

# Memorandum



CITY OF DALLAS

DATE November 5, 2021

TO Honorable Members of the Public Safety Committee

SUBJECT **City of Dallas Auto Pound/ Towing Management Services- Request for Proposal (RFP)**

The City of Dallas Auto Pound currently operates in 1955 Vilbig since 1984 and is under the supervision of the Dallas Police Department. The City dispatches approximately 36,000 tows each year (3 yr. avg.) and receives approximately 33,000 vehicles at the auto pound.

Dallas Police Department (DPD) has undertaken efforts to benchmark best practices among peer agencies, and identify key strategies to improve auto pound operations, wrecker dispatch, and wrecker response. In this endeavor, we have collaborated with Austin, San Antonio, Fort Worth, and Houston Police Department(s) to extract best practices. The research shows that our benchmark cities utilize private vendors to assist in wrecker management and auto pound operations and have realized marked improvement in these areas while reducing wrecker response times and secondary accidents.

As a result, DPD is developing a Request for Proposal (RFP) seeking an experienced vendor, with a dedicated account manager to assist with wrecker dispatch, wrecker management, vehicle storage and auto pound operations. The RFP is currently being developed and will be advertised as soon as it is ready.

This RFP and resultant contract are expected to bring many benefits in qualitative and quantitative terms. The RFP will enable the City to achieve the following objectives:

1. Reduce the amount of time officers and emergency communications staff spend on managing tow trucks and put their services to better use.
2. Create a more efficient system which clears roadways quicker and ensures tow and impound requests are fairly distributed to tow companies.
3. Increase the use of modern technology into the program to better serve citizens and officers with features such as a website to locate towed vehicles, GPS for tracking the location of the nearest wrecker unit, ability to initiate tow and impound requests utilizing a smartphone application, etc.
4. Decrease the volume of vehicles stored at the current Vilbig site, where possible.
5. Increase the reporting capabilities of towing data.

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Should you have any questions regarding these items, please contact me at (214) 502-9084



**Jon Fortune**  
**Assistant City Manager**

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