



HearingsOfficeClerks@PortlandOregon.gov
503-823-7307



Tow Hearing Statement of Rights and Procedures

This document contains a summary of some of your important rights when appealing a tow of a vehicle by the City of Portland to the City of Portland's Hearings Office. Please read this document carefully. If there is anything contained in this document you do not agree with or you do not understand, you must let the Hearings Officer know at the start of your hearing.

Right to a Hearing

Title 16 of the Portland City Code (PCC) provides you with a right to an appeal of a tow ordered by the City of Portland. The Hearings Officer will consider testimony and evidence in deciding whether the City of Portland properly ordered the tow, based on the regulations in the PCC as well as other applicable laws and rules. This section of the PCC is available for review on the City's website: <https://www.portlandoregon.gov/citycode/28148>.

Administrative Rules

Under the Tow Appeal Hearing Rules ADM-9.03, requests for tow appeal hearings may be denied if requirements E through G are not met. A link to ADM-9.03, which includes the hearing procedures, is available here: <https://www.portlandoregon.gov/citycode/article/174105>.

General Statement on Accommodations

In compliance with Civil Rights laws, it is the City of Portland's policy that no person shall be excluded from participation in, denied the benefits of, or be subjected to discrimination in any City program, service, or activity on the grounds of race, color, national origin, or disability. The City of Portland reasonably provides translation and interpretation services (including sign language), modifications, accommodations, auxiliary aides and services, and alternative formats to help ensure equal access to City programs, services, and activities.

For these services, complaints, and additional information, contact 503-823-7307, use City TTY 503-823-6868, or use Oregon Relay Service: 711.

Please ensure that your request is made no later than **48 hours (2 business days)** before the scheduled appeal hearing (not including Saturdays, Sundays, or official City holidays or closures).

Traducción e interpretación | Chuyển Ngữ hoặc Phiên Dịch | 翻译或传译

Письменный или устный перевод | 翻訳または通訳 | Traducere sau Interpretare 번역 및 통역 | Письмовий або усний переклад | Turjumida ama Fasiraadda

Legal Representation

You may be represented by an attorney at your own cost in these proceedings. Legal aid organizations may be able to assist a party with limited financial resources. An attorney may represent the City. The Hearings Office recommends that, if you plan to engage an attorney, you involve them early in the process. If you realize during your hearing that you are unable to adequately represent yourself in the proceedings, you may request that the Hearings Officer delay the hearing to allow you to secure the services of an attorney. The Hearings Officer has the sole discretion to grant or deny your request.

Request to Reschedule

You may request to reschedule your appeal hearing by submitting a Request to Reschedule Form, no later than 48 hours before the scheduled start of your hearing. This 48-hour rule does not include Saturday, Sunday, or City-recognized holidays.

If you appeal a tow for a vehicle still in storage, your hearing will need to take place within 72 hours of when the Hearings Office receives your tow appeal request. This 72-hour rule does not include Saturday, Sunday, or City-recognized holidays. The Hearings Office recognizes that the 72-hour timeframe may not allow you to abide by the 48-hour reschedule rule. Therefore, the 48-hour rule does not apply when rescheduling a hearing for an in-storage tow. Instead, you will need to make your request as soon as possible. You will be responsible for any additional storage costs incurred due to the rescheduling of your hearing.

The Hearings Officer has sole discretion to grant a request to reschedule. If you submit a request to reschedule, you must inquire, in a timely manner, whether the Hearings Officer granted your request.

Testimony

You will be given the right to testify at your hearing. You have the right to call one or more witnesses to testify on your behalf. Every witness you call shall be subjected to cross-examination by a City representative. You may cross-examine any witness the City calls to testify. The Hearings Officer may ask questions of any witness as well. All testimony shall be given under oath. Hearings start promptly at the scheduled time and persons arriving late may lose the opportunity to present their case or to hear other parties' testimony.

Evidence

You may provide evidence in support of your appeal (e.g. reports, photographs, videos). All evidence should be provided to the Hearings Office in advance of the scheduled hearing. If the City submits any evidence, you will be able to access these exhibits prior to the hearing through the online case management system. If you cannot access this online system, please contact the Hearings Office to make alternative arrangements, such as the Hearings Office mailing you hard copies of the evidence submitted by the City.

If the hearing is taking place in person, all evidence will be made available at the hearing on iPads distributed to each party.

If the hearing is held remotely (Zoom or telephonic appearance), it is strongly recommended that you have available the hard copies or electronic access to the case management system during the hearing.

Recording

All hearings will be audio recorded.

To access the recording, you can search for it at the City of Portland E-Files at <https://efiles.portlandoregon.gov/Search>. You will need to use your assigned case number as the search term. Generally, recordings will be available online within 1-3 business days after the hearing.

If you do not want the recording uploaded to the E-Files system, you may “opt out” of placing the recording online. You must let the Hearings Officer know at the start of the hearing that you wish to “opt out.” Even if you elect to “opt out,” the audio file will still be maintained as part of the City record since it is considered public information.

If you need access to a recording that is not available online, you are instructed to contact the Hearings Office for assistance.

Right to Appeal

If you are not satisfied with the results of your tow appeal hearing, you, as an aggrieved party, have the right to appeal the Hearing Officer’s Order per Oregon Revised Statutes (ORS) 34.010 through 34.100. Appeals are filed with the Multnomah County Circuit Court. The Hearings Office is unable to assist you with this process. You may wish to engage an attorney of your choosing in this process; legal aid organizations may be able to assist a party with limited financial resources.