



LEASE DISTRIBUTE ALL CONTRACT TOW

This Month . . .

Easter

Sunday, April 8, 2012

Special Meeting of Towing Board of Review 1330 Wednesday, April 18th 111 SW Columbia 8th floor conf room B

> **Tow Contract Workshop** Thursday, April 26th 1:30 p.m. **Revenue Bureau Rivers Conference Room** Register by 4/24th

Are You Certified?... At the March 21st meeting of the Towing Board of Review, the Board approved a change in the time allowed for towing staff to complete the Contract Workshop and driver certification. The window was shortened from 6 to 3 months from the date of hire. Anyone hired after March 21, 2012 will have only 3 months to attend the workshop and submit proof of driver certification. Everyone hired before



THIS INFORMATION TO **EMPLOYEES**

3/21/12 is still under the 6 month deadline...and... A new Bulletin feature...

Until we get everyone who hasn't through the workshop, a list will be published in the monthly Bulletin of all

employees who have worked at least six months but have

not attended the Contract workshop. If we're wrong, please send a copy of your certificate so we can correct our record...

21st Century Towing

| Name | Hire Date |
|-----------------------|------------|
| GREEN, STEPHEN | 12/10/2008 |
| LOKKEN, BRADLEY DALE | 02/02/2010 |
| MCKINNIS, CONNIE JEAN | 01/17/2005 |
| OLD, KIMBERLY DIANNE | 08/05/2008 |
| SNYDER, DAVID J | 10/20/2009 |
| TAYLOR, CHARLES | 04/21/2010 |
| WILSON, BRENT | 01/01/2008 |

A & B Towing

| BENSON, OLIVIA | 04/11/2008 |
|-----------------------------|------------|
| BINNS, DANIEL | 04/11/2008 |
| CARROLL, JOSEPH PATRICK | 06/08/2009 |
| LEE III, LOYAL ALFRED | 10/06/2009 |
| LONGANBECKER, BRANDON JAMES | 12/07/2009 |



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| RIGGS, LARRY DON | 07/06/2009 |
|------------------------|------------|
| TOOLEY, ROBERT LEO | 10/09/2009 |
| WAINE, BRIAN ANDREW | 08/24/2009 |
| YEAKEL, NATHAN CLAYTON | 01/04/2010 |

Beaver

| SITES, EARL LEROY 08/07/200 | SITES, EARL LEROY | 08/07/2009 |
|-------------------------------|-------------------|------------|
|-------------------------------|-------------------|------------|

Bucks/9T9

| WHITLEY, SHADD P | 12/09/2009 |
|------------------|------------|
|------------------|------------|

Gerlock

| LOOMIS, MICHAEL | 10/01/2009 |
|-----------------|------------|
|-----------------|------------|

Newhouse-Hutchins

| AGAN, HAROLD JOHN | 04/19/2010 |
|-----------------------|------------|
| AURAND, JASON MICHAEL | 01/21/2010 |
| THURMAN, ZACHARY A | 04/15/2010 |

Retriever

| ADAMS, RYAN COREY | 02/02/2010 |
|------------------------|------------|
| GILES, DAVID | 03/16/2010 |
| JONES, CHRISTOPHER G | 03/18/2010 |
| EKERSON, NATHAN | 04/22/2010 |
| CLARK, CHERYL ANN | 03/03/2010 |
| HOLLIBAUGH, BRANDON | 04/23/2010 |
| PEWITT, CLAYTON CARTER | 06/25/2009 |

Sergeants/Security

| | <i>U</i> | |
|-------------|----------|------------|
| ERICKSON, J | ONATHON | 03/10/2010 |

Speeds

| - I | |
|-----------------------|------------|
| ARRELL, BELINDA | 04/22/2008 |
| BROWN, MARC COLEMAN | 01/13/2010 |
| CUNNINGHAM, RIDGE LEE | 10/22/2009 |
| HENDERSON, RON | 10/06/2009 |
| KENTNER, DALE LYMAN | 01/29/2010 |
| PAULSON, BRIAN DANIEL | 03/30/2010 |
| ROZIER, CHRIS RAY | 04/19/2010 |
| WELLS, STANLEY JAY | 02/17/2010 |
| | |

Collecting the "Deficit Balance"...

In these lean times, it is more critical than ever that Tow Contractors make use of all available revenue sources, including billing the registered owner for any deficit balance that remains after a towed car has been liened and auctioned. However, in their eagerness to leave no source of revenue unturned, some towers are overlooking an important condition of that privilege ~ if the seller has reported the sale to DMV and signed off the title, they are no longer responsible for the vehicle in any way. The easiest way to verify that the registered owner isn't responsible for the bill is to check the DMV record for a "flag"- 11 (notice of sale) and/or 49 (seller notice received with new owner information).

