

ATTACHMENT 1. Contract Tow Invoice Form, with Inventory section and Important Rights Information

CONTRACT TOW INVOICE

[TOWER'S NAME]

INVOICE # _____

REQUESTED BY: _____

[TOWER'S ADDRESS]

DATE OF TOW _____ TIME RCVD. _____ [TOWER'S PHONE] _____

TOW NUMBER _____

LICENSE		STATE	VIN		MAKE	MODEL	STYLE				
YEAR	COLOR	DRIVEABLE: YES <input type="checkbox"/> NO <input type="checkbox"/>		KEYS: YES <input type="checkbox"/> NO <input type="checkbox"/>		AGENCY (CIRCLE ONE) PARKING MCSO COMET PORT	PPD COMET	TRI-M PORT			
TOWED FROM				TOWED TO							
TIME OUT	ON SCENE (10-97)	LEAVE SCENE	COMPLETION TIME/ CALLED IN BY		RELEASED BY/ RLS TIME		DOLLIES? YES <input type="checkbox"/> NO <input type="checkbox"/>	FRONT UP <input type="checkbox"/> REAR UP <input type="checkbox"/>			
TOW DRIVER	TRUCK	RELEASE REQUIRED? YES <input type="checkbox"/> NO <input type="checkbox"/>	HOLD? (DATES AND TIMES) ON: _____ OFF: _____		OUT OF DIST MILEAGE START _____ END _____		TYPE OF TOW				
RELEASED TO NAME				STREET ADDRESS							
CITY		STATE	ZIP	TELEPHONE							
							CHARGES				
BILL TO: _____ _____ _____ CONTENTS: _____ _____ _____ CONDITION: _____ _____ _____ I HAVE READ AND UNDERSTAND THE NOTICE INFORMATION ON THE BACK OF THIS FORM _____ _____ RELEASED TO _____ DATE _____ (OVER FOR IMPORTANT RIGHTS INFORMATION) RLS TIME _____				DAMAGE PRIOR TO TOW							
				(Two views of generic automobile)							
				TOWING							
				DISPATCHING							
				CITY SERVICE FEE							
				_____ DAYS @ \$_____ EA							
				OUT OF DIST MILEAGE							
				LABOR/STANDBY							
				CITY RETOW							
				AFTER HOURS/GATE FEE							
LIEN FEE											
						TOTAL					
PAYMENT METHOD		VISA	MC	OTHER	DEBIT						

BACK OF THE FORM)

For information on how to file a complaint against a tow contractor, please call the Towing Coordinator at **(503)823-5146**.

CITY OF PORTLAND, OREGON DEPARTMENT OF TRANSPORTATION and TRIMET TOWS: Any owner of a vehicle towed by the CITY OF PORTLAND, OREGON DEPARTMENT OF TRANSPORTATION or TRIMET without prior notice may request a hearing to contest the tow. To ask for a hearing, you must file a written request containing your name, address and telephone number; the make and license number of your vehicle; the date of the tow; and a statement of why you believe the tow was improper. THE REQUEST MUST BE RECEIVED BY THE TOW HEARINGS OFFICE WITHIN TEN DAYS OF THE TOW: Tow Hearings Office, Rm 3100, 1900 SW 4th Av, Portland OR 97201. Telephone: 823-7307. FAX: 823-4347. HEARINGS ARE NOT AVAILABLE FOR VEHICLES TOWED FOR UNPAID PARKING TICKETS.

MULTNOMAH COUNTY TOWS: Any person having an interest in a vehicle towed without prior notice by order of the Multnomah County Sheriff's Office may request a hearing to contest the validity of this tow. To request a hearing, state in writing your name, address, and telephone number, the date the vehicle was towed, the make and license number of said vehicle, the MCSO file number, and if known the date/time the vehicle was towed, the location from which it was towed, and a brief reason why you believe the towing was invalid. Send this information to Tow Hearings Officer, 12240 NE Glisan, Portland, OR 97230. ALL HEARING REQUESTS MUST BE RECEIVED WITHIN FIVE (5) DAYS OF THE DATE THE VEHICLE WAS TOWED.

