Tow Bulletin

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

This Month . . .

Thursday, August 19th

The Towing Coordinator will be out of the office for a one-day Regulatory Division retreat

No Tow Board meeting in August

Reinforcements, At Last! . . . I am pleased to introduce Jenny Farres, our new Regulatory Program Specialist. Jenny will be supporting the Towing Program, Second-hand Dealer permits, Amusement Device permits, Social Gaming permits and regulation of Pay and Park facilities. She will have her hands very full! As soon as she is set up with e-mail and fax capabilities, I will send out that information so you can send reports, payments, new hires, etc. to her. Jenny comes to us from the Portland Police bureau, where she was a victim of deep budget cutting. ***Their loss, our gain!...***

A Nice Cold Beer on a Hot Summer Day? . . . Recently, a driver for one of our Tow Contractors learned an important lesson: *Don't drink alcohol – in any amount – on a day when you have to drive a tow truck!* The story was that the driver had consumed just one beer at lunch. But later that evening, when on towing duty, the officer who ordered the tow detected the presence of alcohol on the tower's person. This driver was very lucky that the officer chose not to administer a sobriety test. It could easily have cost the driver's job. This advice also applies to cold medicine, sleep aids, and "quick energy" preparations. If you need something to keep you going during your shift, you may not be in shape to tow. ***The job you save may be your own!...***

~August events in history~

The first public police force was formed in New Amsterdam. It consisted of ten watchmen who were paid 24 stuyvers (about fifty cents) per night. Their salaries were collected from the townspeople each month, 1658.

New PPB Procedures Update . . . The institution of new procedures for handling PPB tow requests seems to be going well. I'm still getting complaints of towers releasing "hazard" tows without a release from PPB Records. A reminder e-mail was sent on July 6th. In case you missed it, here it is again:

- **THE NEW PROCEDURES APPLY ONLY TO PPB TOWS** - **not** ODOT, **not** Parking Enforcement, **not** Port of Portland, **not** Tri-Met and **not** MCSO (although they have their own form that you fax to Tow Desk.)

- **IF A TOW IS ORDERED BY PPB, ASSUME IT NEEDS A RELEASE,** even if you are not given a Notice of Tow Form by the officer. If you are not sure, call Auto Records - 503-823-0044.
- **FAX THE FORM TO TOW DESK,** not PPB Records.

July's total number of tow requests is the highest so far in 2010 and 61 more than July, 2009!. . .

New Employees . . . I want to thank all the folks who are responsible for updating the employee and equipment reports each month. It hasn't been easy, between the new database and the old Towing Coordinator. I really appreciate your patience and the extra effort that you have put in. And, don't forget to make sure the driver's license you send us is readable…

Don't violate Federal Law! . . . Check out your credit card validation machine. Does it display the customer's whole account number? If so, your machine is outdated and should be upgraded. The FTC announced this *three years ago:*

Merchants must shorten electronically processed credit card receipts to display 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. Be aware, however, that when you keep your customers' personal information — including account data — you have an obligation to keep it safe.

This requirement has been in effect since December 2006. All merchants that electronically print credit or debit card receipts must now truncate the information on the copy they give consumers.

Failure to comply with the law could result in 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. *For more information, go to:*

http://www.ftc.gov/bcp/edu/pubs/business/alerts/alt007.shtm

It Bears Repeating!. . . Heat stroke can cause brain damage and even death in as little as 20 minutes! Avoid losing brain cells to heat exhaustion or heat stroke by following these tips from the American Red Cross:

☹ **Drink** twice the usual recommended amount of water (about a gallon) each day, *minimum.*

☹ **Avoid** beverages with caffeine.

☹ **Apply** ice or a cool cloth to wrists or the back of the neck.

☹ **Watch** for 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 must obtain a release and pay release fees***. Don't get stuck with a penalty, too! . .***

~August events in history~
The first professional football game was played in Latrobe, Pennsylvania. For Latrobe's team, they hired a substitute quarterback named John Brallier for $10 in expense money, making him the game's first professional player, 1895.

July Response Times . . .

Out of 1,854 tows in July:

21 to 30 minutes – 68 tows (Down from 84)
31 + minutes – 38 tows (Up from 33)
Failures to Respond: 3 tows (Down from 5)

Less than 5%:

21st Century D4	Loop Hwy
21st Century D7	Northwestern
A&B D2	Retriever
A&B D7	Safeguard
A&B D8	Sam's
Beaver	Security

5 to 9.9% :

21st Century D5	Newhouse D8
Crown	Sergeant's D8
Handy Andy's	Speed's D8

Speed's D5

10% or more

Buck's/9T9	Newhouse D4
Gerlock	Newhouse D5

Sergeant's D3

100% Response . . .

21st Century D4 77 requests
21st Century D5 56 requests
21st Century D7 99 requests
A & B D2 143
Beaver 56 requests
Gerlock 8 requests
Newhouse D4 82 requests
Newhouse D5 54 requests
Retriever 155 requests
Security 138 requests
Sergeants D3 35 requests

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

A & B D8 87 requests
Handy Andy's 43 requests
Loop Hwy 67 requests requests
Northwestern 61 requests
Sam's 68 requests
Sergeant's D8 77 requests

The overall pass percentage for July was 1.46%...

July All-Stars. . .

Companies with no passes and no late responses:

21st Century Towing D4

Congratulations!...

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