WILLIAMSON COUNTY, TEXAS AGREEMENT
FOR TOWING MANAGEMENT AND LOGISTIC SERVICES
WITH
AUTORETURN US, LLC

THE STATE OF TEXAS	§	
	§	
WILLIAMSON COUNTY, TEXAS	§	**KNOW ALL BY THESE PRESENT:**

That this Agreement for Towing and Impound Services (referred to herein as the "Agreement") is made and entered to be effective as of the date of the last party's execution below, by and between Williamson County, Texas, a political subdivision of the State of Texas, acting herein by and through its governing body, whose offices are located at 710 Main St., Georgetown, Texas 78626 (referred to herein as "County"), and AutoReturn US, LLC, whose address is 9440 W. Sahara Avenue, Suite 215, Las Vegas, Nevada 89117 (referred to herein as "AutoReturn"). This Agreement supersedes and replaces any previous agreement between the named parties, whether oral or written, and whether or not established by custom and practice.

RECITALS:

WHEREAS, County has issued 22RFP80 – RFP Wrecker Management and Dispatch System ("RFP") and County has selected AutoReturn as the most advantageous to the County and now desires to enter into an agreement for exclusive towing management and logistic services for all County-initiated tows and impound services (Tow Management Services); and

WHEREAS, AutoReturn desires to be the exclusive provider of Tow Management Services; and

WHEREAS, the parties desire to enter into this Agreement to set forth in writing their respective rights, duties, and obligations;

NOW, THEREFORE, WITNESSETH:

That for and in consideration of the mutual promises contained herein, the parties mutually agree as follows:

1.01 DEFINITIONS

A. **Agreement** shall mean this mutually binding legal contract between County and AutoReturn whereby AutoReturn is obligated to provide specified services and perform specified obligations, and County is obligated to perform specified obligations.

B. **County** shall mean Williamson County, Texas.

C. **Effective Date** means the date upon which the binding signatures of both parties to this Agreement are affixed.

D. **Force Majeure** means acts of God, strikes, lockouts, or other industrial disturbances, acts of the public enemy, orders of any kind from the government of the United States or the State of Texas or any civil or military authority, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, hurricanes, storms, floods, restraint of the government and the people, civil disturbances, explosions, or other causes not reasonably within the control of the party claiming such inability.

E. **Services** means work performed by AutoReturn to comply with promised delivery dates, specifications and technical assistance specified herein.

2.01 EFFECTIVE DATE, DURATION, AND TERM

A. This Agreement shall be effective on the date it has been signed by both parties hereto, and shall remain in full force and effect unless and until it expires by operation of the term stated herein, or until terminated or extended as provided herein.

B. The term of this Agreement is for thirty-sixty (36) months from the effective date hereof. After the initial thirty-six months, the parties may renew this agreement for two (2) additional one-year terms upon a written addendum for each renewal period.

C. County reserves the right to terminate this Agreement as set forth in Section 11.01.

3.01 CONTRACT DOCUMENTS AND EXHIBITS

The services which are the subject matter of this Agreement are attached hereto and incorporated herein as follows: 1) EXHIBIT "A": 22RFP80 – RFP Wrecker Management and Dispatch System; 2) EXHIBIT "B": AutoReturn Proposal Response to RFP; and 3) this Agreement, together comprise the Contract Documents.

In the event a dispute arises between terms and conditions of: 1) this Agreement; (2) Williamson County Request for Proposal #22RFP80; and (3) AutoReturn's Response to Williamson County Request for Proposal #22RFP80, applicable documents will be referred to for the purpose of Clarification or for additional detail in the following order of precedence: (1) terms and conditions of Williamson County Request for Proposal #22RFP80; (2) AutoReturn's Response to Williamson County Request for Proposal #22RFP80; and (3) this Agreement.

4.01 SCOPE OF WORK

AutoReturn shall satisfactorily complete all services described in the Contract Documents.

This Agreement shall evidence the entire understanding and agreement between the parties and shall supersede any prior proposals, correspondence or discussions.

5.01 COMPENSATION

AutoReturn shall manage on behalf of the County through its proprietary software ("ARIES/DISPATCH" as described in Exhibit "B") all County-initiated tows. In consideration for its services, for the duration of this Agreement, AutoReturn shall have the right to collect an Administration Fee from all County-initiated tows. Tow companies dispatched by AutoReturn to complete a tow on behalf of the County, shall charge the customer an Administration Fee in the amount of Twenty-Five and No/100 Dollars ($25.00) in addition to the towing charges. Twenty-Two and No/100 Dollars ($22.00) of this Administration Fees shall be paid to AutoReturn from the towing companies on a monthly basis. No payments shall be made from the County to AutoReturn and the County shall not receive any money from AutoReturn.

All prices offered herein shall be firm against any adjustment for one (1) year from the effective date of the Agreement. Prior to commencement of each anniversary date, the AGENCY will make all reasonable efforts to make a price adjustment based on the increase in the Consumer Price Index in place exactly ninety (90) days prior to each anniversary date compared to the Consumer Price Index exactly ninety (90) days prior to the effective date of the Agreement.

For purposes of this Section, "Consumer Price Index" shall mean the Consumer Price Index-All Urban Consumers-US-All Items, Not Seasonally Adjusted (CPI -U), as published by the United States Department of Labor, Bureau of Labor Statistics. In the event where the CPI is a negative value, at no time will the County adjust below current pricing.

6.01 GRATUITIES AND BRIBES

County may, by written notice to AutoReturn, cancel this Agreement without liability to AutoReturn if it is determined to County that gratuities or bribes in the form of entertainment, gifts, or otherwise, were offered or given by AutoReturn or its agents or representatives with respect to the performance of this Agreement. In addition, AutoReturn may be subject to penalties stated in Title 8 of the Texas Penal Code.

7.01 COUNTY'S REPRESENTATIVE

County hereby designates the following representative authorized to act in its behalf with regard to this Agreement.

Sheriff or designee
508 S. Rock St.
Georgetown, TX
78626

8.01 INSURANCE

AutoReturn shall meet all of the County's Insurance Requirements as set forth in the RFP (Exhibit A).

9.01 RIGHT TO ASSURANCE

Whenever either party to this Agreement, in good faith, has reason to question the other party's intent to perform hereunder, then demand may be made to the other party for written assurance of the intent to perform. In the event that no written assurance is given within the reasonable time specified when demand is made, then and in that event the demanding party may treat such failure as an anticipatory repudiation of this Agreement.

10.01 DEFAULT

If AutoReturn abandons or defaults under this Agreement and is a cause of County purchasing the specified services elsewhere, AutoReturn agrees that it will not be considered in the advertisement of the services and that it may not be considered in future bids for the same type of work unless the scope of work is significantly changed.

AutoReturn shall be declared in default of this Agreement if it does any of the following:

A. Fails to fully, timely and faithfully perform any of its material obligations under this Agreement;

B. Fails to provide adequate assurance of performance under the "Right to Assurance" section herein; or

C. Becomes insolvent or seeks relief under the bankruptcy laws of the United States.

11.01 TERMINATION AND SUSPENSION

A. County has the right to terminate this Agreement, in whole or in part, for convenience and without cause, at any time upon One Hundred Twenty (120) days' written notice to AutoReturn.

B. In the event of any default by AutoReturn, County has the right to terminate this Agreement for cause, upon thirty (30) days' written notice to AutoReturn.

C. AutoReturn has the right to terminate this Agreement only for cause, that being in the event of a material and substantial breach by County, or by mutual agreement to terminate evidenced in writing by and between the parties.

D. In the event County terminates under subsections (A) or (B) of this section, the following shall apply: Upon County's delivery of the referenced notice to AutoReturn, AutoReturn shall discontinue all services in connection with the performance of this Agreement.

12.01 INDEMNIFICATION

AutoReturn shall defend (at the option of County), indemnify, and hold County, its successors, assigns, officers, employees and elected officials harmless from and against all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, attorney's fees, and any and all other costs or fees arising out of, or incident to, concerning or resulting from the fault of AutoReturn, or AutoReturn's agents, employees or subcontractors, in the performance of AutoReturn's obligations under this Agreement, no matter how, or to whom, such loss may occur. Nothing herein shall be deemed to limit the rights of County or AutoReturn (including, but not limited to the right to seek contribution) against any third party who may be liable for an indemnified claim.

13.01 COMPLIANCE WITH LAWS, COUNTY REGULATIONS AND POLICIES

A. AutoRetun, its agents, employees and subcontractors shall use best efforts to comply with all applicable federal and state laws, the County Regulations and Policies of Williamson, County, Texas, as amended, and with all applicable rules and regulations promulgated by local, state and national boards, bureaus and agencies.

B. In accordance with Chapter 2270, Texas Government Code, a governmental entity may not enter into a contract with a company for goods or services unless the contract contains written verification from the company that it: (1) does not boycott Israel; and (2) will not boycott Israel and will not boycott Israel during the term of this contract. The signatory executing this Agreement on behalf of AutoReturn verifies AutoReturn does not boycott Israel and will not boycott Israel during the term of this Agreement.

14.01 ASSIGNMENT AND DELEGATION

The parties each hereby bind themselves, their successors, assigns and legal representatives to each other with respect to the terms of this Agreement. Neither party shall assign, sublet or transfer any interest in this Agreement without prior written authorization of the other party.

15.01 NOTICES

All notices and other communications in connection with this Agreement shall be in writing and shall be considered given as follows:

1. When delivered personally to the recipient's address as stated in this Agreement; or

2. Three (3) days after being deposited in the United States mail, with postage prepaid to the recipient's address as stated in this Agreement.

Notice to AutoReturn:
AutoReturn US, LLC
9440 W. Sahara Avenue, Suite 215
Las Vegas, Nevada 89117

Notice to County:
Williamson County
Attn: County Judge
710 Main St.
Georgetown, TX 78626

With Copies to:
Williamson County Sheriff
508 S. Rock St.
Georgetown, TX 78626

16.01 APPLICABLE LAW; ENFORCEMENT AND VENUE

This Agreement shall be enforceable in Williamson County, Texas, and if legal action is necessary by either party with respect to the enforcement of any or all of the terms or conditions herein, exclusive venue for same shall lie in Williamson County, Texas. This Agreement shall be governed by and construed in accordance with the laws and court decisions of the State of Texas.

17.01 EXCLUSIVE AGREEMENT

This document, and all appended documents, constitutes the entire Agreement between AutoReturn and the County. This Agreement may only be amended or supplemented by mutual agreement of the parties hereto in writing, duly authorized by action of the County Council.

18.01 DISPUTE RESOLUTION

County and AutoReturn hereby expressly agree that no claims or disputes between the parties arising out of or relating to this Agreement or a breach thereof shall be decided by any arbitration proceeding, including without limitation, any proceeding under the Federal Arbitration Act (9 USC Section 1-14) or any applicable state arbitration statute.

19.01 SEVERABILITY

The invalidity, illegality, or unenforceability of any provision of this Agreement or the occurrence of any event rendering any portion or provision of this Agreement void shall in no way affect the validity or enforceability of any other portion or provision of this Agreement. Any void provision shall be deemed severed from this Agreement, and the balance of this Agreement shall be construed and enforced as if this Agreement did not contain the particular portion or provision held to be void. The parties further agree to amend this Agreement to replace any stricken provision with a valid provision that comes as close as possible to the intent of the stricken provision. The provisions of this section shall not prevent this entire Agreement from being void should a

provision which is of the essence of this Agreement be determined void.

