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TOWING ADMINISTRATION ADVISORY COMMITTEE MEETING SUMMARY FINAL
October 24, 2023 • 3:30 PM – 5:00 PM
Zoom Meeting Call

Subcommittee Members	Position	Affiliation	Present
Donny Callahan	Chair	Gerlock Towing	Yes
Steve Koester	Committee Member	Port of Portland	No
Amelia Brown	Committee Member	Portland Police Records	Yes
Francis Cop	Committee Member	Multnomah County Sheriff's Office	Yes
Ae Young Lee	Committee Member	Member-at-Large	Yes
Scott Bradley	Committee Member	Member-at-Large	Yes
Robert Riscoe	Vice-Chair	ODOT	Yes
Eric Chitoubol	Committee Member	City of Portland Fleet Services	Yes
Kerensa Mauck	Committee Member	Multnomah County Fleet Services	No
Todd DeWeese	Committee Member	Bureau of Emergency Communications	No
Devin Edwards	Towing Company	Speeds Super Tow	No
Clark Tenny	Towing Company	21 Century	No
Mark Williams	PBOT	Interim Parking and Regulatory Group Director, PBOT	No
Csilla Wischner	PBOT	Regulatory Division	Yes
Tim Moore	PBOT	Towing Administration	Yes
Matthew Erickson	PBOT	Regulatory Division	No
Glen Fullilove	City Attorney	City Attorney's Office	No
Tracy M. Smith	Facilitator	Inhance LLC	Yes
Camerina Galvan	Notetaker	Galvan Consulting LLC	Yes
Vacant	PBOT Parking Enforcement		N/A

Subcommittee Members	Position	Affiliation	Present
Vacant	Member-at-Large		N/A
Vacant	Member-at-Large		N/A

OTHER ATTENDEES: Paul Walters, Northwestern Towing; James Jerome, Northwestern Towing; Murrell Morley, BOEC; Michael Coe, Retriever Towing.

WELCOME AND INTRODUCTIONS: TRACY M. SMITH, FACILITATOR

- Donny Callahan called the meeting to order at 3:33 PM.
- The quorum was met.

ANNOUNCEMENT FROM COMMITTEE MEMBERS: DONNY CALLAHAN, CHAIR

- Csilla Wischner shared someone accused a tower of damaging the vehicle during the tow. The tower took a picture of the vehicle at the tow yard after the tow, proving the tower was not at fault. Towers are encouraged to take photos of the vehicle after the tow and upload it to AutoReturn.
- Csilla Wischner asked that tow slips be updated with the general customer service line number 503-823-7483.

APPROVAL OF 08/22/2023 MEETING SUMMARY AND ACTION ITEMS: DONNY CALLAHAN, CHAIR

- Robert Riscoe moved to approve the 08/22/2023 Meeting Summary. Francis Cop seconded it.
 - Approved: Final draft August 22, 2023, Meeting Summary.

PUBLIC COMMENTS: DONNY CALLAHAN, CHAIR

- No public comment.

PBOT UPDATES: TIM MOORE, PBOT

- **AR Pricing and Mapping for New Contract:** The contract went into effect on October 1, 2023, and AutoReturn experienced pricing and mapping issues during implementation. The issues have been corrected. Contact Tim Moore or Csilla Wischner if there are additional issues.
- **City Service Fee Funds Used:** PBOT has two administrative fees. The dispatch fee comes from the towers to the city directly back out to AutoReturn. The city service fee pays for Tim Moore and Csilla Wischner's positions and the abandoned auto program. It now includes the hardship fund fee.

DISCUSSION: TOPIC SUBMISSION: AUTHORITY TO PATROL TOW UNDER PPI CODE: JAIME KING, PUBLIC MEMBER

- Jaime King was not in attendance. The topic submission was not discussed.

DISCUSSION: TOPIC SUBMISSION: ANSI VESTS: ROB RISCOE, VICE CHAIR

- Rob Riscoe asks the towers to wear the ANSI vests and high visibility clothing to comply with federal and Oregon Occupational Safety and Health mandates and for safety.
- Donny Callahan encouraged Rob Riscoe to submit complaints of non-complying towers to Tim Moore.

