

Pulaski Impound Facility

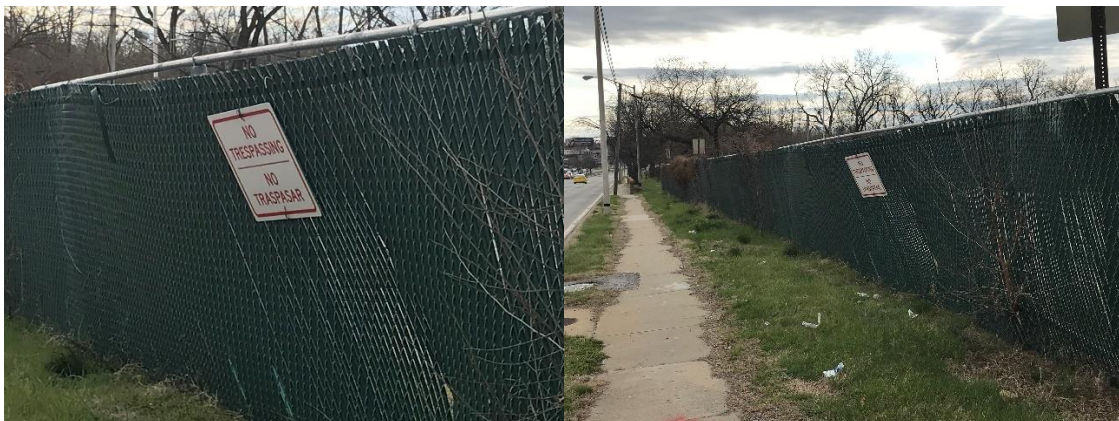
Temporary Customer Facing Plan

Completed in March 2022

A temporary trailer was placed at 6700 Pulaski Highway to remove Towing Staff from vans to provide customer service to the temporary trailer to provide customer service.

- Draft Plan layouts for 'appointment only' customer service and future public facing customer service for walk-up customers.
- Equipment needed and provided:
 - Cones placed
 - Concrete parking stoppers were removed
 - Ramps were built to create general customer service window/with plexi-glass for appointment only customers (current), cashier window (future) and a commercial customer window (future)
 - Desk and chairs for up to six staff members (*trailer will only hold up to six comfortably and within Covid restrictions*).
- Staff provided for appointment only customer service (vehicle pick-up and property pick-up):
 - 1 – Tow Representative
 - 2 – Customer Service Reps
 - 1 – CDL Driver (acting as escort)
 - 1 – Weekly Rotating Towing Lead Staff
- Technology (DOT IT Provided)
 - Thin-client lap tops for staff to use to access IVIC (system for impounded vehicles)
 - Installed Wi-Fi services, with limited band-with. This will support up to 3-4 staff. However, the thin-clients are not reliable and shut-down at times.
- Site set up for and updated signage:







Public Facing Additions Needed

In order to expand our temporary service to include walk-up customer service and same day vehicle pick-up, we will need the following:

- Additional staff needs (Will be staffed by existing Towing Division Staff):
 - One Towing Representatives
 - One Cashier
 - One Cashier Lead
 - Total staff, including the one exiting Towing Representative and two customer service representatives, will be six.
 - We will only accept credit card and debit card payments, just as is currently done at Fallsway. This avoids the need for a safe, cash counting machine, Armored Truck cash pick up, and additional security.
- Human Resources needs (DOT HR):
 - Hire 3 SMA/Create 3 Escort positions to drive vans to escort customers down to the impound lot to pick-up and drive out vehicles.
 - Fill vacant Vehicle Processor position

- Fill all vacant CDL 1 Driver positions
- Unfreeze and fill vacant Vehicle Processor position
- Unfreeze and fill vacant Laborer position
- Technology needs (DOT IT, BCIT, MTE):
 - Wi-Fi with increased band width to allow for more than 3-4 staff usage (may require upgraded network connections)
 - Actual laptops, to replace the current unreliable thin-clients
 - All-in-one copy/scan/print (already ordered by DOT IT)
 - City desk-top phones (will require phone line set up and hardware)

Perceived Concerns

If this public facing service is advertised through any press release/public announcement, we anticipate the capacity of the staff at the temporary trailer will not be conducive to handle the volume of new walk-up customers. Before the building was shut down, Towing released on average about 70 vehicles a day (that's 70 individual customers). Total staff supporting those 70 releases included 6 Towing Representatives, 1 Towing Representative Lead, 3 Cashiers and 2 Cashier Leads. The current daily average vehicle release (including Copart/Auction releases) is 35. Based on this plan, the current staff to support this temporary set up from the trailer will be 2 Towing Representatives, 1 Cashier, 1 Cashier Lead and 2 Customer Service Reps (who handle appointments). Again, due to lower staffing capacity, DOT does not recommend publicizing restoration of services at Pulaski Impound Facility at this time.