Tow Bulletin

September, 2011

Vol. 18, Issue 9

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*****Please Distribute This Information To All Contract Tow Employees*****

This Month . . .

Monday, September 5th
Labor Day Holiday
Gate Fee applies all day

Tuesday, September 6th
Portland Public Schools
Start of the 2011-2012 school year

Wednesday, September 21st
Towing Board of Review
Regular Meeting
1:30 p.m.
111 SW Columbia, 8th floor
Conference Room B

Thursday, September 29th
Tow Contract Workshop
1:30 p.m.
Revenue Bureau

Events in History. . .

The city of Atlanta, Georgia was evacuated by Confederate forces commanded by General John B. Hood

September 1, 1865

School's Back in Session. . . Can you believe it? Summer vacation 2011 is almost over for the Portland and Multnomah County area. Kids are returning to school – walking, biking, riding the bus. Keep an especially sharp eye out for pedestrians when driving anywhere near a school. Portland Police are checking for violations in school zones during morning and evening peak hours. The speed limit is **20 mph** when the following conditions exist in school zones:

A: Anytime a yellow light is flashing
B. Between 7:00 a.m. and 5:00 p.m. on school days
C. Crosswalks near schools.

(reprinted courtesy of KGW.com)

Of course, it's even better to avoid school areas altogether when you are hurrying to a tow scene. ***Be cool around schools!. . .***

Events in History. . .

The nation's first Labor Day Parade sponsored by the Knights of Labor was held in New York City

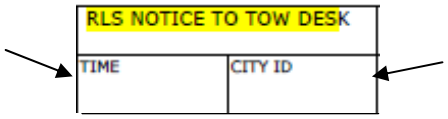
September 5, 1882

***Important Notice* . . .** I received another complaint from the Code Hearings Office that some Tow Contractors are still using invoices with **outdated appeal information** on the back. Check your invoices to be sure they are correct. If not, you have two alternatives:

1. Have a sticker printed and apply it to the back of *every* Contract invoice issued to a citizen for the release of their car; or,
2. Take this sample to your printer and have new invoices made.

Failure to provide the citizen with the correct appeal information on the invoice is subject to a $75 penalty every time. . .

Have You Forgotten Something? . . .



Recently, the question has been raised, "How can I give the citizen a completed invoice copy when I fax the release notice to Tow Desk *after* I release the car?" The answer is really quite simple! Fax the release notice to Tow Desk *before* you give the citizen their copy of the invoice. It only takes a few seconds. If this practice was adopted by all our towers, ***there'd be a lot less need for "unreleased vehicle" reports (and penalties!) and a lot less penalties for incomplete invoices!. . .***

P.S. This only works if you actually send the notice to Tow Desk when you say you did!

Hello? Hello?. . . In the quest for efficient, cost-effective service, some have instituted telephone systems that put the caller into a "queue" of calls on hold without any introduction or opportunity to find out how urgent the call is. This is not acceptable under the Tow Contract terms. The contract requires that every tower have a minimum of 3 phone lines:

1. A "dispatch" number. This is the primary number that Tow Desk will call to give you a tow request. This must always be answered by a live person to receive dispatch information.
2. A "lot" number. This number is always supposed to ring at your storage/office location. This is used, in part, to verify that a Tow Company is open and staffed during regular business hours. It should not be forwarded to an answering service.
3. A dedicated fax line. This line is to be used only for sending and receiving faxes. It should always be set up and ready to receive, without having to pre-notify anyone.

I know that towers are working hard to bring in enough business to stay afloat, but the City Tow Contract still has to be a top priority. If other business is more important to your company than your commitment to serve the public agencies, ***you should give serious consideration to whether you really want to stay on this contract. . .?***

Events in History. . .

The first Chicago to New York airmail trip to be completed in one day occurred. This transportation of mail took an overall time of 12 hours, 55 minutes. The flying time was 10 hours, 5 minutes

September 10, 1918

18th Annual Oregon Small Business Fair. . .

September 24, 2011
Saturday
0800 – 1630
Classes start at 0830
****New Location****
"The Ambridge"
1333 NE Martin Luther King, jr Blvd
***Free* Admission**

***Free* Parking**

- **Understanding business licenses**
- **Business plans**
- **Taxes made easy**
- **Get money for your business**
- **Designing and operating a website**
- **Fighting fraud**
- **Computerized bookkeeping**
- **How to advertise**
- **Getting government contracts**
- **Selling on the web**
- **Choosing lawyers and CPAs**
- **Social media networking**

Plus more than 20 exhibitors! ***Sponsored by your government and local business organizations. . .***

Get Ahead of the Curve!. . . The "North American Towing Academy's next **Light and Medium-Duty** Training and Certification class will be held **October 29-30, 2011** at Speed's SuperTow, 14325 NE Sandy Blvd., Portland - Class will be from 8:00 am to 5:00 pm. This is a great opportunity for professional training at about *half* the cost of most programs. ***This training satisfies the "Driver Certification" requirement of the City Tow Contract. An application form is attached. . .***

Even in a Summer as Mild as This One. . .

it's possible to become overheated and suffer heat exhaustion or even heat stroke. Avoid losing brain cells 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…

Events in History. . .

The United States Constitution was signed

September 17, 1787

August Response Times . . .

Out of 1470 tows in August:
21 to 30 minutes – 80 tows (up from 64)
31 + minutes – 38 tows (down from 41)
Failures to Respond: 0 (down from 6)

Less than 5%:

Beaver	Retriever
Loop	Security
Northwestern	Sergeant's D8

5 to 9.9% :

21st Century D4	A & B D8
21st Century D5	Buck's/9T9
21st Century D7	Newhouse D8
A & B D2	Safeguard
A & B D7	Speed's D8

10% or more:

Crown	Newhouse D4
Gerlock	Newhouse D5
Handy Andy	Sergeants D3
	Speed's D5

The late response percentage for all tows is 8.2%. . .

Events in History. . .
The transistor was invented
September 23, 1947

No Passes in August . . .

21st Century D4 98 requests
21st Century D5 45 requests
21st Century D7 69 requests
A & B D2 106 requests
Gerlock 8 requests
Handy Andy's 57 requests
Loop Hwy 83 requests
Newhouse D4 80 requests
Retriever 118 requests
Security 100 requests
Sergeants D3 35 requests

Only 1 pass in August:

Bucks 39 requests
A & B D7 90 requests
A & B D8 78 requests
Beaver 41 requests
Crown 39 requests
Newhouse D5 42 requests
Sergeants D8 69 requests

The overall pass percentage for August was 1.77...

TOW CONTRACT WORKSHOP . . .

1:30 p.m.
Thursday, September 29, 2011
Room 600, Rivers Conf room
111 SW Columbia Street

Confirm by Tuesday, September 27th to be sure of a seat. ***Class starts by 1:35!***

*****!New!***** Students may 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.***

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