Remember:

- It doesn't matter if the seller didn't provide the new buyer's information
- It doesn't matter if the buyer has not reregistered the vehicle in their name

Want to check it out for yourself? Go to http://www.leg.state.or.us/ors/803.html and read ORS 803.117. Be careful before you damage someone's credit rating...

Events in History...

April 2, 1792 - Congress established the first U.S. Mint at Philadelphia.

"Report Pollution!"... Every tow truck in the Contract fleet is required to have a window sticker giving the telephone number for reporting "spills, slicks and suspicious discharges" 24 hours a day. Then, everytime you're called to tow a vehicle from an accident where any vehicle has leaked any fluids, you are to report it to the duty officer on call at the Bureau of Environmental Services. The tower is still responsible for cleaning up all debris and fluids. Your notification gives BES the information to be able to help with really large spills and follow up to make sure that nothing finds its way to our rivers and streams...



Events in History...

April 6, 1896 - After a break of 1500 years, the first Olympics of the modern era was held in Athens, Greece.

Safe Driving in the Rain... One thing you should do and one that you should NOT do for *optimal* visibility and safety in a downpour.

Here's the <u>DO</u> item: When it's raining so hard that even the fastest wiper speed can't keep your windshield clear enough, try wearing your *sunglasses* (any model will do). Almost miraculously, visibility in front of your windshield will clear! Try it yourself and share it with friends. You still see drops on the windshield, but not the blinding sheets of rain. This also works when passing trucks or other vehicles that kick up spray from the pavement.

And now for the **DON'T** advice: A

cautionary tale about a young woman who totaled her car: It was raining, though not hard. Suddenly, her car began to hydroplane and literally flew through the air. She was not seriously injured but very stunned at the sudden loss of control. When she explained to the highway patrolman what had happened, he told her something that every driver should know –

<u>Never</u> use "cruise control" when driving on wet or icy pavement!

She thought she was being smart to set the cruise control and maintain a consistent speed in the rain. But the patrolman told her that if the cruise control is on when your car begins to hydro-plane, your tires lose contact with the pavement and your car will accelerate to a higher rate of speed making you take off like

an airplane ~ exactly what had occurred.

Some models (like the Toyota Sienna
Limited XLE) won't allow you to set the
cruise control when the windshield wipers
are on...

March Response Times . . . Out of 1615 tows in March:

21 to 30 minutes – 59 tows (down from 69) 31 + minutes – 21 tows (down from 24) Failures to Respond: 3

Less than 5%:

| 21st Century D4 | Newhouse D5 |
|-----------------------------|--------------|
| 21 st Century D7 | Newhouse D4 |
| A & B D8 | Newhouse D8 |
| A & B D7 | Security |
| Beaver | Sergeants D4 |

Beaver Sergeants D4
Loop Hwy Sergeants D8
Retriever Speeds D8

5 to 9.9%:

A & B D2 Northwestern

Speed's D5

10% or more

21st Century D5 Gerlock* (1 of 6) Bucks/9T9 Handy Andy

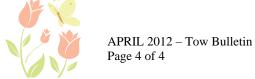
The late response percentage for all contract tows is 4.2% (down from 6.0%)...

Events in History...

April 15, 1912 - The luxury liner *Titanic* with 2,224 persons on board sank at 2:27 a.m. after striking an iceberg just before midnight. Over 1,500 persons drowned while 700 were rescued by the liner *Carpathia* which arrived about two hours after *Titanic* went down.

<u>100% Response</u>...

21st Century D4 59 requests 21st Century D5 51 requests 21st Century D7 111 requests



Beaver 55 requests
Bucks/9T9 43 requests
Loop Hwy 58 requests
Speeds D5 65 requests

In addition, the following companies passed only 1 tow in March:

A & B D2 131requests
A & B D7 105 requests
Handy Andy's 30 requests
Newhouse D5 51 requests
Newhouse D4 62 requests
Newhouse D8 100 requests
Retriever 146 requests
Security 114 requests
Sergeant's D8 80 requests
Speeds D8 137 requests

The overall pass percentage for March was 1.67% *Good work...*

March All-Stars . . . Four companies had fewer than 5% late responses and 0 passes:

21st Century D4 21st Century D7 Beaver Loop

Congratulations and thanks!...

Next Contract Workshop...

1:30 p.m. to approx. 3:30 p.m.
Thursday, April 26, 2012
Room 600, Rivers Conf room
111 SW Columbia Street
Register by Tuesday, April 24th to be sure of a seat. And as a courtesy, please let us know if you have cancelations...

... mg

