

What kind of tows does the Hearings Office have jurisdiction over?

Vehicles towed within Portland City limits ordered by the City of Portland or the Port of Portland. The Hearings Office does *not* have jurisdiction for tows that occur on private property, except tows initiated by the City of Portland Police Bureau.

How can I find where my vehicle was towed?

For vehicles towed from inside Portland city limits, contact Portland Police Auto Records at (503) 823-0044.

How much will it cost to retrieve my vehicle?

You will need to contact the towing company where your vehicle is located for this information.

How do I request a tow appeal hearing?

Please go to our website to file online or for more information:
<https://www.portland.gov/omf/hearings/request-tow-hearing>

Requests **must be submitted through the Hearings Office online filing system** at <https://portlandhearingsoffice.synisys.com/cms/>

If you experience problems filing your appeal online, please contact the Hearings Office Clerks for assistance. **Requests must be received in the Hearings Office within 10 calendar days from the date of the tow.** If the 10th day falls on a weekend or holiday, the next business day is the 10th day.

How do I request to have my hearing rescheduled?

You will need to complete the Rescheduling Request section in the online case management system. The request must be *received* in the Hearings Office **at least 48 hours prior to the date and time of the scheduled hearing** (not including Saturday, Sunday, or recognized City of Portland holidays). It is up to the Hearings Officer if a request to reschedule is granted. It is the requester's (appellant's) responsibility to timely inquire as to whether or not the hearing has been rescheduled.

What if I no longer own the towed vehicle?

You will need to contact the Bureau that sent you the notification letter.

Where can I find the City of Portland Code regulations for the "Towing and Disposition of Vehicles"?

[Chapter 16.30 Towing and Disposition of Vehicles](#)

Where can I find the City of Portland "Towing Hearings Officer Rules and Regulations"?

[See ADM 9.03 – Tow Appeal Hearing Rules and Regulations Before the Code Hearings Officer](#)

Who do I contact for a Police vehicle release?

Police Auto Records: (503) 823-0044

I also got a parking citation, what do I do?

The Hearings Office does not handle parking citations. Please follow the directions on the citation itself.

What happens at the hearing?

The hearing will start on time. If you are late, you might miss the opportunity to testify and present evidence. Once the hearing record is closed, no additional testimony or exhibits will be considered.

You may testify at the hearing and other witnesses who you present may testify on your behalf. Anyone who testifies will be put under oath.

You may also bring exhibits such as photos, documents related to the tow, witness statements, and affidavits. If the documents have not already been uploaded to the case file in the online system, you will need to bring three (3) copies of any submissions to the hearing. All testimony and exhibits must be relevant, truthful, and from a reliable source. True copies

of legal documents, such as vehicle registrations, may be submitted instead of the originals. Any exhibits you submit will not be returned to you.

Photographs submitted at the hearing must be printed. The Hearings Officer will not look at images on cell phones, digital cameras, or other devices.

May I withdraw my request for a hearing?

Yes, to withdraw your request you should notify the Hearings Office in writing before the hearing.

What does the Hearings Officer consider when making a decision?

In reaching a decision, the Hearings Officer considers the evidence in the record in light of what the law requires or authorizes a City representative to do. The Hearings Officer does not have authority to change the law or create law.

How do I appeal a tow hearing decision?

Tow hearing orders may be appealed to a court of competent jurisdiction pursuant to [Oregon Revised Statutes \(ORS\) 34.010 et seq.](#) The Hearings Office cannot assist with an appeal of the Hearings Officer's decision.