Tow Bulletin

August, 2012

Vol. 19, Issue 8

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

PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

This Month . . .

No Tow Board Meeting in August

Next meeting:
September 19, 2012

Next Workshop . ..

1:30 p.m.
Thursday August 23, 2012
Room 600, Rivers Conf rm
111 SW Columbia Street
Register by Tuesday, Aug 21st

Fuel Surcharge Continued for Another 60 Days . . .

The fuel surcharge approved by the Tow Board was extended for another 60-day period at the July meeting. **Remember:** ***This fee does not apply to tows paid for by the agencies…***

This Month in History. . .

August 1, 1819 *MobyDick* author Herman Melville was born in New York. (Died, 1891)

Dispatch Fee Increase . . .

Also approved at the July 18th meeting is an increase in the Tow Desk fee. As of August 1st at 0001, the amount charged for every completed tow is $16.00. ***This means that the basic citizen-paid tow fee, including fuel surcharge (without storage) is now $145.00. . .*** (See attached rate sheet)

"Well, If *I* Were You…" Although it may be tempting to speculate about the validity of a tow, especially when a citizen asks your opinion, **DON'T DO IT!** Recently, a citizen testified in a Code Hearing, *"When I went to pick up my car from the impound the employee informed me that he did not see the temp tow sign and he had ask* (sic) *why he was towing my car and where the signs were."* This is inappropriate! The tower has no authority to decide whether a tow is valid. ***The next time this is reported, the Tow Contractor may lose their revenue from the tow…***

19th Annual Oregon Small Business Fair. . . September 22, 2012

Saturday
0800 – 1630
Classes start at 0830
at
"The Ambridge"
1333 NE Martin Luther King, jr Blvd
***Free* Admission**

Check online for information about parking availability: **www.oregonbizfair.org**

- **Home business, home office – Tax issues**
- **Understanding business licenses**
- **What business entity is best for you?**
- **How do I turn my dream into reality?**
- **"Plan as you go" business plan**
- **Taxes made easy**
- **Get money for your business**
- **Make the search engines love your website**
- **Computerized bookkeeping**
- **Scams targeting businesses**
- **Getting government contracts**
- **Making it *big* by being *small***
- **How to advertise your business**

Lunch break – keynote address by the founder of Dark Horse Comics

- **Essential recordkeeping**
- **How to get government contracts**
- **Smart marketing**
- **Attitudes for selling**
- **Selling on the web**
- **Choosing lawyers and CPAs**
- **Social media networking**
- **Successful networking – The key to growing your business**

Plus more than 29 exhibitors! *Sponsored by your government and local business organizations. . .*

This Month in History. . .

August 4, 1961 – Birthday of First African-American President, Barack Obama, in Honolulu, Hawaii.

New Procedure for Locked and Covered VINs . . .

A memo (attached) was distributed to the Tow Contractors describing a new procedure for handling vehicles when the tower cannot obtain the VIN to verify that the vehicle is not stolen. Please be sure that all staff are informed and understand the new system. ***Hopefully, this will solve the problem and limit the tower's liability. . .***

Take Care on Hot Days. . .

Even when it doesn't even seem that hot, it's possible to become overheated and suffer heat exhaustion or heat stroke. Avoid losing brain cells by following these tips from the American Red Cross:

Drink twice the usual recommended amount of water (about a gallon) each day, *minimum.*

Avoid beverages with caffeine.

Apply ice or a cool cloth to wrists or the back of the neck.

Watch for cramps, weakness, dizziness, headache, nausea, clammy skin. If a person is exhibiting any of these signs and their skin is dry and hot, *they need medical attention, now!*

Get out of the heat, drink cool liquids and *rest.*

Don't ignore these warning signs- Heat stroke kills!...

This Month in History. . .

August 5, 1861 – President Abraham Lincoln signed into law the first Federal income tax, a 3 percent tax on incomes over $800, as an emergency wartime measure during the Civil War. However, the tax was never actually put into effect.

July Response Times . . . Out of 1,494 tows in July:

21 to 30 minutes – 59 tows (**up** from 42)
31 + minutes – 25 tows **(**down from 28)
Failures to Respond: 1 (up from 0)

Less than 5%:

A & B D7	Newhouse D5
A & B D2	Newhouse D8
Beaver	Retriever
Gerlock	Security
Loop Hwy	Sergeants D8

5 to 9.9%:

21st Century D4	A & B D8
21st Century D5	Bucks/9T9
21st Century D7	Sergeants D4

10% or more

Newhouse D4	Speeds D8
Speed's D5	

***The late response percentage for all contract tows is 5.6 (Up** from 5.2%). . .*

100% Response . . .

