



April, 2014

Vol. 21, Issue 4 Marian Gaylord, Towing Coordinator, (503) 865-2489

PLEASE DISTRIBUTE TO ALL TOW CONTRACT EMPLOYEES
This Month . . .

Palm Sunday
Sunday, April 13th

Easter
Sunday, April 20th

Dispatch Contract applications
Due April 17, by 4:00 p.m.

Passover begins
Monday, April 14 at sundown

Tow Contract Workshop
Thursday, April 24, 2014

Register by Tuesday, April 23rd

No Tow Board meeting in April

Time Flies . . . Believe it or not, Vehicle Identification Numbers (VIN) have come clear around and started over on the character that designates the vehicle year. This means that you could have a VIN for a 1980 Yugo with the same year designator as a 2014 Mercedes! To avoid confusion, please make sure that drivers indicate when reporting a VIN to Tow Desk if a vehicle is a “late model” for cars newer than ten years. *A little extra care could prevent a big mistake. . .*

You’re Not the Boss of Me! . . . It’s time once more for a *gentlefirm* reminder that the agency person at a tow scene is the *Honcho* when it comes to decisions about the tow. It is never a good idea to argue. Unless you are being asked to do something illegal or dangerous, towers should take one stab at *respectfully* explaining why they disagree with an instruction. If the agency person still doesn’t agree, here are your options:

- If it’s about the best way to hook up or do a recovery, etc. you can do as they ask, and complain later; or,
- *Respectfully* decline the tow.

It is never appropriate to argue or curse or yell or any other expression of your frustration. Don’t try to quote contract rules or question their competence. *Refusing to follow instructions is a contract violation that can result in penalties and other unhappiness. . .*

March Response Times . . . Out of 1530 tow requests in March:
21 to 30 minutes 84 tows (up from 56)
31 + minutes – 44 tows (down from 60)

Tow Bulletin



*April 15, 2014
Income Tax Day*

Failures to Respond: 2(down from 4)

Less than 5%:

21st Century D4	4%	Security	3.4%
21 st Century D7	4.8%	Sergeants D8	2.7%
A & B D2	3.7%		

5 to 9.9%:

21st Century D5	8.4%	Retriever	8.5%
A & B D8	5.8%	Speed's D5	8.7%
Newhouse D8	5.7%		

10% or more

A & B D7	10.2%	Newhouse D4	12.8%
Beaver	17.5%	Newhouse D5	11.7%
Gerlock DC	25%	Sergeants D4	13.8%
Loop	12.2%	Speeds D8	14.2%

*All peak hours late responses of less than 25 minutes were removed from the count.
The late response percentage for all contract tows is 9.3% (up from 3.9%)

100% Response . . . No passes in March...

- 21st Century D4** 50 requests
- 21st Century D5** 59 requests
- 21st Century D7** 83 requests
- A & B D2** 162 requests
- A & B DC** 7 requests
- Gerlock** 12 requests
- Newhouse D4** 39 requests
- Security** 173 requests

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

- A & B D7** 98 requests
- A & B D8** 85 requests
- Beaver** 57 requests
- Loop Hwy** 49 requests
- Sergeants D8** 111 requests

The overall pass percentage for March was 1.5%...

...mg