



1120 SW Fifth Ave, Suite 1331, Portland OR 97204

Main: 503-823-5185 Fax: 503-823-7576 Portland.gov/Transportation

TOWING ADMINISTRATION ADVISORY COMMITTEE MEETING SUMMARY DRAFT FINAL

February 27, 2024 • 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
Robert Riscoe	Vice-Chair	ODOT	No
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	Yes
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

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

OTHER ATTENDEES: Torey McCullough.

WELCOME AND INTRODUCTIONS: TRACY M. SMITH, FACILITATOR

- Donny Callahan called the meeting to order at 3:39 PM.
- The quorum was met.

ANNOUNCEMENT FROM COMMITTEE MEMBERS: DONNY CALLAHAN, CHAIR

- No announcements.

APPROVAL OF 01/24/2024 MEETING SUMMARY AND ACTION ITEMS: DONNY CALLAHAN, CHAIR

- Francis Cop moved to approve the January 23, 2024, Meeting Summary. Eric Chitoubol seconded it.
 - Approved: Final draft January 23, 2024, Meeting Summary.

PUBLIC COMMENTS: DONNY CALLAHAN, CHAIR

- No public comment.

PBOT UPDATES: TIM MOORE, PBOT

- **Monthly Towing Reports:** Donny Callahan and Tim Moore met to design the monthly towing report. AutoReturn will create the report. Once completed, Tim Moore will share it to gather feedback. The report will be shared monthly and posted to the PBOT website, or both.
- **Lock and Covered VIN Feedback:** The best practice is for the tower to open the vehicle, uncover the VIN, and lock the vehicle. They should document, photograph, and record when the vehicle is opened and locked with a witness to protect themselves from potential civil liabilities. There are no criminal liabilities.
- **Property Release After Hours:** PBOT is developing a city policy by state law and acknowledges the potential risk of a tow employee releasing property after hours when additional staff is absent. Tim Moore aims to bring a policy to the March 2024 committee meeting.

ACTION ITEMS: TOPIC SUBMISSION: PPI RATE SUBCOMMITTEE UPDATE: DONNY CALLAHAN, CHAIR

- The Committee reviewed the following recommendations for PPI Rate Increases:
 - Asking for the same 15% raise on the Class A, which can be rounded to \$225 for a hook-up. A 50% increase for Class B above Class A will set them at \$337.50.
 - 25% storage increase:
 - Up to 20 ft long will be \$40/day.

- Up to 40 ft long will be \$50/day.
 - Over 40 ft long will be \$60/day.
- Eliminate the grace storage period.
- Lien fees and gate fees match the city rate.
- Class C rate matches the city rate.
 - Class C rates are currently at \$363/hour, and the Class C rate for the city is \$399/hour. Donny Callahan doesn't feel the Class C needs to be higher than \$399/hour.
- Add a tarping fee of \$25.
- Add a 4% surcharge for credit cards.
- The Stand-by fee matches the city contract of \$24 and \$30 for medium duties.
- The verbiage for annual raises in the city contract is used for PPI rates.
- Committee member questions and comments:
 - Tim Moore shared that if the committee makes a recommendation, it will go before the PBOT Director for approval. Adopting the new PPI rates schedule would be an administrative rule change and, therefore, does not have to go before the city council.
 - Did anyone from the city review the Bureau of Labor Statistics data? Did anybody determine what a 2018 increase would look like? How do these fees match up to that? Were the numbers run under the consumer price index (CPI) increase every year with a cap of 5%?
 - Response: We did not. Generally, the PPI rates are a bit higher than the City of Portland rates. The subcommittee asked for a 15% increase, then rounded to \$225 for a hook-up.
 - Scott Bradley reviewed the Bureau of Labor Statistics data and shared figures. Based on his analysis, some items in the PPI rates recommendation seem slightly high and appear to be blanket increases without considering the actual expenses. From a consumer perspective, if the increases are not from labor or charges directly related to the tow, it may impact the recommendation. Items such as the Class B rate and the storage need more explanation. He advises that the committee shore up the justification before it goes before the Director.
 - Donnie Callahan responded that the Class B rate is lower than those outside the Portland Metro Area. The subcommittee agreed to try to keep it at a lower rate. The storage rate was proposed in response to the high lease in the metro area. The subcommittee asks for the same annual increase verbiage in the city contract. The Class C was matched to the city rate because there aren't many PPIs on large trucks. The subcommittee is asking for Class B to be 1.5 times Class A. This is not a 50% increase. It's a 50% increase above Class A.
 - Scott Bradley suggested that the possible rationale for the Class B rate increase was that it was lower when reviewed. Donnie Callahan shared that the rate for a Class B PPI in the entire state of Washington, excluding some areas of the Seattle area, is close to \$400/hr. The industry is asking for a \$336 flat rate inside the City of Portland, which is still lower. Outside of the City of Portland, the rate is unregulated.
 - Scott Bradley advised that context be added for each recommendation.
 - Moving the recommendation forward may involve Director Williams contacting the Chair or Mark Williams for context. Tim Moore agrees that additional context would be beneficial. He

predicts there will be pushback on some parts of the recommendation since the rate increases will impact citizens.

- Scott Bradley advised that eliminating the four-hour storage grace period could be a deal breaker for consumers. He opposes eliminating the grace storage period because it is a change in practice, not a rate adjustment.
 - Donny Callahan disagrees. It's a rate adjustment because the tow company is responsible for a vehicle when it enters the yard.
- Clark Tenny supports removing the four-hour storage grace period and the 4% credit card fee from the recommendation.
- Tim Moore asked if chargebacks are a common issue. Clark Tenny experiences these three or four times a month. Going to small claims court to collect is not worth it. Donny Callahan does not charge the 4% for credit cards and sees a chargeback once a year.
- No public comment.
- Clark Tenny moved to approve PPI Rates with the following amendments:
 - Striking the four-hour storage grace period.
 - Striking the 4% credit card fee.
- Scott Bradley seconded it.
 - **Approved:** The motion to approve the PPI Rates with the abovementioned amendments was approved unanimously.
- **ACTION ITEM:** Tim Moore will edit the recommendations based on the two amendments and reshare it with Donnie Callahan.
- **ACTION ITEM:** Once Donnie Callahan approves the amended recommendation, Tim Moore will send the recommendation to Tracy M. Smith and Camerina Galvan.

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 continued at the next meeting.
- 21st Century Towing purchased concrete blocks to have EVs enclosed.
- Donny Callahan is planning a seminar for Oregon on this issue.

THE MEETING WAS ADJOURNED AT 4:19 PM.

NEXT MEETING: The next meeting will be Tuesday, March 27, 2024, 3:30 PM – 5:00 PM.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.