

Vol. 19, Issue 11

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

Coming this month. . .

Towing Board of Review 1:30 p.m.

> Wednesday, November 28th **Note special date**

November Contract Workshop 1:30 p.m.

Thursday November 29th Room 600, Rivers Conf rm 111 SW Columbia Street Register by Tuesday, Nov 27th

Over the river and through the

woods... Wow! That sweet season is coming up again, already! This month, the Tow Contract provides the following holidays:

Veteran's Day (aka Armistice Day) Sunday, November 11th - celebrated Monday, November 12th

City Offices Closed – Gate fees apply

Thanksgiving! Thursday, November 22nd and 23^{rd***} City Offices Closed – Gate fees apply Remember to handle holidays like a Sunday.

New Procedures for Locked and

Covered VINs . . . A memo was sent 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. . .

This month in History...

November 1, 1993 - The European Union came into existence as a result of the Maastricht Treaty.

October Response Times . . . Out of

1.875 tows in October:

21 to 30 minutes – 67 tows (**up** from 43) **31** + **minutes** – **60** tows (**up** from 37)

Failures to Respond: 2 (up from 1)

Less than 5%:

21st Century D4 Newhouse D4 A & B D2 Newhouse D5 A & B D7 Retriever A & B D8 Security

Sergeant's D8

5 to 9.9%:



21st Century D7 Loop Hwy
Beaver Newhouse D8
Sergeant's D4

10% or More

21st Century D5 Buck's

Gerlock Speed's D5

Speeds D8

This month in History...

November 4, 1979 - About 500 young Iranian militants stormed the U.S. Embassy in Teheran, Iran, and took 90 hostages, including 52 Americans that they held captive for 444 days.

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

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

21st Century D4 66 requests 21st Century D5 81 requests 21st Century D7 145 requests Newhouse D5 74 requests Loop Hwy 60 requests Sergeant's D8 129 requests

In addition, the following companies passed <u>only 1 tow in October:</u>

A & B D2 157 requests
Beaver 76 requests
Gerlock 5 requests
Newhouse D4 57 requests
Newhouse D8 109 requests
Speed's D5 85 requests

Next Contract Workshop . . .

1:30 p.m. to approx. 3:30 p.m.

Thursday, November 29, 2012

Room 600, Rivers Conf room

111 SW Columbia Street

Register by Tuesday, Nov 27th to be sure of a seat. And as a courtesy, please let us know if you have cancelations...



Remember a Vet! November 11, 2012 Veteran's Day

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