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**TOWING ADMINISTRATION ADVISORY COMMITTEE MEETING SUMMARY DRAFT FINAL**  
**January 23, 2024 • 3:30 PM – 5:00 PM**  
**Zoom Meeting Call**

<b>Subcommittee Members</b>	<b>Position</b>	<b>Affiliation</b>	<b>Present</b>
Donny Callahan	Chair	Gerlock Towing	Yes
Steve Koester	Committee Member	Port of Portland	Yes
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
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	Yes
Devin Edwards	Towing Company	Speeds Super Tow	No
Clark Tenny	Towing Company	21 Century	Yes
Scott Bradley	Committee Member	Member-at-Large	Yes
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
Vacant	Member-at-Large		N/A

**OTHER ATTENDEES:** Ryan Hintz, Revenue Regulatory Program Administrator; Jesse Copeland, Sergeants Towing; 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

- No announcements.

**APPROVAL OF 10/24/2023 MEETING SUMMARY AND ACTION ITEMS:** DONNY CALLAHAN, CHAIR

- Scott Bradley moved to approve the October 23, 2023, Meeting Summary. Eric Chitoubol seconded it.
  - Approved: Final draft October 23, 2023, Meeting Summary.

**PUBLIC COMMENTS:** DONNY CALLAHAN, CHAIR

- No public comment.

**PBOT UPDATES:** TIM MOORE, PBOT

- **Contract Rates and Next Rates Increase Dates:** Tim Moore apologized on behalf of the city for the delayed delivery of the executed contracts and the confusion. The rate increases will follow a calendar year. The first-rate increase happened in October 2023, at the signing of the contract. The subsequent rate increase will occur on July 1, 2024. Anyone who still needs the executed contract should contact Tim Moore.
- **Private Non-Preference Tows:** The commercial rate applies to private preference and private non-preference towers in the new contract. It has come to PBOT’s attention that one tow company is charging excessive rates. PBOT will likely amend the contract to regulate courtesy tows.
  - Robert Riscoe feels the tows are not a courtesy but a necessity. ODOT cannot suggest a tow company to customers; they rely on rotation. He has heard complaints about one company that charges executive fees for a short distance. He wants to respect the rotation and feels responsible for the customer getting gouged if the company is next on the rotation.
  - Tim Moore elaborated that the tower should provide a quote per the contract. Agency folks can request the quote; if it is excessive, they can request another company. He has heard complaints from towing companies, agencies, and private parties. He feels that \$50-\$100 extra for a courtesy tow makes sense.

- Scott Bradley feels the language used is vague and doesn't explain the actual expense associated with the activity. When the contract is amended, will the rate change be a percentage, and will there be a schedule?
- Tim Moore stated that PBOT is discussing how the rate will be set and how it will be regulated. They are seeing many inconsistencies in rates. He is open to suggestions from agency and industry folks.
- Donny Callahan shared that the State Board of Towing will start to take complaints and catch inconsistencies.
- Tim Moore is concerned that the state will regulate rates if there are too many complaints. He worries about the impact on the citizens and the ability to have competitive prices.
- Donny Callahan clarified that the State Board of Towing will not regulate rates but rather will catch the inconsistencies.
- **PPI Module in AutoReturn:** A new PPI Module will be coming out. PBOT has seen a demo. No timeline exists.
- **Timely Reporting of PPIs and Dropped Calls:** PPI Towers must report vehicles promptly. According to the code, PPI towers must enter the tow before they leave the scene.
  - Michael Coe shared that Tim Moore's predecessor mended the process with the move to Aries.
  - Tim Moore has heard this but has yet to see written proof. Documentation stating otherwise is warranted. He emphasized that the requirements are as they are written in the city code.
  - Michael Coe shared that after the transition to Aries, towers complied with many requests they were not contracted to do or have been added to city code.
  - PBOT has received many complaints about vehicles that don't exist in AutoReturn. PBOT has documentation that the vehicles were either towed or dropped, but there is no record of them. PBOT has documentation that customers are charged city service and dispatch fees, but they're not dispatched through AutoReturn or reported to PBOT. PBOT will issue refunds and fines.
- **Complaints and Timely Responses:** The requests for information sent to towers are not meant to be accusatory; they are intended to gather information. PBOT is required to investigate and track complaints. ZenDesk is the new complaint platform meant to track complaints better. Towers can respond to complaints and add supplemental documents to the platform. Csilla Wischner asks that the towers use ZenDesk to communicate about complaints and not email her personally.
  - Michael Coe asked if the complaint period would be shortened. Towing companies don't track data after three months; the limit is currently six months.
  - Tim Moore stated that the contract was updated, and the term of the limit of a complaint is thirty days. PBOT is actively working on code revisions and has draft language. They don't have a Council date to review the PPI code. Other code recommendations related to towing will be presented one at a time.

