



## CITY OF PHILADELPHIA

Dear Towing Company:

As you may have heard, the City of Philadelphia is undertaking several significant changes to the Rotational Towing System.

In order to improve the efficiency and effectiveness of the rotational tow system, the City has contracted with AutoReturn to manage the rotational tow system's administrative and dispatch functions. The City has also revised the rotational tow program's regulations to increase the fee schedule and add additional requirements for participation in the program.

AutoReturn is not a towing company – it is a software vendor that focuses exclusively on towing management, and they have years of experience doing this work in many major cities. Instead of a dispatcher calling down a list of towing companies to initiate a response to the scene of an accident or disabled vehicle, police will now send a request for a tow truck through the AutoReturn system and directly to the smart phone(s) of the next towing company on the list. This new process will speed up response times and help ensure that the properly dispatched tow truck arrives at the scene.

Beginning in spring 2018, the new AutoReturn system will be piloted in the Southwest Division and later expanded to the rest of the City.

AutoReturn will be reaching out to all of the towing companies that currently participate in the rotational tow program to explain the new system and help your company sign up in the new system should you choose to do so. **While participating in the AutoReturn system is not mandatory for all towing companies, it *will* be mandatory for towing companies that would like to continue participating in the rotational tow system.** Once the system is fully implemented, all dispatching through the rotational tow system will go through the AutoReturn system. You will be able to apply to participate, or withdraw from, the system at any time.

The City has set up a website at [www.phila.gov/towing](http://www.phila.gov/towing) with answers to frequently asked questions and other resources. While participating towers must pay a \$22 service fee to AutoReturn for each completed tow dispatched through its system, please note that the revised regulations have increased the fee schedule in order to cover this expense without it costing the towing companies additional money.

For more information, please visit [www.phila.gov/towing](http://www.phila.gov/towing) or [www.autoreturn.com](http://www.autoreturn.com). The City is confident that these improvements will result in a fairer and more accountable rotational tow system that improves the system's performance for both the towing companies and the consumer.

Thank you.