Tow Bulletin

April 2009

Vol. 17, Issue 4

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL TOW CONTRACT EMPLOYEES

Errata . . . Speaking of confusion about the $13 Parking Enforcement release fee – please note this correction to the information in last month's bulletin

> *"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~~ **$22** in fees on vehicles released to the owner or released at the scene."*

I forgot that the tower keeps $1.00 of the PR release fee as a "handling fee." Thanks to the alert readers at Newhouse-Hutchins for pointing out the glitch. ***Sorry about that. . .***

Contact Info for Dennis . . . As reported last month, we have a new Regulatory Specialist, Dennis LoGiudice, replacing Allison Madsen, who is no longer connected with the Towing Program. He's settling in beautifully and will be happy to field your questions and assist you any way he can. Dennis' phone number is **(503)865-2464**. FAX: (503)865-3421. You can also email him at: **dennis.logiudice@ci.portland.or.us**

$$$$$ . . . By now, every Tow Contractor should have received at least some payments from the City. I'm so sorry everyone has had to wait for their payments, but all the bill-payers and computer folks on this end have been working night and day – sometimes literally - to get the new system properly set up and the money flowing. Part of the new system has been a shift in duties for some folks. One example is billing to City fleet services. Previously, these bills were sent to Janice Young for processing and payment. Under the new system, Janice should no longer receive these bills. Please send all billings for City of Portland Fleet Services to:

City of Portland
City Fleet: Attention Kyle Nickels
2835 N Kerby Av
Portland OR 97227
(503)823-1823

Just In Case It Isn't Clear . . . I have learned recently that a few Tow Contractors apparently don't understand the limits of the Board-approved late payment penalty waiver, due to City payment problems. So, here it is again:

- The waiver is approved only for:
  -January releases, due in **February**
  -February releases, due in **March**, and,
  -March releases, due in **April**
- **The penalty waiver does not apply to late payment of Tow Desk fees**

If you have been withholding payment to Tow Desk, *you will be subject to penalties…*

Another Word About Employee ID Numbers . . . There seems to be a

misconception about what it means if you have an employee identification number assigned by the City. This number serves only as a unique identifier (unlike names that are often duplicated). It does not necessarily mean that the holder has passed either the DMV or criminal background checks. When you hire a new employee, you can register them and have an ID number assigned by sending in the completed "Immediate Notice of New Hire/Notice of Termination form" (sample attached) along with the required documents. ***Be sure to check the monthly update report to be sure the employee has been entered…***

In Memoriam . . . The community of Portland towers suffered two untimely losses in the past month:

Nick Frazier, a mechanic at A & B for the past two years, lost his life March 8th when his pickup left the highway and hit a tree in the Brightwood area.

Jackie Runyon, wife of Larry Runyon, sr., and owner of Western World Recovery Towing, passed away March 7th following a brief illness. Married over fifty years, Jackie was a smart, hard-working, and tough-minded partner with Larry, running WWR for more years than many of today's towers have been alive! ***Our most sincere condolences to both of these families. . .***

March Response Times . . . Out of 1,819 tow requests:

21 to 30 minutes – 76 tows (Up from 57)
31 + minutes – 34 tows (Up from 14)
5 Failures to Respond (Up from 2)

Less than 5%:

21st Century D4	Oregon (0%)
A&B D2	Retriever
A&B D7	Safeguard
A&B D8	Sam's
Beaver	Security
City	Sergeant's D8
Northwestern (0%)	Sergeants D3
	Speed's D8

5 to 9.9% :

21st Century D5	Newhouse D5
21st Century D7	Newhouse D8
Buck's	Speed's D5
Loop Hwy	United Service Alliance

10% or more

Crown	Handy Andy's
Gerlock (1 of 6 tows)	Newhouse D4

Congratulations to Northwestern and Oregon Towing for having no late responses in March…

100% Response . . .

21st Century D4 62 requests
21st Century D5 47 requests
21st Century D7 62 requests
Beaver 48 requests
Gerlock 6 requests
Loop Hiway 71 requests
Newhouse D4 64 requests
Retriever 152 requests
Sam's 61 requests
Sergeant's D3 67 requests
Sergeant's D8 61 requests
Speed's D8 74 requests

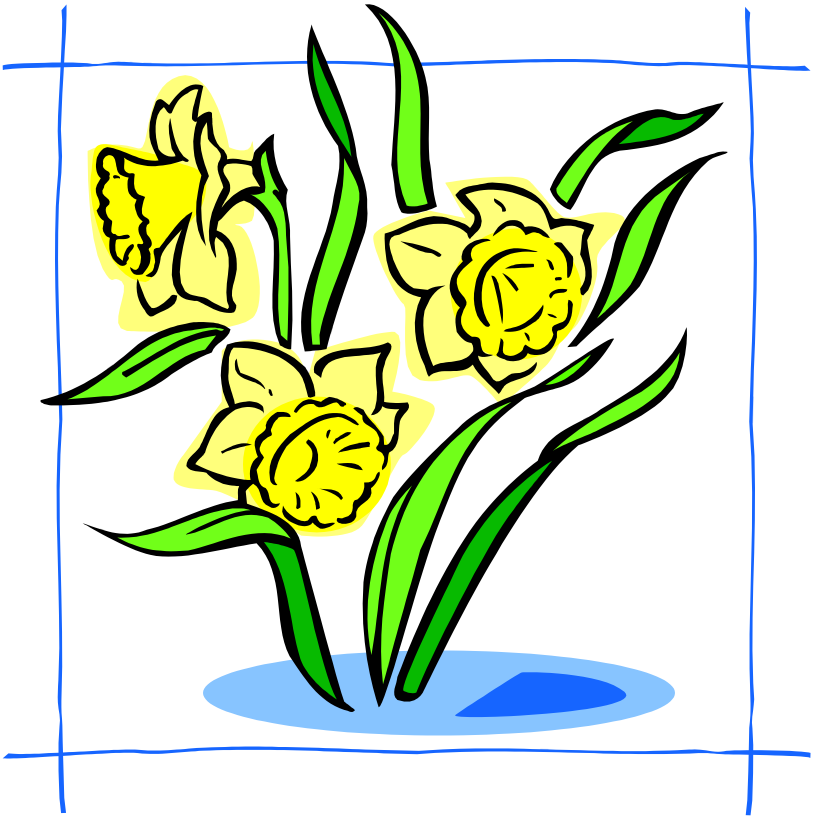
In addition, the following companies passed only 1 tow in March:

A & B D7 70 requests
Newhouse D5 43 requests
Safeguard 68 requests
Security 160 requests

The overall pass percentage for March was 1.92%...

<u>Next Contract Workshop</u> . . .

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

Don't wait until the last minute. Register by Tuesday, April 28th. Class starts by 1:35 so be on time! ***Late-comers may be turned away…***

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