**DISCUSSION: TOPIC SUBMISSION: PPI RATE SUBCOMMITTEE UPDATE: DONNY CALLAHAN, CHAIR**

- The city has not raised the private property impound rates since 2018. The PPI Rate Subcommittee reviewed the current rates and voted unanimously in favor of the recommendations.
- Donny Callahan reviewed the rates proposed by the PPI Rate Subcommittee.

- Scott Bradley asked if the rate recommendations addressed additional requirements, such as electric vehicle (EV) storage, and asked for time to review each rate recommendation in detail.
  - Donny Callahan explained that the recommendation aligns the rates with surrounding areas and is closer to the city contract. The recommendation does not address EV storage because it requires discussion as an industry.
- Tracy M. Smith emailed the committee the rate recommendations.
- Tim Moore suggested the rates be discussed in depth at the next meeting.

**DISCUSSION: TOPIC SUBMISSION A: ADD CONDITIONS FOR ELECTRIC VEHICLE (EV) STORAGE TO THE CONTRACT, AND TOPIC SUBMISSION B: EV STORAGE: DONNY CALLAHAN, CHAIR, AND PAUL WALTERS, NORTHWESTERN TOWING**

- Paul Walters was absent. The topic submission will be tabled for the next meeting.

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

- Paul Walters was absent.
- Tim Moore shared that PBOT is developing a policy document compliant with state law, which states that tow companies must release property within the first fifteen days with proof of ownership. PBOT will likely set a 1-hour time limit for citizens to retrieve their property and require them to use a PBOT sign-in sheet. The towers will charge a fee if the citizen exceeds the time allotted.
- Towers can send feedback to Tim Moore, Tracy M. Smith, or Donny Callahan.
  - **ACTION ITEM:** Tim Moore will bring a recommendation regarding property release to discuss with the committee at the next meeting.

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

- Devin Edwards was absent.
- Tim Moore shared that AutoReturn made errors during the contract rollout in October 2023. The contracted towers have since been published on the PBOT website. He feels Devin Edwards' concern has been addressed.

**DISCUSSION: TOPIC SUBMISSION: LOCKED AND COVERED VINS: PAUL WALTERS, NORTHWESTERN TOWING**

- Paul Walters, absent from the meeting, shared his concern with Donny Callahan. The concern raised is that the VIN is locked and covered. Paul Walters called for a VIN inspection, and there was a delay in the vehicle's release. When the VIN inspection was completed, they discovered the vehicle had been stolen.
- Tim Moore shared that another concern of Paul Walters was that he didn't want to break any rules and wanted to notify the owner to charge storage.
- Michael Coe said vehicles are opened to retrieve the VIN and locked.
- Francis Cop said there could be a civil liability. The vehicle owner could make the case that an expensive item is no longer in the vehicle.
- Tim Moore suggests that towers film or take photos when opening and locking the vehicle.

**DISCUSSION: ICE STORM TAKEAWAYS: SCOTT BRADLEY, MEMBER OF THE PUBLIC**

- Tim Moore shared that the weather event In January 2024 differed from the event in 2023. PBOT saw smoother operations and was better prepared. There was less confusion and fewer dispatch calls. Clark Tenny agreed.
- Francis Cop shared in the chat that he didn't receive complaints from deputies. The towers did a good job.

**COMMITTEE RECRUITMENT UPDATE: TIM MOORE, PBOT**

- Tim Moore suggested a process for reviewing three applications and invited the applicants to participate.
- Donny Callahan reviewed the applications and had no concerns. He would be interested in creating a subcommittee to talk to the applicants.
- Clark Tenny, Francis Cop, Robert Riscoe, Michael Coe, and Jesse Copeland would like to participate in the subcommittee.
  - **ACTION ITEM:** Tim Moore will communicate with Donny Callahan and Tracy M. Smith regarding the next steps.

**THE MEETING WAS ADJOURNED AT 4:39 PM.**

**NEXT MEETING:** The next meeting will be Tuesday, February 26, 2024, 3:30 PM – 5:00 PM.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.