Tow Bulletin

"Tow Contractors providing quality towing services to public agencies, citizens and visitors to Portland"

September, 2008

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

School's Back in Session. . . It's hard to believe, but summer vacation 2008 is over for most of the Portland and Multnomah County area. Kids are returning to school – walking, biking, riding the bus. Keep an especially sharp eye out for pedestrians when driving anywhere near a school. Portland Police are checking for violations in school zones during morning and evening peak hours. Remember the "ABC's" of **20 mph** school zones:

A: Anytime a yellow light is flashing

B. Between 7:00 a.m. and 5:00 p.m. on school days

C. Crosswalks near schools.

(reprinted courtesy of KGW.com)

Of course, it's even better to avoid school areas altogether when you are hurrying to a tow scene. ***Be cool around schools!. . .***

New Parking Enforcement Service fee . . . Beginning October 1, towers will collect from vehicle owners a new fee on tows ordered by Parking Enforcement. The new fee will add $13.00 to the cost of all PE tows, except Abandoned vehicle tows. Of this amount, the tower will keep $1.00. The other $12 will be billed monthly in the same way as the regular City service fees. It will only apply to vehicles that are released to the owner (RO), towed to Rivergate (POLICE) or Released at the Scene (RAS). The first billing for this fee will come to you in November for the PE tows that you did in October. ***More information will be sent out as we get closer to October 1. . .***

15th Annual Small Business Fair . . . Saturday, September 20th, 8:45 a.m. to 4:30 p.m. Information for local businesses on many topics of interest. And it's all FREE! Hour-long sessions offered this year include:

- **How do I turn my dream into reality?**
- **What business entity is best for you?**
- **Understanding business licenses, taxes and regulations**
- **Home business…home office…tax issues**
- **Be found – get your Web site to customers**
- **Money... how can I get it for my business?**
- **Do you need a business plan?**
- **The art of selling**
- **Electronic Bookkeeping**
- **Obtaining and protecting your business name**
- **The future of business**

- **How to advertise your business**
- **Legal preventive medicine**
- **Record keeping – shoe box accounting**
- **Selling on the Web - E-commerce**
- **Successful networking – growing your business**
- **Going global**
- **Selecting and working with lawyers and CPAs**
- **Tips for construction contractors**
- **Cash – lifeblood of your business**

This event gives you an opportunity to get ****FREE**** counseling on critical business topics.

Oregon Convention Center
777 NE Martin Luther King Jr. Blvd
On-site parking available -$8.00 per day
Want more information?
Call (503)329-4260 or visit
www.oregonbizfair.org *on the web.*

What's New in the Contract? . . .

October 1st the 2008-2011 Tow Contract will begin. Three companies will join us who are not continuing from the last contract:

- City Towing, under new ownership – D5
- Crown Towing, new ownership – D5
- Safeguard Towing – D7

Language changes in the new contract:

- Add City of Fairview as an agency served by the contract
- Change "COMET" to ODOT Incident Responders
- Towers must have at least one driver on-duty in every contracted district at all times. This means that if you have three contracts, you must have a minimum of three drivers on-duty at all times.
- New standards for driver and/or contract certification *(not yet finalized)*
- Requirement for a uniform of the tow contractor's choice and reflective clothing to be worn whenever hooking up or providing road service
- Motorcycle straps: Make sure your drivers know how to use them!
- Restrictions on sharing police hold facilities
- Hourly rates on Class B and C tows do not start until 30 minutes after arrival on scene
- Photo identification to start during this contract term
- Drivers must have an "active" driving record during the most recent five years prior to working on the contract
- Criminal history standards have been tightened
- Two new penalties: release of a hold vehicle without police permission - $100; failure to notify Tow Desk of a MCSO hold - $100.
- Minor changes in existing penalties (see contract section 7)

These are the changes that most affect drivers and office staff. ***Keep reading the monthly Bulletin and call if you have questions. . .***

August Response Times -

August, 2008 out of 2,423 tow requests:
21 to 30 minutes 102 tows (Down from 105)
31 + minutes 46 tows (same as July)
7 Failure to respond (Down from 10)

Overall 6.1% in late responses (Down from 6.32%)…

Less than 5% late responses:

21st Century D4	Northwestern
21st Century D7	Oregon
A&B D2	Retriever
A&B D8	Sams Towing
Beaver Towing	Security
Buck's/9T9	

5 to 9.9% late responses:

21st Century D5	Sergeants D8
A&B D7	Speed's D8
Andy's	

10% or more late responses

Gerlock	Newhouse D4
Handy Andy's	Newhouse D5
Loop Hi-Way	Sergeants D3
Newhouse D8	Speeds D5
United Service Alliance	

100% Response . . . In the month of August, there were 6 Tow Contractors that responded to all requests for Contract tows.

21st Century D4 88 requests
21st Century D5 87 requests
21st Century D7 102 requests
Andy's Towing 108 requests
Beaver 86 requests
Security Towing 209 requests

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

Gerlock 5 requests
Handy Andy's 43 requests
Loop Hwy 78 requests
Newhouse-Hutchins D4 80 requests
Newhouse-Hutchins D5 83 requests
Oregon Towing 95 requests
Sam's Towing 91 requests
Sergeant's D8 57 requests

The overall pass percentage for August was 1.60%...

New Phone Numbers . . .

Marian Gaylord, Towing Coordinator
(503)865-2489
FAX: ***(503)823-9068***
Towing assistant, Allison Madsen
(503)865-2482

Next Contract Workshop. . . The next Contract Workshop is scheduled for
Thursday, September 25, 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, September 23rd. . . .***