Tow Bulletin

May, 2010

Cinco de Mayo!

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

This Month . . .

5/3 Last day for Abandoned Vehicle Contract applicants to pass qualifying inspections

5/9 Mothers' Day

5/19 Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

Award of 2010-2013 Ab Vehicle Tow Contract

5/31 Observance of Memorial Day holiday

And…

June

Portland Rose Festival!

May 22 - June 13
History & Roses Tour

May 28 - June 13
Waterfront Village
Our Opening Day (May 28)
All-American Spirit (May 28 – May 31)
Barbecue & Brew (June 2 – June 6)
ClownTown Comedy Circus (June 9–June 13)

May 28
Fireworks Spectacular

May 31
Memorial Day Celebration

June 2 - 6
Fleet Week

June 5
Starlight Run
Starlight Parade

June 9
Junior Parade

June 10 - 11
Portland Rose Society 122nd Annual Spring Rose Show

June 11 - 13
Rose Cup Races

June 11 and 13
Conchords Chorale Concert "Let's Go To The Movies"

June 12
Queen's Coronation
Grand Floral Walk
Grand Floral Parade
"From One Rose" Motion Picture Screening

June 12 - 13
Grand Floral Parade Float Viewing
Portland Rose Festival Dragon Boat Race

Memorial Day – Monday, May 31st

Stay in Touch. . . If you change your mailing address, or e-mail address, or telephone number or fax number ~ ***please*** remember to let me know so I can update your profile. With the City's commitment to reducing the use of paper, it's even more important that I have accurate, current contact information for every Tow Contractor. This also means that you need to check your e-mail at least once a day! ***Not reading your e-mail won't excuse a failure to comply!. . .***

Perils of Lien Filing . . . Recently, a complaint was received concerning a possessory lien in which the "security interest holder" (finance company) was not notified of the tower's lien claim. The tower was using a lien service that apparently thought that if the tow was a "Private Non-Preference" it wasn't necessary to notify the interest holder. ***Wrong!*** State law provides no exception to the notification requirement. It's a good idea to check now and then to be sure the folks you hire to take care of any part of your business ***really know and apply the law correctly!...***

Clean Up Your Act… Again! . . . This reminder about the responsibility of towers to clean up at accident scenes and notify the Bureau of Environmental Services may be sounding kind of repetitive ***But…*** I keep getting complaints about tow contractors neglecting this duty! Don't forget to check for debris and fluids on sidewalks, too. ***That's also part of the public right of way!..***

Think Before blocking a lane . . .
Blocking a lane of traffic while hooking up or recovering a vehicle is only allowed if you have first taken all the steps required by state law:

1) **Determine whether the salvaging operation requires stopping the wrecker or tow vehicle in the roadway.**

Don't assume that it's necessary to block a traffic lane. Avoid it, if possible!

2) **Place warning signs or signals as prescribed under ORS 815.070 at a suitable distance in each direction upon the roadway.**

Lay out flares or warning devices the same way you would for a wreck.

3) **Activate tow vehicle warning lights described in ORS 816.280.**

This means amber or red, intermittent lights, visible from 500 feet. ***Don't forget to meet all three conditions, or risk having your tow canceled by ODOT. . .***

Adventures in Collections . . . Don't be overzealous when billing the registered owner for a deficit balance that remains after a towed car has been liened and auctioned. *Remember* ~ if the seller has reported the sale of a car to DMV and signed off the title, they are **no longer responsible for the vehicle in any way**. Check the DMV record for "flags"- **11** (notice of sale) and/or **49** (seller notice received with new owner information).

- It doesn't matter if the seller didn't provide the new buyer's information
- It doesn't matter if the buyer has not re-registered the vehicle in their name

For more information go to:

Memorial Day – Monday, May 31st

http://www.leg.state.or.us/ors/803.html and read ORS 803.117. ***Be careful when threatening a person's credit rating…***

April Response Times . . . Out of 1583 tows in April:
21 to 30 minutes – 67 tows (Up from 43)
31 + minutes – 28 tows (Up from 24)

Failures to Respond: 2 tows (Down from 3)

Less than 5%:

21st Century D4	Retriever
A&B D2	Safeguard
A&B D8	Sam's
Gerlock	Security
Northwestern	Speed's D8

5 to 9.9% :

21st Century D5	Buck's/9T9
21st Century D7	Loop Hwy
A&B D7	Newhouse D8
Beaver	Newhouse D5

10% or more

Crown	Sergeant's D3
Handy Andy's	Sergeants D8
Newhouse D4	Speed's D5

100% Response . . .

21st Century D4 56 requests
21st Century D5 43 requests
21st Century D7 80 requests
A & B D2 136 requests
A & B D8 74 requests
Beaver 45 requests
Buck's/9T9 54 requests
Crown 44 requests
Gerlock 3 requests
Loop Hwy 57 requests
Newhouse D4 48 requests
Newhouse D5 42 requests
Newhouse D8 79 requests
Northwestern 43 requests
Retriever 150 requests
Security 145 requests
Sergeant's D3 30 requests
Sergeant's D8 71 requests

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

Safeguard 81 requests
Speeds D8 73 requests
Speeds D5 45 requests

The overall pass percentage for April was 0.76%...

April All-Stars. . . Companies with no passes and no late responses:

Gerlock
Northwestern (2nd month in a row)
Security (2nd month in a row)

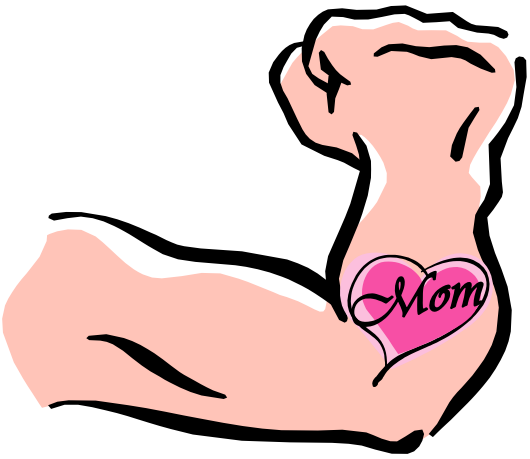
Next Contract Workshop . . . Do you check the monthly report of your employees to make sure that they all have up to date certifications? Why not? There are several employees among the Tow Contractors who have worked more than six months without attending the mandatory workshop. Don't be caught short-handed!

1:30 p.m. to 4:30 p.m.
Thursday, May 27, 2010
Room 600, Rivers Conf room

Memorial Day – Monday, May 31st

111 SW Columbia Street
Register by Tuesday, Maych 25th to be sure of a seat. Class starts by 1:35 so be on time!
Late-comers may be turned away…

…mg



Mothers' Day
May 9 , 2010
Don't forget your mom, gramma, wife, best gal…