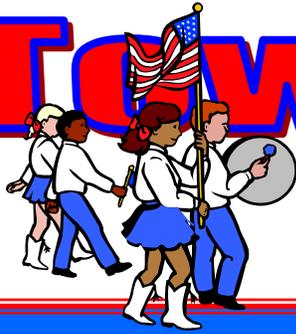


# Tow Bulletin



## July, 2010



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**PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES**

### *This Month...*

Wednesday, July 21, 2010

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

### **Reporting “New Hires and**

**Terminations”** . . . Whenever you report a newly hired employee or an employee who is no longer with your company, be sure to use the newest form that was sent out June 10<sup>th</sup>. Any remaining older versions of the form should be tossed to avoid confusion.

**And** . . . Don't forget to attach a signed – and filled out – Confidentiality Statement, copy of a workshop certificate (if available), and a **clear** copy of the driver's license for each new hire. Until we start taking ID photos of everyone, we have to rely on you, but we can't accept documents we can't read!



***Do you know me???. . .***

### ***\*Important\* July events in history***

The ice cream cone was invented by Charles E. Menches, during the Louisiana Purchase Exposition in St. Louis, July 23, 1904

**New PPB Procedures** . . . Thanks for the great turn-out for the training session on the “new and improved” procedures and paperwork for Portland Police tows! If you'd like to have the information from the class for your own training, here are your options: If you don't have “Power Point” on your computer system, you can download a pdf version at

<http://www.portlandonline.com/omf/index.cfm?c=29562&a=306279>

If you do have Power Point and would like to be able to run the slide show, call me and I can e-mail the presentation to you. ***Fingers crossed that this will make life easier for officers and towers! . . .***

### **What Will They Think of Next? . . .**

The link at the end of this piece contains information about a recent fad involving home-made bombs being found in random places. It includes a video showing just how explosive these devices can be.



Let all your employees know about this hazard and remind them not to touch any suspicious items left in a towed vehicle, even if only to throw it away! Vehicles abandoned on private property or public right of way may be popular targets. If you have any doubt, call 911. PLEASE BE SAFE!

**Check it out at:**

<http://www.snopes.com/crime/warnings/bottlebomb.asp>

### **Credit/Debit Card Numbers on Receipts . . .**

Recently a citizen complained that the receipt she received from a tower displayed her whole account number! The tower in question apparently has an outdated validation machine that still prints out the number without masking any of the numbers. ***This is a violation of federal law.*** Here's what the Federal Trade Commission (FTC) published about this topic *three years ago*:

“The Federal Trade Commission has issued an alert to remind businesses that a **federal law calls for them to truncate** (i.e., shorten) **electronically processed credit card receipts to include no more than the last five digits** of the card number, and to **delete the expiration date**.

The law applies only to electronically printed receipts, not to handwritten or imprinted ones, and it applies to the receipt the customer is given, not to receipts the businesses retain for their own records.

According to the FTC, credit card numbers and expiration dates on sales receipts provide helpful information for scammers trying to commit identity theft. Congress passed the Fair and Accurate Credit Transaction Act to minimize the amount of personal identifying information on credit receipts, because they can be lost or thrown away to be retrieved by would-be identity thieves. The law was phased in so that merchants with newer electronic card-processing machines had to comply with its

provisions as early as 2004, and those with older machines by December 2006. All merchants that electronically print credit or debit card receipts must now truncate the information on the copy they give consumers.

The business alert advises that **merchants who fail** to comply with the law could face FTC law enforcement action, including financial penalties and federally-enforced restrictions or requirements.” If you prefer not to purchase a new authorization machine, you can use a permanent marker to black out all but the last five digits of the account number on each credit card receipt you give out. ***Check out your card machine to be sure you're not making it easy for the “bad guys”...***

**It's Finally Summer!** . . . Did you know that heat stroke can cause brain damage and even death in as little as 20 minutes? To avoid losing brain cells to heat exhaustion or heat stroke, here are some good tips from the American Red Cross:

- ☹ **Don't** wait until you're thirsty to have a cool drink of water - in this kind of weather, a person should drink about twice the usual recommended amount or about a gallon per day, *minimum*.
- ☹ **Avoid** beverages with caffeine such as coffee, cola drinks, tea, Jolt, Mt. Dew. Caffeine and alcohol are diuretics and can cause further dehydration.
- ☹ **Ice** or a cool cloth applied to the wrists or the back of the neck can help to relieve early symptoms of heat exhaustion. It's also not a bad idea to carry a small cooler with ice and water in your truck.
- ☹ **Watch** for early signs of distress from too much heat – cramps, weakness, dizziness, headache, nausea, clammy skin. If a person is exhibiting any of these signs and their skin is dry and hot, ***they need medical attention, now!*** Get



out of the heat, drink cool liquids and rest.

Don't ignore these warning signs. **Take care...**

**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 the tower still must obtain a release and pay any applicable administrative fees. **Don't get stuck with a penalty, too! . .**

*\*Important\* July events in history*  
*The bikini bathing suit made its debut in Paris, France, July 5, 1946*  
  
*Ooh la-la!*

**Don't Be Tempted . . .** Those who have been in the towing business and on the City contract for a long time can't help but pick up certain "information" about how the City works and what the "rules" are. However, towers must **resist** the impulse to offer their opinion or give advice to citizens whose vehicle has been towed. If a citizen asks your opinion about whether their car is really blocking that driveway or whether it looks like a hazard to you, or if they ask you to comment on an officer's judgment... **don't do it!** This also applies to testifying in a citizen's dispute about a tow. If a citizen insists, then give them the Towing Coordinator's phone number, but don't put yourself in this situation. **You could be held responsible!...**

**June Response Times . . .** Out of 1,787 tows in June:  
**21 to 30 minutes** – 84 tows (Up from 76)

**31 + minutes** – 33 tows (Down from 37)  
**Failures to Respond:** 5 tows (Up from 1)

**Less than 5%:**

21st Century D4	Northwestern
A&B D2	Retriever
A&B D7	Safeguard
A&B D8	Sam's
Gerlock	Security
Loop Hwy	Sergeants D3
	Speed's D8

**5 to 9.9% :**

21 <sup>st</sup> Century D7	Newhouse D4
21st Century D5	Newhouse D8
Beaver	Sergeant's D8
Handy Andy's	Speed's D5

**10% or more**

Buck's/9T9	Newhouse D5
Crown	

**100% Response . . .**

**21<sup>st</sup> Century D4** 56 requests  
**21<sup>st</sup> Century D5** 50 requests  
**21<sup>st</sup> Century D7** 87 requests  
**Beaver** 48 requests  
**Gerlock** 5 requests  
**Loop Hwy** 54 requests  
**Newhouse D4** 55 requests  
**Newhouse D5** 54 requests  
**Northwestern** 50 requests  
**Retriever** 158 requests  
**Sam's** 54 requests  
**Sergeants D8** 94 requests

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

**Buck's** 40 requests  
**Handy Andy's** 39 requests  
**Security** 147 requests  
**Sergeant's D3** 37 requests



The overall pass percentage for June was 1.67%...

**Sam's Towing**  
*Congratulations!...*

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

**Gerlock Towing**

*mg*

