

Call Center Reporting Service

DTS' Call Center Reporting Service provides the ability to have one number to report non-consensual tows to the appropriate law enforcement agency.

Never before have local and state government needed to do more with less. Budgets are tight and managing multiple tow providers can be complex and costly. Yet the need to provide value-based services to its citizens is high. One such high value-based service is the reporting, tracking and management of non-police initiated towed vehicles.

This area of non-consensual tows places a burden on the law enforcement agency, towing operators, and citizens. Law enforcement agencies must rely on towing companies to report these tows or spend resources chasing "stolen vehicle" reports. Towing operators must spend resources waiting on the phone to report the vehicle information. Citizens report their vehicles as stolen as they have no easy way to know any different.

The DTS Call Center Reporting Service provides a solution for all.

Benefits

Law Enforcement Agencies

- Towed vehicle information available electronically via web-based interface
- Reduction in "stolen vehicle" reports and investigative time
- Eliminate internal resources used to receive calls by tow operators to report tows
- **No cost to agency**

Tow & Storage Operators

- One phone number to call 24/7
- Reduction in time on phone to report a tow to law enforcement agency
- Option to use smartphone interface to report tow information
- **Compliance with reporting requirements**

Citizens

- Public website to check on status and location of vehicle
- Location of vehicle provided in timely manner thus reducing storage costs
- **Release information provided to citizen thus reducing time and expense in retrieving vehicle**