20.01 MISCELLANEOUS PROVISIONS

Standard of Care. AutoReturn represents that it employs trained, experienced and competent persons to perform all of the services, responsibilities and duties specified herein and that such services, responsibilities and duties shall be performed in a manner according to generally accepted industry practices.

Time is of the Essence. AutoReturn understands and agrees that time is of the essence and that any failure of AutoReturn to fulfill obligations for each portion of this Agreement within the agreed timeframes will constitute a material breach of this Agreement. AutoReturn shall be fully responsible for its delays or for failures to use best efforts in accordance with the terms of this Agreement. Where damage is caused to County due to AutoReturn's failure to perform in these circumstances, County may pursue any remedy available without waiver of any of County's additional legal rights or remedies.

Force Majeure. Neither County nor AutoReturn shall be deemed in violation of this Agreement if it is prevented from performing any of its obligations hereunder by reasons for which it is not responsible as defined herein. However, notice of such impediment or delay in performance must be timely given and all reasonable efforts undertaken to mitigate its effects.

Multiple Counterparts. This Agreement may be executed in multiple counterparts, any one of which shall be considered an original of this document; and all of which, when taken together, shall constitute one and the same instrument.

Confidentiality. The parties recognize and understand that County is subject to the Texas Public Information Act and its duties run in accordance therewith.

[Signatures on the following page.]

IN WITNESS WHEREOF, the parties have duly executed this Agreement.

WILLIAMSON COUNTY, TEXAS

By: Bill Gravell (Jun 2, 2022 10:03 CDT)
Printed Name: Bill Gravell, Jr.
Title: County Judge
Date Signed:

FOR COUNTY, ATTEST:

By: Andrea L. Schiele (Jun 2, 2022 10:23 CDT)
Printed Name: Andrea Schiele
Title: Chief of Staff
Date Signed:

AUTORETURN US, LLC

By: Raymond Krouse (May 19, 2022 15:16 EDT)
Printed Name: Raymond Krouse
Title:
Date Signed: May 19, 2022

EXHIBIT "A": 22RFP80 – RFP Wrecker Management and Dispatch System

(Attached)

Williamson County
Wrecker Management and Dispatch System

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Williamson County
Wrecker Management and Dispatch System

Section 1
General

Williamson County, Texas, herein after "WILCO," is soliciting requests for proposals to enter into an agreement with a qualified Individual, Firm, or Corporation, herein referred to as "Respondent," to be the provider of Wrecker Management and Dispatch System for all WILCO incident tows. An "incident tow" is defined for the purpose of this RFP as a non-consent tow of a vehicle in which the wrecker is summoned by a peace officer because of a traffic accident or due to arrest or other law enforcement action.

WILCO is soliciting offers under the guidelines provided with the authority through Texas Local Government Code, Chapter 262. All proposals must meet the requirements outlined in this RFP to be considered for evaluation by the County (WILCO).

1. **BACKGROUND/HISTORY:** Pertaining to this RFP for wrecker management and dispatch system, the Williamson County Sheriff's Department operates a 24/7 emergency communication system that currently uses a rotational wrecker system for non-consent tows. Vehicles towed under this system range approximately from five to 25 vehicles per day. These numbers may differ based on weather conditions, time of year and emergency services requested.

   WILCO and the Sheriff established and maintains the wrecker rotation list which qualified wrecker services are rotated on a per-call basis. These wreckers must meet all the requirements set forth in Texas Department of Licensing and Regulations. If WILCO selects a provider to provide wrecker management and dispatch system for all incidents related to non-consent tows, this rotation list will be transferred to the awarded provider. WILCO will continue to use this transferred rotation on the new wrecker management and dispatch system.

1.1 **Purpose:** WILCO is seeking a Respondent to provide a system that will use modern technology to dispatch and manage impound services to accomplish the goals as follows:

Reduce the amount of time law enforcement officers and emergency communications staff spend on managing wreckers and put their services to better use.

Provide successful technology and operations, including centralized dispatching for WILCO's non-consent tow rotation, and real-time tracking of vehicle locations and towing status

Create a more efficient system which quickly clears roadways with a one point of contact for tow request and records management.

Provide Deputies with the ability to request tows from their mobile devices, which can include, but are not limited to, laptops, MDT's, cellular devices, etc.

Provide the citizens of WILCO with one point of contact for reliable information on towed/stored vehicles, which includes locations of the vehicle, costs, and information on

how to obtain a release.

Must provide strong customer service to both the citizens of WILCO, tow companies and the Williamson County Sheriff's Department.

Must have the ability to assist with Williamson County Sheriff's Department with the enforcement of current laws regarding the licensing of tow trucks, vehicle storage facilities and record management.

Must provide objective, consistent reporting and 24/7 access to enrolled tow companies and records pertaining to all vehicles towed/stored with the Williamson County Sheriff's Department.

Must have or implement clear policies and procedures that protect the Williamson County Sheriff's Department.

The record management system must be able to be access 24/7 and provide WILCO with the ability to make sure billing and costs coincide with the rules and regulations of the non-consent tow agreements.

Ensure compliance with all State of Texas laws and regulations and statutory requirements.

Must be able to provide automated reporting of all tows, to include those not towed under this contract.

Objective: WILCO is seeking an individual, firm, or corporation to be the provider of wrecker management and dispatch system services for incident tows on an as-needed basis. The selected individual, firm, or corporation shall have a contract with an impound yard in a response zone within Williamson County. Services set forth herein will be performed at no cost to WILCO, and Respondent will have the right to collect third-party fees related to the towing and impound services.

Section 2
STATEMENT OF WORK

1. **Introduction:** This request for proposals (RFP) describes the information for the Respondent to provide services which shall include, but are not limited to, the requirements contained herein. Services set forth that contain the words “will,” “must” or “shall” are mandatory and shall be provided as specified with no alteration, modification, or exception unless an alteration, modification or exception would enhance the services provided to WILCO. All alterations, modifications or exceptions to any requirement shall be clearly noted by the Respondent. Services set forth that contain the words “may,” or “can,” allow Respondents to offer alternatives to the way the services are described in the RFP.

2. **AGREEMENT TERM:** The terms of the awarded Agreement shall include, but limited to, the following:

    2.1 The term of this initial Agreement is estimated to begin at the time of Award by Commissioners Court and shall remain in full force for sixty (60) months or five (5) years.

    2.2 WILCO reserves the right to review the awarded Respondent’s performance any time during the Agreement term.

    2.3 If the Respondent fails to perform its duties in a reasonable and competent manner, WILCO shall give written notice to the Respondent of the deficiencies and the Respondent shall have seven (7) days to correct such deficiencies. If the Respondent fails to correct the deficiencies within the seven (7) day notice, WILCO may terminate the agreement by giving the Respondent written notice of termination and the reason for termination.

    2.4 If the Agreement is terminated, for any reason, the Respondent shall turn over all records to WILCO within fifteen (15) working days after completion of duties contained in the Agreement.

    2.5 WILCO shall have the right to terminate this Agreement, in whole or in part, for convenience and without cause at any time upon ninety (90) days written notice to the Respondent.

3. **RESPONDENT QUALIFICATIONS:** WILCO has established the following minimum qualifications. Respondents that do not meet the minimum qualifications will not be considered for the award. The Respondent will provide explanation of the following:

    3.1 Tow wrecker management system that can receive and send data through hosted web application to endpoints, including but not limited to, computer and phone.

    3.2 The proposed solution will work in conjunction (not integrated) with the county’s CAD system and provide dispatchers with ease of access in assigning and monitoring tows in the rotation. This should include GPS tracking in real time.

    3.3 Provide technology that is compliant with all applicable legal mandates. Complete attached Technology Project Requirements.

    3.4 24/7 customer support and administrative access with the ability to add, remove or alter the current rotation of wreckers.

    3.5 Have a satisfactory record of integrity and ethics; and

    3.6 Wrecker management system customized to the requirements for the Williamson County Sheriff’s Department.

4. **PROGRAM REQUIREMENTS:** WILCO is requesting, at a minimum, the following based upon the criteria listed:

4.1 Staffing: 24/7 technical and customer support

4.2 Account Management: Ability to manage all aspects of the wrecker management system and provide the Williamson County Sheriff's Department with access to all aspects of the management system pertaining to WILCO.

4.3 Reporting: 24/7 access to all records pertaining to tows, tow billing and all other related documentation as requested by WILCO.

4.4 Legal Requirements: It shall be the responsibility of the Respondent to be knowledgeable of all Federal, State and Local Laws, ordinance, rules, and regulations that in any manner affect the services covered herein which may apply.

5. **SCOPE OF WORK:** The RFP is to establish the scope of work and requirements to enter into an agreement with a qualified wrecker management service that is capable of being the exclusive services provider to WILCO for incident and impound services. The Respondent, at its expense, shall furnish all equipment, labor, tools, supplies, transportation, insurances, facilities, and any other expenses necessary to fully perform all aspects and phases of this RFP. The successful Respondent shall meet or exceed the requirements as specified herein.

5.1 **Definitions**

a. Sheriff shall mean the duly elected Sheriff for Williamson County, or the person designated by him/her to act in his stead.

b. WILCO shall mean Williamson County, Texas.

c. Sheriff's Department shall mean the department located at 508 S. Rock Street, Georgetown, Texas.

d. Consent Tow shall mean any tow of a motor vehicle/vessel initiated by the owner or operator of the vehicle/vessel or by a person who has possession, custody, or control of the vehicle/vessel. The term does not include a tow, or a vehicle/vessel initiated by a peace officer.

e. Heavy Duty Tow shall mean towing a vehicle/vessel with a gross weight over 25,00 pounds.

f. Impounded Vehicle/Vessel shall mean a vehicle/vessel brought into the facility due to law enforcement action that is neither evidence nor a seizure.

g. Incident Tow is a non-consent tow of a vehicle/vessel in which the wrecker is summoned by a law enforcement officer because of a traffic accident or due to an arrest or other law enforcement action.

h. Light Duty Tow shall mean towing a vehicle/vessel with a gross vehicle weight of 10,000 pounds or less.

i. Medium Duty Tow shall mean towing a vehicle with a gross vehicle weight over 10,000 pounds but less than 25,000 pounds.

j. Non-Consent Tow shall mean any tow of a vehicle/vessel that is not a consent tow.

k. Sheriff's Department shall mean the Williamson County Sheriff's Department and its deputies, authorized employees, and agents.

l. State shall mean the State of Texas.

m. Vehicle Owner shall mean a person:

(1) Legal or registered owner of the vehicle.

(2) Permission from legal or registered owner.

(3) who holds the vehicle/vessel through a lease agreement

(4) who is a lienholder holding an affidavit or repossession and entitled to repossess the vehicle/vessel.

6. **COMPENSATION:** Respondent shall explain and perform all incident tows on behalf of WILCO at no cost to WILCO. Compensation for the Wrecker Management and Dispatch System shall be contractual between the Respondent and those contracted tow companies with WILCO.

7. **REFERENCES**: Provide at least three industry related references showing experience with your wrecker management system.

