Tow Bulletin

August, 2011

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*****Please Distribute This Information To All Contract Tow Employees*****

This Month . . .

Thursday, August 25th
Tow Contract Workshop
1:30 p.m.
Revenue Bureau

Events in History. . .

The first article proposing women's rights in America was written by Thomas Paine for the Pennsylvania Magazine, *of which he was the editor.* August 1, 1775

Port Tow Releases… Every tower who tows for the Port of Portland should know that the Port requires towers to obtain a release whenever they foreclose a lien. **This applies to *all* Port tows, except Recovered Stolen vehicles.**

So, naturally, this applies to towers in District 5 because nearly all tows from the Port are dispatched to D5 towers. *However*, if you are the Abandoned Vehicle tower, or, if you are not a D5 tower, but you are asked to help out by towing a vehicle from Port property, you are also responsible for requiring a release – or - submitting your lien paper-work to Port Police and getting a release before you dispose of the vehicle.

In order to obtain a lien release, the tower faxes to **(503)460-4265** copies of:

1. Lien Foreclosure Notice
2. Documentation that notice was sent to the registered owner
3. Certificate of mailing

A Port of Portland Police Department Vehicle Release will be faxed to the appropriate tow company within seventy-two hours of receiving the request, except on weekends and holidays. Documentation received on a weekend or holiday will be processed within 72 hours of the next business day.

If any the the three required documents is omitted, the release will not be issued. ***Questions? Call Karyl Larson at Port of Portland Police 503-460-4221. . .***

Events in History. . .

The first licensed radio broadcast occurred. August 20, 1920

Who's In Charge? . . . Recently, I have received agency complaints about towers ignoring special instructions about how to approach a tow scene. A driver thinks he/she knows better than the person at the scene how to get there expeditiously. What's up

with that?! Disobeying direction from an agency representative ***is a guarantee of penalties in your future…***

Are You Getting Tired of the Same Old Song? . . . I know I am! It's your job to clean up all debris and fluids when you tow a vehicle. No exceptions, no excuses. Towers who continue to shirk this duty may find themselves temporarily suspended ***if penalties aren't persuasive enough. . .***

Events in History. . .

George Washington created the "Purple Heart," decoration medal. August 7, 1782

To Dolly or Not to Dolly, That is the Question . . . ? *(with apologies to Mr. Shakespeare…)* Have you ever wondered why every tow truck – except rollbeds – on the City contract is required to carry dollies? Do you try always to avoid using dollies? Do you think that you are not being paid for the use of dollies? Well, the answers to all these *burning questions* are very simple!

1. Contract tow trucks are required to carry dollies because their use is a good way to avoid damages to towed vehicles.
2. Tow drivers on the contract are required to use dollies whenever they are unable to tow a vehicle with the driving wheels lifted off the pavement.
3. In fact, Contract towers get paid for dollies on *every* contract tow, regardless of whether dollies are used! The basic tow fee includes an allowance for dollies.

So, next time you're tempted to drag a vehicle rather than taking the time to apply dollies, remember that you could be held responsible for any damages caused by your unwillingness to Do the Job Right!...

New Rates for Contract Tows . . .

Class A

Basic tow fee	$104.13
Tow Desk fee	15.50
City Service fee	20.00
Evener to tower	+ 0.37
TOTAL	**$140.00**

Class B

Basic tow fee	$149.62
Tow Desk fee	15.50
City service fee	20.00
Evener to tower	.88
TOTAL Class B tow fee	$186.00

(+ $23 per ¼ hour after 30 minutes on scene)

Class C

Basic tow fee	$238.59
Tow Desk fee	15.50
City service fee	20.00
Evener to tower	.91
TOTAL Class C tow fee	$275.00

(+ $35 per ¼ hour after 30 minutes on scene)

All other rates remain unchanged…

Events in History. . .

President Richard M. Nixon resigned as a result of his involvement in the burglary of the Democratic party headquarters at the Watergate office complex. August 9, 1974

July Response Times . . . Out of 1464 tows in July:

21 to 30 minutes – 64 tows (up from 45)

31 + minutes – 41 tows (up from 22)
Failures to Respond: 6 (up from 5)

No Passes or Late Responses in July. . .

Gerlock Towing

Way to go!...

Less than 5%:

21st Century D5	Retriever
Beaver	Security
Gerlock	Sergeants D3
Loop	Sergeant's D8

5 to 9.9% :

21st Century D4	Newhouse D8
21st Century D7	Newhouse D5
A & B D2	Northwestern
A & B D7	Safeguard
A & B D8	Speed's D5
Buck's/9T9	Speed's D8

10% or more

Crown	Newhouse D4
Handy Andy	

Overall Late Responses . . .

The late response percentage for all tows is 8.6%. . .

Events in History. . .

The first Roller Derby was held. August 13, 1935

No Passes in July . . .

21st Century D4 79 requests
21st Century D5 37 requests
21st Century D7 93 requests
A & B D2 113 requests
A & B D7 90 requests
Bucks 39 requests
Gerlock 8 requests
Loop Hwy 83 requests
Newhouse D5 42 requests

Only 1 pass in July:

A & B D8 73 requests
Beaver 35 requests
Crown 39 requests
Retriever 123 requests
Security 107 requests

The overall pass percentage for July was 2.86%...

Events in History. . .

Amelia Earhart, was the first woman to fly across the United States. August 24, 1932

TOW CONTRACT WORKSHOP . . .1:30 p.m.

Thursday, August 25, 2011
Room 600, Rivers Conf room
111 SW Columbia Street

Confirm by Tuesday, August 23rd to be sure of a seat. Class starts by 1:35 so be on time!

Please make sure when you sign up staff for a workshop:

- That the student knows they are signed up; and,
- That you send a confirmation e-mail to the Towing Coordinator by Tuesday before the Thursday class. **If no one has confirmed by the end of Tuesday, the class will be canceled.**

Remember: ***Companies will lose one extension evaluation point for every staff member who has worked for more than 6***

months without attending the workshop. ***. .mg***
Time is running out…

!New! Students are now expected to correctly answer a question from the current month's Tow Bulletin***