Tow Bulletin

March 2009

"In like a lion…"

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL TOW CONTRACT EMPLOYEES

Another Note About Parking Enforcement Releases... There seems to be a little confusion about the $13 release fee now added to the cost of each Parking Enforcement tow (except for Abandoned Vehicle tows) when they are released to the owner. This fee is *in addition to* the regular City service fee of $10.00. On Parking Enforcement tows, you will be billed by the Revenue Bureau for $23 in fees on vehicles released to the owner or "released at the scene." Remember, ***you are still liable for these fees if you forget to charge them to the vehicle owner. . .***

Job Well Done … Recently, ODOT Incident Responder, Tom Steigleder, sent the following message:

"I wanted to take a second and express kudos to United Service Alliance Towing and Sergeant's Towing. Last Saturday, 2/07/2009 at about 1400 hrs, I had a six car chain-reaction pile up on I-5 NB under the Burnside Bridge blocking the right lane. At the end of this pile up was basically one vehicle sitting on top of another. With very tight space to work in all of the tow operators acted quickly, professionally and safely. Their solutions to the incident at hand was insightful and well carried out.

Please extend my gratitude to these companies for an outstanding job."

Always happy to pass along good news…

Speaking of ODOT. . . ODOT and the City Office of Transportation have been working together to develop a pilot project to provide staged tow trucks during peak traffic hours. The purpose of the project is to test whether staging will provide the fastest possible removal of stalled or wrecked vehicles from the I-5/I-405 core area. It is hoped that this will improve responses and shorten the time it takes to clear incidents that back up traffic. ***More information about eligibility and logistics will be out soon. . .***

Don't Forget to "Spring Ahead!". . . This year we switch to Daylight Savings Time **Sunday, March 8th at 0200**. The switch to DST happens on the second Sunday in March and reverts back to standard time on the first Sunday in November – this year, November 1st. We "lose" an hour (set the clocks forward, from 0200 to 0300) in the Spring and get it back (set the clocks back from 0200 to 0100) in the Fall. ***Having the right time is very important. Don't forget to check your time against Tow Desk at the beginning of every shift…***

Getting Paid . . . Some of the tow contractors are still having trouble getting timely payments from the City. Here's a

couple of tips that might take care of some minor roadblocks:

- **Are you billing the correct rates?** Remember that the increases in "agency-paid" rates are not effective until July 1, 2009. Until then, the rates from the last contract still apply to City vehicles and tows to Seizure World.
- **Are you using the correct mileage allowance for tows to Seizure World?** In November, 2006 the Tow Board approved a new list of out of district mileage allowances. (See attached)

Here's a reprint of the tips provided in the February Bulletin:

- **Send your bills to the right place-** Every January we publish a list of contact names, phone numbers, emails, faxes and addresses to help you avoid delays caused by invoices going to the wrong bill payers.
- **Fill out the invoices *accurately* and *completely*-** Missing information on the invoice is an invitation to confusion about who should pay. Any unusual fees must be explained.
- **Check the contract rates before writing up an invoice-** This is important, especially if it's a type of tow that you don't do often. Remember: the new "agency" rates don't start until July 1st.
- **Second notice, third notice, etc.-** If you want to send a reminder to an agency about an unpaid bill, *don't* just send another copy of the previous one. This is very difficult to track and may hold up any payment. If you have a question, send an email to the Towing Coordinator with information to identify the specific unpaid tow and I'll try to help you find out.

Remember that incorrect billings will be returned to the tower for correction. . .

"Benvenuto" to a New Towing Assistant! . . . A new Regulatory Specialist has been hired as assistant to the Towing Coordinator. Dennis LoGuidice will replace Allison Madsen Monday, March 16th. He will be introduced at the Tow Board meeting. ***Give him some slack while he learns the job, but be sure to say "Hi". . .***

February Response Times . . . Out of 1,661 tow requests:
21 to 30 minutes – 57 tows (down from 120)
31 + minutes – 14 tows (down from 58)
2 Failures to Respond (down from 4)

Less than 5%:

21st Century D4	Oregon
21st Century D7	Retriever
A&B D2	Safeguard
A&B D7	Sam's
A&B D8	Security
Beaver	Sergeant's D8
Gerlock	Speed's D5
Northwestern	Speed's D8
Loop Hwy	

5 to 9.9% :

21st Century D5	Sergeants D3
Newhouse D5	United Service Alliance
Newhouse D8	

10% or more

Buck's	Handy Andy's
City	Newhouse D4
Crown	

100% Response . . .
21st Century D4 59 requests

21st Century D5 44 requests
21st Century D7 74 requests
Beaver 40 requests
Buck's 37 requests
Gerlock 8 requests
Loop Hiway 74 requests
Newhouse D5 38 requests
Newhouse D8 65 requests
Retriever 140 requests
Safeguard 62 requests
Sam's 62 requests
Security 138 requests

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

A & B D2 127 requests
A & B D8 72 requests
Crown Point 40 requests
Handy Andy's 34 requests
Newhouse D4 54 requests
Northwestern 43 requests
Sergeant's D3 60 requests
Sergeant's D8 54 requests
Speed's D5 44 requests
United Service Alliance 60 requests

The overall pass percentage for February was 1.62%...

Next Contract Workshop . . .

1:30 p.m. to 4:30 p.m.
Thursday, March 26, 2008
Room 600, Rivers Conf room
111 SW Columbia Street

Don't wait until the last minute. Register by Tuesday, March 24th. Class starts by 1:35 so be on time! ***Late-comers may be turned away…***

…mg

"…and out like a lamb!"