8. Evaluation Criteria

Comprehensive Management Computer System	40 Points
Customizable to WILCO Dispatch	40 Points
References	10 Points
Compensation	10 Points

EXHIBIT "B": AutoReturn Proposal Response to RFP
(Attached)

Response to request for proposals from

Williamson County, Texas

To provide services of

Wrecker Management and Dispatch System

Submitted by

AutoReturn

AutoReturn US, LLC
9440 W. Sahara Ave., Suite 215
Las Vegas, NV 89117
415-575-2340
www.autoreturn.com

Proposal Due Date: April 25, 2022
RFP No. 22RFP80

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GENERAL

1.1 OBJECTIVE

AutoReturn understands the objective that WILCO is seeking an individual, firm, or corporation to be the provider of wrecker management and dispatch system services for incident tows on an as- needed basis. The selected individual, firm, or corporation shall have a contract with an impound yard in a response zone within Williamson County. Services set forth herein will be performed at no cost to WILCO, and Respondent will have the right to collect third-party fees related to the towing and impound services.

AutoReturn will work with existing contracted tow companies for incident tows and will extend the ARIES/Dispatch and ARIES/Impound modules to each company as well as the Sheriff's Office for evidentiary impounds.

2 STATEMENT OF WORK

2.1 INTRODUCTION

AutoReturn understands the requirements set forth in the Introduction section.

2.2 AGREEMENT TERM

AutoReturn understands and accepts the terms set forth in the Agreement Term section of the RFP.

2.3 RESPONDENT QUALIFICATIONS

2.3.1 TOW WRECKER MANAGEMENT

The AutoReturn Integrated Enterprise System (ARIES) is a flexible component-based system that manages the entire lifecycle of a tow and provides comprehensive reporting. There is nothing on the market that comes close to its capabilities. ARIES is built to specifically address municipal towing and maximize efficiency within a network of independent local tow operators. ARIES components are either commercially available products (e.g., 8X8 IP-based call center) or custom developed applications (e.g., ARIES/Dispatch, our GPS-enabled automated dispatch system). The flexible system architecture means ARIES components are interchangeable depending on the needs of our clients. For AutoReturn clients, this means no additional effort is required, and no surprises occur during implementation.

Timely and reliable communications between field officers, dispatchers, tow companies, and tow truck operators (“TTOs”) are an essential part of the AutoReturn towing management solution. Recognizing the importance of these communications and in keeping with our objective of optimizing the towing resources deployed in the field, AutoReturn invested significant time and resources into building the most advanced tow request management and logistics system available for law enforcement towing.

ARIES Component Architecture – AutoReturn’s different service offerings and the unique requirements of each municipality require the use of different subsets of the capabilities that exist within ARIES. This section and the following sections provide an overview of the full range of components that are available as part of ARIES.

- **ARIES/Dispatch –** AutoReturn developed ARIES/Dispatch as a proprietary solution to support the Company’s unique electronic dispatch and towing management requirements. ARIES/Dispatch is a cloud-based, hosted solution specifically designed for use on any computer that has access to the Internet via industry-standard web browsers (Microsoft Edge, Google Chrome, Mozilla Firefox, etc.). The system can be deployed as a stand-alone tool for municipal dispatchers, or it can be integrated seamlessly with existing computer aided dispatch (“CAD”) systems and/or mobile data computer/terminal (“MDC”) solutions deployed in patrol vehicles. ARIES/Dispatch allows for electronic tow request submittal from Sheriff Department users to the licensed tow providers (“LTPs”) and even directly to the tow truck operators (“TTOs”) deployed in the field. Using GPS technology, ARIES/Dispatch

can make optimized tow assignments based on either a variety of "closest-to" algorithms or other approaches, such as zone-based or rotational assignment, depending on specific requirements. The system aids dispatchers and TTOs by using automated alerts to ensure that tow response service levels are met and allows multiple users to access the information simultaneously.

- **ARIES/ARCOM –** This module provides a central hub for a flexible range of automated communication methods with both TTOs and tow company dispatchers. Utilizing the data that is managed within ARIES/ARCOM, ARIES/Dispatch can determine which TTOs are actively on duty and available along with their current locations. Both TTOs and tow company dispatchers can receive tow requests electronically, acknowledge requests, and manage the status of tow requests in real-time. ARIES/ARCOM supports the following communication methods including options for the leading wireless communications providers such as Sprint, Verizon, and AT&T.
    - *Android Smartphones* - AutoReturn's proprietary Android app for GPS tracking, electronic dispatch, and field workflow management
    - *iPhones* - AutoReturn's proprietary iOS app for GPS tracking, electronic dispatch, and field workflow management
- **ARIES Impound ("ARIES/Impound") –** One of the foundational blocks of ARIES is the core impound management functionality that comprises the inventory management, receipt generation, and payment processing capabilities required for administering the impound activities. AutoReturn's ARIES/Impound is a proprietary solution that allows AutoReturn to support the varying business requirements and procedural rules that the Company encounters through our relationships with municipalities across the country. The system can be readily configured and customized to meet the unique data requirements for differing types of impound operations as well as the different business rules and workflows surrounding the life cycle of an impounded vehicle, from the point that the vehicle is impounded through the point at which the vehicle is either released to the vehicle owner or sold as an unclaimed vehicle. One of the key features of ARIES/Impound is that it can be used to support both a centralized impound operation as well as a distributed model involving separate, independent impound operators.
    - *Android Smartphones and Tablets* – Optimized "on the lot" inventory management capabilities utilizing wireless handheld computers with bar code and RFID scanning capabilities. These devices aid the real-time check-in of vehicles arriving at the lot as well as the ability to confirm a vehicle's status as available for release.
- **ARIES Admin ("ARIES/Admin") –** This web application is used to manage a range of administrative data that is important to the other parts of ARIES. For example, tow company profiles, driver lists, and smartphone provisioning for the mobile apps is managed in ARIES/Admin. Another important administrative function within ARIES/Admin is to manage all user profiles, including the permission groups and permissions that govern which features are granted to each individual user. The module also supports the "broadcast message" feature that is used to send immediate alerts to all ARIES users so that AutoReturn can communicate with all users in real-time about system maintenance events and other operational matters.

- **Industry-Leading Cloud-based Contact Center Platform –** AutoReturn's call center processing is deployed utilizing the industry-leading 8x8 Contact Center platform (https://www.8x8.com/products/contact-center) that makes it easy to connect and collaborate with agents, employees, and customers. The 8x8 Solution is a highly reliable solution in the following ways:

  - Ready - no single point of failure
  - Responsive - guaranteed call quality and reliability
  - Resilient - Consistent in any condition

  The AutoReturn system provides the technical redundancy needed and our multiple sites provide the redundancy through call center agents dispersed across multiple geographic sites. (Las Vegas, Indianapolis, and San Francisco).

- **Full Featured "Self-Service" Website –** AutoReturn's website provides a wide range of useful information and tools to customers such as vehicle search capabilities, instructions on obtaining the release of vehicles, online payment of towing and storage fees, answers to frequently asked questions ("FAQs"), online claim and complaint submission, auction marketing (vehicle lists and photos), and past auctions results information.
- **Robust Real-Time Reporting –** ARIES/Reports provide a robust collection of real-time reporting capabilities that ensure the absolute transparency of AutoReturn's operations. AutoReturn generates and delivers electronically over 100 reports on a daily, weekly, monthly, or quarterly basis. Nearly all of WILCO's reporting requirements can be met through existing reports, with minimal programming required. Any specific reports that are unique to WILCO can be developed quickly, leveraging existing reports. The automated reports can be delivered via secure FTP file sharing websites (FTP over SSL), secure web pages (HTTPS), collaborative file sharing tools (MS SharePoint), email (including secure email), or automated fax.

2.3.2 CAD AND TOW MONITORING

Intelligent Automated Dispatch Leveraging Smartphone Technology

Timely and reliable communications between dispatch operators and TTOs are an essential part of the AutoReturn towing management solution. Recognizing the importance of these communications and the objective of optimizing the towing resources deployed in the field, AutoReturn invested significant time and resources into building ARIES/Dispatch, the most advanced tow request management and logistics system available in the industry.

ARIES/Dispatch is used in conjunction with AutoReturn's proprietary Android and iPhone smartphone apps to fully leverage GPS technology. The ARIES/Dispatch mobile apps are available for free to tow companies and can be downloaded from the Google Play and Apple iTunes app stores. The ARIES/Dispatch web application provides dispatchers with a fully interactive, map-based view that can be used to pinpoint the location of a tow request based on a street address, a pair of cross streets, selecting a pre-defined standard location, or simply placing a pin on a map. The ARIES/Dispatch system geocodes the tow location to determine the latitude and longitude of the tow

location. The TTOs are required to use the ARIES/Dispatch Mobile app to log on for duty, identify the type of tow truck equipment they are driving, and to manage their breaks. The smartphone apps utilize GPS to track the location of all available TTOs continuously and in real-time. This allows ARIES/Dispatch to present dispatchers with a map that continuously refreshes to always show the location of all TTOs, including the ability to show TTO locations for any point in time from the past. When a new tow request is entered into the system, ARIES/Dispatch automatically dispatches the tow to the closest available TTO with the appropriate equipment. The closest available driver is determined based on the estimated driving time and distance.

When the TTO receives the tow request within the smartphone app, the TTO is expected to "accept" the tow as soon as they can safely do so. AutoReturn stresses that TTOs should not use their smartphone while driving. When the TTO arrives at the scene of the tow, the driver uses the smartphone app to change the status of the tow to "On Site." As is the case with all status changes, the system captures the exact time that the TTO makes the status change combined with the TTO's GPS location at the time that the status change is made. This real-time capture of the status change combined with the TTO's real-time location allows AutoReturn to track response times accurately in a way that verifies the actual location of the tow truck.

