

## **Information for Applicants**

On behalf of A+ Towing, Pop-A-Lock Eugene and Dannevik's Towing, Welcome!

We are Premier Providers of Emergency Roadside Assistance Services to Eugene and its surrounding areas. Working for a company that responds to emergency calls 24/7 is different than many other jobs. For those without experience, we created this Information for Applicants packet to cover many common questions applicants ask. For those with experience in roadside assistance, we hope this outline helps distinguish what makes us different.

We strive to make sure employment with our companies is as good a fit for our employees as they are to the company. We are happy to answer questions to help our applicants decide if this type of work is right for them. Due to insurance underwriting restrictions, applicants must be at least 21 years old for a driving position with our companies.

## **Compensation**

The first thing we like to cover is how our employees are paid. Of the legal ways, the two most popular methods to pay employees in our industry are hourly and commission. We choose to pay on the commission basis. Commission involves earning a percentage of the what a driver successfully invoices. We start our drivers at 20% regardless of experience. A \$100 tow would pay a driver \$20. For our CDL drivers operating a 4 car hauler, the starting commission is 22%. Our drivers are not required to find their own customers, pay for equipment, fuel, or maintenance of their vehicle.

On a weekly basis we analyze each driver's earnings to see what they made hourly. Our drivers usually earn comfortably higher than minimum wage: between \$12-\$17 per hour worked. If, for some reason, a driver earned below \$10 per hour worked, we pay them up to what they would have made working hourly at \$10.

We believe paying on a commission basis is better than hourly. This because hourly towing positions often include daily performance quotas to make sure drivers are earning their wages. If the quotas aren't reached, drivers are let go. Hourly towing may also foster dangerous towing practices because drivers may feel pressured to perform services they may not feel are safe for the sake of hitting their goals. On commission pay, drivers take part in what they earn so we trust them when they don't feel safe performing a service.

If an applicant has prior experience and can complete paperwork proficiently, they may receive a first review sooner than the standard 6 month cycle. We strive to evaluate our drivers twice a year and consider raises or bonuses based on performance.

## **Schedule**

Our companies provide 24/7 service. While this isn't easy, we have constantly evaluated and made changes to the way we schedule for shifts to be as manageable as possible. The longest tenured drivers don't have easier schedules; everyone shares the load equally.

Scheduled shifts start and end at 8:00 am and are considered on call. Drivers scheduled for a particular day should plan on being busy until there are no more tows holding in the evening which usually occurs around 6:00 pm. It's unlikely to get many calls at night as our service area isn't densely populated. Most of our shifts rotate so everyone gets a normal weekend falling on Saturday and Sunday at least once a month. Our most common shifts are 5 days on, 2 days off.

### **Home Location and Parking**

The police agencies we contract with require our companies to respond within 20 minutes of any emergency call in Eugene or Springfield. During the day this is easier. To make this possible at night, we allow drivers on shift to take their truck home. When on call, drivers need to have a safe, approved space [from company and landlord etc] to park their truck. We cannot afford to have drivers commuting long distances between their home and night calls because it would make responding within 20 minutes difficult and the cost of commuting in the trucks prohibitive. Drivers living outside the Eugene/Springfield city limits are still eligible for employment with our companies, however, they'll need to stay in their truck, at our facility, in our camper, or with friends and family in town when on call. Employees living outside city limits have not typically enjoyed it. Our 4 car hauler drivers have had success living outside city limits as there isn't a response or on call requirement and they may park their trucks at our lot overnight.

### **Application**

If you decide this line of work is right for you, we invite you to complete our application. Our application covers standard contact information, skills, education and work history. After completing our application, we aim to conduct an interview and answer any further questions you have. Pending a successful interview, we schedule a time when you can ride along with one of our veterans and see the job first hand. If the applicant determines this line of work is still a good fit and passes the background check and chemical test, we accept the applicant into our training program or probationary employment depending on prior experience.

### **Background Checks**

We contract with several Police Departments and Government Agencies. The Eugene Police Department and Lane County Sheriff's Office require our applicants pass their background checks prior to being employed with our company and working in any capacity on their contracts.

