October, 2009

Tow Bulletin

Vol. 17, Issue 10 Marian Gaylord, Towing Coordinator, (503) 865-2489

PLEASE DISTRIBUTE THIS INFORMATION TO ALL TOW CONTRACT EMPLOYEES

Beware of Ghosts and Ghouls...

Halloween will be here before we know it! Remember to be alert for trick-or-treaters. Kids are much more interested in their haul of candy than watching where they're going! If you want to prevent accidents more *Horrible* and *Hair-Raising* than even Hollywood can dream up, ***slow down and watch out for kids!...***

Light/Medium-Duty Training and Certification Opportunity ~ October 31 and Nov 1, 2009 . . .

Once again Speed's Towing is inviting anyone interested in receiving high quality training to attend the next session being offered by Dave Lambert, of the North American Towing Academy, Inc. The training will include 2-days of classroom and hands-on training. *Come prepared to work.*

This training meets the requirements of the Clackamas County Sheriff's Department and the agencies participating in the City of Portland Tow Contract.

Time: 08:00 to 17:00

Location: Speed's, 14325 NE Sandy Blvd., Portland

Cost: Pre-registered students (**Payment received by Oct 15 th**) - $ 200.00
Pay at the Door – $ 235.00

For more information contact: Dave Lambert, 407-765-5149 or Dave Reichert at Speeds SuperTow @ 503-572-6424. Find additional information at http://www.TheNATA.com

City Service & Parking Enforcement Service Fees . . .

I know it can be tricky to figure out just what to charge when an agency is paying for a tow. However, it's a pretty good rule of thumb that agencies are never responsible for paying the $10.00 City Service Fee or the $12.00 Parking Enforcement Service Fee. When you have a tow that, for some reason, is being paid for by the City or County or Port, etc. you deduct those fees from the amount billed. Then, when you get your monthly billing from the Revenue Bureau for the amounts you have collected from citizens who picked up their cars, you simply note that on Tow # "whatever" no

service fees were collected and deduct them from the total bill.
*The exception to this is a vehicle taken to Rivergate. In those cases, Auto Records has collected those fees when the citizen gets their release, so it is paid back to the tower when you bill them. All clear now? ***If not, feel free to call the TC . . .***

<u>Use of An Answering Service</u> . . . The tow contract requires that every district location be staffed 0800 to 1800, Monday through Friday, except holidays. Of course, this is intended to provide a physical presence for purposes of releasing vehicles. However, it also means that tow contractors must have "in-house" dispatching during those hours. Multi-district towers are allowed to have a central dispatch system for all their contracts. But that central system must use their own staff and be a direct line of contact between the tow company and the Tow Desk.

During regular business hours Tow Desk should <u>never</u> get a busy signal, or be directed to a menu, or have to wait more than 5 rings for someone to answer. If, *due to an emergency or a temporary difficulty***,** you have to use your answering service during regular business hours, let Tow Desk and the Towing Coordinator know the reason and how long it will be necessary. Remember – this should only be in serious circumstances and for the shortest possible time. If you are unable to maintain dispatching with your own staff, ***you may need to consider voluntary withdrawal from the rotation until the crisis passes…***

<u>Proof of Ownership</u> . . . What does it take to prove ownership of a vehicle? Towers are to follow the guidelines used by Police Records. This standard protects the tower from claims that they are either too harsh – in order to collect more storage – or too lenient - releasing vehicles to the wrong persons. Here's a reminder about those standards. When releasing a vehicle, you should first make sure that any holds have expired or been lifted. A person who is asking for release of a vehicle must show: Photo identification - driver's license or DMV identification card, <u>plus</u> one of the following;

- A release from Police Records issued in the claimant's name, <u>or</u>
- Title in the claimant's name, <u>or</u>
- A title which has been signed off for <u>no more than 30 days</u>, <u>or</u>
- Stamped, yellow DMV transfer receipt showing they are in process of transferring the vehicle to them, <u>or</u>
- Dealership bill of sale, less than 60 days old with all registration fees paid to the dealer, <u>or</u>
- A notarized statement from the legally registered owner authorizing release of the vehicle to the claimant, <u>or</u>
- A Hold Harmless Agreement signed by the legally registered owner who is a prisoner at the jail and witnessed by a corrections officer, <u>or</u>
- Affidavit of Repossession Claiming Title for a vehicle lien holder.

An ignition key that fits <u>is not</u> proof of ownership. . .

<u>September Response Times</u> . . . Out of

o
are acting on
1879
11--- tow requests:

1879 tow requests:
21 to 30 minutes – 119 tows (Up from 86)
31 + minutes – 49 tows (Up from 40)
2 Failures to Respond

Less than 5%:

A&B D8	Retriever
Beaver	Safeguard
Northwestern	Sam's
Oregon	Security

5 to 9.9% :

21st Century D7	Loop Hwy
21st Century D4	Sergeants D3
21st Century D5	Sergeant's D8
A&B D2	Speed's D5
A&B D7	Speed's D8
Newhouse D5	

10% or more

Buck's	Newhouse D4
Crown	Newhouse D8
Handy Andy's	

100% Response . . .