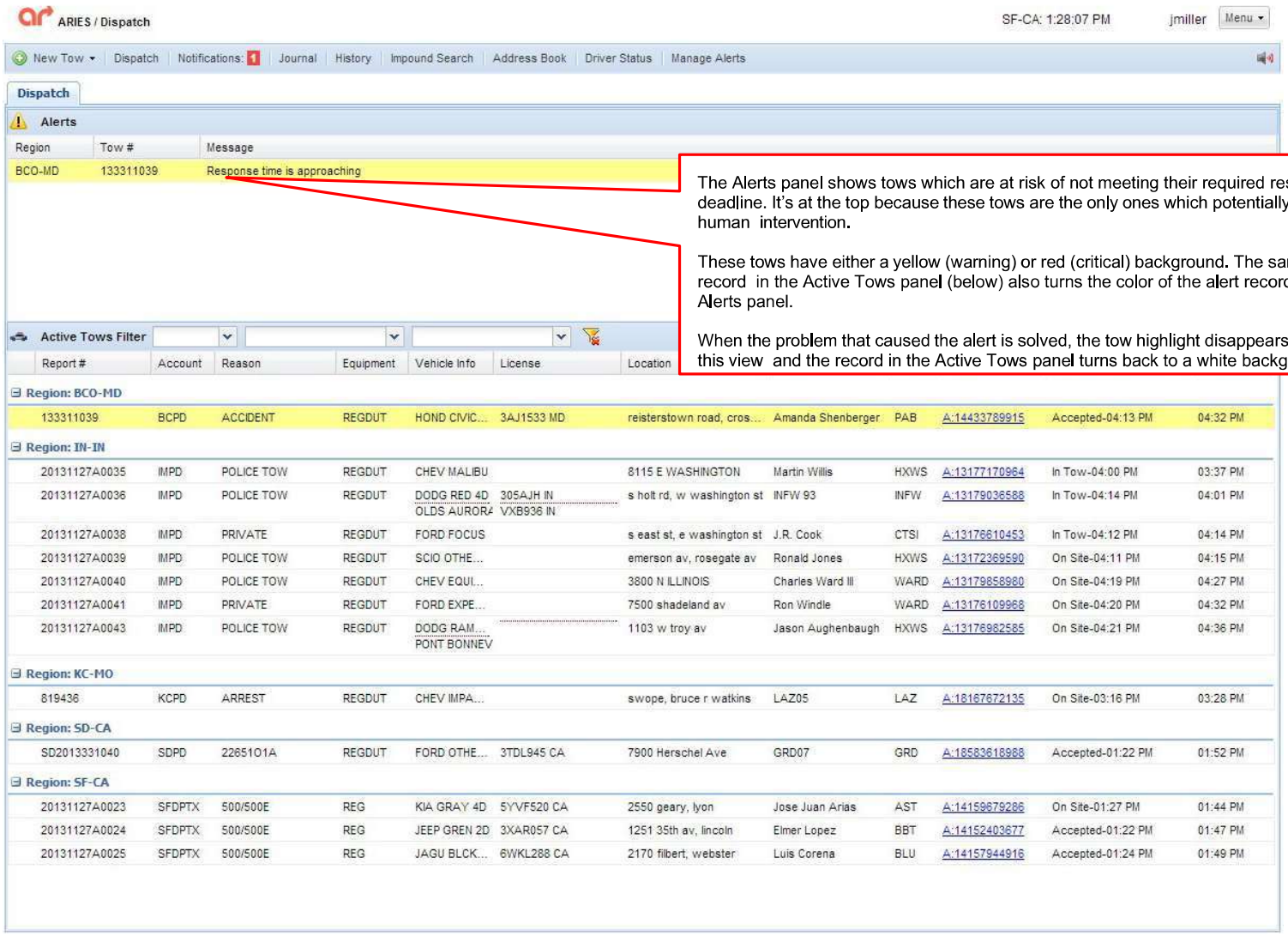
Every time a TTO reports on site for a tow, the system validates that the TTO's current location is truly at the location of the tow request. Any instances of a TTO reporting on site at a location that is not at the tow location are flagged as an exception for reporting purposes. This is just one example of the types of exceptions tracked within ARIES/Dispatch. Others include TTOs not accepting tows dispatched to them when they appear as available, TTOs not completing tow requests that they accept, TTOs arriving too late to meet the required response time, TTOs spending an inordinate amount of time at the tow location, etc.

After the vehicle has been loaded on the tow truck, the TTO changes the status to "in tow" to indicate that the tow has been initiated. The final status change occurs when the TTO changes the status to "cleared" after the vehicle has been off-loaded at the storage facility.

ARIES/Dispatch also supports other dispatch methodologies, such as rotations, zone-based assignments, or some combination of these. ARIES is flexible and can be configured to meet the County's exact needs.

The diagrams on the following pages illustrate the electronic dispatch capabilities of ARIES/Dispatch, the core dispatch management component within ARIES.

ARIES/Dispatch Home Screen Showing Active Tow Requests and Drivers

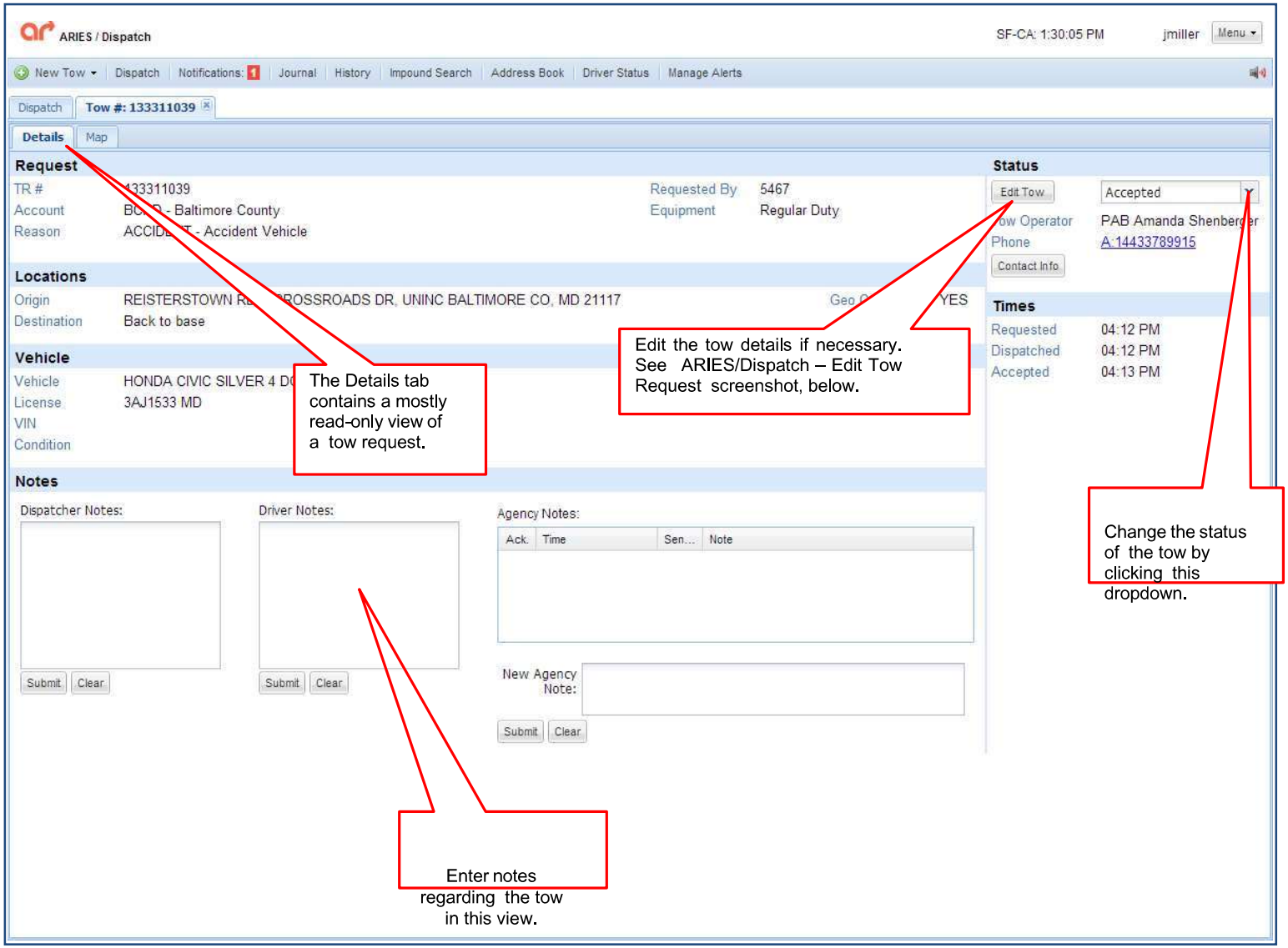


The Alerts panel shows tows which are at risk of not meeting their required response deadline. It's at the top because these tows are the only ones which potentially need human intervention.

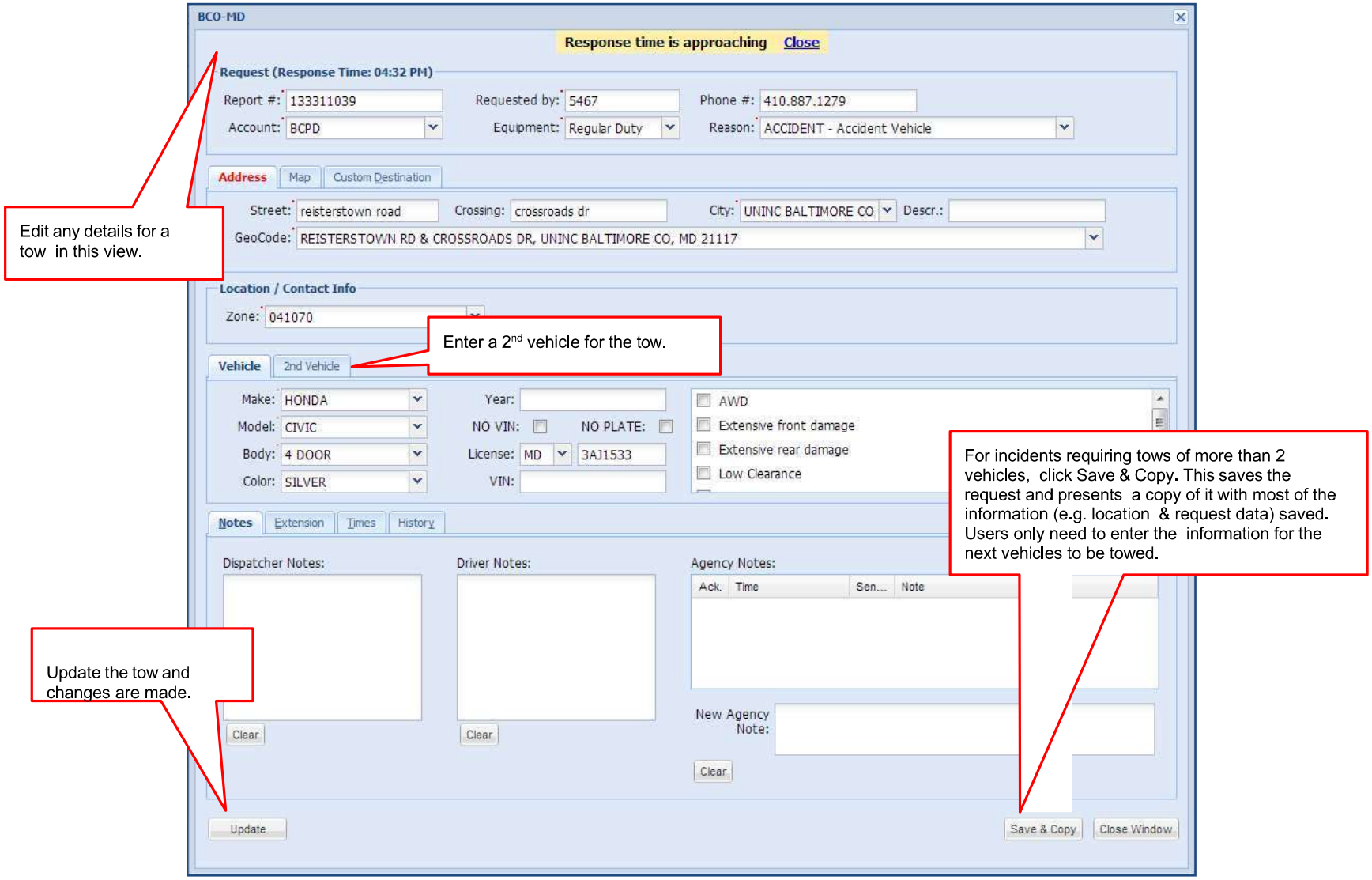
These tows have either a yellow (warning) or red (critical) background. The same tow record in the Active Tows panel (below) also turns the color of the alert record in the Alerts panel.

When the problem that caused the alert is solved, the tow highlight disappears from this view and the record in the Active Tows panel turns back to a white background.