21st Century D4 50 requests
21st Century D5 75 requests
21st Century D7 109 requests
A & B D8 71 requests
Gerlock 7 requests
Loop Hwy 60 requests
Newhouse D4 45 requests
Newhouse D8 73 requests
Sergeant's D8 63 requests
Speeds D8 79 requests

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

Newhouse D5 78 requests

July All-Stars . . . One company had no late responses and no passes:

Gerlock Towing

Good work and thanks!. . .

This Month in History. . .

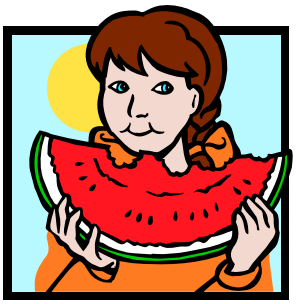
August 7, 1876 – International spy, Mata Hari, was born (as Margaret Gertrude Zelle) in Leewarden, Netherlands. Arrested by the French as a German spy, she was tried, convicted and sentenced to death. At her execution, she refused a blindfold and instead threw a kiss to the French firing squad. (Died 1917)

Next Contract Workshop . . .

1:30 p.m. to approx. 3:30 p.m.
Thursday, August 23, 2012
Room 600, Rivers Conf room
111 SW Columbia Street

Register by Tuesday, August 21st to be sure of a seat. ***And as a courtesy, please let us know if you have cancelations…***

…mg



VEHICLE TOWING AND STORAGE CONTRACT RATES

Effective August 1, 2012

Only the rates listed in **bold** type are increased at this time.

AGENCY PAID SERVICES	RATE
Accidents/Recovery or Breakdown	$52.00 Class A $120.00 + $14.00/quarter hour Class B $168.00 + $21.00/quarter hour Class C
Police Retows	$46.00 Class A $120.00 + $14.00/quarter hour Class B $168.00 + $21.00/quarter hour Class C
Agency vehicles after hours	$58.00 Class A $120.00 + $14.00/quarter hour Class B $168.00 + $21.00/quarter hour Class C
Agency out of district mileage	Class A: $3.50/out of dist. towed mile Class B: $3.75/out of dist. towed mile Class C: $4.00/ mile (all towed miles)
Agency vehicle Road Service – limited to tire changes, jump starts, winch outs, and delivery of up to two (2) gallons of gasoline.	Class A $40.00 (+ dispatch) Class B $58.00 (+ dispatch) Class C $92.00 (+dispatch)
Tow by the Hour (the current dispatch fee will be added for each vehicle moved or towed)	First 1/4 hour = $35.00 each additional 1/4 hr = $17.00
Class B: vehicle exceeds 10,000 GVW	$148.00 + $23.00/quarter hour on scene
Class C: vehicle exceeds 20,000 GVW	$236.00 + $35.00/quarter hour on scene
Standby/Recovery after 30 minutes on scene	$17.00/quarter hour
Extra truck (includes one extra person): Class A	$46.00 for first ½ hour, + $17.00/ ¼ hr on scene
Class B	$92.00/hr on scene
Class C	$127.00/hr on scene
AGENCY PAID STORAGE:	
First four hours after completion of tow	No Charge
Following 20 hours, or any part	$13.00/day (up to 20 ft in length)
Each additional 24 hours, or part, thereafter	$13.00/day (up to 20 ft in length)
21 to 40 feet in length	$21.00/day
41 feet and over	$24.00/day
CITIZEN PAID SERVICES: (includes first 30 minutes on scene)	
Class A passenger vehicles, up to 3/4 ton truck or van (unloaded). Includes dolly use, drive line pull, motorcycle device, 4 x 4, flatbed, trailer ball hitch or other towing device. Includes first 1/2 hour of standby and/or recovery	$104.13 + evener
Class B vehicle**,** boat and/or boat trailer exceeding 10,000 GVW, includes standby	$149.63 base, + $23.00/quarter hour (time on scene after 30 minutes)
Class C vehicle, boat and/or boat trailer exceeding 20,000 GVW. Includes recovery and driveline or axle removal and replacement.	"Port to Port" $310.00/hour and $77.00 per ¼ hour.
Temporary fuel surcharge *effective only with Tow Board approval.	$4.00* applicable to Class A, B and C and Abandoned vehicle citizen-paid tows
Dispatch Fee (agency pays dispatch on City/County tows)	**$16.00**
Contract Service Fee (paid to City for all redeemed vehicles)	$20.00
After hours gate fee (Release time must be documented)	$25.00
Standby or recovery (after first 1/2 hour on scene)	$17.00 per 1/4 hr Time begins when truck arrives on

