

Tow Bulletin

January, 2008

Vol. 16, Issue 1

Marian Gaylord, Towing Coordinator, (503) 823-5146

PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

In January . . .

Martin Luther King, jr. Birthday

Monday, January 21st

(Gate Fee applies all day)

Take a minute to remember the man and his dream...

Get Out Your Calendars. . . because here is the list of official City holidays for 2008:

New Year's Day – Tuesday, Jan. 1

M L King, Jr. Birthday – Monday, Jan. 21

Presidents' Day – Monday, Feb. 18

Memorial Day – Monday, May 26

Independence Day – Friday, July 4

Labor Day – Monday, Sept. 1

Veterans' Day – Tuesday, Nov. 11

Thanksgiving Day – Thursday, Nov. 27

Christmas Day – Thursday, Dec. 25

New Ethics Law Effective January 1, 2008 . . . See the attached page summarizing new rules for public officials regarding gifts. . .

Billing the City . . . I've gotten complaints from several Bureaus about towers sending the wrong invoice copy when billing for services provided to the City. **Remember:** It is treasury policy that they can only pay if they have the *pink* copy ~ not the white and not the yellow. **Be sure to send the pink invoice copies with your bill to**

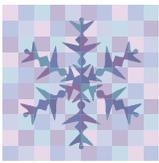
speed up the process of being paid by the City . . .

And While We're on the Subject . . . As everyone should know, the City's "Code Hearings Officer" (CHO) hears citizen appeals and makes rulings on whether a contract tow is valid – should the officer have ordered the tow? When a tow is ruled invalid, the CHO refunds the entire tow bill to the citizen and sends a "Notification of Invalid Tow" form indicating the types of fees and the amounts that CHO will pay.

Recently, a change has been made in this form: if a tower wishes to be paid for expenses incurred when filing for a possessory lien, documentation of such expenses must be provided to CHO. The Contract says: 5.4.14.1 *After a vehicle has been in storage for 7 days, the Tow Contractor may recoup lien-filing expenses actually incurred.*

So, if you want the City to pay for the cost of processing your lien, you must also provide receipts or other itemized list of expenses you have borne. ***No documents-no lien fee.. .***

Important Reminder: How to Handle a Hold . . . Now and then we need to be reminded of the proper handling of a vehicle when a temporary or formal hold has



been applied to it. There are two types of hold – Formal and Temporary. Here are the characteristics of each type:

Formal:

- Ordered by any Agency officer
- Restricts access to both the towed vehicle and its contents
- **For an indefinite period – does not expire**
- Allows for completion of investigation
- May go to a police facility (Rivergate or Hansen Building) **or** to the tower's lot
- Tower should refer all inquiries about the vehicle to the police agency that towed it
- Must be stored inside police hold storage at the tower's lot

Temporary:

- Ordered by any Agency officer
- Restricts access to both the towed vehicle and its contents
- **Limited duration – expires after 72 hours, not counting weekends or holidays – may be lifted earlier**
- Goes to the tower's lot
- Allows for completion of investigation
- Tower should refer all inquiries about the vehicle to the police agency that towed it
- Must be stored inside police hold storage at the tower's lot

Notice: Temporary and formal holds are handled the same except for the length of time. If a citizen calls about a car with a hold, don't even acknowledge that you have the car – refer them to the agency. **Make sure all staff members understand these conditions. . .**

Attention: Change in Port of Portland

Procedures . . . Previously, Recovered Stolen tows were the only exception to the requirement for releases on Port tows. Effective immediately, any vehicle towed by Port police as a “hazard” **will not** require a release for either the citizen redeeming the car or the tower asserting a possessory lien. Questions? **Check with Port Police Records if you are unsure. . .**

Reporting Vehicle Info to Tow Desk . .

. It is very important that the information that you report to Tow Desk at the completion of a tow is **accurate**. This means that the VIN and license plates must be reported based on your actual observation of the vehicle.

Do Not:

- ☹ Report the plate number from your pager – you must check both the front and back plates on the vehicle
- ☹ Report a plate **or** VIN from paperwork inside the car – you must check the VIN plate inside the windshield on the dashboard and both the front and back license plates
- ☹ Forget to tell Tow Desk the issuing state of a vehicle's license plates – if nothing is specified, it will be assumed to be an Oregon plate

Accurate records are just as important as hooking up the car – don't quit until the job is done! . . .

Neatness Counts . . . In keeping with the pointers above, make sure that VINs and license plates are entered accurately and legibly on the invoice. The following procedure used by PPB Records should be adopted by **all** Contract towers. When writing license plates or VINs on tow invoices and release sheets, **make letters twice as big as the numbers**. For example:

1GNDU06E8WP311984

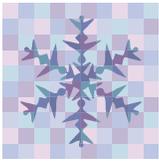
This will help to prevent mistaking 5's and S's or 1's and L's, etc.