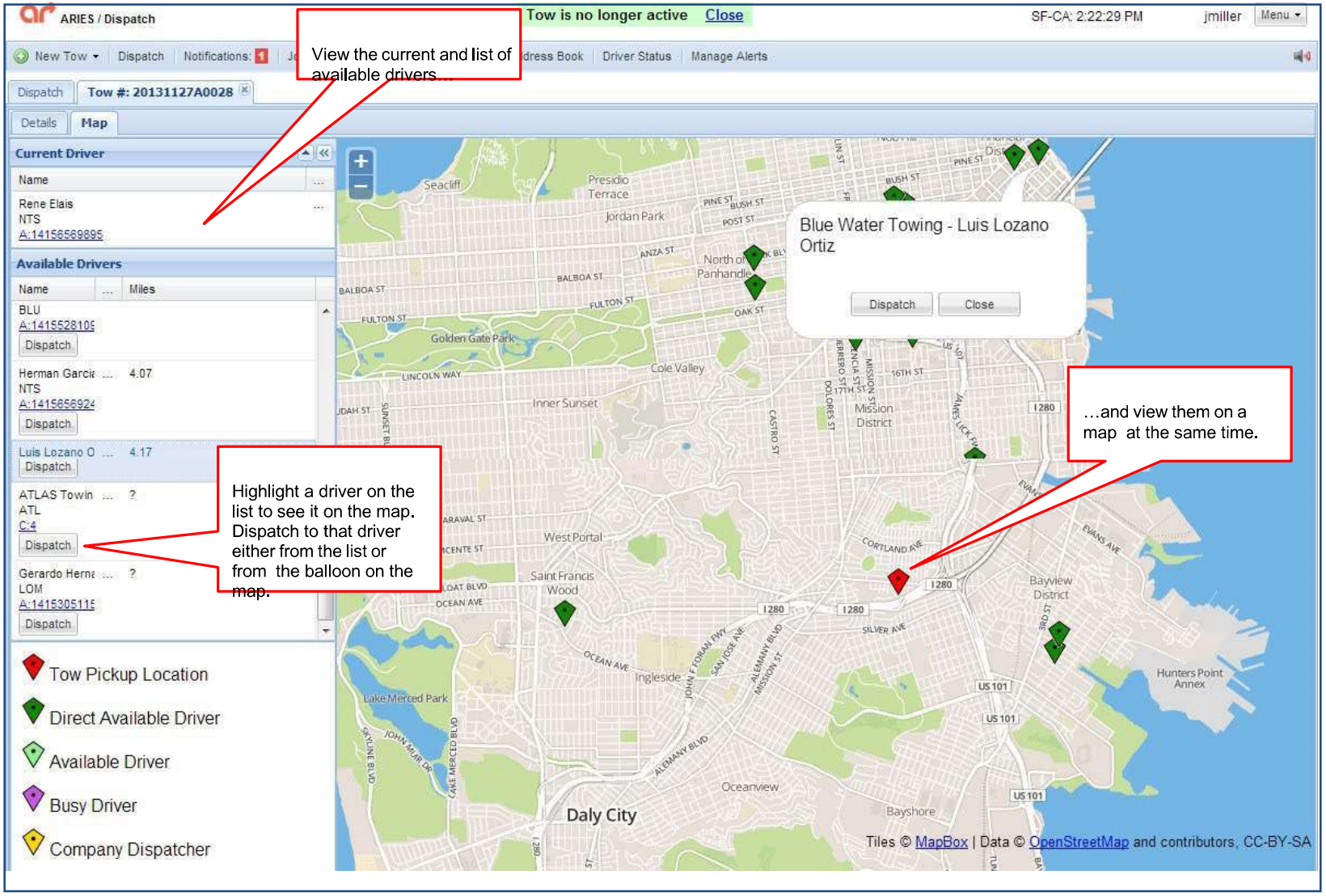
ARIES/Dispatch – Tow Request Details



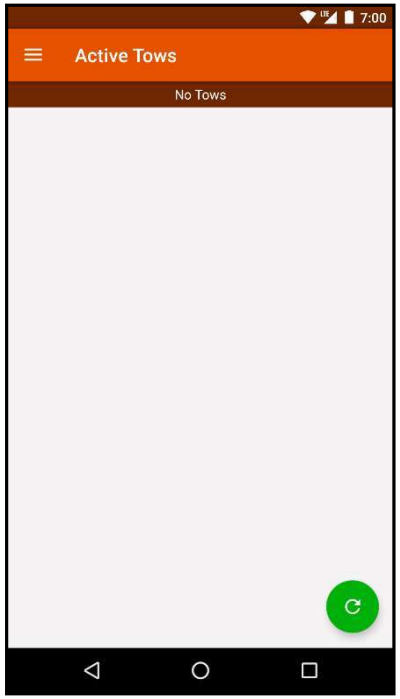
ARIES/Dispatch – Edit Tow Request



ARIES/Dispatch – Map View of GPS Positions of Tow Truck Operator ("TTOs") Deployed in the Field

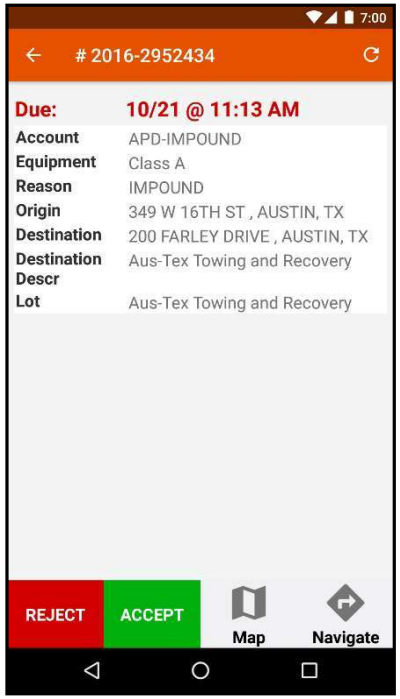


Electronic Dispatch and Real-Status Tracking via Mobile Devices

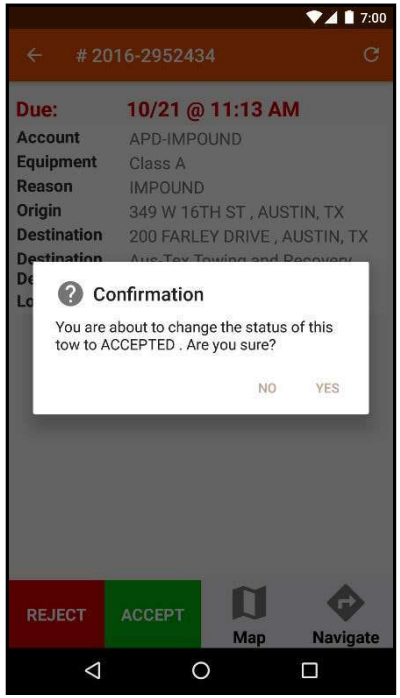


TTO On Duty & Available

Dispatch request received



Details of dispatch request

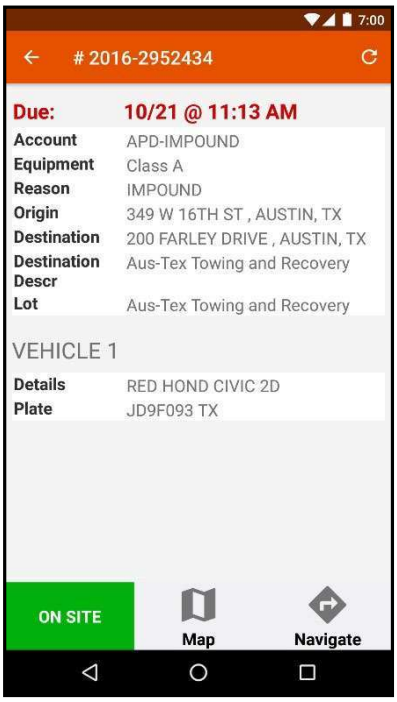


TTO accepting request

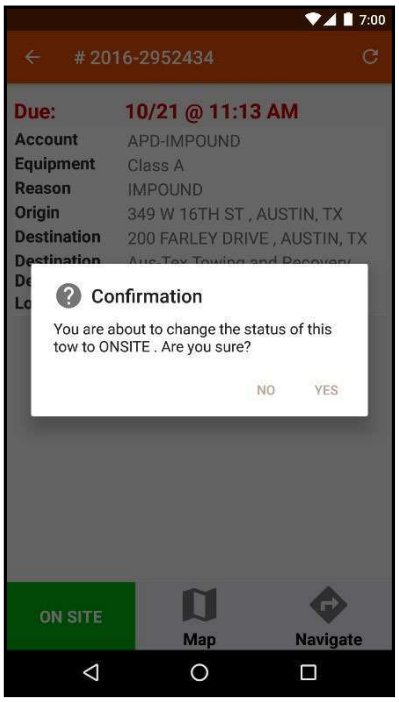
Real-time Tracking of Tow Request Status

For any towing operation, the time that the TTO accepts responsibility for the tow request and the time that it then takes for the TTO to arrive at the location of the tow request are extremely important data elements that must be tracked in real-time in order to manage towing efficiency and meet service level commitments. AutoReturn designed ARIES/Dispatch with these and other essential features in mind. ARIES/Dispatch allows the tow status to be tracked in real-time from the point that the tow information is entered into the system by police officials or the AutoReturn dispatchers to the point the tow has been completed with the vehicle being off-loaded at a storage facility or other designated location. The mobile communications device provides the TTO a user- friendly tool for managing the status of the tow in real-time. The status can be changed through a simple two-step button click sequence on the mobile communications device as illustrated below:

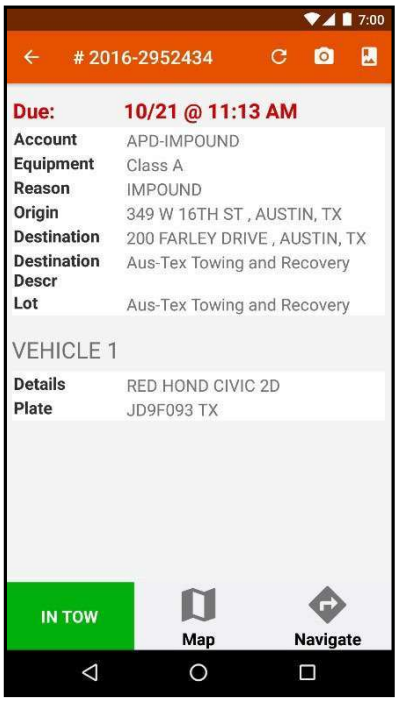
Mobile Status Transition



TTO ready to change status to ON SITE (indicates arrival at tow location)



TTO prompted to confirm status change time –



Status change is completed in real

combined with GPS data to confirm location is correct

In addition to supporting the fully electronic dispatch communications and status management, the mobile communications devices allow for two-way voice communications with AutoReturn dispatchers as a backup communications method and a way to augment the electronic dispatch communications to address exception cases.

ARIES/Dispatch can support a configurable set of tow status codes that can all be managed in real- time. When the TTOs are logged into their mobile communications devices to manage the tow status changes, the GPS coordinates for the TTO's current location at the time the status change is processed. For example, if the TTO changes the status to ON SITE, the TTO's current location can be compared to the location defined in the tow request to ensure that the TTO has not prematurely changed the status to ON SITE prior to arriving at the tow location.

2.3.3 TECHNOLOGY AND LEGAL REQUIREMENTS

We have completed the attached Technology Services Requirements document.

2.3.4 CUSTOMER SUPPORT AND SYSTEM ACCESS

AutoReturn's 24x365 customer service contaxt centers are powered by live agents that field customer inquiries, monitor tows, and assist drivers until a vehicle has reached the impound facility.

