

Utah Highway Patrol Modernizes and Improves Law Enforcement Towing Across Multiple Counties



OVERVIEW

Autura shortened tow response times, reduced dispatch call volume, and improved program transparency.

50%

Approximate reduction in tow response times

50k+

Calls into dispatch centers eliminated since go-live

Utah Highway Patrol faced these challenges across towing operations, dispatch, and reporting:



Multi-step dispatching causing lengthy, dangerous response times.



Dispatch center burdened by tow status/location requests.



Troopers restricted by tow request and tracking inabilities.



No way to analyze program performance or handle citizen/tow company feedback.

BACKGROUND

In 2022, Utah Highway Patrol (UHP) sought a solution to unify their towing lifecycle. Their goals included improving Trooper safety, reducing dispatch center burden, and enabling fair, transparent towing operations. They chose to partner with Autura.

The initial Autura towing management software go-live was for Salt Lake County. Following early, impactful success, UHP expanded the program to Utah and additional counties – including Box Elder, Tooele, Weber, and Morgan. ▶

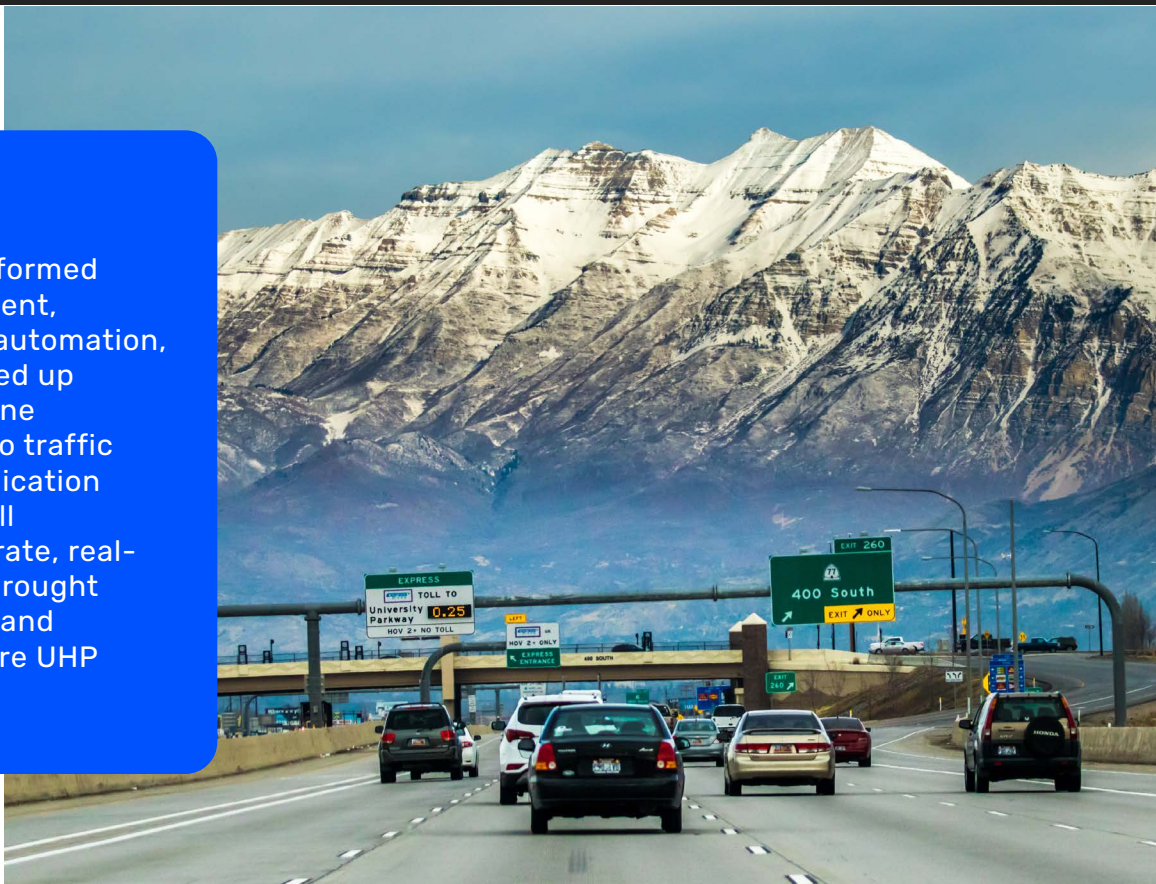
CHALLENGES

Before implementing Autura's platform, UHP faced:

- Lengthy tow response times that kept Troopers waiting in dangerous roadside conditions for extended periods
- High volume of dispatch calls (~50K annually) as Troopers had to radio emergency communication centers for tow truck status and location updates
- Limited real-time visibility into tow operations, preventing Troopers from directly requesting or tracking tows without going through multiple intermediaries
- Inadequate program oversight with manual tracking processes that were error-prone, time-consuming, and provided little insight into tow provider performance or rotation compliance

SOLUTION

Autura's platform transformed UHP's towing management, introducing efficiency, automation, and traceability that sped up response times and scene clearance, reduced radio traffic for emergency communication centers, and provided all stakeholders with accurate, real-time information. This brought visibility, transparency, and fairness across the entire UHP towing lifecycle.



RESULTS

After implementing Autura's platform, UHP:

- Reduced tow response times by almost 50%, saving an average of 20+ minutes of dangerous roadside wait time for Troopers
- Eliminated ~50K calls into dispatch centers by redirecting all tow-related communication to Autura TMS
- Empowered Troopers to direct-request and track tows in real time
- Enabled response time, tow provider activity, and rotation performance analysis – strengthening program visibility and communication. ▴

“

(Our) team absolutely loves Autura and dispatchers would revolt if Autura were ever removed from our workflow.

–Monica Philips,
Dispatch Supervisor

Page 2

Join the many other cities, counties and states across the globe to create safer, transparent, and more efficient communities.

hello@autura.com | autura.com

About Autura

Autura's mission is to keep communities moving.

Autura's industry-leading technology platform enables state and local clients to reduce response times, improve roadside safety and communications, and support operational transparency – from smart incident identification and digital dispatching to job tracking and documentation, to impound and unclaimed vehicle management and auction.

autura
Keep Communities Moving