

Osborne, Rhonda L.

From: McAdams, Jeff B.
Sent: Wednesday, April 17, 2013 3:53 PM
To: Jones, Tony R.; Osborne, Rhonda L.
Cc: Weaver, Stephen P.
Subject: Towing Software Referral

Chief Jones,

On February 11th, 2013, I received a referral from you which was forwarded to you from Commissioner Rawls, the Chair of the Public Safety Committee. Commissioner Rawls requested that GPD conduct research on web-based vehicle tow management software, specifically Dispatch & Tracking Solutions.

During the months of February and March, I conducted extensive research on the services offered by DTS that I thought could be of benefit to the citizens of Gainesville, the City of Gainesville, the Gainesville Police Department and the towing companies in Gainesville.

My research produced the following results:

DTS Background:

Founded in 1991, DTS provides web-based advance towing software that specializes in all aspects of the towing industry, including but not limited to; law enforcement dispatch, motor club dispatch and a comprehensive towing management program.

Research Analysis:

Since early March DTS has conducted several webinars with members of the Gainesville Police Department as well as members of the towing community in Gainesville.

The webinar with members of GPD was a 2 hours presentation by DTS. GPD participants included the GPD legal advisor, GPD IT management, GPD property and evidence staff, GPD support staff as well as GPD Support Services Division Commander, Lt. Steve Weaver.

The GPD members were asked to attend the webinar because each of them plays some current role in towing or the administration of towing within the City of Gainesville.

The DTS webinar highlighted the capability of the DTS's towing software utilized by approximately 100 law enforcement agencies primarily in the western states and none in Florida. If the DTS towing software was fully integrated by GPD and the towing companies it would dramatically increase the efficiency for GPD and the towing companies. For instance; currently GPD is responsible for administering and regulating trespass and rotation towing within the city limits. Including the towing administrator, five other members of the Gainesville Police Department have some role in one or both the trespass and rotation towing programs. If GPD were to utilize DTS's towing software, it would free up all but the towing administrator to manage both trespass and rotation towing.

Additionally DTS towing software would allow GPD to have a trespass and rotation towing database that would be accessible 24 hours a day seven days a week. That data base would allow users to immediately have access to valuable information that would allow faster and more accurate responses to complaints and investigations. Currently GPD has no easily accessible towing database.

For the towing companies, DTS towing software would be internet based. The towing companies could be fully dispatched by computer to rotation type towing calls, which would completely eliminate the need to call in the tow to dispatch further reducing the demand on dispatchers, while increasing the response time to the towing scene by the towing companies.

Additionally, the DTS internet based towing program would be extremely beneficial to the citizen whose vehicle was towed. For instance, if a citizen suspected their vehicle was towed, utilizing their smart phone, they could navigate to a website to see if their vehicle had been towed. This would significantly reduce the time it would take a citizens to recover their towed vehicle because they would no longer need to call GPD's front desk or the communications center to discover if their vehicle had been towed.

Another major potential benefit to the citizens is that the towing companies' pricing would be controlled within the website, preventing the towing companies from over charging citizens, which is one of our top complaints.

A separate webinar was held just with the towing companies. The towing companies present were interested in learning more about the DTS's software and they also were interested in GPD looking in to other towing software.

References:

During my research, I made contact with representatives of the Orange County Sheriff Office in California and Fresno Police Department in California. Both representatives felt like their agencies were much better able to regulate towing because of DTS's towing software.

Pricing:

The cost of DTS web based software usually incorporated in the prize of the tow at a rate of \$8.00 to \$15.00; however, DTS does have contracts where the agency pays the cost of the tow.

Recommendation:

That the City of Gainesville invite DTS to visit Gainesville to make a full presentation of it's towing software before the Public Safety Committee.

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