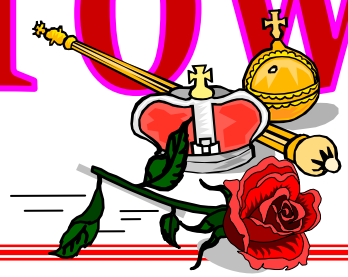
Tow Bulletin



June, 2011

Vol. 18, Issue 6 **Marian Gaylord, Towing Coordinator, (503) 865-2489**

*****Please Distribute This Information To <u>All</u> Contract Tow Employees*****

<u>This Month</u>…

No Tow Board Meeting in June

Tuesday, June 14th

Portland Public Schools
Last Day of Classes

Sunday, June 19th
Father's Day

Thursday, June 30th
Tow Contract Workshop
1:30 p.m.
Revenue Bureau

Roses in Portland. . .
1837 – The first rose bush, a wedding gift to Anna and Jason Lee, came to Oregon by ship around Cape Horn

<u>"Schooool's Out for the Summer!"</u>… When the sunny (?) weather moves in and the school year ends, it's even more important for drivers to keep their eyes open! ***Watch out for kids, pets, bikes, tourists, etc. . . .***

<u>Fuel Costs</u>… The current "fuel surcharge" of $4.00 per tow will be reviewed again at the July meeting and either extended or canceled. ***<u>Agencies do not pay</u> this additional fee on the tow of agency vehicles…***

<u>Invoice Changes</u> . . . 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 require modificiation of the 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 correct information. . .***

<u>Speaking of *Standard* Invoices</u> . . . When re-printing invoice forms for Contract tows, it may be tempting to re-arrange the boxes or change wording. However, **do not make any change** to this standard form without first checking with the Towing Coordinator.

<u>Tow Contractors are free to use any vendor they choose for printing their invoices.</u>

However, if you don't have a favorite already, Keith Walkiewicz of Docu-Source has the latest changes to the invoice master and prints for many towers on the Contract. ***A non-standard invoice on a Contract tow may be grounds for invalidation of the tow and a refund of fees. . .***

Roses in Portland…
1889 – First Rose Show held by the Portland Rose Society

Be Careful Out There! . . . Recently, a tow employee was seriously injured when a "dissatisfied citizen" drove his impounded car through the storage yard gate. The tow driver was seriously hurt when he tried to block the citizen's escape. ***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:
June 2 – 5
June 9 – 12

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

Roses in Portland…
1907 – First Rose Queen and Court
First Junior Parade

May Response Times . . . Out of 1,501 tows in May:
21 to 30 minutes – 58 tows (down from 60)
31 + minutes – 29 tows (up from 25)
Failures to Respond: 3 (down from 5)

No late responses in May –
Retriever Towing 116 requests
Sergeants D8 71 requests

Less than 5%:

21st Century D4	Retriever
A & B D7	Security
Loop	Sergeant's D8
Newhouse D8	Speed's D8
Northwestern	

5 to 9.9% :

21st Century D7	Beaver
A&B D2	Buck's/9T9
A&B D8	Newhouse D5
Safeguard	Speed's D5

Flag Day
June 14th

10% or more

21st Century D5
Crown
Gerlock
Handy Andy
Newhouse D4
Sergeant's D3

Roses in Portland. . .
1931 – First Rose Court and Queen chosen from Portland High School senior girls

No Passes in May . . .

21st Century D4 75 requests
21st Century D5 38 requests
21st Century D7 77 requests
Bucks 52 requests
Gerlock 4 requests
Handy Andy's 37 requests
Loop Hwy 59 requests
Newhouse D4 74 requests
Retriever 116 requests
Security 107 requests
Sergeant's D3 38 requests

Only 1 pass in May:

A & B D2 113 requests
Beaver 44 requests
Crown 44 requests
Newhouse D5 40 requests
Sergeant's D8 71 requests
Speed's D8 93 requests

The overall pass percentage for May was 1.6%...

TOW CONTRACT WORKSHOP . . .

1:30 p.m.
Thursday, June 30, 2011
Room 600, Rivers Conf room
111 SW Columbia Street

Confirm by Tuesday, June 28th to be sure of a seat. Class starts by 1:35 so be on time!

*****!New!***** Students will be expected to correctly answer a question from the current month's Tow Bulletin*******

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…***

Roses in Portland.. .
1976 – First Starlight Parade

. . .mg

Fathers' Day
June 19 , 2011
Don't forget your dad, grampa, husband, brother…