Tow Bulletin

October, 2011

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

This Month . . .

Saturday, October 1st
First Day of the
2011-2012 Contract
Extension year

No Tow Board meeting
In October

Thursday, October 27th
Tow Contract Workshop
1:30 p.m.
Revenue Bureau
Register by 10/25

A Big Thank You to All the Tow Contractors and the Tow Board. . . The review process for award of the first of two contract extension years is finally complete! I want to express my appreciation for the towers' work to be ready for the audits and inspections. The Tow Board also gives their time to carefully weigh the information provided and give thoughtful consideration to every tower's testimony.

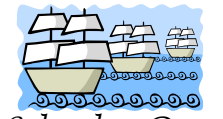
Monthly Payments to Tow Desk and the City . . . As revealed during the performance review for extension of the contract, several companies seem to misunderstand when their City service fee and Tow Desk payments are due.

Bills for the City service and Parking Enforcement fees are sent to the Tow Contractors every month before the 5th. The due date for the payment is clearly indicated on the stub at the bottom of the invoice. Likewise, the due date for payment of Tow Desk fees is also stated on the stub of every invoice. So what's the problem? The service fees have already been paid to you by the citizen when redeeming their vehicle. In many cases, you have also collected the Tow Desk fee. Timely payments and report submission are important aspects of Contract compliance. ***Tow Desk has bills to pay, too!...***

Events in History. . .

October 1, 1908 - Henry Ford's Model T, a "universal car" designed for the masses, went on sale for the first time.

Who Picked Up That Car? . . . Another issue that came up in the audit portion of the extension review has to do with properly



identifying the person who redeems a towed vehicle. It is very important to know the name of every person who takes possession of a vehicle after it is towed. When it's a citizen picking up the car, towers are pretty good about requiring their first and last names, address and phone number. But when it is an insurance representative, or Co-Parts, or another tower, or even the attendant at the Hansen Building or Rivergate Vehicle Storage, towers are not being careful to get the name of the actual person to whom you're handing the vehicle! It's fine to indicate that Co-Parts, or a body shop is picking up or receiving a contract tow, but in addition to the company name you must also print the first and last names of the specific person taking possession of the vehicle. Many signatures are unreadable and if there was a problem, ***we need to know who can help!...***

Events in History. . .

October 11, 1884 Eleanor Roosevelt was born in New York City. She was the wife of President Franklin Delano Roosevelt, 32nd U.S. President. As First Lady, she led an unprecedented independent life, striving to improve the lives of people all over the world. She served as a U.S. delegate to the United Nations for many years and helped write the Universal Declaration of Human Rights.

September Response Times . . . Out of 1545 tows in September:

21 to 30 minutes – 82 tows (up from 64)
31 + minutes – 29 tows (down from 41)
Failures to Respond: 1 (down from 6)

No Passes or Late Responses in September. . .

Gerlock Towing

Good job!. . .

Events in History. . .

October 3, 1990 - After 45 years of Cold War division, East and West Germany were reunited as the Federal Republic of Germany.

Less than 5%:

A & B D2	Security
Gerlock	Sergeant's D8

5 to 9.9% :

21st Century D4	Loop Hwy
21st Century D5	Newhouse D4
21st Century D7	Newhouse D8
A & B D8	Sergeant's D3
Beaver	

10% or more

A & B D7	Newhouse D5
Buck's/9T9	Speed's D5
Handy Andy	

The late response percentage for all tows is 7.1% - a small improvement over August…

No Passes in September . . .

21st Century D7 60 requests
Bucks 43 requests
Gerlock 2 requests
Loop Hwy 67 requests
Newhouse D4 56 requests
Newhouse D5 46 requests
Newhouse D8 82 requests
Speed's D5 48 requests
Speed's D8 133 requests

Only 1 pass in September:

21st Century D4 63 requests
21st Century D5 55 requests
A & B D2 127 requests
Northwestern 53 requests
Retriever 123 requests
Security 125 requests
Sergeant's D3 41 requests
Sergeant's D8 74 requests

The overall pass percentage for September was 1.94%...

TOW CONTRACT WORKSHOP . . .

1:30 p.m.
Thursday, October 27, 2011

Room 600, Rivers Conf room
111 SW Columbia Street

Confirm by Tuesday, October 25th to be sure of a seat. Class starts by 1:35 so be on time!

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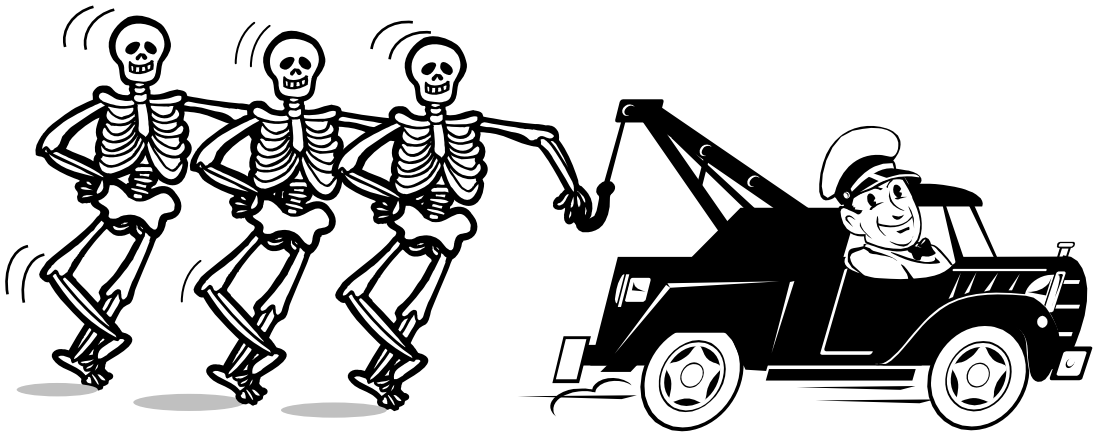
*****!New!***** Students may be asked to correctly answer a question from the current month's Tow Bulletin*******