Tow Bulletin

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

"How Much is that Chevy in the Window?" . . . All kidding aside, an *accurate* appraisal of a vehicle's value is the first step in asserting a valid possessory lien. State law also requires that such appraisals be performed "by a person who holds a certificate issued under ORS 819.230…" This means that each person who does appraisals must be certified in their own right. ***No one is allowed to do appraisals under the authority of another person's certification. . .***

Coming up in February . . . Monday, February 18th will be observed as the Presidents' Day Holiday in honor of Abraham Lincoln's and George Washington's birthdays. As usual, gate fees will apply all day – treat it like a Saturday or Sunday. ***Enjoy it while it lasts ~ no more holidays until Memorial Day in May!***

Same Song, Second Verse . . . Don't forget to call the "Report Pollution" number for the Environmental Services duty officer every time you spread absorbent on a spill. Be sure to leave all of the following information:

- Time and date of the incident
- Driver's City ID and contact phone number (If you prefer to leave your name, you must give both first and last names)
- Tow Company name
- Location and type of spill – nearest intersection? what kind of fluid spilled? did it reach a catch basin, storm drain or waterway?
- An estimate of the amount of spilled material and a detailed description of the steps you have taken to clean it up

Don't leave absorbent on the ground – it should be completely swept up before you leave the scene. . .

The Check's in the Mail? . . . The folks responsible for paying tow contractors for their services on Agency vehicles have made a request: *Please* send your billings *at least* bi-monthly, if not monthly! Police fiscal just received 71 invoices from one company dating back to July of last year! In the past 15 years, towers have complained several times about not receiving timely

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payment from the City. Towers who wait months and send a huge pile of invoices contribute greatly to the problem. ***Don't jeopardize your cash flow!...***

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. . .***

Monthly Employee and Equipment Updates . . .

Who is responsible for updating your Employee and Equipment reports each month? Is it your company owner? Is it a manager? Is it an office staff person? *Regardless* - accuracy in reporting staff or equipment changes is very important**.** Failure to update these reports accurately and submit them timely, are contract violations!

Do the job right:

- **Check *everything* on the report** – this means, City plates matching up to the correct DMV plate, complete and correct VINs, spelling of employee names, birthdates, driver numbers, hire and termination dates, *and* workshop and driver certifications!
- **Sign the report –** if your signature is not legible – *you know who you are out there* – be sure to **print** your name under your signature so we can read it. And don't forget to list your job title. Add the date – month, day and year - that you are submitting the report.
- **Don't forget to list all new employees –** with *accurate* dates, even if they are hired and gone within a single month. Every employee (especially drivers) who works for your company, even for one day, *must* be reported.
- **If a truck on your list shows "temp" instead of a DMV plate –** get the permanent plates and add the information on your monthly report. Towers may not operate indefinitely with temporary registration on any equipment.
- **If you change DMV plates on a truck –** *correct the information on the report!*

Lack of reliability in towers' monthly reports is one of the reasons for several unpopular changes recommended in the next contract. . .

More Thoughts on "Holds":. . .

Whenever a tower is asked to "re-tow" a vehicle back to the tower's lot from Rivergate (Seizure World) or the Hansen Building, it is important to make a note that **a release will be required if the vehicle is picked up.** If a vehicle has been at Seizure World or the Hansen Building, there has been a formal hold on it. **Whenever** a vehicle has had a hold on it – even if it was a very brief hold – **a release is required.** When the tow was for one of the list of "AFU" violations (DUII, DWS, NO INS, NO OP, SPEED RACING, etc.) the release carries a significantly higher fee. If the

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tower releases the vehicle without requiring a release, PPB is not able to collect the release fee. ***Towers who make this mistake may be required to reimburse the City for the uncollected release fee, in addition to the current $75.00 penalty. . .***

Attention District 5 Towers: 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***. (Is this starting to sound like a theme?) 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!. . .

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!. . .***

January Response Times . . .

out of 2545 tow requests:
21 to 30 minutes – 123 tows (up 12 from December)
31 + minutes – 52 tows (up from 25)
9 Failures to Respond (up from zero!)

Looks like everybody had an "after holidays" slump! Hope it's temporary…

Less than 5%:

21st Century D4	Emerald's D2
21st Century D5	Emerald's D4
A&B D2	Northwestern
A&B D7	Oregon
A&B D8	Sam's
Beaver	Security

5 to 9.9% :

21st Century D7	Newhouse D5
Andy's	Newhouse D8
Buck's	Retriever
Loop Hi-Way	Sergeants D8
Newhouse D4	Speed's Supertow D8

United Service Alliance

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10% or more
Gerlock
Handy Andy's
Sergeants D3
Speeds Supertow D5

100% Response . . .

21st Century D4 77 requests
21st Century D5 114 requests
21st Century D7 122 requests
Andy's Towing 115 requests
Beaver 113 requests
Emerald's D2 101 requests
Emerald's D4 84 requests
Sam's 110 requests
Security 164 requests

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

Buck's/9T9 66 requests
Gerlock 8 requests
Retriever 97 requests
Security 109 requests
Sergeant's D3 91 requests

The overall pass percentage for January was 2.16%...

Next Contract Workshop . . .

1:30 p.m. to 4:30 p.m.
Thursday, February 28, 2008
Room 600, Rivers Conf room
111 SW Columbia Street

The January class was canceled for lack of students registered! Don't wait until the last minute. Register by Tuesday, February 26th. Class starts by 1:35 so be on time! ***Late-comers may be turned away…***

…mg

In Memoriam . . . Chuck Morehouse passed away January 10th after a long and valiant struggle with cancer. Chuck has been an owner of Buck's/9T9 Towing since 1998. ***Sincere condolences to his wife Shirley and the rest of the Buck's/9T9 family. . .***