Tow Bulletin

May, 2012

Vol. 19, Issue 5

Marian Gaylord, Towing Coordinator, (503) 865-2489

PLEASE DISTRIBUTE ALL CONTRACT TOW

THIS INFORMATION TO EMPLOYEES

This Month . . .

Mother's Day
Sunday, May 13th

Towing Board of Review
1330 Wednesday, May 16th
111 SW Columbia
8th floor conf room B

Tow Contract Workshop
Thursday, May 24th
*****Note: Special Date*****
1:30 p.m.
Revenue Bureau
Rivers Conference Room
Register by 5/22

Memorial Day Holiday
Monday, May 28, 2012
City offices closed
Gate fee all day

Events in History. . .

May 1st -*Observed as May Day, a holiday and spring festival since ancient times, also observed in socialist countries as a workers' holiday or Labor Day.*

Paying Tow Desk . . . I know that towers have been struggling in the past couple of years because of the drop in tow volume, but Tow Desk is right there in that same leaky boat with the towers! It makes timely payment even more important. Contract Section 5.2.1 specifies:

For each vehicle moved or towed, Drop fee or tow fee collected from the tow scene of a dispatched call, ***Tow Contractor will pay the Tow Desk at the rate established by the Tow Board within ten (10) days of billing by Tow Desk.*** *Failure to pay on time may result in additional assessment of interest on the balance due and/or remedies as provided in Section 7 of this Tow Contract. Late payment to Tow Desk will also be reported to the Tow Board and taken into consideration when the Board evaluates Tow Contractors for contract extensions.*

If you have released a vehicle to the RO, or Rivergate, collected a drop fee or a release at the scene, you have been paid for the dispatch. ***So don't let it slide… it could cost you an extension year!***

Are You Certified?... Thanks to everyone who provided updated information to correct the record of certified employees. Here is another list of "uncertified" staff, hopefully more accurate. It's a good reminder to everyone who has attended the workshop. Hold onto the original of your certificate. Give your company a copy. ***So you don't have to take the class again!***

21st Century Towing

Name	Hire Date
Ryan Corey Adams	3/9/2011
James E Kelly, Sr.	8/16/2007

A & B Towing

Name	Hire Date
Eric Benson (need workshop date)	

Gerlock

Name	Hire Date
Scott Gotchall	05/05/2003

Handy Andy

Name	Hire Date
Evy McNealy (need workshop date)	

Retriever

Name	Hire Date
Harvey Reimer (need workshop date)	

Sergeants/Security

Name	Hire Date
Amanda Ferree (need workshop date)	
Rachel Preston (need workshop date)	

Speeds

Name	Hire Date
Bill Morrow	12/14/2000

Events in History. . .

May 5, 1961 - *Alan Shepard became the first American in space. He piloted the spacecraft* Freedom 7 *during a 15-minute 28-second suborbital flight that reached an altitude of 116 miles (186 kilometers) above the earth.*

Speaking of Certification – Driver Cert Opportunity . . . Once again, North American Towing Academy will present a two-day training for light and medium duty towing at Speed's location on 143rd and NE Sandy Bvd. Any tower who is not "driver certified" should seriously consider this option. An information sheet and registration form is attached. ***How often does the training come to you?***

Reporting Vehicle Info to Tow Desk . . . It is very important that the information that you report to Tow Desk at the completion of a tow is ***accurate***. This means that the VIN and license plates must be reported based on your actual observation of the vehicle.

Do Not:

- ☹ Report the plate number from your pager – you must check **both** the front and back plates on the vehicle
- ☹ Report a plate ***or*** VIN from paperwork inside the car – you must check the VIN plate inside the windshield on the dashboard and both the front and back license plates
- ☹ Forget to tell Tow Desk the issuing state of a vehicle's license plates – if nothing is specified, it will be assumed to be an Oregon plate

Accurate records are just as important as hooking up the car – don't quit until the job is done!

