Tow Bulletin

May, 2008

PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

Vol. 16, Issue 5 **Marian Gaylord, Towing Coordinator, (503) 823-5146**

Purpose . . . Have you ever really thought about the *purpose* of the Tow Contract? Sure, it pays the bills, but is that all? The Contract actually answers this question in specific language:

> *This Tow Contract is for the purpose of providing vehicle towing and storage services for the Agencies in a* ***timely, courteous, safe and professional*** *manner. Towing and storage services performed by the Tow Contractor for the Agencies are in the interest of preserving public safety and convenience. The quality of these vehicle towing and storage services is imperative to fulfillment of this Tow Contract.*

Sounds like a pretty important mission to me! . . .

Have You Registered All of Your Staff? . . . Tow Contractors must report all staff or associates that have access to towed vehicles or records, regardless of whether they do Contract work. If you have a "lot man" or night guard or car washer, etc. who is around but not specifically working on the Contract, please register them with us. ***This is to ensure that we know everyone who has any contact with Contract activities …***

Errata . . . In the April Bulletin, a Contract schedule stated that contracts would be awarded at the May Tow Board meeting. However, the RFQ specifically states that the awards will happen at the July 16th meeting. Approval of contract applicants will be on the July agenda. ***Apologies for any confusion. . .***

One More Tip About Requesting a Higher Lien Fee. . . Remember that your assessment for lien fees cannot be "marked up" as is customary with commercial tows. If you haven't spent it, you can't recover it. ***It is only a reimbursement of the actual lien costs, out of pocket…***

"On the Road Again"... It's time once again for the *dreaded* Contract inspections. We started off at a run and will continue inspecting five applicant companies daily until everyone has either passed the inspection, or has had two chances to pass. Inspections have gone so well so far that

we've actually been *early* to some appointments. If we become available before your actual scheduled appointment, we will call to give you the option of an earlier inspection time. Of course, if you need time for last minute fixes, ***we'll wait until your appointment time. . .***

District Boundary Changes Possible in Next Term . . . Depending on the number of qualified applicants approved in the St. John's area, District 3 may be re-drawn to ensure more than 1 tower covering it. The current plan would change the boundaries of Districts 2 and 4 to absorb District 3, which will be eliminated – D2 will be extended to include the area west of the Willamette out to the Multnomah County line; D4 will be extended to the confluence of the Willamette and Columbia Rivers, to include the St. John's area to Kelly Point. ***Keep watching to find out if this step becomes necessary. . .***

A Reminder from PPB Records . . . If a tower accepts a surrendered title, rather than filing a possessory lien, on a tow that requires a release (DUII, DWS, NO INS – any "police" tow… check your contract for a complete list) the tower is still required to obtain a release and pay any applicable administrative fees**.** ***This means AFU tows, too! . .***

Response Times – Due to Contract inspections and application reviews, the report of late responses in April will be provided with the June Bulletin. ***You can breathe easy until then – just don't let up on the good work!. .***

100% Response . . . In the month of April, there were 13 Tow Contractors that responded to all requests for Contract tows.

21st Century D4 85 requests
21st Century D5 91 requests
21st Century D7 113 requests
Andy's 109 requests
Emerald's D4 53 requests
Handy Andy's 45 requests
Loop Hwy 63 requests
Sam's Towing 100 requests
Security 169 requests
Sergeant's D3 85 requests
Sergeant's D8 66 requests
Speed's/Supertow D5 108 requests
Speed's/Supertow D8 76 requests

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

Beaver 92 requests
Buck's/9T9 50 requests
Emerald's D2 138 requests
Gerlock 3 requests
Retriever 206 requests

The overall pass percentage for April was 1.63%**...**

Next Contract Workshop. . . The next Contract Workshop will take place on **Thursday, May 29th, 2008.**
1:30 p.m. to 4:30 p.m.
Room 600, Rivers Conf room
111 SW Columbia Street
Don't wait until the last minute. Register by Tuesday, May 27th. Class starts by 1:35 so be on time! ***Late-comers may be turned away…***

...mg