

Tow Bulletin

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**PLEASE DISTRIBUTE THIS
TOW EMPLOYEES**



INFORMATION TO ALL CONTRACT

This Month...

No Tow Board this month
Monday, October 1st
First Day of the
2012-2013 Contract
Extension year

Tow Contract Workshop
Not yet known if there will be one in October
Watch for information later in the month

Wednesday, October 31st

Happy Halloween!

Watch Out for Scary Monsters!!!

Halloween falls on a Wednesday this year. If you're on the road that night, *please* watch out for goblins, ghouls, and *things that go bump in the night*, on their trick or treat rounds. . .

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. . .

Tag Warrants...Again! . . .

A complaint came in regarding the release of a vehicle towed on a "Tag Warrant" by Parking Enforcement. The RO went to the Court Parking Office and paid the outstanding citations, but didn't have proper photo identification, so the court could not issue a release for the vehicle. He was told to bring his ID and a release would be issued.

Instead, he went to the tower and showed the receipt for his payment. The tower tried to verify with Multnomah County whether they were allowed to release the vehicle. Unfortunately, they did not call the Parking Office at the courthouse where Tag Warrants are handled. The court did not approve release of the



vehicle because of the issue with photo identification. The moral of this story? Make sure that your staff reads the information contained in your Tow Contract about Tag Warrants. Even if you see them very rarely, you are responsible for following contract rules on every Tag Warrant tow you do. ***Check out Chapter 3.20.3 and Exhibit 2.8.1 for more about Tag Warrants. . .***

This month in History...

October 6, 1927 - The first "talkie" opened in New York. *The Jazz Singer* starring Al Jolson was the first full-length feature film using spoken dialogue.

September Response Times . . . Out of 1,595 tows in September:

21 to 30 minutes – 43 tows (down from 59)

31 + minutes – 37 tows (up from 31)

Failures to Respond: 1 (up from 0)

Less than 5%:

21 st Century D7	Newhouse D8
A & B D2	Retriever
A & B D7	Security
Gerlock	Speed's D5
	Speeds D8

5 to 9.9%:

21 st Century D5	Loop Hwy
A & B D8	Newhouse D5

10% or More

21 st Century D4	Newhouse D4
	Sergeants D4

This month in History...

October 13, 1884 - Greenwich was established as the universal time from which standard times throughout the world are calculated.

The late response percentage for all contract tows is 1.87 (**Down from 5.5%**). . .

100% Response . . .

21st Century D4 65 requests

21st Century D5 65 requests

21st Century D7 124 requests

A & B D2 120 requests

A & B D7 124 requests

Loop Hwy 51 requests

Sergeant's D4 70 requests

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

Beaver 61 requests

Newhouse D5 63 requests

September All-Star . . . Gerlock

Towing had no late responses.

Good work and thanks! . . .

Next Contract Workshop . . . It's not clear at the time of this printing whether there will be a workshop in October because of my medical leave. Stay tuned for up-to-date information.

In Memoriam . . . The “old-timers” of the industry will remember my predecessor as Towing Coordinator, John Hamilton. John passed away September 20, 2012 after a long battle with Cancer. After I became the TC, John continued as the Taxi Supervisor and was instrumental in development of regulations for all types of ground transportation in the City of Portland, including establishing the Private For Hire Transportation Board of Review. John was a gentle soul and a good friend. . .

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