

Memorandum



DATE: September 23, 2016

TO: Honorable Members of the Public Safety Committee:
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,
Jennifer S. Gates, Philip T. Kingston

SUBJECT: **Auto Pound Unit**

On Monday, September 26, 2016, you will be briefed on the Dallas Police Department's Auto Pound Unit by Deputy Chief Jesse Reyes of the Dallas Police Department.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.


Eric D. Campbell
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Christopher D. Bowers, (I) City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council



Dallas Police Department Auto Pound Unit

Public Safety Committee
September 26, 2016



Function

- Auto Pound Stores vehicles used in the commission of a crime, no financial responsibility, result of an arrest, accident, fire, found or abandoned property, protective custody, street blockage, parking violation, stolen vehicle and evidentiary purpose
- The Certificate of Occupancy was issued to the Police Auto Pound in 1985 at the Vilbig location. The Auto Pound sits on 50 acres of land with 2,342 numbered parking lots.
- Average daily inventory of 2,120 vehicles
- 24-7 hour operation for impounding vehicles and an 8 hour 7 days a week for releasing vehicles

Auto Pound Personnel

- Lieutenants 2
- Sergeant 1
- Officers 5
- Permanent Civilians 28
- Temporary Civilians 6

Information Needed to Locate Vehicle

- License plate number
- Year, make and model
- Vehicle Identification Number (VIN)
- Registered owner name

Impound Process

1. Impound Vehicle Receipt (IVR) is completed by Police Officer and given to the Wrecker Driver to transport to the Auto Pound
2. Auto Pound Attendant (APA) verified vehicle information on the IVR, and performs the impounding functions of the vehicle
3. APA performs inputs vehicle information into Impound Manager system

Release Process

1. Customers served at the cashier window via ticketed numbering system. At this time, the customer has the option to visit their vehicle, pay for vehicle in full, or both.
2. Release of vehicle requires drivers license, insurance, documentation of ownership, and payment
3. Customer presents cashier receipt for the release of the vehicle to APA

Vehicle Auction Process

- Auctions take place every other Monday, except holiday weeks (Tuesdays)
- Lone Star Auctioneer Company conduct the bidding process for auction vehicles for the City of Dallas
- Customers with winning bids complete Lone Star Auctioneer paperwork and proceed to cashier window for payment
- Customers have until midnight, the day after the auction to pick up the vehicle
- Vehicle is released from inventory

Vehicle Claims

- Damages and theft : A review of the Inventory Vehicle Receipt (IVR) is performed to determine if the damage or theft occurred prior to or after the impoundment of the vehicle
 - If prior to impoundment, the damage or theft is the responsibility of the wrecker company
 - If after impoundment, the customer is referred to Risk Management to file a claim. After claim is investigated, Risk Management determines whether refund or payment of claim will be approved

Vehicles Impounded by Fiscal Year 2012 thru 2016

Fiscal Year	# of Vehicles Impounded	Weekly Average
2011 – 2012	34, 833	670
2012 – 2013	34, 046	655
2013 – 2014	33, 386	642
2014 – 2015	33, 749	649
2015 – 2016	35, 646	686

Five Year History Reported Criminal Offenses

Calendar Year	Reports of Theft	Reported Loss
2012	3	Wallet, credit cards, laptop
2013	3	Personal property, jewelry,
2014	2	Wallet, keys
2015	1	Personal property, jewelry
2016	1	License plate

Emergency Operations

- Signs are posted on the doors notifying customers of interruption in service operations
- Customers are advised to sign a log documenting their presence at the facility to receive a waiver of fees for each day phones and/or computers are out of service
- Incoming vehicles are manually impounded and placed on the lot to be entered into Impound Manager once power is restored
- Temporary manual process is being developed to release vehicles to avoid any disruption in service

Privatization Background

- As part of Council budget efficiency ideas, staff began looking at potential for privatization in 2010
- **Opportunities evaluated:**
 - Improved Customer Service
 - Increased Revenue
 - Increased Tow Response Times and Accountability
 - Improved Technology
 - Allow for Sale of Vilbig Property
- **In August 2011, the City suspended negotiations for the following reasons:**
 - Proposal was projected to be revenue neutral

Website

<http://www.dallaspolice.net/resource/generalinfo>

Questions?