

Tow Bulletin



December, 2012



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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

Coming this month. . .

December 8th - **Hanukkah begins at sundown**

December 21st - **First Day of Winter**

No Tow Board Mtg in December

No Contract Workshop in December

Tuesday, December 25th

Christmas Holiday

City Offices Closed – Gate fees apply

December 26, 2011 – **Kwanzaa** begins

Tuesday, January 1st, 2013

New Year's Holiday

City Offices Closed – Gate fees apply

Remember to handle holidays like a Sunday.

Naughty? Or Nice? . . . Have you ever submitted a new employee for their DMV and criminal history background checks, only to have them quit or be fired before you get the final approval? Happens all the time, right? Well, your job isn't done until you let us know! "Intent to Deny" letters and tracking responses, setting up opportunities for employees to appeal to the Tow Board all are time-consuming tasks. Jenny doesn't have time to call towers to verify that employees are still employed. It's up to you! It's as easy as faxing the "Notice of Termination," found at the bottom of the Notice of New Hire, to Jenny at (503)865-3484. A copy of this form is attached for your information. **Remember: Santa knows! . . .**

This month in History...

December 1, 1990 - England was connected to mainland Europe for the first time since the Ice Age as engineers digging a railway tunnel under the English Channel broke through the last rock layer.

This month in History...

December 3, 1962 - Edith Sampson was sworn in as the first African American female judge, after she was elected associate judge of the Municipal Court in Chicago.

Make Sure Your Invoices Are Correct . . . When's the last time you



took a good, close look at your Contract invoices? If it's been awhile, do it today! It's important that your invoices conform to the requirements of the Contract, AND the changes made this year to the appeal information on the back of the form. If those instructions are incorrect, the tow could be invalidated and invalid tows cost you! ***A Master copy of the approved invoice and appeal language is attached...***

Congratulations, Industry Reps! . .

With a response of 82%, the participants in the towing, dispatch and abandoned vehicle contracts have once again elected two of their colleagues to represent them for the next contract year: Incumbent, Jesse Copeland of Sergeants Towing and Eric Benson, owner of A & B Towing. ***Roll up your sleeves, gentlemen, 2013 will bring a new contract!***

Speaking of New Contracts. . . 2013

will be a busy year with applications, inspections, etc. for the next Tow Contract. Tow Contractors should be checking out their trucks and facilities, making sure they're current with any payments to the City or Tow Desk and clearing up any complaints that may be unresolved, starting now so they aren't caught out when the review starts.

Check your bond and insurance status so you'll be able to provide the required documents with your application. A few suggested changes to the contract will be introduced in January. ***If you have input to give, email me before January 15th with your ideas. . .*** marian.gaylord@portlandoregon.gov

What's the Biggest Risk Faced by Towers? ... Traffic? Straps or cables that break? Recovery work? Sure, those things can kill or maim, but there's one practice that I'll bet everyone – including me – have engaged in at some time that causes more fatalities than even driving *drunk!*

...**“Distracted driving”** is now the leading cause of traffic fatalities! Think about that for a second... and it's the easiest of all to prevent! Don't be tempted to do any of these high risk behaviors while you're driving:

- Answering or placing a cell phone call;
- Texting;
- Eating;
- Entering information into the GPS;
- Mopping up the coffee you just poured in your lap...

I'm sure you could think of more. You wouldn't go out in a tow truck if you were drunk (right?..***RIGHT!?***) Why would you jeopardize your job, your company's truck or your life? ***Don't “multi-task,” just drive! . .***

A Word About Response Times . . .

In the month of November, the average late response took slightly over 30 minutes to arrive after dispatch. The Tow Contract provides the following standard for response times:

Class A tow	20 minutes
Class B tow	35 minutes
Class C tow	40 minutes
Special Rotations	35 minutes

(Flatbed, 4x4 or motorcycle requests)



The good news is that only about 6 % of tow responses were late... the bad news is that traffic in and around Portland is only getting more gridlocked and towers who arrive late makes it worse. Tow Contractors should work with their drivers to make sure they are familiar with their districts and that every company in every district has adequate coverage *at all times!* **You have a vital role in keeping traffic moving. . .**

November Response Times . . . Out of 1,794 tows in November:

21 to 30 minutes – 75 tows (up from 67)

31 + minutes – 35 tows (down from 60)

Failures to Respond: 1 (down from 2)

Less than 5%:

A & B D8	Newhouse D8
A & B D2	Retriever
A & B D7	Security
Newhouse D5	Sergeant's D4
Sergeant's D8 (No late responses)	

5 to 9.9%:

21 st Century D5	Beaver
21 st Century D7	Loop Hwy
Speeds D8	

10% or More

Buck/9T9	Newhouse D4
21 st Century D4	Gerlock
Speed's D5	

This month in History...

December 18, 1865 - The 13th [Amendment](#) to the U.S. Constitution was ratified abolishing slavery, stating, "Neither slavery nor involuntary servitude, save as a punishment for crime whereof the party shall have been duly convicted, shall exist within the United States, or any place subject to their jurisdiction." Also, subject of the new film, "Lincoln."

100% Response . . .

21st Century D4 68 requests
21st Century D5 72 requests
21st Century D7 112 requests
Newhouse D4 63 requests

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

A & B D2 165 requests
Beaver 64 requests
Gerlock 9 requests
Loop Hwy 51 requests
Newhouse D5 73 requests
Newhouse D8 96 requests
Sergeant's D8 85 requests
Speed's D8 90 requests

No Contract Workshop in December

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This month in History...

December 10, 1948 - The General Assembly of the United Nations adopted and proclaimed the [Universal Declaration of Human Rights](#).

