Tow Bulletin

May, 2013

Vol. 20, Issue 5

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PLEASE DISTRIBUTE THIS INFORMATION TO ALL CONTRACT TOW EMPLOYEES

<u>This Month</u> . . .

Mothers' Day
May 12th

Application Deadline for 2013-2018 Tow Contract
<u>Monday, May 13, 2013</u>
Must be delivered to:
Revenue Bureau
111 SW Columbia, rm 600
<u>Not later than 4:00 p.m.</u>

Wednesday, May 15
Tow Board Meeting
1:30 p.m.
111 SW Columbia, 8th fl Conf Rm B

Monday, May 27th
Memorial Day Holiday
City Offices Closed.

<u>No</u> Contract Workshop

<u>New Contract and Applications Approved</u> . . . At the April 17th make-up meeting of the Towing Board of Review, the Board approved the recommended changes in the Tow Contract for 2013-2018 and the application materials for release. Highlights include:

- A "dry run" fee of $25 + ½ Tow Desk fee for requests cancelled 10 or more minutes after dispatch.
- An allowance of 25 minutes for responses **during peak traffic hours**, Monday – Friday, 0700-0900 and 1500-1900.
- Adding the day after Thanksgiving as an additional official holiday.
- A new dispatching scheme for Class C tows.
- New training standards.
- Requirement that all tow staff be photographed at the Revenue Bureau for the Bureau database, and issued an ID card.
- Addition of new ODOT program for "Freeway Assistance Service Tow" (FAST).

This list is not comprehensive, so be sure to

read the contract before you apply and don't forget the procedural Exhibits!...

Tips for Upcoming Contract Inspections . . . Each time we do truck and facilities inspections for a new contract, there are a few towers that pass easily on the first try. These companies take the time to go over the equipment and storage requirements before the first appointment and make improvements ahead. They lay out the small equipment items beside the truck so we can check each item off and release that truck to go back to work asap. This is a great way to involve your staff and make your inspection as smooth and quick as possible.
Speaking of staff, remember that staff must demonstrate the company's dress code as part of your inspection. All drivers, at least, should wear a clean, well cared-for uniform with clean trousers and appropriate shoes. ***This is an important component for making the best possible impression on agencies and the public. . .***

Training Opportunity . . . Just in time for the new contract requirements, North American Towing Academy will present another Light and Medium-Duty training and certification class, 8:00a – 5:00p, May 18-19, 2013 at the Shilo Inn - 11707 NE Airport Way Portland (Conference Room by Restaurant). Details attached. This is one of the classes approved to fulfill the training requirements of the 2013-2018 Tow Contract. ***Such an opportunity doesn't usually come right to your door!. . .***

Events in History. . .

May 5, 1865 - Decoration Day was first observed in the U.S., with the tradition of decorating soldiers' graves from the Civil War with flowers. The observance date was later moved to May 30th and included American graves from World War I and World War II, and became better known as Memorial Day. In 1971, Congress moved Memorial Day to the last Monday in May, thus creating a three-day holiday weekend.

PPB Release Crib Sheet . . . PPB has determined that they will only tow under these specific violations:

- **Public Safety –** Release required/ $150 fee
- **Hazard –** Release required/$150 fee
- **Safekeeping –** Release required/$150 fee
- **Alarms per City Code –** Release required/$150 fee
- **VIN Inspect/Poss Stolen –** Release required/**No fee**
- **Tow to RVS –** Release required/**No fee**

Tows that are only for "No Insurance" are no longer valid. . .

TriMet Tows Outside of Multnomah County . . . Ever wonder who pays for mileage outside of Multnomah County? Answer: Look at Contract Exhibit 6, TriMet procedures. The tower may charge for towed mileage outside of Multnomah County. *However*, this amount is billed to TriMet ***not*** the citizen. Don't forget to itemize the number of miles x the agency mileage charge. These bills must be sent to:

TriMet
Director of Operations Planning and Development
4012 SE 17th Avenue, MS-HOP1
Portland OR 97202

April Response Times . . . Out of 1,290 tow requests in April:
21 to 30 minutes – 45 tows (up from 38)
31 + minutes – 43 tows **(**up from 37)
Failures to Respond: 1 (up from 0)

Less than 5%:

21st Century D7	Newhouse D8
Beaver	Security
Loop Hwy	Sergeants D8
Newhouse D5	Speed's D8

5 to 9.9%:

A & B D2	Newhouse D4
A & B D7	Retriever
A & B D8	Speed's D5

10% or more

21st Century D4	Gerlock (4 of 10)
21st Century D5	Sergeants D4
Buck's/9T9	

The late response percentage for all contract tows is 6.6% *(up from 5.1%)*

100% Response . . .

21st Century D4 51 requests
21st Century D5 49 requests
21st Century D7 73 requests
Beaver 55 requests
Gerlock 10 requests
Loop Hwy 42 requests
Newhouse D4 50 requests
Retriever 134 requests

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

A & B D7 71 requests
Security 111 requests
Sergeants D4 43 requests

The overall pass percentage for April was 2.32%...

April All-Stars . . . No passes and no late responses!

21st Century D7 73 requests
Loop Hwy 42 requests

Congratulations and thanks!. . .

...mg

Say Thanks to your Mom!

Sunday, May 12, 2013

North American Towing Academy's

Light and Medium-Duty

Training and Certification

May 18-19, 2013 Portland, OR
8:00a – 5:00p

Location: Shilo Inn - 11707 NE Airport Way·Portland, OR·97220
(503) 252-7500 (Conference Room by Restaurant)

Host: Speeds Towing

Cost: $ 220.00 per student

The program includes both classroom and hands-on training, both basic and advanced towing and recovery techniques. We cover light and medium-duty loading, rigging and rollovers.

NATA can help operators better understand the capabilities and limitation of their equipment, learn specific precautions on individual vehicles, work more effectively with law enforcement and other responders, and we've added a new unit on shifter over-rides and highway safety.

Approved by the City of Portland and Clackamas County Sheriff's Department for police rotation.

NATA programs meeting the TRAA Training Standards and qualifies for the American Towman Standards Authority towards achieving a 5-Star Rating.

For more information contact: Dave Lambert, 407-765-5149 or Dave Reichert at Speeds SuperTow @ 503-572-6424.

North American Towing Academy

Registration Form
May 18-19, 2013
8 am to 5:00 each day

Please complete the following information for each student:
(PLEASE PRINT CLEARLY)

Full Name: _____

Name As You Wish It To Appear on Certificate: _____

Experience in Towing _____Yrs. _____Mos.

Name of Towing Business _____

Business Phone Number _____

Business Email Address: _____

Method of Payment: Check_____ Credit Card_____ Money Order_____

Type of Credit Card:_____

Card Number:_____

Expiration Date: _____

3- Number Code on Back:_____

Name that appears on credit card:_____

Cost - $ 220.00

Mail To:

North American Towing Academy
527 East Hillcrest Street
Altamonte Springs, FL 32701