

Dallas Police Department

"Vehicle Accident – No Insurance" Impoundment Program Update

October 3, 2006

Historical Development – No Insurance Impoundments

- **Aug 2005 - Initial Discussions**
- **Jan 25, 2006 – Council Resolution 06-0367 passed, directing Chief of Police to develop policies & procedures relating to an Accident/No Insurance impoundment program**
- **Mar 8, 2006 – Ordinance 26293 passed by City Council, amending Dallas City Code Sec. 28-4, to implement the program**
- **Ordinance restricts impoundments to those which are accident-based**
- **Apr 1, 2006 – Effective date of new ordinance**

Auto Pound Capacity

- **Single-slot capacity**
 - 2,342 parking slots
- **Daily average fill capacity**
 - In the 78% - 86% range
- **Ordinance requires notification to the City Manager if/when fill capacity reaches 95%**
 - This has not occurred since program implementation on April 1, 2006

Program Notes- Impoundment

- **Greatest number of impoundments occurred during first month of the program (277)**
- **Greatest number of vehicles impounded on a single day was 18 on September 7, 2006**
 - **Weather: Sunny, 64-89 degrees, light winds – not attributal to inclement weather**
- **1,176 vehicles impounded during first 143 days (Apr 1 – Aug 21) for an average of 8.2 vehicles per day**

Total Impoundments by Division (Apr 1 - Aug 21)

Division Population	CE 93,103	NE 283,889	SE 202,083	SW 252,249	NW 127,761	NC 229,495	TOTAL 1,188,580
Apr	40	41	54	50	57	35	277
May	32	38	36	44	45	32	227
Jun	38	38	37	41	49	35	238
Jul	28	32	50	52	68	27	257
Aug	34	28	37	30	36	12	177
TOTAL	172	177	214	217	255	141	1,176
%	14.6%	15.1%	18.2%	18.5%	21.7%	12.0%	
Accident Calls	3,906	4,352	4,220	4,865	5,074	4,094	26,511
%	14.7%	16.4%	15.9%	18.4%	19.1%	15.4%	

Impoundments by Ethnicity

<u>Race</u>	<u>Count</u>	<u>%</u>
• CAUCASIAN	353	30.0%
• AFRICAN AMERICAN	300	26.0%
• HISPANIC	515	43.8%
• ASIAN	4	less than 1%
• NATIVE AMERICAN	2	less than 1%
• OTHER	2	less than 1%

Impoundments by Race & Gender

<u>Race</u>	<u>Sex</u>	<u>Count</u>	<u>Pct</u>
Caucasian	Male	241	20.5%
Caucasian	Female	112	9.5%
African Amer	Male	172	14.6%
African Amer	Female	128	10.9%
Hispanic	Male	353	30.0%
Hispanic	Female	162	13.8%
Asian	Male	3	less than 1%
Asian	Female	1	less than 1%
Native Amer	Male	1	less than 1%
Native Amer	Female	1	less than 1%
Other	Male	0	
Other	Female	2	less than 1%

Disposition of Impounded "No Insurance" Vehicles (Apr 1 – Sep 10)

	Released	Still Held	Pending Auction	Auctioned	Gross Auction Revenue	Total Impounded
Apr	207	0	0	70	\$45,950	277
May	167	0	0	60	\$31,600	227
Jun	187	0	0	51	\$28,675	238
Jul	217	2	0	38	\$27,750	257
Aug	189	5	54	0	0	248
Sep	57	12	26	0	0	95
Total	1024	19	80	219	\$133,975	1342

Program Notes - Auction

- **Unclaimed vehicles may be auctioned after 30 days --- Typically occurs around 37-43 days following impoundment**
- **219 vehicles have been auctioned out of 1342 impounded during first 5.3 months (16.3%)**
 - **August & September impoundments not yet eligible for auction**
 - **Apr/May/Jun/Jul auctions account for 21.9% of eligible vehicles (219 sold of 999 impounded)**
 - **Reasonable predictor: 1 in every 5 “No Ins” vehicles will be auctioned**
- **Average sales price for 219 auctioned vehicles, based on gross auction revenue of \$133,975 = \$612 each**

Customer Service Survey

- **Citizens whose vehicles were impounded are given a Customer Service Survey Form (available in English and Spanish versions) to voluntarily complete.**
- **Questions on the survey**
 - **Did the police officer at the scene explain why your vehicle was being impounded?**
 - **How would you rate the customer service and courtesy provided by the Auto Pound cashier?**
 - **If you had assistance from an Auto Pound Attendant outdoors at the Attendant's Booth, how would you rate the customer service and courtesy provided by that employee?**

Results - Customer Service Survey

(77 respondents of 1,023 releases – 7.5% return)

Did the police officer at the scene explain why your vehicle was being impounded?	How would you rate the customer service and courtesy provided by the Auto Pound cashier?	If you had assistance from an Auto Pound Attendant outdoors at the Attendants' Booth, how would you rate the customer service and courtesy provided by that employee?
Yes – 75 (97.4%)	Very Courteous – 44 (57.1%)	Very Courteous – 18 (23.4%)
No – 1 (1.3%)	Satisfactory – 13 (16.9%)	Satisfactory – 7 (9.0%)
	Poor - 0	Poor - 0
No Answer – 1 (1.3%)	No Answer – 20 (26.0%)	No Answer – 52 (67.6%)

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Impoundment Program

- **Questions and Discussion**