The LCSO background check asks if an applicant has ever been arrested and/or convicted of a crime. We've had many applicants choose not to list arrests and/or convictions that had been expunged, were over 15-20 years in the past, or occurred when they were a minor. This led to them failing the background check, even though they may have passed, because they failed to list what was requested on the form. In some cases, these people had concealed firearm permits. The LCSO background check process will find all events from any state so don't exclude anything or you will not pass. You may approach LCSO if you have questions. By signing these forms and continuing to apply, you run the risk of perjury if you falsify information

about your criminal history.

### **Training program**

Not all towing companies pay their trainees. We pay our trainees while we educate them. Unfortunately, some of our past hires have abused this system. In order to be fair to employees and operate legally while also protecting ourselves, we have initiated a training program. By the end of our training program, trainees will need to have obtained a valid DOT Medical Certificate at their own expense. Trainees are not eligible for overtime and should communicate with trainers to avoid working more than 40 hours in a week. Trainees are not eligible for draws. Paid training time is \$10 per hour while working.

Our training program consists of two main sections. During the first section, our trainees ride along with one of our experienced drivers. Trainees will learn about safe operation of the tow truck, our company guidelines, paperwork, customer service, towing and service procedures. The first section concludes with a verbal test covering the above topics. Upon passing the test, trainees will continue into the second section.

During the second section, the trainee now demonstrates safe driving of the tow trucks and operation of controls. They will learn hands on with instruction and supervision from an experienced driver. At the end of the second section, trainees will have a tester ride along and make an assessment of performance. Trainees will demonstrate the ability to safely drive independently while adhering to company guidelines and all applicable laws. Trainees who pass the practical driving and operation test become probationary employees. Our probationary period is a standard 90 day term. Both training sections usually take 2-3 weeks to complete.

Because our training is excellent and towing is a transferable and marketable skill, our program costs \$900. **We do not charge trainees up front.** The company pays for training fees of the employee over the first year of service. If a driver doesn't pass our training exams or decides towing isn't the right fit in the first six months of being an employee, they would owe the full amount of the training program [not to exceed total wages earned]. After the first six months, we prorate the amount owed for training equally over each month. For example: if an employee received a dream job offer elsewhere or was terminated in month 8 of 12, they would owe \$594. Employer reserves the right to forgive some or all training fees. **Notice: If an employee quits or is dismissed before 12 months, employer may deduct training fee from wages earned.**

### **Benefits**

Taking care of and keeping our employees is a priority. We offer the following benefits:

- Medical Insurance for the employee. ⅔ paid by employer, ⅓ paid by employee [after probation]
- Company matching Simple IRA retirement plan
- 1 week paid vacation after 1 year of employment [must be used within each calendar year]
- Paid Wreckmaster Training after 1 year of employment
- Company Jacket after 1 year
- Christmas Dinner Party [bring significant other]

- Emeralds Baseball Summer Outing [bring significant other]
- Company Camper Trailer [reservation basis]
- Company Phone for Work or Stipend towards use of personal phone
- Use of Company Tools
- \$20,000 State Farm Life Policy
- Fleet discount on tires from Les Schwab
- AAA Membership at roughly ½ price

Each employee in our company is invited to a Christmas Party and Summer Outing yearly. Employees are encouraged to bring someone significant. The Christmas Party is usually held at Johnny Oceans. The summer outing is a Eugene Emeralds baseball game where we have access to a buffet. These are great events to grow comradery between employees and have some fun outside of work.

### **Employee Satisfaction**

The leadership of this company believes taking care of our employees is a critical part of taking care of our customers and being successful. As you are now aware, from the beginning of the hiring process, we try very hard to make sure the company is just as well suited for the employee as they are for the position. We are honest with potential hires even though some aspects of the job are non-traditional. We know very few people grew up wanting to provide emergency roadside assistance, however, this job can be very rewarding. We don't expect 10+ year employees but we do hire expecting two years of service and time to find a trained replacement if you wish to pursue another job [standard two weeks notice]. We value and listen to our employees taking full advantage of the small business atmosphere. Many of our employees learn a lot and hopefully grow personally during their time here. It's easy to claim we have a fantastic atmosphere so we encourage applicants to discuss with our veterans while on a ride along.