The primary responsibility of the AutoReturn 24x365 call center is to manage phone inquiries and requests from the company's agency clients, vehicle owners and other customers, and tow companies that provide the towing services. However, the AutoReturn contact center also plays the especially important role of being the first point of contact for technical support issues that are affecting the 3rd-party and internal users of the AutoReturn systems.

The ARIES system contains a role and permissions infrastructure that governs "what data" and "which features" a given user can access in the system. At the highest level, each user has a security role that determines what data the user can view and manipulate.

- *Management Company Role*: Associated with AutoReturn administrators who have access to all data in the system for all AutoReturn clients. This allows AutoReturn to provide the necessary technical support of ARIES on behalf of the company's clients.

- *County Role*: Associated with municipal users who have access to all data in the system for the given municipality.

- *Provider Role*: Associated with tow and impound operator users who only have access to data associated with the user's given company.

Beyond the user role that ARIES uses to filter data to which the user has access, is an extensive level of permissions-management capabilities. This is structured around these modeling concepts:

- *Features*: Access to each distinct feature must be granted for the user to use the feature.

- *Permissions*: All the distinct features within all ARIES applications are associated with one and only one permission. This single permission, associated with the feature, must also be associated with the user for the user to use the given feature. Absence of the required permission being associated with the user's profile results in blocking the user's access to the given feature.

- *Permission Groups*: Permissions can be associated with one or more permission groups. Permission groups are used to group features together into logical groups so that logically associated features can be granted to users through permission groups that combine multiple permissions. This simplifies the process of granting permissions because administrators do not have to grant a large number of permissions to each individual user. A given permission group can contain dozens of distinct permissions. Administrators can define a reasonable number of permission groups that can collectively model the different combinations of features required for different types of users.

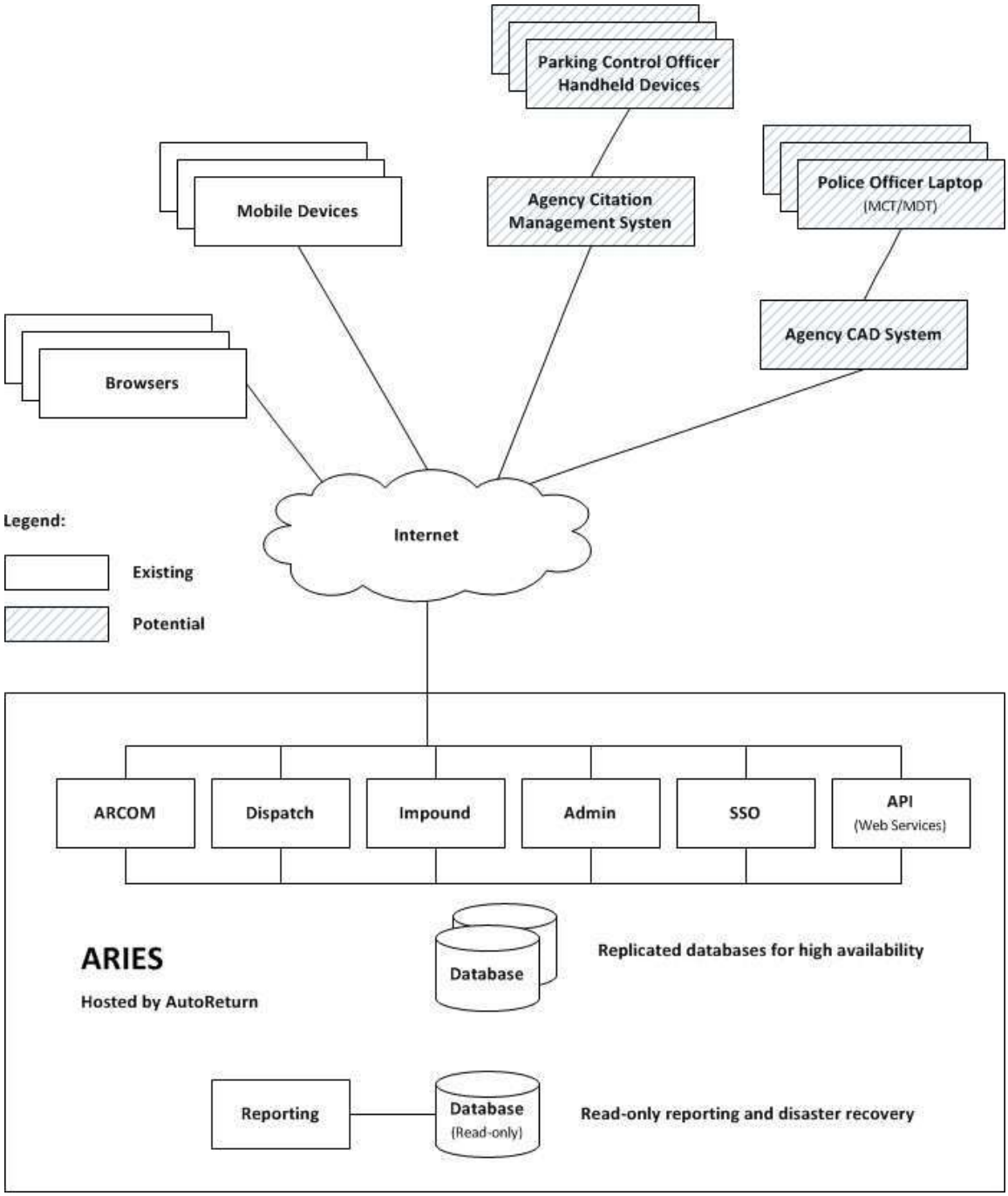
- *User Profiles*: Once the permission groups have been defined to combine various permissions, the system allows association of each user with only the permission groups that the given user needs for access to the necessary features.

Topology and Infrastructure Diagrams

ARIES is a Software as a Service (SaaS) solution hosted in the Cloud using the Amazon Web Services (AWS) GovCloud hosting services (https://aws.amazon.com/govcloud-us/). AWS is a secure cloud services platform, offering compute power, database storage and other related application hosting services. The GovCloud service offering is designed to host sensitive data, regulated workloads, and address the most stringent U.S. government security and compliance requirements. ARIES consists of several web applications accessed through a wide range of industry standard browsers. No software needs to be installed on client workstations. There are also several mobile apps that can be used with Android and iOS smartphones and tablet computers.

The diagram on the following page provides a logical depiction of ARIES, the user access methods, and the SaaS hosting with the AWS infrastructure.

ARIES Architecture Diagram



2.3.5 Record of Integrity and Ethics

AutoReturn is enormously proud of our twenty-year history of working with our clients to address the challenges in the municipal towing and impound industry. We have a proven track record of unmatched service levels. To date, we have over 35 clients and have never had a contract not renew. AutoReturn is 100% referenceable. We feel this speaks to our strong record of integrity and ethics in working with our clients.

2.3.6 Customizations for Williamson County Sheriff's Department

ARIES/Dispatch is customizable to use different dispatch methodologies if WILCO requires. The primary methodology used within ARIES/Dispatch is referred to as "Closest-To." ARIES/Dispatch also supports other dispatch methodologies, such as rotations, zone-based assignments, or some combination of these. ARIES is flexible and can be customized to meet WILCO's exact needs.

AutoReturn provides different service offerings to our clients and an extensive operational experience providing customized tow dispatch management and logistics solutions for large-scale towing operations. Thanks to our combination of industry-leading technology and modern, transparent business practices, our law enforcement partners have reported unmatched service levels. In addition, our experienced management team works closely with law enforcement agencies to develop customized solutions that address all stakeholder needs.

2.4 Program Requirements

2.4.1 24/7 Customer Support

AutoReturn's 24x365 customer service contact centers are powered by live agents that field customer inquiries, monitor tows, and assist drivers until a vehicle has reached the impound facility.

The primary responsibility of AutoReturn 24x365 contact center is to manage phone inquiries and requests from the company's agency clients, vehicle owners and other customers, and tow companies that provide the towing services. However, the AutoReturn contatct center also plays the very important role of being the first point of contact for technical support issues that are affecting the 3rd-party and internal users of the AutoReturn systems.

2.4.2 Account Management

AutoReturn is appointing Ron Perry as account manager and designated point of contact for this Contract. He shall be responsible for assisting WILCO with trouble shooting towing incidents and shall respond to towing related inquiries within a minimum of 24 hours.

Mr. Perry has been at AutoReturn for over a decade and is a dedicated member of our team who brings a wealth of practical experience from a law enforcement perspective. His responsibilities include assisting with various AutoReturn clients with regards to the

daily management and supervision of the towing subcontractors, administration of the local towing regulations and the AutoReturn service provider agreement, verification that licenses, permits and certificates of insurance are current, investigation and mediation of complaints, presenting information at quality review meetings, and assisting with the annual inspection of tow trucks. In addition to these operational activities, he participates in the acquisition of new contracts, training, and other implementation tasks associated with providing new customers a high quality of service.

2.4.3 REPORTING

One of AutoReturn's strongest beliefs is in the power of "information when you need it, how you need it, and where you need it." This section provides the details of how the required information is made accessible to all the stakeholders for AutoReturn's business operations:

- County officials who require access to a wide array of information
- AutoReturn employees who are ultimately responsible for the accuracy of the information
- Towing network owners, managers, and tow truck operators

ARIES is designed to meet the differing needs of each of these separate groups. The fundamental objective of AutoReturn's ARIES technology infrastructure is to provide a platform for the following:

- Capturing and managing all the essential operational data for the Company's towing, impound management, customer service, and disposal operations.
- Delivering information in real-time to all key stakeholders playing a role in operational processes.

ARIES provides essential information to the individuals that require it in the following ways:

- **Traditional Reports –** ARIES provides a robust collection of real-time reporting capabilities that ensure the absolute transparency of AutoReturn's operations. AutoReturn generates and delivers over 100 reports on a daily, weekly, monthly, and quarterly basis to its municipal partners. AutoReturn is confident that nearly all of the Agency's reporting requirements can be met through existing reports, with minimal customization required. Any specific reports that are unique to WILCO can be developed quickly leveraging existing reports.

  All standard ARIES reports can be run on an ad-hoc basis or automated schedule (daily, weekly, monthly, quarterly, etc.) and are available in a variety of electronic formats (MS Excel, Adobe PDF, CSV, etc.). All reports can be delivered to the CPD and other Agency officials via FTP file sharing websites (FTP over SSL), secure web pages (HTTPS), email (including secure email), or automated fax.
- **Proactive Monitoring Tools –** AutoReturn's systems continuously record more information than can be consumed by the most information-savvy users. When the essential elements of this information are made accessible in a user-friendly format, AutoReturn managers and supervisors become empowered to proactively manage

the business to ensure that all of the targeted service levels of both Agency officials and customers are met consistently.

- **Automated Alerts and Notifications –** Many problems can be identified as soon as they occur if the systems that are used to manage the affected process area are designed to monitor for important exceptions and threshold conditions. AutoReturn continuously looks for opportunities to take any issue that could repeat itself, not only to resolve the isolated instance of the problem, but to also configure new business rules into the relevant ARIES applications to monitor for the condition and alert the appropriate person should the condition occur in the future.

