

Vol. 19, Issue 2

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This Month . . .

Return to Daylight Savings
Time
0200 Sunday, March 11th

St. Patrick's Day Saturday, March 17th

First Day of Spring – (Vernal Equinox) Tuesday, March 20th

> Towing Board of Review 1330 Wednesday, March 21st 111 SW Columbia 8th floor conf room B

March 26th – 30th
Spring Break
Portland Public Schools

Tow Contract Workshop Thursday, March 29th 1:30 p.m. Revenue Bureau Rivers Conference Room Register by 3/27



THIS INFORMATION TO EMPLOYEES

Cleaning Up . . . You may have heard about a new company operating on a trial basis to provide high quality clean-up of spilled fluids at accident scenes. Once all the "bugs" are worked out, I'm sure there will be much more discussion about when and

how this service might be used. **However**, don't forget that this **does not** change the tower's responsibility under state and City law: You <u>must carry</u> at least 10# of oil absorbent, a broom, shovel and a container into which you put debris and soiled absorbent; You <u>must clean up</u> glass, plastic, metal and anything leaked from a vehicle that you're towing.

Oregon Revised Statutes:

822.225 Failure to remove injurious substance; penalty. (1) A person commits the offense of tow vehicle operator failure to remove injurious substance if the person is operating a tow vehicle that is removing a wrecked or damaged vehicle from a highway and the person fails to remove any glass or other injurious substance <u>dropped upon the highway</u> from such vehicle.

Portland City Code:

16.30.830 Failure to Remove Injurious Substance. A person commits the offense of tow vehicle operator failure to remove injurious substance if the person is



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operating a tow vehicle that is removing a wrecked or damaged vehicle from a roadway and the person fails to remove any glass or other injurious substance <u>dropped upon the roadway</u> from such vehicle.

Events in History...

March 1, 1961 - President <u>John F. Kennedy</u> established the Peace Corps.

"Parade Moves" . . . Moving cars off street during special events such as parades, marathons, bike rides, etc. is an important function. However, these "courtesy" tows can't violate other restrictions on parking, etc. For example, if an officer orders a vehicle removed from the public right-ofway, the location to which it is moved must be a <u>legal</u> parking space, <u>not</u> on private property. Twice in the last few months, a citizen's car has been moved from on-street into a Pay and Park lot, where it was ticketed for non-payment and could have been towed again. *Think!*

What Do We Mean by "protection"?.

- •• What does it mean for the tower when the Contract says "Tow Contractor shall exercise reasonable care to protect stored vehicles and the personal effects thereof from vandalism, theft or burglary"? Here is how the Contract defines it:
- Providing a fence that meets all Tow Board specifications
- Equipping all gates, doors and other openings into the storage facilities with locks and <u>keeping all gates</u>, <u>doors and other openings closed and secured</u> at all times except during authorized entry or exit

- When door keys are available, <u>locking</u>
 <u>vehicle doors</u> and keeping keys protected
 from unauthorized access
- <u>Closing</u> vehicle windows and sunroofs
- Using a tarp to protect a vehicle with broken windows or an uncloseable sunroof

All of these services are covered by the storage fees. There is no extra charge.

Make sure your staff understands and takes these precautions with every towed vehicle...

Events in History...

March 10, 1880 - The Salvation Army was founded in the United States.

Graffiti Removal . . . Has someone been "decorating" your buildings or fences with uninvited artwork or messages? It may seem harmless, but in some cases, these symbols mark gang territory. Here is a web link to the City's Graffiti Abatement Program and information about why it's important to remove graffiti and how to get help with the cleanup.

http://www.portlandonline.com/oni/index.cfm?c=32420 "Taggers" are vandals and tagging is a crime. Help keep Portland beautiful...

<u>Billing an Agency</u>... Here are a few tips for handling Agency billing, to avoid costly and time-consuming errors:

1. **Tow by the Hour** – It is the tower's responsibility to get billing information <u>at the tow scene</u>. There should be someone at the scene to sign for the tow – get the



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address and other details from them before hooking up the vehicle.

2. Road Service – Pay attention to which agency requests the service: Portland Police? Multnomah County?, etc. Tow Desk gives you this information – make note of it. Each agency has its own "fleet" function. Don't assume it's for the City. and... If an officer requests road service for a citizen's vehicle, the contract only obligates you to provide road service for Agency vehicles. If you choose to accept a request for a citizen's vehicle, you must either:

Arrange for payment by the citizen before you do the service, **OR**, if the officer says the Police Bureau will pay for it, make sure you know if it should go to Police Fiscal Services or the officer's specific precinct for payment.