PORT OF PORTLAND TOWS: Either the owner, or any other person who appears to have an interest in this vehicle shall be entitled to request a hearing to contest the validity of the tow/and or storage. The request must be made to the Port of Portland Police Department in writing within 5 days of the date of the tow and **MUST** include the following information: applicant's name; applicant's address where notice of hearing is to be sent; applicant's telephone number; vehicle make and model; license number; date towed; and place and approximate time of tow, if known. Port of Portland Police Department, 7000 NE Airport Way, Portland OR 97218. Telephone: (503)460-4221 or 460-4747.

Notice of New Hire

Report new employees within 24 hours of starting work and on monthly update. **NOTE: This does not replace the monthly report.**

Name	Information	Complete
Company (and districts)		<input type="checkbox"/>
Position		<input type="checkbox"/>
Driver's License Number	State	<input type="checkbox"/>
Photocopy of Driver's License	Attach Copy	<input type="checkbox"/>
Date of Birth	/ /	<input type="checkbox"/>
Social Security Number	- -	<input type="checkbox"/>
Hire Date	/ /	<input type="checkbox"/>
Confidentiality Agreement	Attach Copy	<input type="checkbox"/>
City ID Number	<input type="checkbox"/> New <input type="checkbox"/> Previously Assigned #	<input type="checkbox"/>
Workshop Certification	<input type="checkbox"/> Complete Attach Copy <input type="checkbox"/> Needed	<input type="checkbox"/>
Driver Certification	<input type="checkbox"/> Complete Attach Copy <input type="checkbox"/> Needed	<input type="checkbox"/>

When complete, attach required legible photocopies and please fax to Allison Madsen 503-279-3921

Notice of Termination

Report staff terminations within 24 hours of the last shift worked and on monthly update. **NOTE: This does not replace the monthly report.**

Name	Information	Complete
Company		<input type="checkbox"/>
District (s)		<input type="checkbox"/>
Position		<input type="checkbox"/>
Social Security Number	- -	<input type="checkbox"/>
Last Date of Employment	/ /	<input type="checkbox"/>
City ID Number		<input type="checkbox"/>

Please fax completed form to Allison Madsen (503)279-3921

**CONFIDENTIALITY AGREEMENT
CONTRACT FOR VEHICLE TOWING AND STORAGE**

I understand that:

1. On or about October 1, 2008, _____ (“Tow Contractor”) contracted to provide vehicle towing and storage services to the City of Portland, Port of Portland, Oregon Department of Transportation, Multnomah County Sheriff’s Office, TriMet and the City of Fairview (the “Agencies”). The contract requires Tow Contractor (my employer) to treat as confidential information pertaining to the pursuit, apprehension or prosecution of criminal suspects (the “confidential Agency information”).
2. In the course of my employment for Tow Contractor I may have access to, or become aware of confidential Agency information.
3. I agree to disseminate confidential Agency information only to those Agency officials and/or tow contractors for whom it is intended under the Contract. I further agree not to divulge to any person any confidential Agency information that may allow any person to (1) conceal or dispose of any unlawfully obtained items or money, or (2) avoid detection, arrest, or punishment.
4. I agree that I have personal responsibility for the protection of confidential Agency information regardless of its format. I further agree that disclosure of confidential Agency information in violation of this Confidentiality Agreement may result in disciplinary action by the Tow Board against my employer or myself, including disqualification from all Tow Contract work.
5. If I am arrested, charged, convicted, or sentenced for any criminal offense, I agree to report the event within 24 hours to my immediate supervisor and the Towing Coordinator. I understand that failure to report as required may result in disciplinary action by the Tow Board against my employer or myself, including possible cancellation of the Tow Contract or disqualification from all Tow Contract work.

