# Tow Bulletin

## November, 2011

**Vol. 18, Issue 11** **Marian Gaylord, Towing Coordinator, (503) 865-2489**

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

*<u>This Month</u>* . . .

**Friday, November 11**
**Veterans' Day Holiday**
**(Armistice Day)**
**City Offices Closed – Gate fees apply**

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

**Thursday <u>and</u> Friday,**
**November 24-25**
**Thanksgiving Holiday**
**City Offices Closed – Gate fees apply**

**<u>Wednesday</u>, November <u>30th</u>**
**(Special date)**
**Tow Contract Workshop**
**1:30 p.m.**
**Revenue Bureau**
**Rivers Conference Room**
**<u>Register by 11/22</u>**

## <u>What Will the Winter Bring?</u> . . .

Looks like we're in for another *la Nina* year for our winter weather. This means a colder, wetter winter. Of course, in Portland, winter can mean just about anything! So to stay ahead of Jack Frost and his pals, now is the perfect time to make sure you are fully equipped for rough weather:

- "winterize" trucks now, checking or replacing coolant/antifreeze
- equip <u>every truck</u> with snow chains
- consider carrying a quantity of sand for temporary traction
- flashlights and extra batteries
- warm gloves and plenty of spares; wet gloves can actually increase the chance of frostbite!
- extra warm, dry clothing for when you can't avoid getting wet
- blankets or a sleeping bag;"space" blankets are inexpensive and take up very little room in your cab
- hot drinks and food can help you stay warm, but (of course) stay away from alcoholic beverages.

These are just few suggestions (some, courtesy of Tow Times magazine) to keep you safe during the winter. ***If we're really well prepared, that will probably keep the snow and cold away!...***

## <u>It's Official!</u> . . .

Nominations were solicited, ballots were distributed, votes have been cast and counted~

Here are the results of the election of your 2011-2012 Industry Reps to the Tow Board:

| | |
|---|---|
| **Jesse Copeland**<br>Sergeant's Towing | **11** |
| **Aaron Hainline**<br>Gerlock Towing | **6** |
| **Dave Reichert**<br>Speeds Towing | **5** |
| **Clark Tenney**<br>21st Century Towing | **14** |

Out of 23 current Tow Contractors, 18 voted – a 78% turnout. ***Thank you to all the candidates for your willingness to serve!..***

**And What About Bob? . . .** After 9+ years of faithful service to the towers, Bob Wilson decided not to run for another term as Industry Representative to the Towing Board of Review. We extend our ***congratulations and thanks for his input and advice. . .***

***Events in History. . .***
**November 2, 1783 - General George Washington issued his *"Farewell Address to the Army"***

**When to Notify Tow Desk of a Lien Release . . .** Tow Desk will not accept releases less than 30 days after the date of the tow. Exhibit 2, 2.7.1.10 in the Tow Contract states:
*The Tow Contractor shall report the release to Tow Desk within eight (8) hours after foreclosing any possessory lien.*
The lien is not foreclosed until the vehicle has been offered in an auction. State law mandates that a vehicle with an appraised value between $500 and $1,000 **must be held 30 days.** Vehicles appraised at over $1,000 **must be held 60 days.** Even if a car doesn't sell in it's first auction, you can report the release as soon as the auction has happened. ***Make sure your staff understands these requirements. . .***

***Events in History. . .***
**November 22, 1963- President John Fitzgerald Kennedy (JKF) was assassinated in Dallas, Texas, while riding in a motorcade**

**Who Picked Up That Car? . . .** It's very important to know the name of the 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 often not 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 to call!...***

**A Refresher on "Courtesy" Tows . . .** Attachment 7 in your tow contract is a procedures sheet pertaining to so-called courtesy or Tow By the Hour towing. A copy

is also included in this month's bulletin. Check it out if you haven't done this sort of towing recently. ***Don't just guess. . .***

## October Response Times . . . Out of 1636 tows in October:

**21 to 30 minutes – 91** tows (up from 82)
**31 + minutes – 37** tows (up from 29)
**Failures to Respond: 2** (up from 1)

