Tow Bulletin

June, 2010

Vol. 17, Issue 5

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

This Month . . .

Portland Rose Festival!

Continuing until June 13

History & Roses Tour

May 28 - June 13

Waterfront Village

Barbecue & Brew (June 2 – June 6)

ClownTown Comedy Circus (June 9–June 13)

June 2 - 6

Fleet Week

June 5

Starlight Run

Starlight Parade

June 9

Junior Parade

June 10 - 11

Portland Rose Society 122nd Annual Spring Rose Show

June 11 - 13

Rose Cup Races

June 11 and 13

Conchords Chorale Concert "Let's Go To The Movies"

June 12

Queen's Coronation

Grand Floral Walk

Grand Floral Parade

"From One Rose" Motion Picture Screening

June 12 - 13

Grand Floral Parade Float Viewing

Portland Rose Festival Dragon Boat Races

And. . . Next Month

July

Monday, July 5, 2010

Independence Day Observance

Wednesday, July 21, 2010

Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

Stay in Touch. . . If you change your mailing address, or e-mail address, or telephone number or fax number ~ ***please*** remember to let me know so I can update your profile. With the City's commitment to reducing the use of paper, it's even more important that I have accurate, current contact information for every Tow Contractor. This also means that you need to check your e-mail at least once a day! ***Not reading your e-mail won't excuse a failure to comply!. . .***

Perils of Lien Filing . . . Recently, a complaint was received concerning a possessory lien in which the "security interest holder" (finance company) was not notified of the tower's lien claim. The tower was using a lien service that apparently thought that if the tow was a "Private Non-Preference" it wasn't necessary to notify the

interest holder. ***Wrong!*** State law provides no exception to the notification requirement. It's a good idea to check now and then to be sure the folks you hire to take care of any part of your business ***really know and apply the law correctly!...***

Clean Up Your Act… Again! . . .

This reminder about the responsibility of towers to clean up at accident scenes and notify the Bureau of Environmental Services may be sounding kind of repetitive ***But…*** I keep getting complaints about tow contractors neglecting this duty! Don't forget to check for debris and fluids on sidewalks, too. ***That's also part of the public right of way!..***

Think Before blocking a lane . . .

Blocking a lane of traffic while hooking up or recovering a vehicle is only allowed if you have first taken all the steps required by state law:

1) **Determine whether the salvaging operation requires stopping the wrecker or tow vehicle in the roadway.**

Don't assume that it's necessary to block a traffic lane. Avoid it, if possible!

2) **Place warning signs or signals as prescribed under ORS 815.070 at a suitable distance in each direction upon the roadway.**

Lay out flares *or warning devices* the same way you would for a wreck.

3) **Activate tow vehicle warning lights described in ORS 816.280.**

This means amber or red, intermittent lights, visible from 500 feet. ***Don't forget to meet all three conditions, or risk having your tow canceled by ODOT. . .***

Adventures in Collections . . .

Don't be overzealous when billing the registered owner for a deficit balance that remains after a towed car has been liened and auctioned. *Remember* ~ if the seller has reported the sale of a car to DMV and signed off the title, they are **no longer responsible for the vehicle in any way**. Check the DMV record for "flags"- **11** (notice of sale) and/or **49** (seller notice received with new owner information).

- It doesn't matter if the seller didn't provide the new buyer's information
- It doesn't matter if the buyer has not re-registered the vehicle in their name

For more information go to: http://www.leg.state.or.us/ors/803.html and read ORS 803.117. ***Be careful when threatening a person's credit rating…***

May Response Times . . .

Out of 1,719 tows in May:

21 to 30 minutes – 76 tows (Up from 67)
31 + minutes – 37 tows (Up from 28)
Failures to Respond: 1 tows (Down from 2)

Less than 5%:

21st Century D7	Retriever
A&B D2	Sam's
A&B D8	Security
Beaver	Sergeants D8
Newhouse D8	Speed's D8

5 to 9.9% :

21st Century D4	Loop Hwy
21st Century D5	Northwestern
A&B D7	Safeguard
	Speed's D5

10% or more

Buck's/9T9
Crown
Handy Andy's
Newhouse D4
Newhouse D5
Sergeant's D3

100% Response . . .

21st Century D4 56 requests
21st Century D5 57 requests
21st Century D7 100 requests
Beaver 56 requests
Handy Andy's 39 requests
Loop Hwy 58 requests
Newhouse D4 55 requests
Retriever 143 requests
Sam's 55 requests
Security 128 requests
Sergeant's D3 35 requests

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

A & B D2 127 requests
Gerlock 7 request
Newhouse D8 91 requests
Northwestern 56 requests
Speeds D5 53 requests

The overall pass percentage for May was 1.45%...

May All-Stars. . . Companies with no passes and no late responses:

Sam's Towing

Congratulations!...

Next Contract Workshop . . .

1:30 p.m. to 4:30 p.m.
Thursday, June 24, 2010
Room 600, Rivers Conf room
111 SW Columbia Street

Register by Tuesday, June 22nd to be sure of a seat. Class starts by 1:35 so be on time!
Late-comers may be turned away…

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Fathers' Day
June 20, 2010
Don't forget your dad, grampa, husband, beau…