information and Technology Services, Police Patrol, Traffic, and Investigation Units, as well as Aviation’s Transportation Regulation Division.

Part of the planning and preparation for “go-live” of services includes capital improvements to vendor-maintained storage facilities that will be utilized for City services. Examples of some of the improvements to both storage locations include but are not limited to:

- Expand, enclose, and install heating and air conditioning in the waiting area
- Adding City-dedicated service windows to decrease wait times
- Expand and pave parking lots, using recycled asphalt
- Improved security fencing
- Increase lighting, CCTV coverage and security gate access technology

It is anticipated that implementation will be completed, and the contract will go live by the end of the second quarter of the 2023.

Parallel to these implementation efforts, City Council will be presented with an agenda item in December to formally approve fee updates related to towing, impoundment, and storage of vehicles in Chapter 15D, “Emergency Vehicles,” and Chapter 28-4, “Motor Vehicles and Traffic”. A vehicle can be towed for various reasons throughout the City, Attachment A provides a list of a situations that would cause a vehicle to be towed and the number of occurrences for 2021.

These updates will align City-charged fees with other large Cities in Texas such as Fort Worth, Austin, Houston, and San Antonio, please see Attachment B for further details.

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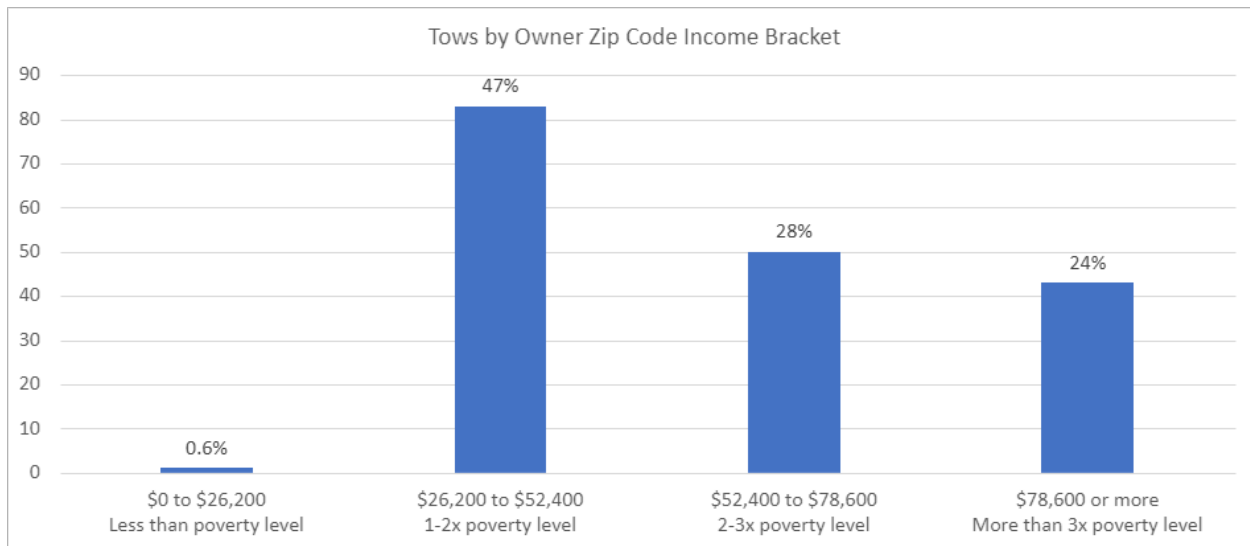
Impound and Storage Fees were last updated in 2005, while Towing Fees were updated in 2018.

Fee updates include the following:

Fee Description	Current Fee	Proposed Fee
Impound	\$20.00	\$21.03
Storage fee for vehicles under 25'	\$20.00/day	\$21.03/day
Storage fee for vehicles over 25'	\$35.00/day	\$36.80/day
Tow fee for Light Duty	\$139.00	\$150.00
Tow fee for Medium Duty	\$219.00	\$300.00
Tow fee for Heavy Duty	\$509.00	\$550.00

Light duty tows represent 98% of all auto pound tows and on average vehicles are stored at the pound for six days. After the fee updates are implemented, the average tow would increase by \$18.21.

DPD took a sample of vehicle registrations of towed vehicles and cross-referenced it with median income by ZIP code from the 2020 Census. Based on that sample, registered Texas owners of towed vehicles live in ZIP codes with an average median income of \$62k/year. The chart below shows a count/share of tows by median income bracket of the ZIP codes in which the registered owners reside.



Should you have any questions or concerns please contact me at (214) 670- 5299.

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Jon Fortune  
Deputy City Manager  
**[Attachments]**

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizzor Tolbert, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Dr. Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors

Attachment A

Categories for Towed Vehicles in 2021

Categories	No. of Vehicles	Percentage
Accident	15,286.00	45.30%
Arrest	5,840.00	17.30%
Recovered Stolen	5,680.00	16.80%
Found Property	2,352.00	6.97%
Parking/Street Blockage	1,908.00	5.66%
Failure to Maintained Financial Responsibility	1,307.00	3.87%
Evidence	790.00	2.34%
Code/Other	736.00	2.18%
Medical Emergency	218.00	0.65%

**Attachment B**

<b>Impound Tow Fee Comparison</b>							
<b>City</b>	<b>Impound</b>	<b>Notification</b>	<b>Storage Under 25'</b>	<b>Storage Over 25'</b>	<b>Tow Fee Light Duty</b>	<b>Tow Fee Medium Duty</b>	<b>Tow Fee Heavy Duty</b>
<b>Dallas Current Fee</b>	\$20.00	\$50.00	\$20.00/Day	\$35.00/Day	\$139.00	\$219.00	\$509.00
<b>Dallas Proposed Fee</b>	\$21.03	\$50.00	\$21.03/Day	\$36.80/Day	\$150.00	\$300.00	\$550.00
<b>Date of Last Change</b>	9/1/2005	9/1/2005	On or About 9/1/2005	On or About 9/1/2005	10/1/2018	10/1/2018	10/1/2018
<b><u>Benchmark Cities</u></b>							
<b>Ft Worth</b>	\$21.03	\$50.00	\$21.03/Day	\$36.80/Day	\$150.00	N/A	\$500.00
<b>Austin</b>	\$20.00	\$50.00	\$20.00/Day	36.11/Day	\$150.00	\$400.00	\$800.00
<b>Houston</b>	\$20.00	\$50.00	\$20.00/Day	\$35.00/Day	\$190.00	\$357.00	\$459.00
<b>San Antonio</b>	\$20.00	\$50.00	\$20.00/Day	\$35.00/Day	\$175.00	\$293.00	\$690.00
<b>Average Cost of Benchmark Cities</b>	\$20.26	\$50.00	\$20.26/Day	\$35.72/Day	\$166.25	\$350.00	\$612.25
<b>State Regulated Max Fee Allowed</b>	\$21.03	\$50.00	\$21.03/Day	\$36.80/Day	\$272.00	\$380.00	\$489 to \$978