



CASE STUDY



Before Comet Tracker, the average response time was 27-28 minutes, costing the city a lot of money. Now with our fully automated system, we have reduced our response time by more than 50%. We average only 10-11 minutes for response time and that means less downtime for the city.



John Pendleton, CTO

AutoReturn Reinventing the City and Municipal Towing Industry

PROFILE

AutoReturn is a towing management company based in San Francisco, California who manages safe vehicle transportation, storage, and returns once an agency or municipal orders a tow. With a completely automated towing process (from dispatch to release), AutoReturn has taken the pain out of the towing process.

CHALLENGES

The towing industry was plagued with problems including long wait times, low levels of accountability, and a colossal amount of paperwork. AutoReturn needed an affordable business solution that did not require hard-mounting a device into a truck. They also needed to eliminate manual order processes, reduce towing response time, and have seamless communications between tow truck operators and the dispatch team.

SOLUTION

Actsoft's Comet Tracker in conjunction with mComet has taken AutoReturn to the next level for fleet management. Comet Tracker works with their customized backend system creating an "automated" towing system that eliminated a lot of intermediaries and unnecessary procedures.

BENEFITS

Actsoft's Comet Tracker sends dispatch requests directly to the tow truck operator via a handheld communication device. Previously, tow truck operators were assigned orders through a manual rotation dispatch process.

Automating order "status" has become the wireless communication between the fleet and main office dispatch. Tow truck operators change the status on their wireless device while a dispatcher monitors the process flow to ensure vehicles arrive safely.

Police officers did not know when the tow truck operator would arrive at a vehicle site causing resentment and frustration. By updating the "status" of order accepted and time arrived for towing, AutoReturn can validate that tow truck operators were on-time preventing bad feedback to the city and improving relationships with the police officers.

By utilizing the "Closest-To" feature, AutoReturn saves money on fuel expenses and improves client relationships by providing fast and efficient service to the city and municipal. AutoReturn's tow response time was 11 minutes (average) showing more than 50% reduction in response time due to Comet Tracker.