February, 2014

PLEASE DISTRIBUTE TO ALL TOW CONTRACT EMPLOYEES

Vol. 21, Issue 2 **Marian Gaylord, Towing Coordinator, (503) 865-2489**

Tow Bulletin

This Month . . .

Presidents' Day
Monday, February 17, 2014
City Offices Closed

Tow Contract Workshop
Thursday, February 27, 2014
Register *by Tuesday, February 25th* Gate Fee all day

For The Record II . . . Every January, we publish a list of different agencies' contacts for use when billing for towing services. Unfortunately, it's hard to know whom to bill if you don't know how the process works. A question came up about Tow-by-the-hour services and who pays for it. TBTH tows are typically done for a production company, event planner or City agency, like Maintenance or the Water Bureau.

If it's for a movie or video production, they've gotten a permit to temporarily remove parking and, even though the towing has to be ordered by PPB or Parking Enforcement, it is the permit holder that pays for the service. Not PPB and not Parking Enforcement.

If it's an event, like a marathon or parade, the event planner usually contracts with a single tower, rather than using the rotation. They still have to have an officer authorize the tows.

If it's Maintenance or the Water Bureau, or some other public bureau, the towing will be paid for by that agency. (See the list in the January, 2014 Bulletin.)

As a rule of thumb, TBTH will virtually *never* be paid for by PPB or Parking Enforcement. ***Make sure you know who is paying before you leave the tow scene. . .***

How Many Drivers Must You Have? . . . Be careful not to be caught up short of drivers on holidays and weekends! It is a vitally important aspect of the tow contractors' duties that every company have *at least 3 drivers available at all times.* You could have one driver covering contract calls, but you must also have at least two more drivers that you can

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call in if you get a multiple vehicle tow request.

3.33.3 Tow Contractor will retain on staff a number of qualified drivers, registered with the Tow Board, based on the average number of tows/month in the previous calendar year:

3.33.3.1 Less than or equal to 100 tows/month = 4 drivers on staff, with 3 available at all times.

3.33.3.2 More than 100 tows/month = 5 drivers on staff, with 4 available at all times.

While it's true that 3.33.2 states:

Tow Contractor will maintain at least one registered tow driver on duty at all times in each tow district where the Tow Contractor is on rotation...

…it doesn't change the requirement for every tow contractor to be able to field at least 3 drivers at all times…

Training Opportunity! . . . Once again, Speed's is bringing Dave Lambert and his North American Towing Academy training to town and opening it up to other towers in the area. This curriculum is approved to satisfy the new contract requirement for formal training. The flyer with information about registration is attached. The new definition of a "qualified driver" includes:

1.23.3 Successful completion of approved tow training ,

1.23.3.1 Tow Contractors may choose any commercial training program pre-approved by the Towing Coordinator and the Industry Representatives to the Board.

If you have drivers who have not completed this requirement, don't miss this opportunity...

When is a "dry run," NOT a "dry run" . . . Answer? When the tow is *cancelled for late arrival*! If a call is canceled because you have taken more than the allowed time to arrive, the tower is not rewarded with a dry run fee. Until we have all the kinks worked out, towers should feel free to send their dry run bills to me for approval before submitting them for payment. ***Watch your billing for dry run calls to make sure you aren't charging for a cancelation resulting from poor response time. . .***

Appealing an "Intent to Deny". . . When a new employee – or an old employee who has been rechecked – has disqualifying information on their criminal or DMV record, an "Intent to Deny" letter is sent explaining what has been found. The employee is asked to provide additional information to show why they should not be prohibited from contract work. But the final decision about approving or disapproving the employee rests with the Towing Board of Review**. The request for appeal must come from the Tow Contractor, in writing.** In the past, this has not been required. However, since the Board's connection is with the Tow Contractor, not the employee, it is necessary for the company to make the

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request and appear with the employee at the Board meeting. ***This procedure will be followed in all future Intent to Deny appeals. . .***

January Response Times . . . Out of 1348 tow requests in January:
21 to 30 minutes 48 tows (down from 72)
31 + minutes – 36 tows **(**down from 56)
Failures to Respond: 0(down from 2)

Less than 5%:

21st Century D4	1.7%	Gerlock DC	0 %
21st Century D7	4.7%	Newhouse D5	0 %
A & B D2	0.7 %	Newhouse D8	3.3%
A & B D7	1.1%	Security	3%
Sergeants D8	2.6%		

5 to 9.9%:

21st Century D5	5.7%	Newhouse D4	6.5%
A & B D8	7.0%	Speed's D5	9.6%
Loop Hwy	9.0%	Speed's D8	6.4%

10% or more

A & B DC	33%	Retriever	15.3%
Beaver	11.1%	Sergeants D4	14%

The late response percentage for all contract tows is 6.1% *(down from 7.2%)*
More good improvement…

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

21st Century D4 58 requests
21st Century D5 52 requests
21st Century D7 84 requests
A & B D2 142 requests
A & B D8 85 requests
A & B DC 3 requests
Gerlock 3 requests
Loop Hwy 33 requests

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

A & B D7 90 requests
Beaver 54 requests

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Gerlock DC 2 requests
Newhouse D4 46 requests
Newhouse D8 90 requests
Speeds D5 52 requests

The overall pass percentage for January was 1.85%...

…mg

North American Towing Academy's

Light and Medium-Duty

Training and Certification

March 15-16, 2014 Portland, OR 8:00a – 5:00p

Location: Shilo Inn - 11707 NE Airport Way·Portland, OR·97220
(503) 252-5800 in the Board Room Conference Area

Hosted By: Speeds Towing

Cost: Advanced Registration: **$ 250** per student if paid by March 4th

Late Registration: **$ 325** if paid after March 4th

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 we've added two new units on shifter over-rides and personal 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 Russell Hickey at Speeds SuperTow @ (503) 749-6199.

North American Towing Academy

Registration Form
Mar 15-16, 2014
8:00 am to 5:00 pm each day

Location: Shilo Inn - 11707 NE Airport Way·Portland, OR·97220
In the Board Room Conference Area (503) 252-5800

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 Email Number _____

Your 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: Advanced Registration: **$ 250** per student if paid by March 4th
Late Registration: **$ 325** if paid after March 4th

Mail This Form To:

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

Or Fax To: 407-834-9647 **PayPal Available At:** http://www.TheNATA.com

For Additional info contact Dave Lambert 407-765-5149