Print Name

Signature

Date

Tow Company Name

Authorized Signature

Date

Invoice

Tower
Address
City, State Zip

Invoice Date:
Invoice Period:

Summary of Charges

TYPE OF RELEASE	# RELEASE	CITY SERVICE FEE	TOTAL FEES
Release to Owner (RO)	0	\$0.00	\$0.00
Lien (L)	0		
Title Surrender (T)	0		
Tow to Police (P)	0		
Dismantling Certificate (D)			
Released at Scene (RAS)			
other (ELSE)			
Drop (DROP)			
Service (SER)			
Agency Vehicles			
Stolen (STOLEN)			
Tow By The Hour (TBTH)			
Move (MOVE)			
Private Preference (PREF)			
Retow to SZW (RETOW)			
Multiple Tow (MULT)			
No Record Found (GONE)			
Administrative Release (ADMIN)			
Street Car			

TOTAL AMOUNT DUE:

IF YOUR RECORDS DISAGREE WITH THIS BILLING, PLEASE SUPPLY DOCUMENTATION TO SUPPORT YOUR COMPLAINT BY THE 10TH OF THE MONTH. PLEASE CALL 823-5327 WITH ANY QUESTIONS.

PLEASE REMIT THIS PORTION WITH YOUR PAYMENTS. MAKE CHECKS PAYABLE TO THE CITY OF PORTLAND AND MAIL TO THE ADDRESS BELOW. **PAYMENTS DUE BY THE 10TH**. Late payments may be subject to \$25.00 penalty.

TOWER'S NAME

Invoice Date:
Invoice Period:
Amount Due:

City of Portland
Bureau of Licenses
111 SW Columbia Street, Room 600
Portland OR 97201

AMOUNT PAID:

VEHICLE RELEASE NOTIFICATION TO TOW DESK

COMPANY _____ DIST _____ DATE _____ TIME _____

PLEASE BLOCK PRINT LEGIBLY

TOW NUMBER	RLS TIME (RO's ONLY)	RELEASE CODE	PLATE (IF NO PLATE, YOU MAY ENTER THE VIN)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

Release Codes are: **RO** – Release to Owner; **L** – Lien; **T** – Surrendered title;
 RLS TIME (RELEASE TIME) IS REQUIRED ONLY ON RO's.
 Releases shall be reported to Tow Desk within 8 hours of the actual time of the release.

ATTACHMENT 6. Street Sweep Notification to Tow Desk

TOW DESK NOTIFICATION - STREET SWEEPS

TOWER			DATE			PAGE#		
*****NO TOWS RECEIVED SO FAR*****						mark check box <input type="checkbox"/>		
MODEL = (Tercel, S10, etc)			STYLE = (2DR, 4DR, PU, VAN, etc.)			REQ BY= (M21)		
D = DRIVEABLE? Y/N			K = KEYS? Y/N			TIME = COMPLETED TIME		
						TR# FOR TOW DESK USE ONLY		

TIME	TRUCK#	DRIVER#	REQ BY	TOWED FROM	
LICENSE		STATE	VIN		
MAKE		MODEL	STYLE	COLOR	K D
					TR#

TIME	TRUCK#	DRIVER#	REQ BY	TOWED FROM	
LICENSE		STATE	VIN		
MAKE		MODEL	STYLE	COLOR	K D
					TR#

TIME	TRUCK#	DRIVER#	REQ BY	TOWED FROM	
LICENSE		STATE	VIN		
MAKE		MODEL	STYLE	COLOR	K D
					TR#

TIME	TRUCK#	DRIVER#	REQ BY	TOWED FROM	
LICENSE		STATE	VIN		
MAKE		MODEL	STYLE	COLOR	K D
					TR#

ATTACHMENT 7.

COURTESY TOWING (Tow by the Hour)
for Film/Video and other Permit Holders

Holders of City permits which reserve specific areas for activities such as Film/Video production, special events, such as parades or marches, or construction are allowed to remove, by towing, vehicles legally parked in the reserved area.

