Tow Bulletin

March, 2008

Vol. 16, Issue 3 Marian Gaylord, Towing Coordinator, (503) 823-5146

PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

Don't Forget! . . . Set your clocks *ahead* one hour Sunday, March 9th. (The official time for the change is 0200, but I'm sure it's okay to do it at a more civilized hour.) By "set ahead" we mean, 0200 becomes 0300. ***But no worries, you'll get that hour of sleep back on November 2nd when we fall back . . .***

Calling Tow Desk . . . If you have a question or need information from Tow Desk, then, ***call Tow Desk!*** Don't call Gerlock Towing. Although both companies are owned by the same corporation, the Dispatch Contract requires that the two businesses be independent of the other. If you call Gerlock, they won't know what you're talking about! Avoid unnecessary phone calls. ***Use only~***

(503)528-7460

when calling Tow Desk for information…

No Driver Number? No Tows!. . . I think everyone knows that drivers must have a City-assigned Driver ID number before they are allowed to tow on the Contract. However, before you can be approved as a contract tow driver – and be assigned a number – candidates must have…

DMV record for the five year period before the date *of this application with not more than: five (5) traffic infractions as defined in ORS 801.550, or, five (5) serious traffic violations as defined in ORS 801.477, or five (5) motor vehicle accidents, etc…*

If you weren't licensed in Oregon during that whole five years, or maybe you only became a licensed driver less than five years ago, more information will be required. If you lived out of state, you must obtain and provide a copy of your driving record from that state. If you have been licensed less than 5 years, you must request a waiver and provide an explanation of why it is in the Agency's interest to do so. If your license was suspended for part or all of the past five years, ***you may be out of luck. . .***

Hum-m-m-m-m. . . With the increasing popularity of giant, he-man vehicles, questions have arisen about the appropriate equipment for towing them. Here are the distinctions that will be applied by Tow Desk in dispatching them:

H3 (1/2 ton) – Class A tow
H2 (3/4 ton) – Class B tow

Hummer (1 ton) – Class B tow
The larger sized models will be dispatched from the Class B rotation. . .

In Other News. . . Regulatory Specialist Allison Madsen's spouse was recently hired as a tow truck driver for Oregon Towing. Although Allison's duties include work on several Regulatory programs, including towing, she will not be involved in any issues or decisions related to Oregon Towing and ***we have taken steps to prevent any possible conflict of interest.*** . .

Missing City Plates. . . If someone has helped themselves to one or both of the city truck identification plates for your truck, you need to let us know as soon as possible. New plates can be issued, but only if we know there's a problem. If you still have one of the plates, you must turn it in before getting the new plates. ***Remember: those plates belong to the City and if they are lost, your company may have to pay for them. . .***

Hail and Farewell . . . Tom Steigleder, of the ODOT incident response team, has done a great job as the ODOT representative to the Tow Board since 2006. Although ODOT has not chosen to have a member on the Board, Tom has been a faithful attendee and has always been a willing contract partner, providing information on state issues. I just learned that Tom is moving on to another position with the state. ***We wish him well in his new job!...***

Getting the Word Out . . . Every month's bulletin contains the line ***"PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES"*** However, some tow companies apparently don't take this seriously! There are several ways a company can accomplish this:

- **Post the Bulletin** on an employee notice board,
- **Make copies** for all employees,
- **Add employees' e-mail addresses** to the mailing list.. .

You can come up with better ideas than these, I'm sure. However you decide to handle it, remember that everyone working under the contract is responsible for knowing this information. ***Don't waste a resource that could keep you from having to pay penalties!...***

Hey, Mr. Postman . . . Of course, if a Tow Contractor is planning to move their office, they know that they must first have Tow Board approval. However, you might not remember to report a change in your *mailing address or e-mail*. It's very important to keep the City apprised of any changes in your contact information. ***Don't miss out on important notices . . .***

VIN checks and rechecks. . .
Providing complete, accurate information about vehicles towed under the Tow Contract is as important as performing the tow. The Contract sets a 30 minute response standard for providing information whenever a re-check is requested.

It is also very important when you report the identifying information on a towed vehicle, the Vehicle Identification Number (VIN) must **only** be taken from the metal plate attached in the driver's side corner of the

dashboard. ***VIN information taken from paperwork in the car is frequently wrong!...***

Was That XYZ123 or 123XYZ?. .

Every month in the workshop it is emphasized that towers are not to *touch* a vehicle unless there is:

a) An officer or agent on-scene telling you which car to tow, or;
b) A TOW tag on the windshield or a citation with "TOW" written on it.

If you get to a tow scene and the plate on the car isn't the one that was dispatched, or the vehicle doesn't match the description, or none of the conditions listed above are in place, **CALL TOW DESK FOR CLARIFICATION.** ***Do not hook up the vehicle until you have authorization . . .***

February Response Times . . .

out of 2,373 tow requests:
21 to 30 minutes – 74 tows (down 49 from January!)
31 + minutes – 23 tows (down from 52)
5 Failures to Respond (down from 9)

Less than 5%:

21st Century D4	Emerald's D4
21st Century D5	Loop Hwy
21st Century D7	NH D5
A&B D2	NH D8
A&B D7	Oregon
A&B D8	Retriever
Andy's	Security
Beaver	Sergeant's D8

5 to 9.9% :

Emerald's D2	Sergeants D3
Buck's	Speed's D5
Newhouse D4	Speed's D8

10% or more
United Service Alliance
Handy Andy's

No Late Responses!

Gerlock Towing
Northwestern Towing
Sam's Towing

That's real improvement!. . .

February: 0% Passes . . .

21st Century D4 83 requests
21st Century D5 95 requests
21st Century D7 104 requests
Andy's Towing 95 requests
Gerlock 4 requests
Retriever 114 requests
Security 105 requests
Sergeant's D8 75 requests
Speed's D8 84 requests

In addition, the following companies passed **only 1** tow in February:

A & B D7 110 requests
Beaver 95 requests
Buck's/9T9 68 requests
Emerald's D2 108 requests
Loop Hwy 84 requests
Newhouse D8 82 requests

The overall pass percentage for February was 1.81%...

Next Contract Workshop . . .

1:30 p.m. to 4:30 p.m.
Thursday, March 27, 2008
Room 600, Rivers Conf room
111 SW Columbia Street

Don't wait until the last minute. Register by Tuesday, March 25th. Class starts by 1:35 so be on time! ***Late-comers may be turned away.***

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