Jack Frost Nipping at Your Nose? . .

Time again for the annual tips to help you avoid hypothermia. There are several ways that our bodies lose heat:

Radiation – if you have uncovered skin, you radiate! Cover your hands, head and feet.

Conduction – water and steel both conduct heat away from your body if you touch them – it's



the old “tongue stuck to the flagpole” trick – “*I triple-dog dare ya!*”

Convection – this is conduction when one of the objects is in motion, think “wind chill”

Evaporation – sweating and breathing both cool your body.

The measure of “*cold challenge*” is the combination of all the conditions that make it cold: temperature, wetness, wind.

Think it’s not cold enough for hypothermia?

Think again- *any temperature below 98.6 can be linked to hypothermia!*

Signs of hypothermia:

Shivering – if it can be stopped voluntarily, the hypothermia is mild. If not, the level is moderate to severe.

Loss of motor coordination, confusion.

Blue tint to the skin.

What should you do?

1. **Reduce Heat Loss** – add dry clothing, blankets, shelter.
2. **Give food and fluids** – carbohydrates, protein and fat – a candy bar can help. Give them liquids, warm- *not too hot* - in temperature.
3. **External heat source** – crank up the heater, but be careful not to put them too close. They might not feel a burn.

Signs of frostbite:

- Area may be painful or numb.
- May look red or bluish. In severe cases, the tissue may be white and hardened.
- Ears, nose, fingers and toes are most susceptible.

What do you do?

1. **Re-warm** the affected area gently. Try blowing warm air on it or placing it against a warm body part like an armpit. Immersion in warm, **not hot**, water is also effective.
2. **Don’t rub the area!** This can cause tissue damage because ice crystals within the cells may cause tearing.

One last caution: Always wear gloves when handling fuel in the cold. Spilling white gas on bare skin can result in instant frostbite from evaporative cooling.

This information is provided only to give you a few tips for recognizing hypothermia and frostbite. It is not a substitute for real medical help. If you think you or someone near you is hypothermic or has frostbite, get medical attention as soon as possible. **Thanks to Rick Curtis and Princeton University for this information. . .**

There’s a Reason They’re Called

Standard Invoices . . . When re-printing invoice forms for Contract tows, it may be tempting to re-arrange the boxes or change wording. However, **do not make any change** to this standard form without first checking with the Towing Coordinator. The reason for standardizing the information and locations of information on the invoice is to make it easier to see that it is correctly filled out and to facilitate auditing. ***Use of a non-standard invoice on a Contract tow may be grounds for invalidation of the tow and a full refund of fees. . .***

For The Record . . . It’s time for the annual list of contact information for the Agencies.

Save this information for easy reference:

- Correspondence, complaint responses, penalty waiver requests

Towing Coordinator

P.O. Box 8572

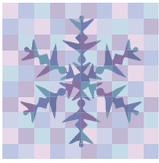
Portland OR 97207-8572

(503) 823-5146

FAX: (503) 823-9068

e-mail: mgaylord@ci.portland.or.us

- Monthly reports, service fee payments, driver numbers, truck inspections...



Allison Madsen

P.O. Box 8572
Portland OR 97207-8572
(503)823-5237
FAX: (503)279-3921

e-mail: allison.madsen@ci.portland.or.us

- Insurance papers, bond certificate, etc.

Toni Anderson

Auditor's Office
1221 SW 4th Avenue, Room 140
Portland OR 97204
(503) 823-4022

- Police records questions

Portland Police Records

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

- Billings to the Portland Police Bureau

Bill Rath

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

- Billings to City of Portland Fleet Services

Janice Young

Bureau of General Services
1120 SW 5th Avenue, Room 1204
Portland OR 97204
(503) 823-6943

- TBTH billing to Maintenance Bureau

Emilie Ibandez

2929 N Kerby
Portland OR 97227
(503)823-7040

- Portland Streetcar billings:

Carol Cooper, Office Manager

Portland Streetcar

1516 NW Northrup Street
Portland OR 97209
(503)823-2900

- City of Portland Parking Enforcement
Parking Enforcement Information

1120 SW 5th Avenue, Room 730
Portland OR 97204
(503) 823-5195

- 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

Adrianna Lucas

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

- 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

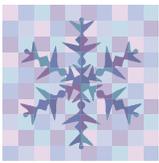
- ODOT

Geoff Bowyer

ODOT- Incident Response

123 NW Flanders St
Portland OR 97209
(503)731-4703

Don't sabotage yourself by sending time-sensitive materials to the wrong address! . . .



