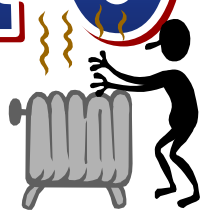
# Tow Bulletin



## January, 2013

**Vol. 20, Issue 1**

**Marian Gaylord, Towing Coordinator, (503) 865-2489**

***PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES***

***Coming this month. . .***

**Tuesday, January 1st, 2013**
**New Year's Holiday**
City Offices Closed – Gate fees apply
Remember to handle holidays like a Sunday.

**Wednesday, January 16th**
**1:30 p.m.**
**Towing Board of Review**

**Monday, January 21st**
**Martin Luther King, jr Holiday**
City Offices Closed – Gate fees apply
Remember to handle holidays like a Sunday.

**Thursday, January 31st**
Tow Contract Workshop

**Out With the Old Year, In With the New. . .** As usual, a summary of all contract tows in 2012 is included with this bulletin. Hard economic times and changes in police procedures have taken a toll on the volume of towing under the contract. Loss of revenues has played a part in the failure of some contractors to follow the procedures of the contract, resulting in loss of contract privileges. ***Let's hope 2013 sees an improvement for everyone. . .***

**2013 Holidays . . .** Here's a tentative schedule of the official holidays this year:
Tuesday, January 1 – New Year's Day
Monday, January 21 – Martin Luther King jr
Monday, February 18 – Presidents' Day
Monday, May 27 – Memorial Day
Thursday, July 4 – Independence Day
Monday, September 2 – Labor Day
Monday, November 11 – Veterans' Day
Thursday, November 28 - Thanksgiving
and Friday, November 29
Wednesday, December 25 – Christmas
***Holidays are treated just like Sundays. . .***

**What Does "Expedite" Mean?. . .**
Apparently, towers are not sure what is meant when a tow request is ordered as an *expedited* tow. Section 3.5.1.1 spells it out this way:

***Expedited Tow Request****: If an Agency officer or employee requests an Expedited Tow from a location on a freeway, the Tow Contractor may*

*drive in the lane usually reserved for High Occupancy Vehicles (HOV) or the emergency lane. Tow Contractors are permitted limited and necessary use of overhead lights, horn, flashers and hand signals in order to alert other drivers of frequent lane changes or other unexpected maneuvers. Tow trucks are not authorized as emergency vehicles. When the Tow Contractor receives an Expedited Tow Request that is not located on a freeway, the Tow Contractor is to proceed safely, but expeditiously while obeying all traffic laws.*

So, what if the request wasn't dispatched as an *expedited* tow? If the tow scene is on a freeway and you're having trouble getting there, the tower may contact the **Tow Desk** to ask permission to expedite. Tow Desk will contact the officer or agent to verify that it's okay to expedite. **Do not call any agency dispatcher directly. *That's part of Tow Desk's job. . .***

**How Time Flies . . .** It's hard to believe, but it's already time to think about a new towing contract. Those five years sure went fast! At the January Tow Board meeting, the Board will review the draft changes recommended for the 2013-2016 Vehicle Towing and Storage Contract. Send your ideas to the Towing Coordinator or your Industry Representatives so we can talk about them in January. The final Contract and Application materials will be approved at the March Board meeting.

**Speaking of Applications and Contracts, etc . . .** Towers who are planning to apply for the next Tow Contract should be working with their insurance and bond agents to get the required documents together for submission. **Don't assume** that your bond company will continue your bond. Several towers have had to make other arrangements due to changes in the bond company's requirements for "bondability." Remember that an "irrevocable letter of credit" can be an acceptable alternative. Tow Contractors should be checking out their trucks and facilities, making sure they're current with any payments to the City or Tow Desk and clearing up any complaints that may be unresolved, starting now, so they aren't caught out when the review starts. A few suggested changes to the contract will be introduced in January. If you have input for the 2013-2016 contract, email me before January 15th with your ideas. marian.gaylord@portlandoregon.gov

**For The Record . . .** Here's the annual list of contact information for the Agencies. (Agency readers, please let me know if this information is not accurate.) Tow Contractors ~Save this information for easy reference:

- Correspondence, complaint responses, penalty waiver requests, truck inspections, etc.…

  Towing Coordinator
  P.O. Box 8572
  Portland OR 97207-8572
  (503) 865-2489
  FAX: (503) 823-9068
  e-mail: Marian.Gaylord@portlandoregon.gov

- Monthly reports, service fee payments, insurance papers, bond certificate, driver numbers…

  Jenny Farres

Regulatory Program Specialist
P.O. Box 8572
Portland OR 97207-8572
(503) 865-2464
FAX: (503) 865-3484
e-mail: Jenny.Farres@portlandoregon.gov

- Police records questions

**Portland Police Records**
1111 SW 2nd Avenue, Room 1126
Portland OR 97204
(503) 823-0044

- Billings to the Portland Police Bureau

**Police Fiscal Services**
**Amie Hoodenpyl**
1111 SW 2nd Avenue, Room 1406
Portland OR 97204
(503) 823-0486

- Billings to City of Portland Fleet Services

**Dan Smith**
**Bureau of General Services**
2835 N Kerby
Portland OR 97227
(503) 823-823-1834

- TBTH billing to Maintenance Bureau

**Stores**
Maintenance Operations
2929 N Kerby
Portland, OR 97227
(503)823-4758

- Portland Streetcar billings:

**Carol Cooper, Office Manager**
**Portland Streetcar**
1516 NW Northrup Street
Portland OR 97209
(503)823-2993

- City of Portland Parking Enforcement

**Parking Enforcement Information**
1120 SW 5th Avenue, Room 730
Portland OR 97204
(503) 823-5195 x3

- Billings to Multnomah County Sheriff's Office

**MCSO Auto Records**
12240 NE Glisan St
Portland OR 97230
(503) 251-2520
FAX: (503) 261-2812

- Billings to Multnomah County Fleet

**Julie Maggio**
**Multnomah County Transportation**
1620 SE 190th Avenue
Portland OR 97233-5999

(503)988-5050 x26882

- Port of Portland

**Port of Portland Police**
(503) 460-4221

- Tri-Met

**Anna Turner**
HOP 1
4012 SE 17th Avenue
PORTLAND OR 97202
(503) 962-5883

- ODOT

**Geoff Bowyer**
**ODOT- Incident Response**
123 NW Flanders St
Portland OR 97209
(503)731-4703

**Brent Atkinson**
(503) 731-4995

***Drivers must make sure they get the right information about whom to bill! . . .***

**December Response Times . . .** Out of 1,758 tows in December:
**21 to 30 minutes – 84** tows (**up** from 75)
**31 + minutes – 31** tows **(down** from 35)
**Failures to Respond: 1** (no change)

**Less than 5%:**

| | |
|---|---|
| 21st Century D4 | Newhouse D8 |
| 21st Century D7 | Retriever |
| A & B D2 | Security |
| Newhouse D5 | Sergeant's D8 |

**5 to 9.9%:**

| | |
|---|---|
| A & B D7 | Loop Hwy |
| A & B D8 | Sergeants D4 |
| Speeds D8 | |

**10% or More**

| | |
|---|---|
| 21st Century D5 | Gerlock |
| Beaver | Newhouse D4 |
| Buck/9T9 | Speed's D5 |

**100% Response . . .**

**21st Century D4** 58 requests
**21st Century D5** 65 requests
**21st Century D7** 120 requests
**A & B** D8 95 requests
**Beaver** 57 requests
**Gerlock** 4 requests
**Loop Hwy** 57 requests
**Newhouse D4** 63 requests
**Newhouse D5** 55 requests

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

**A & B D2** 190 requests
**Newhouse D8** 105 requests
**Security** 159 requests

**Next Contract Workshop . . .**

1:30 p.m. to approx. 3:30 p.m.
**Thursday, January 31, 2013**
Room 600, Rivers Conf room
111 SW Columbia Street

Register by Tuesday, Jan. 29th to be sure of a seat. ***And as a courtesy, please let us know if you have cancelations…***

*. . . mg*