- 3. Staging Bills for staging tow trucks will always go to the Agency that requests the staging. Snow staging is usually for ODOT, but there could also be other reasons for staging. It's up to your drivers and dispatchers to record all the information about a tow request so you have it for billing.
- 4. Tows to Rivergate Drivers are to have the attendant at Rivergate sign the completed invoice and leave a copy of the invoice with them. Then, at least once a month, the tower sends a statement with the pink copies of each Rivergate tow invoice to PPB Fiscal Services. Again, pay attention to which Agency ordered the tow because Rivergate is occasionally used by other police agencies.

Statements: When you send your statement with the invoice copies for payment by an agency, please apply the following courtesies:

- If your statement includes unpaid bills that have previously been submitted, please make note of where the current billing starts.
- Please be sure to list the Tow Number or Call Number issued by the Tow Desk, not just your invoice number.
- Please have your invoice copies in the same order as listed in your statement.

 Following these simple practices will make payments quicker and prevent confusion. . .

Events in History. . .

March 14, 1879 Albert Einstein (1879-1955) was born in Ulm, Germany. He received a Nobel Prize in 1921 and emigrated to the U.S. in 1933 where he was an outspoken critic of Nazi Germany.

Proof of Ownership . . . What does it take to prove ownership of a vehicle? Towers are to follow the guidelines used by Police Records. This standard protects the tower from claims that they are either too picky – in order to collect more storage – or too lenient - releasing vehicles to the wrong persons. Here's a reminder about those standards. When releasing a vehicle, you should first make sure that any holds have expired or been lifted. A person who is asking for release of a vehicle must show: Photo identification - driver's license or DMV identification card, plus one of the following;

* A release from Police Records issued in the claimant's name, <u>or</u>



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- * Title in the claimant's name, or
- * A title which has been signed off for no more than 30 days, or
- * Stamped, yellow DMV transfer receipt showing they are in process of transferring the vehicle to them, or
- * Dealership bill of sale, less than 60 days old with all registration fees paid to the dealer, or
- * A notarized statement from the legally registered owner authorizing release of the vehicle to the claimant, or
- * A Hold Harmless Agreement signed by the legally registered owner who is a prisoner at the jail and witnessed by a corrections officer, or
- * A notarized Affidavit of Repossession Claiming Title for a vehicle lien holder.

While it might mean you can let a person have access to in order to retrieve ownership documents, a set of keys that fits a car is not proof of ownership...

<u>February Response Times</u>... Out of 1386 tows in February:

21 to 30 minutes – **69** tows (up from 63) **31 + minutes** – **24** tows (down from 32)

Failures to Respond: 1

Less than 5%:

21st Century D7

A & B D8

Loop Hwy

Newhouse D8

Retriever

Security

Newhouse D5

Sergeants D4

5 to 9.9%:

21st Century D5 Newhouse D4 A & B D2 Northwestern A & B D7 Sergeants D8
Beaver Speed's D5
Speed's D8

10% or more

21st Century D4 Gerlock* (3 of 8) Bucks/9T9 Handy Andy

The late response percentage for all contract tows is 6.0% (up from 5.6%) ...

Events in History...

March 23, 1775 - Patrick Henry ignited the American Revolution with a speech before the Virginia convention in Richmond, stating, "I know not what course others may take; but as for me, give me liberty, or give me death!"

100% Response . . .

21st Century D4 51 requests
21st Century D5 48 requests
21st Century D7 107 requests
A & B D2 108 requests
A & B D7 107 requests
Beaver 43 requests
Loop Hwy 56 requests
Newhouse D4 46 requests
Newhouse D8 76 requests
Sergeant's D8 67 requests

In addition, the following companies passed <u>only 1 tow in February:</u>

A & B D8 76 requests
Bucks/9T9 28 requests
Gerlock 8 requests
Handy Andy's 29 requests
Newhouse D5 47 requests
Retriever 151 requests
Sergeant's D4 49 tows



"Mexico's Lincoln"

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The overall pass percentage for February was 1.36%...

<u>February All-Stars</u> . . . Three companies had fewer than 5% late responses and 0 passes:

21st Century D4 Loop Newhouse D8

Congratulations and thanks!...

1:30 p.m. to approx. 3:30 p.m.
Thursday, March 29, 2012
Room 600, Rivers Conf room
111 SW Columbia Street
Register by Tuesday, March 27th to be sure of a seat. Class starts by 1:35 so be on time!

Late-comers may be turned away...

... mg

Next Contract Workshop...



First day of Spring March 20, 2012