DISCUSSION: TOPIC SUBMISSION: ADD CONDITIONS FOR ELECTRIC VEHICLE STORAGE TO THE CONTRACT: DONNY CALLAHAN, CHAIR

- Storage of electric vehicles is a big conversation nationally. Donny Callahan will attend a towing conference in the coming weeks and bring back information.
- The topic submission will be discussed at the next meeting.

DISCUSSION: TOPIC SUBMISSION: PPI RATE UPDATE: MICHEAL COE, RETRIEVER TOWING

- A subcommittee to address PPI rates will be formed.
 - **ACTION ITEM:** Anyone interested in participating in the subcommittee is encouraged to contact Donny Callahan.
- Non-committee members can join the subcommittee but cannot vote.
 - **ACTION ITEM:** Donny Callahan will extend the invitation to towing companies.
- The topic submission will be discussed at the next meeting.

DISCUSSION: TOPIC SUBMISSION: PROPERTY RELEASE AFTER HOURS: PAUL WALTERS, NORTHWESTERN TOWING

- The topic submission addressed how people arrive late in the day or take a long time to unload a vehicle once at the tow lot, which adds an undue burden on tow companies and their staff.
- PBOT is exploring the possibility of creating an internal written policy to fast-track a standard without having to amend the contract. It's still unclear if this is possible. This will likely become a political issue, and it's also a business decision. Tim Moore would like to hear people's comments regarding this issue.
- Michael Coe added to the Chat that the time window for retrieving personal belongings should be 8 AM to 5 PM for no longer than half an hour, with fee charges for additional time.
- Paul Walters shared that 30 minutes is reasonable to unload a regular vehicle. It can take a long time to unload vehicles such as RVs, F-150S, F-250S, and E-250S packed full of belongings. Anything beyond 30 minutes is a burden on the companies.
- Tim Moore agrees that 30 minutes is reasonable. There is a pushback on adding a fee if it takes more than 30 minutes since most of the folks impacted are destitute.
- Paul Walters believes that after-business hours should only be reserved for emergencies, such as retrieving medication or a wallet. Releasing items at night is a safety issue.
- The current contract is silent on this issue. PBOT is consulting with the city attorney to create a stand-alone policy until the language is added to the contract.
- The topic submission will be discussed at the next meeting.

DISCUSSION: TOPIC SUBMISSION: TOWERS ON THE NEW CONTRACT: DEVIN EDWARDS, COMMITTEE MEMBER

- Devin Edwards was not in attendance. The topic submission was not discussed.

DISCUSSION: TOPIC SUBMISSION: MONTHLY TOWING REPORTS: DONNY CALLAHAN, CHAIR

- Donny Callahan asked for an update on the monthly towing reports. Tim Moore apologized for the delay. Due to challenges with AutoReturn, the monthly towing reports have fallen to the wayside. PBOT's main point of contact at AutoReturn moved on unexpectedly.
- A new AutoReturn point of contact has been identified and is working with PBOT. The new point of contact is John McCorkle, 614-582-5560; jmccorkle@autura.com; autura.com. They are ready to start working on the reports.
 - **ACTION ITEM:** Committee members will send Tim Moore the items they want to see in the reports.
- Paul Walters added to the Chat, "Along with the monthly reports, I noticed that AutoReturn has a report option to let the tower know their position for any given rotation, but it doesn't have any information." Donny Callahan feels this would be a beneficial report for all towers.
 - **ACTION ITEM:** Paul Walters will send Tim Moore a screenshot of where he sees the report option.
 - **ACTION ITEM:** Tim Moore will inquire if the report is feasible.
- Michael Coe asked for the PPI report.
- The topic submission will be discussed at the next meeting.

THE MEETING WAS ADJOURNED AT 3:57 PM.

NEXT MEETING: The next meeting will be Tuesday, November 28, 2023, 3:30 PM – 5 PM.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.