## Less than 5%:

21st Century D7
A & B D2
Buck's/9T9
Security
Sergeant's D8
Speed's D8
Loop Hwy

## 5 to 9.9% :

21st Century D4
21st Century D5
A & B D7
A & B D8
Beaver
Newhouse D8
Northwestern
Retriever
Sergeant's D4

## 10% or more

Gerlock
Handy Andy
Newhouse D4
Newhouse D5
Speed's D5

The late response percentage for all contract tows is 7.7% …

***Events in History. . .***
**November 19, 1863 - President Lincoln delivered his Gettysburg Address, on the bloodstained battlefield at Gettysburg, Pennsylvania, during a ceremony to dedicate the cemetery**

## No Passes in October . . .

**21st Century D4** 52 requests
**21st Century D5** 59 requests
**21st Century D7** 114 requests
**A & B D2** 148 requests
**Bucks** 41 requests
**Gerlock 8** requests
**Handy Andy's** 29 requests
**Loop Hwy** 57 requests
**Security** 143 requests
**Sergeant's D8** 73 requests
**Speed's D5** 63 requests
**Speed's D8** 128 requests

## Only 1 pass in October:

**A & B D7** 113 requests
**Newhouse D4** 53 requests
**Newhouse D5** 59 requests
**Northwestern** 59 requests
**Sergeant's D4** 54 requests

***The overall pass percentage for October was 1.10%...***

***Events in History. . .***
**November 11, 1918 – A cease fire, or "armistice," was declared, ending World War I (Armistice Day/ Veterans' Day)**

## TOW CONTRACT WORKSHOP . . .

*****NOTE: *Special day******
**Wednesday, November 30, 2011**
1:30 p.m.
Room 600, Rivers Conf room
111 SW Columbia Street

***Confirm*** by Tuesday, November 22nd to be sure of a seat. Class starts by 1:35 so be on time!

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

- The student knows they are signed up; and,

- You send a confirmation e-mail to the Towing Coordinator. ***If no one has confirmed by the end of Tuesday, the class will be canceled.***

***Events in History. . .***

November 26, 1789 -Thanksgiving was first celebrated as a national holiday

ATTACHMENT 7

**COURTESY TOWING** (Tow by the Hour)
for all Permit Holders

Holders of City permits which reserve specific areas for activities such as Film/Video production, special events, such as parades or marches, or construction are allowed to remove, by towing, vehicles legally parked in the reserved area.

1. Permittee's are encouraged, but in no way required, to use towers from the Contract Rotation.
2. If a Tow Contractor has been hired by a permit holder, such as an event coordinator or production company, etc., to provide courtesy towing from the public right of way, the Tow Contractor shall notify the Tow Desk and PPB Auto Records not later than 48 hours before the event.
3. Each courtesy tow from public right of way **must be ordered by an authorized City official, either Parking Patrol Deputy or Police Officer**.
4. Procedures established by the Bureau of Traffic Management for parking control must be followed.
5. The Tow Contractor must pre-arrange any necessary credit arrangements with the permittee to assure payment for towing and dispatching services. The tower will be billed for dispatching by Tow Desk, as usual.
6. The authorized City official may direct that the vehicle be moved to another legal parking space on the public right-of-way; to any storage facility designated by the City, or; to private property, provided the permittee has secured the permission of the property owner.
7. Tow Contractor shall notify the Police Records Division of the exact location of each towed vehicle by faxing the Tow Desk **within 30 minutes** of the completion of each tow. This is for the owner's information and to prevent a vehicle from being reported and recorded as stolen. The Tow Desk phone number is (503)528-7460.
8. Vehicles which the permittee wishes to exempt from towing must be identified, either by company signs, painted or magnetic, on both sides of the vehicle or by a complete and clearly displayed "Reserved Area Identification Card," supplied by the permit center. Once an officer has been called to order a tow, all vehicles in the restricted area that do not have proper identification cards displayed will be towed and all tows will be of the same type.
9. The permittee will bear all costs of towing and storing a vehicle for a period of not more than 72 hours. If the vehicle is towed and stored at a private facility and the owner fails to pick up the car within 72 hours after it is towed, the vehicle owner may be charged a storage fee as set out in the Contract for Vehicle Towing and Storage.