

Memorandum



CITY OF DALLAS

DATE March 3, 2023

Honorable Members of the Public Safety Committee

TO Adam McGough (Chair), Cara Mendelsohn (Vice Chair), Tennell Atkins, Jesse Moreno, Jaime Resendez, Casey Thomas, Gay Donnell Willis

SUBJECT **Auto Pound and Towing Management Contract Update**

The purpose of this memo is to provide updates on the implementation of the Auto Pound Management Contract approved by City Council on September 28, 2022.

AutoReturn US, LLC, the awarded vendor in conjunction with the Police Department's Office of Strategy Management (OSM) has been conducting a series of meetings with 911 Communications, Auto Pound, Information and Technology Services, 311, Aviation's Transportation Regulation Division, and other departments during the implementation of this contract. The results of these sessions have been the successful development of various written procedures for the dispatch of wreckers, the intake, storage, release and auctioning of towed vehicles, and the configuration of the new vendor hosted dispatching and vehicle inventory platform. Additionally, there has been positive progress made in the transfer of data from the existing vehicle inventory management system to the vendor hosted platform with no notable issues. Parallel to these efforts a plan has been developed to notify permitted emergency wrecker operators of the changes related to this new management contract.

As part of this management contract the vendor will maintain two separate vehicle storage facilities to accept and store non-evidentiary vehicles. One facility is located at 11211 Goodnight Lane in the northwest region of the City and is approximately 18 acres. The second location is approximately 5 acres located in the southeast area of the City at 4206 E. Ledbetter Dr. Both locations require capital improvements to increase the security for City towed vehicles stored at these locations and to increase the level of comfort for those who go to these locations to claim their vehicles. Improvements are complete at the Ledbetter location and the vendor is actively working on improvements to the Goodnight location and expects completion within the next few months.

Based on the successful progress made thus far the Police Departments anticipates the management contract will go live in the 3rd quarter of FY2023. Should you have any other questions or concerns please contact Martin Riojas at (214)671-3927 or by email at martin.riojas@dallaspolice.gov

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Deputy City Manager

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Dr. Robert Perez, Assistant City Manager
Carl Simpson, Assistant City Manager
Jack Ireland, Chief Financial Officer
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