July, 2013

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This Month . . .

July 4th Holiday
Independence Day
Thursday, July 4, 2013
City offices closed
Gate fee all day

Towing Board of Review

1:30 p.m.
Wednesday, July 17th
111 SW Columbia
8th floor conf room B
Approval of Tow Contractors

Tow Contract Workshop Thursday, July 25th 1:30 p.m. Revenue Bureau Rivers Conference Room Register by 7/23

Release Notice to Tow Desk. . . . It's

time for another reminder to all Tow Contractors about the requirements and proper procedure for reporting the release of a vehicle towed under the City Tow



ALL CONTRACT TOW EMPLOYEES



Contract. The new contract says (old contract number 3.27.3)

3.31.8 Tow Contractor will promptly notify Tow Desk by facsimile transmission, using a Tow Board-approved form (Attachment 5) within 8 hours, after release of a vehicle.

An annotated copy of the release notice form is attached in this packet with notes about how to use it to notify Tow Desk when a car has been released.

- Always fill out all the information requested at the top of the form.
- DO NOT add more releases to a form that has already been faxed. Start a new form.
- DO NOT mix districts or PPI releases on the same sheet.
- DO NOT include today's releases on yesterday's form. Start a new one.

Follow these simple rules and Tow Desk (and the Towing Coordinator) will be very grateful!...





It's Summer...weird! .. After having almost no summer weather last year, we're making up for it now! Heat stroke can cause brain damage and even death in as little as 20 minutes! Avoid losing brain cells to heat exhaustion or heat stroke by following these tips from the American Red Cross:

- Drink twice the usual recommended amount of water (about a gallon) each day, minimum.
- Avoid beverages with caffeine.
- Apply ice or a cool cloth to wrists or the back of the neck.
- Watch for cramps, weakness, dizziness, headache, nausea, clammy skin. If a person is exhibiting any of these signs and their skin is dry and hot, *they need medical attention*, *now!* Get out of the heat, drink cool liquids and rest.

Don't ignore these warning signs. *Take care...*

<u>June Response Times</u>... Out of 1,375 tow requests in June:

21 to 30 minutes – 69 tows (down from 80) 31 + minutes – 47 tows (up from 43) Failures to Respond: 2(down from 10)

Less than 5%:

21st Century D4 and D7

A & B D8 Newhouse D8
Newhouse D4 Security

Sergeants D8

5 to 9.9%:

A & B D2 Newhouse D5
Beaver Sergeants D4
Loop Hwy Speed's D8

10% or more

21st Century D5 Retriever A & B D7 Speed's D5

Buck's/9T9

The late response percentage for all contract tows is 7.6% (down from 8.1%)

No Late Responses . . .

Gerlock Newhouse D4

100% Response . . .

21st Century D4 60 requests 21st Century D5 67 requests 21st Century D7 77 requests A & B D2 118 requests A & B D7 81 requests Loop Hwy 34 requests Newhouse D4 51 requests

In addition, the following companies passed <u>only 1 tow in June:</u>

Gerlock 3 requests
Speeds D5 70 requests
The overall pass percentage for June was 2.32%...

...mg