Traditional Reports: Available On-Demand and Via Automated Scheduling

AutoReturn provides extensive reports across all aspects of its operations. WILCO will have direct visibility and insight into each functional area with both summarized and detailed reporting. Reports include:

- Tow request activity (including canceled tows)
- Towing volumes by zone, reason, category, equipment type, or by towing company
- Tow truck operator activity
- Dispatch exceptions and violations
- On-site response time performance
- Vehicle inventory and transfers
- Vehicle holds
- Vehicle releases and sales
- Receipt and payment activity
- Other reports as requested by WILCO

Data Analysis and Ad-Hoc-Reporting Capabilities

ARIES/Impound can support a wide range of data analysis and ad-hoc reporting capabilities. The ARIES reporting library already consists of well over a hundred reports that can be executed on an ad-hoc, on demand basis, or that can be scheduled to run automatically and delivered via email, fax, or to a file storage location. The Agency will have access to any existing report in the ARIES reporting library and AutoReturn is happy to create any additional reports that may be desired by the Agency.

ARIES supports a wide range of data analysis in a very flexible manner. The ARIES/Reports infrastructure can be used to extract any portion of the data contained in ARIES as standard CSV files that can feed into spreadsheets, data analysis tools, or reporting database tools used by the Agency. The CSV extracts can be defined and implemented in as little time as a few hours and immediately deployed to Agency users via the ARIES system menus allowing these users to retrieve the raw data for analysis purposes on an as needed basis. As with the ad-hoc reports, the CSV extracts can also be scheduled to be generated automatically and delivered via email, fax, or to a file

storage location.

The following pages show some examples of the ARIES SSRS reporting system.

Dispatch

DISPATCH METRICS - STATEWIDE

Light Duty Tow Metrics (Excluding Cancels)

		DPS		NHP		NTA		TOTAL	
Command	Zone Type	Count	Avg. Respsone	Count	Avg. Respsone	Count	Avg. Respsone	Count	Avg. Response
NC	Rural	0		25	106.17	0		25	106.17
	Urban	0		48	22.41	0		48	22.41
	Total	0		73	51.10	0		73	51.10
SC	Rural	0		16	89.60	0		16	89.60
	Urban	1	9.85	156	15.15	3	22.12	160	15.24
	Total	1	9.85	172	22.07	3	22.12	176	22.00
TOTAL		1	9.85	245	30.72	3	22.12	249	30.53

Heavy Duty Tow Metrics (Excluding Cancels)

		NHP		NTA		TOTAL	
Command	Zone Type	Count	Avg. Respsone	Count	Avg. Respsone	Count	Avg. Response
NC	Rural	3	122.84	0		3	122.84
	Urban	1	97.82	0		1	97.82
	Total	4	116.59	0		4	116.59
SC	Rural	2	131.05	0		2	131.05
	Urban	5	71.65	1	50.00	6	68.04
	Total	7	88.62	1	50.00	8	83.79
TOTAL		11	98.79	1	50.00	12	94.72

Dispatch

Tow Reasons By Account

Account	Command	Reason Code	Total
DPS	SC	CPP	1
		DPS Total	*1*
NHP	NC	DUTYTOW	76
		NHPFLEET	1
	SC	DUTYTOW	178
		NHPFLEET	1
		NHP Total	*256*
NTA	SC	NTA	4
		NTA Total	*4*
		TOTAL	**261**

Photos

Command	Average Photos	No Photos
NC	0.3	75
SC	4.4	89
	3.2	**164**

Cancellations

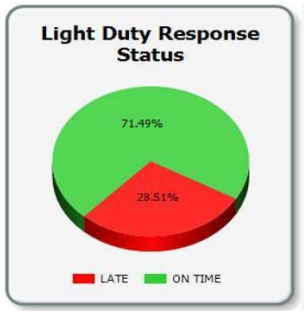
Command	Zone Type	Count
NC	Urban	6
	Rural	2
SC	Rural	3
	Urban	23
		34

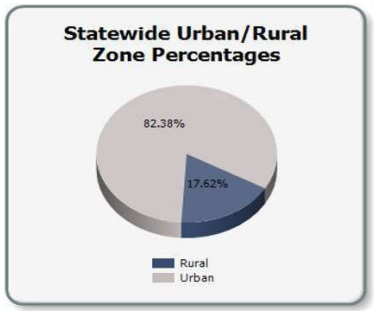
OnSite Cancellations

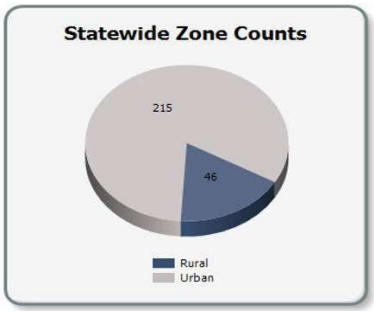
		Average Interval
Command	**Zone Type**	LV LD Urban Zone
SC	Rural	6.00
	Urban	6.10
		6.09

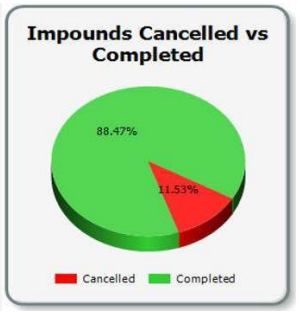
		Count by Zone
Command	**Zone Type**	LV LD Urban Zone
SC	Rural	1
	Urban	10
		11

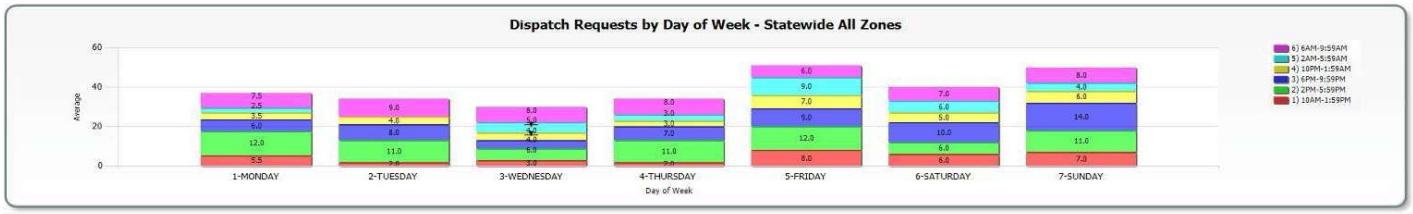
Dispatch Metrics

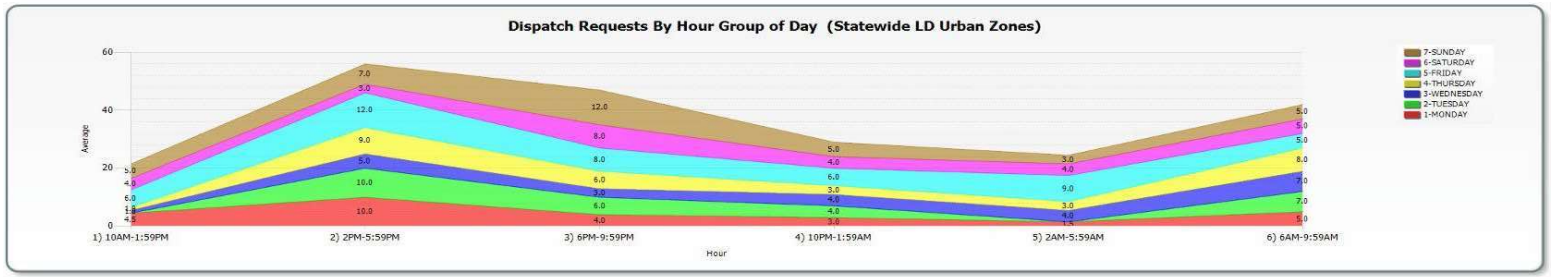


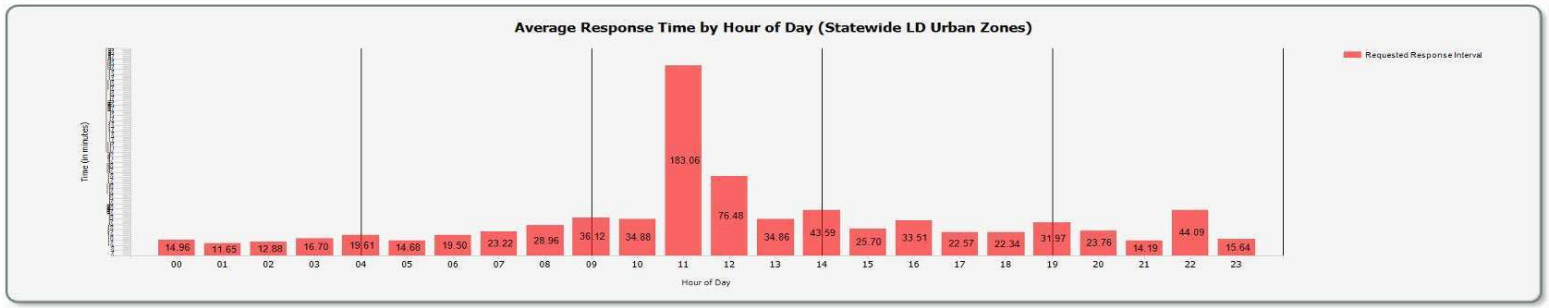


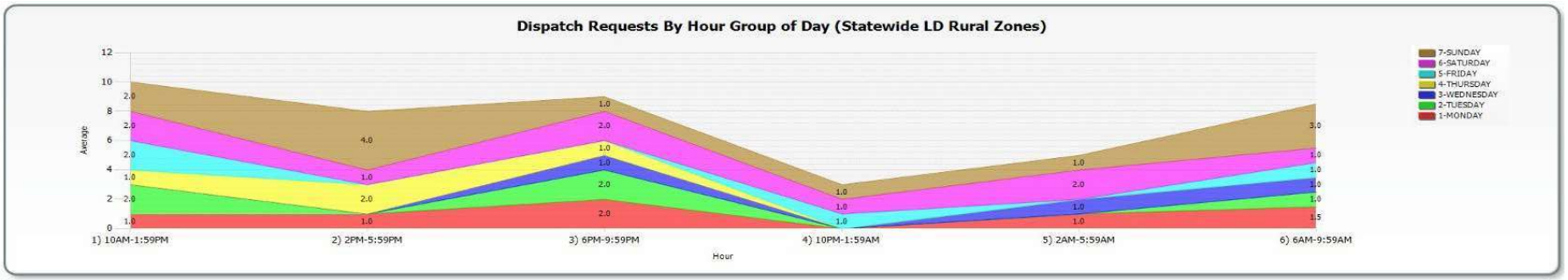


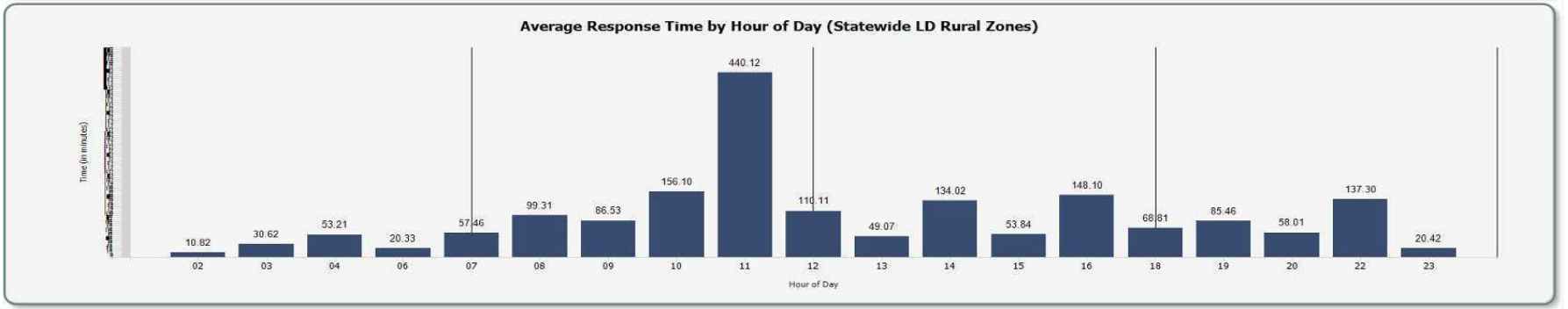









Dispatch Requests By Hour Group of Day (Statewide LD Rural Zones)
Average
Hour
1) 10AM-1:59PM
2) 2PM-5:59PM
3) 6PM-9:59PM
4) 10PM-1:59AM
5) 2AM-5:59AM
6) 6AM-9:59AM
7-SUNDAY
6-SATURDAY
5-FRIDAY
4-THURSDAY
3-WEDNESDAY
2-TUESDAY
1-MONDAY


