

Tow Bulletin

January, 2011

Vol. 18, Issue 1 Marian Gaylord, Towing Coordinator, (503) 865-2489

PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

This Month...

Monday, January 17, 2011

Martin Luther King, jr. Birthday

City Offices Closed – Gate fees apply

This year, the City's observation of MLK Day will be Monday, January 17th. This means that towers are not required to staff their lots that day and gate fees may be applied. Remember – *it makes no difference in your availability for tows and vehicle releases...*

ML King, jr Day of Service... This year, consider joining in one of the thousands of service projects planned in celebration of Dr. King's birthday. The King Day of Service is intended to transform the federal holiday into a national day of community service grounded in his teachings of nonviolence and social justice. **Go to <http://www.mlkday.gov/> for more information...**

Mark Your Calendars... Here is the list of official City holidays for 2011:
New Year's Day – Friday, Dec. 31, 2010
M L King, Jr. Birthday – Monday, Jan. 17
Presidents' Day – Monday, Feb. 21
Memorial Day – Monday, May 30

Independence Day – Monday, July 4

Labor Day – Monday, Sept. 5

Veterans' Day – Friday, Nov. 11

Thanksgiving Day – Thursday, Nov. 24

Christmas Day – Monday, Dec. 26

New Year's 2012 – Monday, Jan. 2

~January Events in history~

President Lincoln signed the Emancipation Proclamation freeing all slaves in the Confederate states, as the Union army advanced south. January 1, 1863

Invoice Changes... If your current supply of Contract invoice forms is running low, ***don't re-order until you've contacted the Towing Coordinator.*** Recent City Code changes have resulted in modification of the required Code Hearings contact information on the back of the citizen's copy of the invoice. Tow Contractors who still have a large supply of the old invoices will have six months to use them up before being required to update. During the time that you are using up old invoices, you will need to apply a "sticker" to the back of the invoice with the corrected information. ***A memo will be sent out in the next week or so providing the correct information...***



What's Ahead in 2011. . . . Here is the second annual *best guess* schedule of meetings and projects for the coming year.

January

1/1 New Year holiday (12/31 official holiday)

1/17 M.L. King, jr Birthday holiday

1/19 Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

February

2/21 Presidents' Day holiday

No Tow Board

Begin review of Tow Contractors for Contract extension eligibility

March

3/16 Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

April

No Tow Board

May

5/18 Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

5/30 Memorial Day holiday

June

No Tow Board

July

7/4 Independence Day holiday

7/20 Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

August

No Tow Board

September

9/5 Labor Day Holiday

9/21 Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

Approval of Tow Contractors for the first Contract extension year

October

No Tow Board

November

11/11 Veteran's Day Holiday

11/16 Tow Board 1:30 p.m. in the 8th floor conference room of 111 SW Columbia St

11/24 and 11/25 Thanksgiving Holiday

December

No Tow Board

12/26 Official observance of Christmas Holiday

1/2/2012 Official observance of New Year Holiday

Remember it's all subject to change without much notice!...

~January events in history~

The first presidential election held in the United States. January 7, 1789

If It's Not Readable, It's Not

Reported! . . . Make sure that VINs and license plates are entered accurately and legibly on the invoice. When writing license plates or VINs on tow invoices and release sheets, **make letters twice as big as the numbers.** For example:

1GNDU06E8WP311984

This will help to prevent mistaking 5's and S's or 1's and L's, etc.

Payment from Code Hearings . . . As everyone should know, the City's "Code Hearings Officer" (CHO) hears citizen appeals and makes rulings on whether a contract tow is valid – should the officer have ordered the tow? When a tow is ruled invalid, the CHO refunds the entire tow bill to the citizen and sends a "Notification of Invalid Tow"(NIT) form indicating the types of fees and the



amounts that CHO will pay. Keep a copy of the NIT to submit with your monthly service fees so we can credit your account.

One more note, if a tower wishes to be paid by CHO for expenses incurred when filing for a possessory lien, documentation of such expenses must be provided to CHO. The Contract says:

5.4.14.1 After a vehicle has been in storage for 7 days, the Tow Contractor may recoup lien-filing expenses *actually incurred*.

So, if you want the City to pay for the cost of processing your lien, you must also provide receipts or other itemized list of expenses you have borne. **No documents - no lien fee..**

Reporting Vehicle Info to Tow Desk . .

. It is very important that the information that you report to Tow Desk at the completion of a tow is **accurate**. This means that the VIN and license plates must be reported based on your actual observation of the vehicle.

Do not...report the plate number from your pager – you must check both the front and back plates on the vehicle

Do not...report a plate **or** VIN from paperwork inside the car – you must check the VIN plate inside the windshield on the dashboard and both the front and back license plates

Do not...forget to tell Tow Desk the issuing state of a vehicle's license plates – if nothing is specified, it will be assumed to be an Oregon plate

Accurate records are just as important as hooking up the car – don't quit until the job is done! . .

~January events in history~

Thomas Edison received a patent for his electric incandescent lamp. January 27, 1880

Baby, It's Cold Outside! . . Historically, January has been the month when the worst winter weather hits in Portland! So, here's the annual run-down on how to prevent dangerous loss of body heat:

Radiation – uncovered skin radiates! Cover your hands, head and feet.

Conduction – water and steel both conduct heat away from your body if you touch them – ever stick your tongue to a flagpole?

Convection – this is conduction when one of the objects is in motion, think “wind chill.”

Evaporation – sweating and breathing both cool your body.

The measure of “*cold challenge*” is the combination of all the conditions that make it cold: temperature, wetness and wind.

