Tow Bulletin

May, 2011

Vol. 18, Issue 5 Marian Gaylord, Towing Coordinator, (503) 865-2489

PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

This Month…

Sunday, May 8th
Mother's Day

Wednesday, May 18th
Towing Board of Review
Regular Meeting
1:30 p.m.
111 SW Columbia, 8th floor
Conference Room B

Monday, May 30th
Memorial Day Holiday

CONTRACT WORKSHOP . . .
1:30 p.m. to 4:30 p.m.
Thursday, May 26, 2011
Room 600, Rivers Conf room
111 SW Columbia Street

Confirm by Tuesday, May 24 to be sure of a seat. Class starts by 1:35 so be on time!

No one who was registered for the March 31st ***or*** April 28th workshops showed up for the class. This is getting really old!

Please make sure when you sign up staff for a workshop:

- That the student knows they are signed up; and,
- That you send a confirmation e-mail to the Towing Coordinator by Tuesday before the Thursday class. **If no one has confirmed by the end of Tuesday, the class will be canceled.**

Remember: ***Companies will lose one extension evaluation point for every staff member who has worked for more than 6 months without attending the workshop. Time is running out…***

What's Up With That?! . . . In the past month, I have heard of two incidents where a tow driver ***demanded*** a "Notice of Tow" form from an officer when the officer didn't feel it was necessary. What were those drivers thinking??? As if we needed any more confusion about this procedure!

1. If an officer issues an N.O.T. form at the time of the tow, the tower will place it with the paperwork and a release will be required before anyone is allowed to pick up the vehicle.
2. If an officer does not offer the tower a completed N.O.T. form, the tower will not demand it from the officer. Even if the officer is incorrect.

If there is ever **any** question about the need for a release, the tower will **call** Portland Police Records – or Multnomah County

Records, or Port of Portland Police Records, or Fairview Police Records – ***for clarification before releasing the vehicle…***

Be Careful Out There! . . . Recently, a Retriever employee was seriously injured when a "dissatisfied citizen" decided to drive his impounded car through the storage yard gate. Being a good employee, who protects his company's interests, the tow driver tried to block the citizen's escape. Unfortunately, the car didn't stop. The tow driver was caught between the car and the gate and received a nasty gash in his leg and a very serious bash in the skull when his head hit the pavement.
Towers are undeniably tough guys and gals, but you're not unbreakable! No tow is worth risking life and limb. ***Please, please, please never put yourself in harm's way over a tow! It's not worth it…***

"For You a Rose in Portland Grows"
. . . Here is a schedule of events for the 2011 Portland Rose Festival!
Rose Festival "City Fair" (formerly Waterfront Village) will be open on three consecutive weekends:

May 27 – 30
June 2 – 5
June 9 – 12

May 27 – Fireworks Spectacular

June 4 - Starlight Run

June 4 - Starlight Parade

June 8 - Junior Rose Parade

June 8 – 12 Fleet Week

June 9 – 10 Portland Rose Society 123rd Annual Spring Rose Show

June 10 - Conchords Chorale Concert "Let's Go To The Movies The Sequel"

June 11 - Queen's Coronation

June 11- Grand Floral Walk

June 11- Grand Floral Parade

June 11- "From One Rose" Motion Picture Screening

June 11 – 12 Grand Floral Parade Float Viewing

June 11 – 12 Portland Rose Festival Dragon Boat Race

June 12 - Conchords Chorale Concert "Let's Go To The Movies The Sequel"

June 17 – 19 Rose Cup Races

No New Applications this Year … At the March Tow Board meeting, the Board voted unanimously not to accept new contract applications until the current contract is finished with the two optional one-year extensions provided in the Contract. This includes applications for additional contracts.
The next Request for Qualifications (application) for the Tow Contract will be available in June, 2013…

~ May events in history~
May 1, 1931
The Empire State Building opened

Speaking of Costs… The current "fuel surcharge" of $4.00 per tow will be reviewed at the May meeting and either extended or canceled. ***Agencies do not pay this***

additional fee on the tow of agency vehicles…

Office Hours . . . Regular office hours for Tow Contractors have been changed: towers' offices must be open and staffed Monday-Friday, **1000 to 1800**. No "gate fee" will be charged on vehicles released between 0800 and 1000. ***During that time, however, towers must not make citizens wait more than 30 minutes for a release…***

~May Events in history~
May 5, 1961
Astronaut Alan Shepard flew the first manned space flight

Complaint Responses . . . If you receive notice of a complaint from Jenny or the Towing Coordinator, there are specific steps established by the Board that you must follow in resolving it. Briefly:

1. Investigate any allegations with the involved staff member(s). Check your own documentation of the tow for inconsistencies with the complaint.
2. Send a written statement to the Towing Coordinator within the allotted time, explaining what happened according to your investigation. This may include a written statement by the employee. You may also propose a resolution of the complaint.

When your written response is received, the Towing Coordinator evaluates the information you have provided against the complainant's statements to develop a final determination. This determination may dismiss the complaint, assess penalties, direct a refund, direct a change in procedures or any combination.

Failure to respond will result in additional penalties.

The tower always has the option of requesting a penalty waiver. Such a request should always detail what went wrong, why it won't happen again or steps that you will take to prevent a recurrence. If your waiver request is denied, you have the right to appeal that decision to the Tow Board at its next meeting. Whatever you decide, ***your response must be in writing. . .***

April Response Times . . . Out of 1520 tows in April:
21 to 30 minutes – 60 tows (down from 64)
31 + minutes – 25 tows (down from 33)
Failures to Respond: 5 (no change)

No late responses in April - Retriever

Late Responses . . .

Less than 5%:

21st Century D4	Safeguard
21st Century D7	Security
Beaver	Sergeant's D8
Loop	Speed's D5
Northwestern	Speed's D8

5 to 9.9% :

A&B D2	Crown
A&B D8	Newhouse D8
A&B D7	Newhouse D5

10% or more

21st Century D5	Handy Andy
Buck's/9T9	Newhouse D4
Gerlock	Sergeant's D3

No Passes in April . . .

21st Century D4 85 requests
21st Century D5 49 requests
21st Century D7 76 requests
Gerlock 4 requests
Loop Hwy 46 requests
Sergeant's D3 16 requests

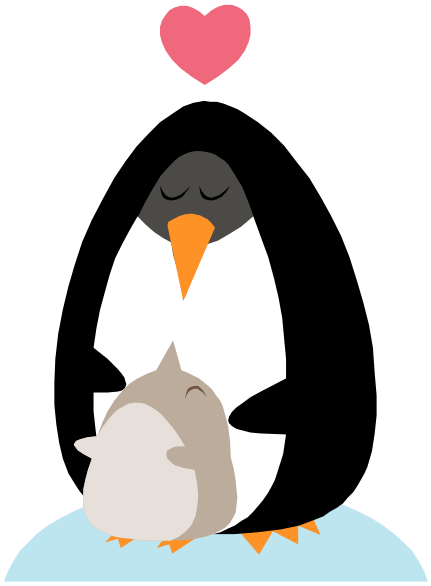
~May events in history~
May 10, 1908
The first Mother's Day observance took place in West Virginia and Pennsylvania

Only 1 pass in April:

A & B D2 110 requests
A & B D7 95 requests
Beaver 53 requests
Bucks 41 requests
Newhouse D4 80 requests
Newhouse D5 52 requests
Newhouse D8 84 requests
Retriever 123 requests
Security 110 requests
Sergeant's D8 71 requests

The overall pass percentage for April was 2.37%...

. . .mg



Happy Mother's Day
Sunday, May 8th