Average Response Time by Hour of Day (Statewide LD Rural Zones)
Time (in minutes)
Hour of Day
10.82
30.62
53.21
20.33
57.46
99.31
86.53
156.10
440.12
110.11
49.07
134.02
53.84
148.10
68.81
85.46
58.01
137.30
20.42
02
03
04
06
07
08
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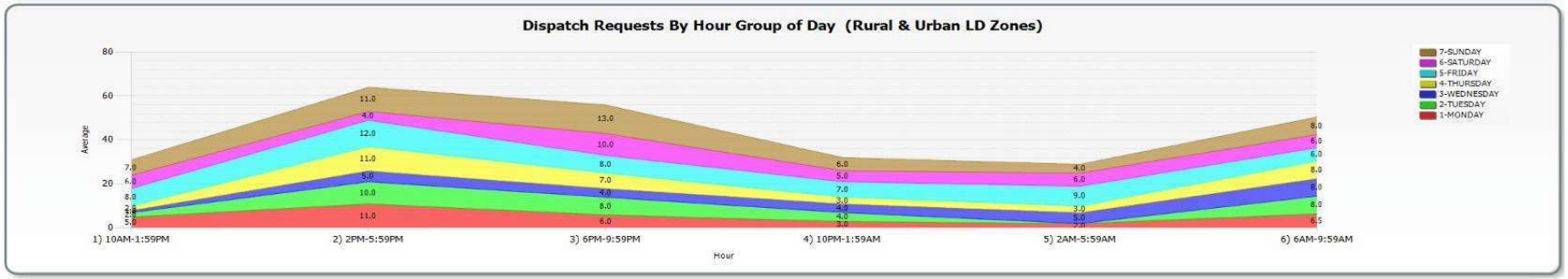
22
23


Dispatch Requests By Hour Group of Day (Rural & Urban LD Zones)
Average
Hour
1) 10AM-1:59PM
2) 2PM-5:59PM
3) 6PM-9:59PM
4) 10PM-1:59AM
5) 2AM-5:59AM
6) 6AM-9:59AM
7-SUNDAY
6-SATURDAY
5-FRIDAY
4-THURSDAY
3-WEDNESDAY
2-TUESDAY
1-MONDAY

DISPATCH METRICS - SOUTHERN COMMAND

Light Duty Tow Metrics (Excluding Cancels)

	DPS				NHP										NTA				Command TOTAL	
	LV LD Urban Zone		DPS Total		Laughlin LD Rural Zone		LV LD Rural Zone		LV LD Urban Zone		Moapa LD Rural Zone		Pahrump LD Rural Zone		NHP Total		LV LD Urban Zone		NTA Total			
Company	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	Count	Avg. Response	TR	Avg. Response
2STR			0										2	198.48	2	198.48			0		2	198.48
AAGT			0		1	303.73									1	303.73			0		1	303.73
BIGV			0						2	16.98					2	16.98			0		2	16.98
CMRC	1	9.85	1	9.85			2	18.62	63	14.89					65	15.00	1	10.30	1	10.30	67	14.85
DSRT			0										4	17.83	4	17.83			0		4	17.83
EWNG			0				2	28.81	23	11.62					25	13.00			0		25	13.00
FAST			0						29	19.54					29	19.54	2	28.03	2	28.03	31	20.09
MESQ			0								2	69.02			2	69.02			0		2	69.02
QLTY			0						12	9.17					12	9.17			0		12	9.17
SNRT			0						3	17.46					3	17.46			0		3	17.46
SOST			0				1	38.28	12	19.15					13	20.62			0		13	20.62
USAT			0										2	195.20	2	195.20			0		2	195.20
WLKR			0						12	13.73					12	13.73			0		12	13.73
TOTAL	1	9.85	1	9.85	1	303.73	5	26.63	156	15.15	2	69.02	8	107.33	172	22.07	3	22.12	3	22.12	176	22.00

Heavy Duty Tow Metrics (Excluding Cancels)

Counts

Company	NHP				NTA		TOTAL
	Beatty HD Zone	Laughlin HD Zone	LV HD Zone	NHP Total	LV HD Zone	NTA Total	
2STR	1			*1*			1
AAGT		1		*1*			1
BIGV			2	*2*			2
EWNG			2	*2*			2
QLTY			1	*1*	1	*1*	2
Total	1	1	5	7	1	1	8

Average Response Times

Company	NHP				NTA		TOTAL
	Beatty HD Zone	Laughlin HD Zone	LV HD Zone	*NHP Total*	LV HD Zone	*NTA Total*	
2STR	199.62			*199.62*			199.62
AAGT		62.48		*62.48*			62.48
BIGV			50.44	*50.44*			50.44
EWNG			75.89	*75.89*			75.89
QLTY			105.57	*105.57*	50.00	*50.00*	77.78
Total	199.62	62.48	71.65	88.62	50.00	50.00	83.79

Tow Reasons By Account

Account	Reason Code	Total
DPS	CPP	1
	DPS Total	*1*
NHP	DUTYTOW	178
	NHPFLEET	1
	NHP Total	*179*
NTA	NTA	4
	NTA Total	*4*
	TOTAL	184

Cancellations

Company	Total Cancels by Zone				
	Laughlin HD Zone	LV HD Zone	LV LD Rural Zone	LV LD Urban Zone	Total
		1			1
AAGT	1				1
CMRC				9	9
EWNG		1	1	3	5
FAST				2	2
QLTY				2	2
SNRT				1	1
SOST				1	1
WLKR			1	3	4
Total	1	2	2	21	26

OnSite Cancellations

Company	Average Interval		
	LV LD Rural Zone	LV LD Urban Zone	Total
CMRC		1.00	1.00
FAST		2.00	2.00
QLTY		7.00	7.00
SNRT		5.00	5.00
SOST		11.00	11.00
WLKR	6.00	13.00	10.67
Total	6.00	6.10	6.09

Company	Count by Zone		
	LV LD Rural Zone	LV LD Urban Zone	Total
CMRC		3	3
FAST		1	1
QLTY		2	2
SNRT		1	1
SOST		1	1
WLKR	1	2	3
Total	1	10	11

2.4.4 LEGAL REQUIREMENTS

AutoReturn has extensive experience working in the municipal towing and impound industry within the State of Texas and across the country as well as internationally. We understand it is our responsibility to be knowledgeable of all federal, state, local laws, ordinances, rules, and regulations that in any matter affect the services covered herein which apply.

2.5 SCOPE OF WORK

AutoReturn will utilize existing tow companies and vehicle storage facilities currently contracted by the County. It will be the responsibility of these companies to furnish all equipment, labor, tools, supplies, transportation, insurance, facilities, and any other expenses necessary to fully perform the towing and storage of County towed vehicles.

AutoReturn understands it will be responsible for providing computers, staff, and software to properly manage the wrecker management system as part of this RFP.

2.6 COMPENSATION

AutoReturn's towing management solution for the County will be provided at no cost to the County. AutoReturn proposes an administrative fee be added to the tow invoice to be paid by vehicle owners and/or other authorized claimants at the time a vehicle is claimed.
AutoReturn will charge $22 per completed tow that flows through the AutoReturn ARIES tow management platform to be collected from the tow operators that control the Vehicle Storage Facilities ("VSF"). Since not all vehicles are claimed by the owner, the administrative fee charged to the citizen needs to be nominally higher. For example, if the unclaimed rate is 12%, the breakeven administrative fee would be $22/.88=$25.

The fee proposed covers all costs for AutoReturn to perform the implementation, maintenance, and additional features of the constantly improving ARIES system. This means there are no other fees charged for products and/or services, including:

- AutoReturn Integrated Enterprise System ("ARIES"), AutoReturn's constantly evolving in-house cloud-based (SaaS) technology platform, the only one singularly focused on the unique characteristics of managing law-enforcement-initiated tow requests using local towing companies;
- 24x365 Dispatch Command Center and Customer Call Center with technology, communication, location, and people redundancy so it is always available;
- Project management and system integration capability that ensures our clients transition successfully from the status quo to a new and improved model;
- Service delivery model that continues to provide our clients with a single point of contact and a trusted business partner who will evolve and improve the program over time; and
- Management of towing network partners ensuring compliance with all program goals and regulations.

2.7 REFERENCES

Reference #1

Organization Name: City of Kansas City, Missouri
Contact Name/Title: Nate Pare, Division Manager, Tow Service Section
Telephone Number: 816-377-9744
E-mail Address: Nate.Pare@kcmo.org
Address: 414 East 12th, Kansas City, MO 64106

Services provided:

- Dispatch Management (Total Management for Dispatch)
- Towing and Impound Management
- Towing Company Management (including Tow Truck Inspections)
- Towing and Storage Complaint Management
- Customer Service

Reference #2

Organization Name: City of Fort Worth Police Department
Contact Name/Title: Kim Dees, Towing Liaison
Telephone Number: 817-392-5964
E-email Address: Kimberley.Dees@fortworthtexas.gov
Address: 505 W Felix St., Fort Worth, TX 76115

Services provided:

- Dispatch Management (Total Management for Dispatch)
- Towing and Impound Management
- Towing Company Management (including Tow Truck Inspections)
- Towing and Storage Complaint Management
- Support for Auction of Impounded Vehicles / Police Impound Auction Sales
- Customer Service

Reference #3

Organization Name: City of Indianapolis
Contact Name/Title: Jacob Miller, Dept. Of Business and Neighborhood Services
Telephone Number: 317-327-2143
Email Address: jacob.miller@indy.gov
Address: 1200 Madison Avenue, Suite 100, Indianapolis, IN 46225

Services provided:

- Dispatch Management (Total Management for Dispatch)

- Towing and Impound Management
- Towing Company Management (including Tow Truck Inspections)
- Towing and Storage Complaint Management
- Auction of Impounded Vehicles / Police Impound Auction Sales
- Customer Service

Reference #4

Organization Name: Las Vegas Metro Police Department (LVMPD)
Contact Name/Title: Rich Hoggan, Chief Financial Officer
Telephone Number: 702-828-1365
E-mail Address: r7662h@lvmpd.com
Address: 400 S. Martin L. King Blvd., Las Vegas, NV 89106

Services provided:

- Dispatch Management (Total Management for Dispatch)
- Towing and Impound Management
- Towing Company Management (including Tow Truck Inspections)
- Towing and Storage Complaint Management
- Support Auction of Impounded Vehicles / Police Impound Auction Sales
- Customer Service

2.8 EVALUATION CRITERIA

AutoReturn understands the evaluation criteria set forth in the Evaluation Criteria section of the RFP.

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