	scene and ends when tow is hooked up. Times must be documented.
Tows outside of district, per towed mile:	Class A $4.00 per out of dist towed mile Class B $4.50 per out of dist towed mile Class C $5.75/mile (all towed miles)
Extra person – Class A and B	$40.00/ hour on scene
Class C Extra person	$75.00/hour on scene
Extra truck (includes one extra person): Class A	$46.00 for first ½ hour, + $17.00/ ¼ hr on scene
Class B	$107.00/hr on scene
Class C	$178.00/hr on scene
Drop Fees: (release before completed hook up) Class A	$40.00 (plus dispatch fee)
Class B	$57.00 (plus dispatch fee)
Class C	$92.00 (plus dispatch fee)
Lien Filing Fee (applicable on the 8th day in storage) Vehicles valued up to $2,500.00 Vehicles valued more than $2,500.00	Up to $40.00 (with documentation) Up to $98.00 (with documentation)
CITIZEN PAID STORAGE:	
First four hours after completion of tow	No Charge
Following 20 hours, or any part (up to 20 ft length)	$21.00
Each additional 24 hours, or part, thereafter (up to 20')	$21.00/day
21 to 40 feet in length	$30.00/day
More than 40 feet in length	$39.00/day

All tows dispatched by Tow Desk are to be called in at completion. This establishes the start time for calculating storage as well as providing resolution of each call.

All vehicle releases are to be reported to Tow Desk, along with the type of release: **RO***-Release to Owner; **L**-Liened; **P***-Towed to Rivergate formal Police Hold yard (Seizure World) OR the Hanson Building; **T**-Surrendered title; **RAS***-Release at scene, when the full tow fee is collected; **DROP**-Drop fee; **D**-Dismantling certificate; **ELSE***-Elsewhere, Private Non-Preference tows taken to repair shop, citizen's home, or other. Release types with an asterisk (*) are subject to payment of the Contract Service Fee of $10.00.

CITY OF PORTLAND

OFFICE OF MANAGEMENT AND FINANCE

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BY FACSIMILE TRANSMISSION

July 25, 2012

TO: Tow Contractors
Tow Desk
Code Hearings

FROM: Marian Gaylord, Towing Coordinator

RE: **Locked and Covered Vehicle Identification Numbers**

In recent years, unreadable/inaccessible VINs have become more and more common. To address the problem without necessitating a temporary hold and taking an officer's time, or greatly increasing a tower's liability, Portland Police Auto Records has instituted Directive 1.3.4D Towed Auto Procedures.

Contract Tows

Scenario A:

If:

- A vehicle is towed by order of Portland Police, and,
- The VIN is "locked and covered," and,
- The tower has not been provided a key:

Then:

- The citizen will be advised by Auto Records that they must go to the tow lot first, and give the tower a key to open the vehicle and check the VIN.
- The tower will immediately report the VIN to Tow Desk so it can be checked for possible stolen status. If the plate and VIN match, and the vehicle is not identified as stolen, and a release is required, the tower will advise the citizen to go to the Records Division at,

  1111 SW 2nd Avenue, room 1120

  to pay the fee and obtain the document authorizing them to pick up the car.
- If a release is not required, the tower can proceed with release of the vehicle after the VIN has been cleared by Records.

An Equal Opportunity Employer
To help ensure equal access to programs, services and activities, the Office of Management & Finance will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities upon request.

Scenario B:

If:

- A vehicle is towed by order of Portland Police, and,
- The VIN is "locked and covered," and,
- The tower **has** been provided a key:

Then:

- The tower should open the vehicle, and make note of the VIN. Be sure to re-lock the door after you get the VIN.
- The tower will immediately report the VIN to Tow Desk so it can be checked for possible stolen status. If the plate and VIN match, and the vehicle is <u>not</u> identified as stolen, and a release is required, the tower will advise the citizen to go to the Records Division at,

  1111 SW 2nd Avenue, room 1120

  to pay the fee and obtain the document authorizing them to pick up the car.
- If a release is <u>not</u> required, the tower can proceed with release of the vehicle after the VIN has been cleared by Records.

Scenario C:

If:

- A vehicle is towed by order of an agency that does not require releases, (i.e., Parking Enforcement, ODOT, TriMet) and,
- The VIN is "locked and covered," and,
- The tower has no key:

Then:

- The tower will be asked to re-check the license plate, and,
- If the plate is correct the tower will be asked to check the VIN when the citizen comes to get the vehicle and send that information to Tow Desk, immediately

<u>PPI Tows</u>

If a vehicle is towed as a Private Property Impound and the VIN is "locked and covered:"

1. If the license plate that you report to Tow Desk <u>matches</u> the make/model/style of the vehicle listed in the DMV record, PPB Records will accept the available information and the tower is authorized to release the vehicle upon payment of towing and storage fees.
2. If the license plate <u>does not</u> match the make/model/style in the DMV record, PPB Records will request that the tower re-check the plate. If the plate re-check returns with the same, non-matching information, then when the citizen comes to pick up the vehicle, the tower will ask the citizen to open the vehicle prior to payment so the VIN can be correctly reported to Tow Desk and the vehicle released.
3. Auto Records will notify the tower if the vehicle comes back as stolen and the regular procedures for a Recovered Stolen vehicle will be followed.