1. Permittee's are encouraged, but in no way required, to use towers from the Contract Rotation.
2. If a Tow Contractor has been hired by a permit holder, such as an event coordinator or production company, etc., to provide courtesy towing from the public right of way, the Tow Contractor shall notify the Tow Desk and PPB Auto Records not later than 48 hours before the event.
3. Each courtesy tow from public right of way must be ordered by an authorized City official, either Parking Patrol Deputy or Police Officer.
4. Procedures established by the Bureau of Traffic Management for parking control must be followed.
5. The Tow Contractor must pre-arrange any necessary credit arrangements with the permittee to assure payment for towing and dispatching services. The tower will be billed for dispatching by Tow Desk, as usual.
6. The authorized City official may direct that the vehicle be moved to another legal parking space on the public right-of-way; to any storage facility designated by the City, or; to private property, provided the permittee has secured the permission of the property owner.
7. Tow Contractor shall notify the Police Records Division of the exact location of each towed vehicle by faxing the Tow Desk within 30 minutes of the completion of each tow. This is for the owner's information and to prevent a vehicle from being reported and recorded as stolen. The Tow Desk phone number is (503)528-7460.
8. Vehicles which the permittee wishes to exempt from towing must be identified, either by company signs, painted or magnetic, on both sides of the vehicle or by a complete and clearly displayed "Reserved Area Identification Card," supplied by the permit center. Once an officer has been called to order a tow, all vehicles in the restricted area that do not have proper identification cards displayed will be towed and all tows will be of the same type.
9. The permittee will bear all costs of towing and storing a vehicle for a period of not more than 72 hours. If the vehicle is towed and stored at a private facility and the owner fails to pick up the car within 72 hours after it is towed, the vehicle owner may be charged a storage fee as set out in the Contract for Vehicle Towing and Storage.

ATTACHMENT 8 Complaint Handling Procedures

**COMPLAINT HANDLING PROCEDURES:
CONTRACT TOWS**

The Towing Board of Review has approved the following procedures for resolving a **citizen complaint against a tower**:

1. Complainant is advised to contact the tower to give an opportunity for immediate resolution.
2. If first contact is unsuccessful, complainant is advised to submit a written complaint to the Towing Coordinator which includes:
 - name, address and telephone number of the complainant
 - name of the tower
 - date and time, location and reason for the tow
 - license plate and description of the towed vehicle
 - copy of the tow bill
 - description of what occurred and what the complainant feels is wrong
 - a statement of the desired remedy.
3. Written complaints are forwarded to the tower with the expectation that the tower will investigate the complaint, contact the complainant to discuss a resolution and inform the Towing Coordinator, in writing, of the tower's conclusions within a reasonable period of time. The tower may contact the Towing Coordinator or the Industry Representative for assistance in settling citizen disputes. It is expected that the tower will resolve most complaints at this step.
4. Vehicle damage complaints not resolved by the tower informally may be referred to a Vehicle Damage Inspection Panel (VDIP). The tower agrees to be bound by the findings of the VDIP.
5. Other unresolved complaints may be referred to a Contract Violation Resolution Committee (CVRC) appointed by the Tow Board Chairman. The CVRC will determine if any contract violation has occurred and what, if any, remedy is appropriate.

None of these steps is intended to preclude complainant from pursuing action in civil court.

TOWING COORDINATOR
Revenue Bureau
P.O. Box 8572
Portland, OR 97207-8572
(503) 823-5146
FAX: 823-9068

Notice of Towed Vehicle Location Change

(PRINT CLEARLY)

To: Oregon Dispatch Service **Fax Number:** (503) 493-7035

From: _____ (Tow Company and District)

_____ (Name of the person sending notice)

If, for any reason, you need to move a vehicle from your primary storage, fax this notice to Tow Desk before the vehicle is moved. A vehicle with any type of hold on it may not be moved without permission from the requesting Agency. Vehicles may not be moved to secondary storage until at least 72 hours have passed in primary storage.

PRINT LEGIBLY USING DARK INK. NO PENCIL. Fill out all requested information completely, including New location street address.

Today's Date	Orig. Tow Date	Tow #	New Location Address	Reason for Move
Vehicle Plate	VIN			