Driver ID Numbers. . . Drivers are not allowed to perform Contract tows until they have been assigned a City ID number. Call Allison Madsen, (503)823-5327, to get a number. *Numbers are not assigned without submission of all required documentation...*

REMINDER: Call Tow Desk Before Taking any vehicle to SZW . . . There has been another rash of towers taking vehicles to Rivergate without first checking with Tow Desk. Remember – if you take a vehicle out there without permission, and you get turned away, *there will be no out of district mileage for you!..*

December Response Times . . .
out of 2684 tow requests:
21 to 30 minutes – 111 tows (no change from November)
31 + minutes – 25 tows (down from 36)
0 Failures to Respond (3 months in a row!)
A 7% decrease in late responses!! Good work!

Less than 5%:
21st Century D4 Loop Hi-Way
21st Century D5 Newhouse D5
21st Century D7 Northwestern
A&B D2 Oregon
A&B D7 Retriever
A&B D8 Sam's
Andy's Security
Beaver Sergeants D3
Buck's Sergeants D8
Emerald's D2 Speeds Supertow D5
Emerald's D4 Speed's Supertow D8
Gerlock

5 to 9.9% :
Handy Andy's
Newhouse D4
Newhouse D8
United Service Alliance

10% or more
NONE!

100% Response . . .
21st Century D4 100 requests
21st Century D7 122 requests
Andy's 122 requests
Gerlock 6 requests
Loop Hi-Way 70 requests
Sam's 100 requests
Security 115 requests
Retriever 145 requests

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

21st Century D5 105 requests
A & B D2 122 requests
A & B D7 135 requests
Beaver 109 requests
Bucks 79 requests
Emeralds D2 104 requests
Oregon 116 requests

The overall pass percentage for December was 1.93%..

Next Contract Workshop . . .

1:30 p.m. to 4:30 p.m.
Thursday, January 31, 2008
Room 600, Rivers Conf room
111 SW Columbia Street
Register by Tuesday, January 29th to be sure of a seat. Class starts by 1:35 so be on time! *Late-comers may be turned away...*

... mg

Top 10 Things Public Officials Should Know
About Oregon's New Government Ethics Laws

1. There will be more frequent reporting for those public officials who must file a yearly statement of economic interest (SEI). In addition to the yearly SEI (still due on April 15), public officials must file a quarterly report that lists 4 things: 1) expenses for conventions, missions, trips, or other meetings paid for by tribes, governments, or certain non-profit organizations; 2) expenses for missions, negotiations, or economic development activities paid for by third parties; 3) honoraria greater than \$15; and 4) certain income exceeding \$1000. The first quarterly report is due April 15, 2008, for the January to March 2008 quarter.
2. Public officials may not have a direct beneficial financial interest in a contract they "authorized" as a public official for two years after they cease to hold that official position.
3. The yearly gift limit from a "single source" with a legislative or administrative interest is now \$50. (It was \$100.) That limit applies to the public official's relatives and members of the household.
4. Public officials (including relatives and members of the household) may receive NO gifts of entertainment from persons with a legislative or administrative interest unless the entertainment is "incidental" to an event or the entertainment is "ceremonial." (It was \$250 per year and \$100 per event.)
5. There is no longer a general trip expense exception to the gift limits. There are several narrowly defined new trip expense exceptions for certain givers (tribes, governments, public officials and limited non-profits) and certain defined trips (officially sanctioned trade-promotion or fact-finding missions; officially designated negotiations or economic development activities).
6. Food and beverage consumed in the presence of the giver is no longer a gift exception. Thus, food and beverage will be subject to the \$50 per year unless another gift exception applies (e.g. reception).
7. A public body can hire the relative of a public official but a public official can neither be involved in the hiring process nor supervise a relative unless the public body authorizes such supervision.
8. Commission advisory opinions, staff opinions and staff advice now provide greater immunity or mitigation from sanctions. In addition, there are timelines for the commission and staff to issue their opinions.
9. State wide associations may adopt rules or policies interpreting the ethics laws and submit them to the ethics commission for review. The commission shall approve or reject them, giving reasons for any rejection. Officials who act in compliance with approved rules or policies may not be sanctioned by the ethics commission.
10. The ethics commission is still in the process of rulemaking to define new terms, create new forms, and otherwise implement SB 10 and HB 2595. The ethics commission's website is http://www.gspc.state.or.us/OGEC/contact_us.shtml. The website contains the statutes, rules, forms, and opinions. The ethics commission's phone number is (503) 378-5105.

** Prepared by Wendy J. Johnson, Deputy Director and General Counsel, Oregon Law Commission

Disclaimer: This information is not intended to constitute legal advice and should not be relied upon in lieu of consultation with the Ethics Commission or your legal counsel.

November 15, 2007