Any temperature below 98.6 can be linked to hypothermia!

Signs of hypothermia:

Shivering – if it can be stopped voluntarily, the hypothermia is mild. If not, the level is moderate to severe.

Loss of motor coordination, confusion. Blue tint to the skin.



What to do?

1. **Reduce Heat Loss** – add dry clothing, blankets, shelter.
2. **Give food and fluids** – carbohydrates, protein and fat – a candy bar can help. Give them liquids, warm- *not too hot* - in temperature.
3. **External heat source** – crank up the heater, but be careful not to put them too close. They might not feel a burn.

Signs of frostbite:

- Area may be painful or numb.
- May look red or bluish. In severe cases, the tissue may be white and hardened.
- Ears, nose, fingers and toes are most susceptible.

What should you do?

1. **Re-warm** the affected area gently. Try blowing warm air on it or placing it against a warm body part like an armpit. Immersion in warm, **not hot**, water is also effective.
2. **Don't rub the area!** This can cause tissue damage because ice crystals within the cells may cause tearing.

Always wear gloves when handling fuel in the cold. Spilling white gas on bare skin can result in instant frostbite from evaporative cooling.

This information is provided only to give you a few tips for recognizing hypothermia and frostbite. It is not a substitute for real medical help. If you think you or someone near you is hypothermic or has frostbite, get medical attention as soon as possible.

Thanks to Rick Curtis and Princeton University for this information. . .

For The Record . . . Here's the annual list of contact information for the Agencies. [Agency readers, please let me know if this information is not accurate.] Tow Contractors ~Save this information for easy reference~ (*Changes from last year are in *italic*)

- Correspondence, complaint responses, penalty waiver requests, monthly reports, service fee payments, driver numbers, truck inspections, insurance papers, bond certificate, etc....

Towing Coordinator

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- Police records questions

Portland Police Records

1111 SW 2nd Avenue, Room 1126

Portland OR 97204

(503) 823-0044

- Billings to the Portland Police Bureau
Police Fiscal Services

Amie Hoodenpyl

1111 SW 2nd Avenue, Room 1406

Portland OR 97204

(503) 823-0486

- Billings to City of Portland Fleet Services

Kyle Nickels



Bureau of General Services
 2835 N Kerby
 Portland OR 97227
 (503) 823-823-1834

Anna Turner
TPD

4012 SE 17th Avenue
 PORTLAND OR 97202
 (503) 962-5883

- TBTH billing to Maintenance Bureau
Stores

Maintenance Operation
 2929 N Kerby
 Portland, OR 97227
 (503)823-4758

- ODOT

Geoff Bowyer
ODOT- Incident Response

123 NW Flanders St
 Portland OR 97209
 (503)731-4703

- Portland Streetcar billings:
 Carol Cooper, Office Manager

Portland Streetcar
 1516 NW Northrup Street
 Portland OR 97209
 (503)823-2900

Drivers must make sure they get the right information about who to bill! . . .

- City of Portland Parking Enforcement
Parking Enforcement Information
 1120 SW 5th Avenue, Room 730
 Portland OR 97204
 (503) 823-5195 x3

Driver ID Numbers. . . Drivers are not allowed to perform Contract tows until they have been assigned a City ID number. If you have a new driver who needs a number, you must complete and submit the “Immediate Notice of New Hire/Notice of Termination” form with a signed Confidentiality Agreement, and copies of the driver’s license and social security card. If your driver lives in Washington and has a Washington operator’s license, you must submit a detailed copy of the driving record. The “abstract” available on-line is not adequate. ***Numbers will not be assigned without submission of all required documentation . . .***

- Billings to Multnomah County Sheriff's Office
 MCSO Auto Records
 12240 NE Glisan St
 Portland OR 97230
 (503) 251-2520
 FAX: (503) 261-2812

December Response Times . . . Out of 1,930 tows in December:
21 to 30 minutes – 53 tows (down from 58)
31 + minutes – 33 tows (down from 41)
Failures to Respond: 4 (up from 3)

- Billings to Multnomah County Fleet
Adrianna Lucas
 Multnomah County Transportation
 1620 SE 190th Avenue
 Portland OR 97233-5999

Late Response Records

- Port of Portland
 Port of Portland Police
 (503) 460-4221

Less than 5%:

- Tri-Met

21st Century D5	Retriever
21 st Century D7	Safeguard
A&B D2	Sam’s



A&B D8	Security
Beaver	Sergeant's D3
Gerlock	Sergeant's D8
Loop	Speed D5
Northwestern	Speed D8

5 to 9.9% :

21st Century D4	Newhouse D5
A&B D7	Newhouse D8

10% or more

Buck's/9T9	Handy Andy
Crown	Newhouse D4

No Passes . . .

- 21st Century D4** 60 requests
- 21st Century D5** 51 requests
- 21st Century D7** 91 requests
- Beaver** 43 requests
- Loop Hwy** 69 requests
- Newhouse D4** 50 requests
- Northwestern** 45 requests
- Security** 180 requests

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

- Gerlock** 7 requests
- Handy Andy's** 41 requests
- Newhouse D5** 43 requests
- Sam's** 53 requests
- Sergeant's D8** 71 requests
- Speed's D8** 93 requests

The overall pass percentage for December was 1.86%...

Next Contract Workshop . . .

1:30 p.m. to 4:30 p.m.
Thursday, January 27, 2011
Room 600, Rivers Conf room
111 SW Columbia Street

Register by Tuesday, January 25th to be sure of a seat. Class starts by 1:35 so be on time!
Late-comers may be turned away...

mg



Monday, January 17, 2011