21st Century D4 77 requests
21st Century D5 61 requests
Beaver 76 requests
Buck's 53 requests
Gerlock 3 requests
Loop Hiway 62 requests
Newhouse D4 51 requests
Newhouse D8 92 requests
Northwestern 61 requests
Security 139 requests

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

21st Century D7 79 requests
Crown 57 requests
Handy Andy's 42 requests
Newhouse D5 55 requests
Sam's 75 requests
Sergeant's D8 62 requests
Speed's D8 102 requests

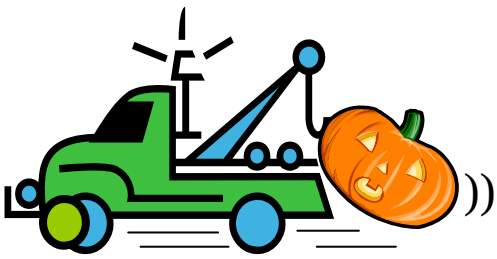
The overall pass percentage for September was 2.34% ...

Next Contract Workshop . . .

1:30 p.m. to 4:30 p.m.
Room 600, Rivers Conf room
111 SW Columbia Street
Thursday, October 29, 2009

Don't forget to register by Tuesday, October 27th. ***If people don't register ahead of time, class may be cancelled…*

…mg and DL



Tow Summary For 09/2009 (All Agencies)(Multnomah County)

Tower	Completed Tows By Type					Completed Tows By Class				Cancel /GOA	Passes By Class					Total Calls	Pass Percent
	PR	PNP	PP	CR	AB	A	B	C	Other		A	B	C	Other	Total		
D1																	
Buck's Towing	29	16	0	2	0	36	1	0	10	6	0	0	0	0	0	53	0.00%
Handy Andy's	18	13	0	0	0	31	0	0	0	10	1	0	0	0	1	42	2.38%
D2																	
A&B Towing & Recovery 2	95	17	0	0	0	112	0	0	0	30	4	0	0	0	4	146	2.74%
Retriever Towing	102	17	0	4	0	121	2	0	0	22	0	3	0	0	3	148	2.03%
Security Towing	91	14	0	3	0	108	0	0	0	31	0	0	0	0	0	139	0.00%
D3																	
Sergeants Towing 3	29	20	0	2	0	46	1	0	4	7	1	1	0	0	2	60	3.33%
D4																	
21st Century Towing	45	24	0	2	0	67	0	0	4	6	0	0	0	0	0	77	0.00%
Gerlock Towing	0	2	0	0	0	0	0	1	1	1	0	0	0	0	0	3	0.00%
Newhouse Towing 4	35	8	0	1	0	44	0	0	0	7	0	0	0	0	0	51	0.00%
Sam's Towing	29	38	0	1	0	58	6	0	4	6	1	0	0	0	1	75	1.33%
D5																	
21st Century Towing 5	45	10	0	1	0	53	0	0	3	5	0	0	0	0	0	61	0.00%
Beaver Towing	42	24	0	0	0	63	0	0	3	10	0	0	0	0	0	76	0.00%
Crown Towing	39	9	0	3	0	48	2	0	1	5	1	0	0	0	1	57	1.75%
Newhouse Towing 5	35	14	0	1	0	49	0	0	1	4	1	0	0	0	1	55	1.82%
Northwestern Towing	46	5	0	1	0	49	0	0	3	9	0	0	0	0	0	61	0.00%
Speeds/SuperTow 5	29	21	0	1	0	49	1	0	1	6	3	0	0	0	3	60	5.00%
D6																	
Loop Hi-Way Towing	39	22	0	1	0	59	0	0	3	0	0	0	0	0	0	62	0.00%
D7																	
21st Century Towing 7	61	9	0	3	0	70	0	0	3	5	1	0	0	0	1	79	1.27%
A&B Towing & Recovery D	53	15	0	4	0	64	2	5	1	6	2	0	2	0	4	82	4.88%
Oregon Towing	44	5	0	1	0	49	0	0	1	4	15	0	0	1	16	70	22.86%
Safeguard Towing	57	12	0	0	0	66	0	0	3	2	2	0	0	0	2	73	2.74%
D8																	
A&B Towing & Recovery D	36	29	0	3	0	64	2	1	1	16	2	0	1	0	3	87	3.45%
Newhouse Towing 8	47	29	0	1	0	72	2	1	2	15	0	0	0	0	0	92	0.00%
Sergeants Towing 8	35	13	0	0	0	48	0	0	0	13	1	0	0	0	1	62	1.61%
Speed's/Supertow Towing	42	29	1	0	0	68	1	0	3	35	0	1	0	0	1	108	0.93%
Total:	1123	415	1	35	0	1495	20	8	53	261	35	5	3	1	44	1879	2.34%

Tow Types: PR = Police Request PNP = Private Non Preference PP = Private Preference CR = City Request

TOWING BOARD OF REVIEW MEETING NOTICE

No Meeting in October!

Next regular meeting
November 18, 2009
1:30 pm