

Seconds count when there is a vehicle crash on a Utah roadway!

Vehicle crashes are the #1 leading cause of law enforcement officer deaths*

Struck-bys are the #2 leading cause of law enforcement deaths and 20% of fatalities of firefighters annually*

Every minute of blockage on a freeway travel lane increases delay after the incident is cleared by a factor of 4*

*The U.S. Department of Transportation Federal Highway Administration

CHALLENGES WITH CURRENT MODEL





Agencies with outdated towing management and logistics models face a common set of challenges resulting in lost time and money:

- Lack of single technology platform that manages the towing lifecycle for each stakeholder (Utah DPS, UDOT, towing companies, citizens) to provide efficiencies
- Trooper and law enforcement officer wait times for a tow truck to arrive on scene are not minimized due to the current multi-step dispatching process between Troopers, Dispatch Communications, Tow Dispatcher and Tow Driver
- No capability to accurately track tow truck response times (can't improve what you can't measure)
- Troopers have to radio Dispatch Communications to get updates on tow truck response times which is time-consuming and frustrating
- Dispatch Communications is burdened with thousands of inbound/outbound towing related functions when they could be focused on higher priority law enforcement activities
- Excessive hours spent annually on actions related to towing company management

SOLUTION

There is an opportunity to explore proven solutions that modernize and address the common set of challenges related to inefficient towing management and logistics models to save time, money and lives.

The solution is a single technology platform and managed services offering that transforms law enforcement towing into an efficient, transparent and cost-effective operation.

-  **Faster Response Times, Safer Roadways**—Proximity-based dispatching reduces crash scene response times to 12-minutes on average.
-  **Efficient, Automated Dispatching**—Streamlines communication among dispatchers, law enforcement officers and towers while decreasing radio and telephone traffic.
-  **Smart Technology, Smart Community**—Integrates with existing systems, provides real-time reporting and reduces human effort and error by eliminating manual processes.
-  **Seamless, Optimized Towing Fleet**—Authorized tow providers to create an optimized virtual fleet that delivers the highest quality service possible.
-  **Better Citizen Experience**—Increased tow process transparency, live customer service and a public-facing website so citizens can find their vehicles quickly.
-  **Zero Cost**—No fiscal note to the department, user fee-based.