April Response Times . . . Out of 1,453 tows in April:
21 to 30 minutes – 64 tows (up from 59)
31 + minutes – 15 tows **(**down from 21)
Failures to Respond: 0 (down from 3)

Less than 5%:

21st Century D4	Newhouse D5
A & B D2	Newhouse D8
A & B D7	Security
Gerlock	Sergeants D8
Loop Hwy	Speeds D8

5 to 9.9%:

21st Century D5	Beaver
21st Century D7	Retriever
A & B D8	Sergeants D4

10% or more

Bucks/9T9	Newhouse D4
Handy Andy	Speed's D5

The late response percentage for all contract tows is 5.5% *(Up from 4.2%)*

Events in History. . .

May 10, 1869 - *The newly constructed tracks of the Union Pacific and Central Pacific railways were first linked at Promontory Point, Utah. A golden spike was driven by Leland Stanford, president of the Central Pacific, to celebrate the linkage. It is said that he missed the spike on his first swing which brought roars of laughter.*

100% Response . . .

21st Century D5 59 requests
21st Century D7 106 requests
A & B D8 74 requests
Gerlock 9 requests
Newhouse D8 77 requests
Speeds D8 93 requests

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

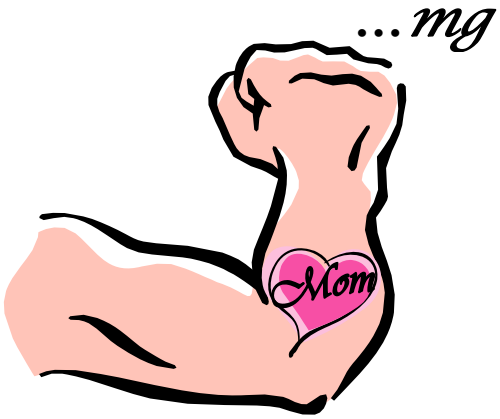
21st Century D4 52 requests
A & B D2 133 requests
Handy Andy's 21 requests
Loop Hwy 41 requests
Newhouse D4 52 requests
Security 123 requests
Sergeant's D4 48 requests
Sergeant's D8 69 requests

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

Gerlock
Newhouse D8
Speeds D8

Congratulations and thanks!. . .

Next Contract Workshop . . .
1:30 p.m. to approx. 3:30 p.m.
****Thursday, May 24, 2012****
Room 600, Rivers Conf room
111 SW Columbia Street
Register by Tuesday, May 22nd to be sure of a seat. ***And as a courtesy, please let us know if you have cancelations…***



Don't forget Mom

Sunday, May 13, 2012

North American Towing Academy's

Light and Medium-Duty

Training and Certification

May 5-6, 2011 Portland, OR

Location: Speed's SuperTow, 14325 NE Sandy Blvd., Portland - Class will be from 8:00 am to 5:00 pm

Cost: Pre-registered students (**Payment received by April 20th**) - $ 210.00
After April 20th and at the door – $ 245.00

The program includes both classroom and hands-on training, both basic and advanced towing and recovery techniques. We cover light and medium-duty loading, rigging and rollovers.

NATA can help operators better understand the capabilities and limitation of their equipment, learn specific precautions on individual vehicles, work more effectively with law enforcement and other responders, and we've added a new unit on shifter over-rides.

Approved by the City of Portland and Clackamas County Sheriff's Department for police rotation.

NATA programs meeting the TRAA Training Standards and qualifies for the American Towman Standards Authority towards achieving a 5-Star Rating.

For more information contact: Dave Lambert, 407-765-5149 or Dave Reichert at Speeds SuperTow @ 503-572-6424.

North American Towing Academy

Registration Form
May 5-6, 2011
8 am to 5:00 each day

Please complete the following information for each student:
(PLEASE PRINT CLEARLY)

Full Name: _____

Name As You Wish It To Appear on Certificate: _____

Experience in Towing _____Yrs. _____Mos.

Name of Towing Business _____

Business Phone Number _____

Business Email Address: _____

Method of Payment: Check_____ Credit Card_____ Money Order_____

Type of Credit Card:_____

Card Number:_____

Expiration Date: _____ 3- Number Code on Back:_____

Name that appears on credit card:_____

By April 20th - $ 210.00
After April 20th - $ 245.00

Mail To:

North American Towing Academy
527 East Hillcrest Street
Altamonte Springs, FL 32701