

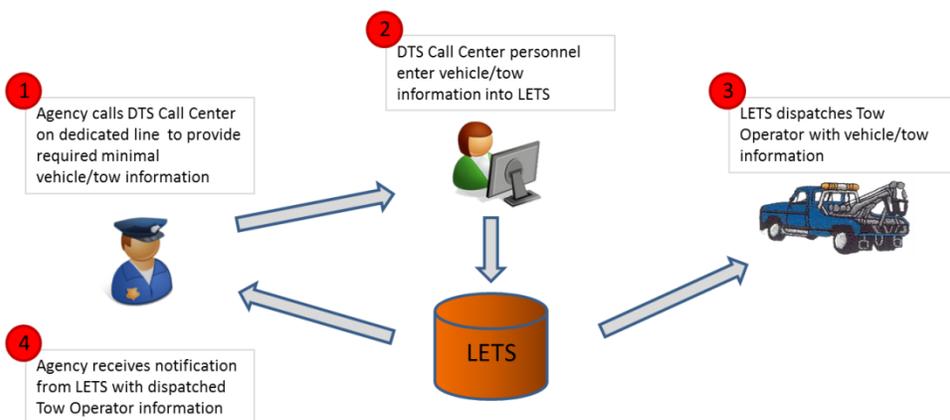
## Dispatch and Answering Service

DTS' Tow Dispatch Center Service allows DTS to handle the dispatch and management of tow providers and impounds thereby allowing law enforcement staff to focus on other matters besides towing.

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 dispatch, tracking and management of law enforcement initiated towed vehicles.

This places a burden on the law enforcement agency, tow providers, and citizens. Law enforcement agencies must rely on staff to manage and dispatch the tow providers. Tow providers must spend resources communicating with law enforcement staff about the tow, location, equipment needed, and more. Citizens have to call law enforcement and tow providers about towed vehicles, as they have no convenient way of getting information about their vehicle.

The DTS Tow Dispatch Center Service provides a solution for everyone.



## Features

- Exceptional 24/7 tow dispatching and answering service
- DTS maintains and manages the various tow lists
- Agency calls a specific number and is done
- DTS call center staff dispatches proper tower
- DTS sends message to agency indicating status tow provider dispatched
- Optional access to law enforcement web-based portal and use [www.TowedCar.com](http://www.TowedCar.com) to monitor tow information
- **No cost to agency**

## Benefits

- Dedicated 24/7 line for law enforcement agency
- Quick information exchange - only required minimal tow related data is collected
- Reduction in time spent on the phone
- On average a significant reduction in tow operator response time at the scene has been experienced
- Timely reporting reduces stolen vehicle reports
- Optional notification to agency that Tow Operator has accepted the dispatch
- Optional access to entire web-based software service staffed with experienced answering service personnel
- Optional use by all stakeholders of [www.TowedCar.com](http://www.TowedCar.com)