



# Rome, Italy is an Example of Efficiency with AutoReturn

*Rome faced many of the challenges familiar to cities that must manage end-to-end tow and impound processes:*



Antiquated landline  
tow dispatching



Time-consuming, manual  
record-keeping



Confused and upset vehicle owners  
unsure of the location or status  
of their vehicle

## BACKGROUND

### Rome and the AutoReturn Solution

The City of Rome had been missing a tow and impound service for more than five years. In 2019 the Local Police decided to put through a public bid for a technology platform able to efficiently manage the tow process from the request to the release of the vehicle to its owner. AutoReturn clearly met all the requirements and has been working with the Rome local police since February 2020.

## CHALLENGE

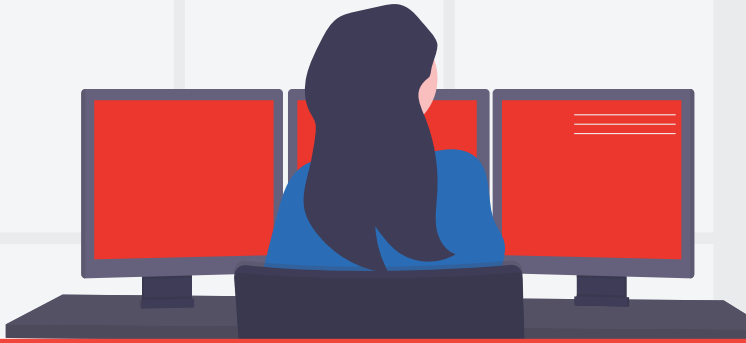
### Oversight, Control Issues Create Headaches for Citizens, Towers, Police

Rome dispatched tow requests via landline phones to multiple tow providers resulting in excessive tow response times (more than 75 minutes) and elevated costs for citizens. In many cases, unauthorized tow operators performed tows, which not only created liability, but generated negative media coverage.

There was a shortfall of accurate documentation of tow volume or response times. And as is commonly the case, the city's police were overburdened with towing issues when their time could be better focused on more pressing public safety needs.

*“An innovative system: a platform that will aggregate the various tow operators already operating on the territory in order to guarantee the intervention of the closest available truck drastically reducing response times. Also, citizens will be able to know at any time where their vehicle is stored.”*

— VIRGINIA RAGGI  
Mayor, Rome, Italy



## SOLUTION

### ARIES Becomes City Efficiency Driver

With the customized AutoReturn solution, advantages were clear to stakeholders across the city: data entry and bookkeeping tasks became automated. Response times went down by 80% resulting in more towed vehicles per day and more time for police officers to dedicate their time to public safety needs.

## RESULTS

### Clear and Measurable

The system is now the central repository for not only impounded vehicle data; users can rely on robust reporting and up-to-the-minute snapshots of where a vehicle is in the dispatch-to-impound process.

Tow response times have shrunk to approximately 15 minutes with an 80% reduction and made the process more efficient, fair and transparent for tow operators and citizens.

*Join dozens of other cities, counties and states that improve public safety, commerce and citizen services by partnering with AutoReturn.*

## ROME IMPOUND FACILITIES

7 impound lots managing 50K+ tows/year

### CHALLENGES

- Inefficiency
- Underutilization

### SOLUTION

- AutoReturn's Integrated Enterprise System, ARIES, to Rome's existing CAD system

### RESULTS

- All record keeping capability on one system
- 80% reduction in waiting time
- 75% reduction in manual processing
- Fewer disputes with towing vendors

## ABOUT



When AutoReturn began 17 years ago, police towing too often left tow operators, law enforcement and vehicle owners under served and unhappy. We saw a better way.

We saw an opportunity to fix common towing operation problems nationwide and internationally—long wait times, vehicle damage, property loss, low accountability and conflicts of interest—and we knew we had to take it. So we built the first system combining top-notch technology with deep industry expertise and hands-on help.

AutoReturn launched in one city and now operates in more than 30 cities, counties and states. But while we're proud of our growth in numbers, what brings us the most satisfaction is knowing that we've helped transform police towing in every community where we operate.

Since 2002, the AutoReturn team has expanded from a few founders in California to a workforce of nearly 100 in communities coast to coast and across the globe.

