Tow Bulletin

September, 2012

Vol. 19, Issue 9

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

This Month . . .

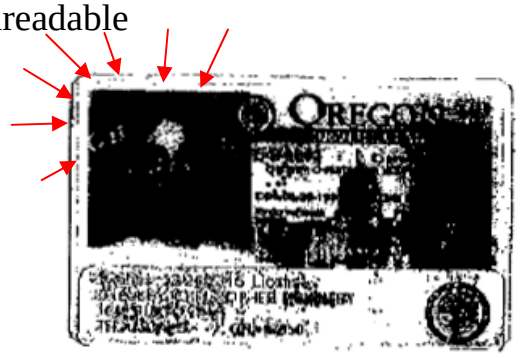
Labor Day Observance
Monday, September 3rd
City offices closed
Gate fee all day

Tow Board Meeting
1:30 p.m.
September 19, 2012
111 SW Columbia,
8th floor Conference rm B

September Contract Workshop
1:30 p.m.
Thursday September 27th
Room 600, Rivers Conf rm
111 SW Columbia Street
Register by Tuesday, Sept 25th

Agencies Get a Discount! . . . When a tow is being paid for by an agency – a mistake or overturn by Code Hearings – the agency pays at a discounted rate. The only exception to this is vehicles taken to a formal police hold facility. In that case, ***the fees are collected by the police agency from the citizen so the regular fees apply. . .***

New Employees . . . The Tow Contract requires towers to notify us of new hires within 24 hours using the Notice of New Hire/Termination form (copy attached). With that form, the tower is required to send a clearly legible copy of the front and back of the employee's driver's license and social security card, and the completed and signed Confidentiality Statement. When any of these forms are missing or unreadable



we can't proceed. Jenny isn't asking for this stuff just to annoy, it's a requirement! The sooner you provide usable documents,

the sooner you can put that new driver to work. . .

September 1, 1875 - *Tarzan of the Apes* creator Edgar Rice Burroughs (1875-1950) was born in Chicago. Before becoming a novelist, he was as a correspondent for the *Los Angeles Times*.

Be True to Your School. . . It's that time again when kids are returning to school – walking, biking, riding the bus. Keep a sharp eye out for pedestrians when driving anywhere near a school. Stay out of residential/school areas when you're speeding to a tow scene. Portland Police will be checking for violations in school zones during morning and evening peak hours. The speed limit is **20 mph** whenever the following conditions exist in school zones:

A: Anytime a yellow light is flashing

B. Between 7:00 a.m. and 5:00 p.m. on school days

C. Crosswalks near schools.

(reprinted courtesy of KGW.com)

Take it easy out there!. . .

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. . .*

September 2, 1752 - The British ended their use of the Julian calendar, switching instead to the Gregorian calendar, resulting in a major adjustment as Wednesday, September 2, was followed by Thursday, September 14. The correction resulted in rioting by people who felt cheated and demanded the missing eleven days back.

Is Your Staff Up to Date on the New Procedures for Locked and Covered VINs? . . . A memo was distributed to Tow Contractors that describes a new plan for handling vehicles when the tower can't get the VIN. Make sure employees understand and follow the new system. ***Problems? Let us know. . .***

September 13, 1814 - The Battle of Fort Henry in Baltimore Harbor occurred, observed by Francis Scott Key aboard a ship. He watched the British attack overnight and at dawn saw the American flag still flying over the fort, inspiring him to write the verses which were later coupled with the tune of a popular drinking song and became the U.S. National Anthem in 1931.

August Response Times . . . Out of 1,633 tows in August:
21 to 30 minutes – 59 tows (same as July)
31 + minutes – 31 tows **(up** from 25)
Failures to Respond: 0 (same as July**)**

Less than 5%:

21st Century D4	Gerlock
21st Century D5	Loop Hwy
A & B D2	Newhouse D5
A & B D8	Newhouse D8
Beaver	Retriever

Security

5 to 9.9%:

21st Century D7	Sergeants D4
A & B D7	Sergeants D8
Newhouse D4	Speeds D8

Speed's D5

10% or more

Bucks/9T9

The late response percentage for all contract tows is 5.5 **(Down from 5.6%). . .**

100% Response . . .

21st Century D4 61 requests
21st Century D5 83 requests
Gerlock 6 requests
Loop Hwy 61 requests
Newhouse D4 58 requests

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

21st Century D7 116 requests
A & B D7 116 requests
Speeds D5 82 requests

August All-Star . . . For the second month in a row, **Gerlock Towing** had no late responses and no passes.
Good work and thanks!. . .

Next Contract Workshop . . .
1:30 p.m. to approx. 3:30 p.m.
Thursday, September 27, 2012
Room 600, Rivers Conf room
111 SW Columbia Street
Register by Tuesday, Sept 25th to be sure of a seat. ***And as a courtesy, please let us know if you have cancelations…***

…mg