Tow Bulletin

December, 2013

PLEASE DISTRIBUTE TO ALL TOW CONTRACT EMPLOYEES

Vol. 20, Issue 12 **Marian Gaylord, Towing Coordinator, (503) 865-2489**

This Month . . .

No Tow Board meeting
This month
See you January 15, 2014

Tow Contract Workshop
Thursday, December 5, 2013
Register *by Tuesday, December 3rd*

December Holidays

Christmas Day
Wednesday, December 25
City Offices Closed
Gate Fee all day

New Year's Day
Wednesday, January 1, 2014
City Offices Closed
Gate Fee all day

On Which Side of the Bed Did YOU get up? . . . Everyone - even your humble Towing Coordinator - has the occasional "bad" day when you feel like growling at everyone. This does not excuse rudeness or being uncooperative with citizens, Agency staff, or other towers! Snippy comments or foul language are never acceptable. Contract Section 3.42.17 states:

Tow Contractor will not be verbally or physically offensive, abusive, disrespectful or discourteous to any customer, motorist, Agency employee ***or any other person.***

Keep this in mind the next time you have to ask, for the 412th time, if a tow requires a release. . .

What Does "Expedite" Really Mean? . . . Contract Section 3.5.2, the definition of an Expedited Request, states, in part,"… *When the Tow Contractor receives an Expedited Tow Request that is not located on a freeway, the* ***Tow Contractor is to proceed safely, but expeditiously while obeying all traffic laws****."* Receiving such a request does not make your tow truck an *emergency vehicle*. State law **excludes** tow trucks from the privileges extended to ambulances, fire trucks, police cars and airport security. An expedited request on the freeway means you have permission to drive in the HOV lane or the emergency lane and use your lights, *intermittently*, to alert other drivers of lane changes, etc. (Be aware that this may conflict with state law.) On surface streets, you must proceed without delay, ***but you have no permission to violate traffic laws. An officer's complaint of reckless driving could be a career-ender for a tow driver…***

Winter Solstice
December 21, 2013

In the Bleak Mid-winter . . . Just about the time we're really feeling depressed about the weather, the holidays come around to give us a temporary reprieve! This year, the Christmas and New Year's celebrations occur…

Christmas Eve
Tuesday, December 24th
Office need not be attended after noon, but no gate fee until after 1800.

Christmas Day
Wednesday, December 25th
City Offices Closed – Gate fees apply all day

New Year's Eve
Tuesday, December 31st
Office need not be attended after noon, but no gate fee until after 1800

New Year's Day
Wednesday, January 1, 2014
City Offices Closed – Gate fees apply all day

Remember: when releasing a vehicle, treat holidays like a Sunday. . .

November Response Times . . . Out of 1420 tow requests in November:
21 to 30 minutes 164 tows (up from 124)
31 + minutes – 62 tows **(**up from 58)
Failures to Respond: 5(up from 0)

Less than 5%:

No towers had less than 5% late responses!

5 to 9.9%:

A & B D2	**8.3 %**
Beaver	**8%**
Newhouse D8	**8.2%**
Sergeants D8	**7.3%**

10% or more

21st Century D4	**10.5%**	Loop Hwy	**13.9%**
21st Century D5	**10%**	Newhouse D4	**10.5%**
21st Century D7	**22.5 %**	Newhouse D5	**12.7%**
A & B D8	**10.3%**	Retriever	**21.5%**

A & B D7	**18.0%**	Security	**11.5%**
A & B DC	**12.5%**	Sergeants D4	**16.6%**
Buck's/9T9	**32%**	Speed's D5	**31.4%**
Gerlock DC	**14.2 %**	Speed's D8	**20.2%**

***The late response percentage for all contract tows is 11.6% (up** from 7.4%). . .*

***What happened?* . . .** The disturbing trend in this month's number of late responses on tow requests demands attention to find solutions. To find that our tow contractors are late *more than 10% of the time* **is not acceptable!** In the next few weeks, you will be sent a list of tows with response times over 20 minutes. Please review them against your records to determine:

1. Are the times accurate?
2. Why was the response late?
3. Who was the driver?
4. Was there a delay between your dispatcher and the driver?

There are probably other good questions that will occur to you. ***Check them out and send me your explanation and what you will do to prevent this from recurring. . .***

100% Response . . . ***No passes in November…***

21st Century D5 50 requests
Gerlock 7 requests
Loop Hwy 43 requests
Newhouse D4 48 requests
Newhouse DC 2 requests

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

21st Century D4 57 requests
A & B D2 144 requests
A & B D8 77 requests
A & B DC 8 requests
Beaver 50 requests
Newhouse D8 73 requests
Sergeants D8 68 requests

The overall pass percentage for November was 2.82%...

…mg

Portland Fire & Rescue
Toy N Joy Makers

How can you help make a Holiday wish come true for a girl or a boy?

Kwanzaa

December 26 – January 1

When you are out shopping for your own children, pick out one extra present to leave with the Toy N Joy Makers, or won't you please check the family toy box? If you have some toys that are in "like-new" condition, just drop them off at any Portland Fire Station (the month of December) ***or*** *at the Portland Revenue Bureau (by December 19). Or, if you'd like to send money, just send it to Toy N Joy Makers, 5916 NE Going St, Portland, Oregon 97218.*

Your donations are greatly appreciated!

Cash Donations To:
Toy N Joy Makers
5916 NE Going St
Portland, Oregon 97218

501(C)(3) Federal Tax I.D. 93-6096777

Toy Drive Suggested Toy Items:

- (Infant Toys) Fisher Price Playskool – Playmobil
- Tea Time Sets -Fashion Dolls (Barbie, Bratz)
- Lego's, Lincoln Logs - Basketballs, Soccer Balls, etc.
- Model Cars/Trucks/Airplanes
- Other Children's Board Games
- Play-Doh Play Sets - Action figures
- Junior Board Games -Dolls (Other Than Fashion)
- Tonka Cars/Trucks - Crafts Kits (Jewelry, Purses)
- Electronic Games, CD Players, Radios
- Books for Ages 13 & under

Peace on earth…
Good will to all!