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TOWING ADMINISTRATION ADVISORY COMMITTEE MEETING SUMMARY FINAL
February 28, 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	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
Scott Bradley	Committee Member	Member-at-Large	Yes
Robert Riscoe	Committee Member	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	Yes
Clark Tenny	Towing Company	21 Century	Yes
Mark Williams	PBOT	Regulatory Division Manager	Yes
Csilla Wischner	PBOT	Regulatory Division	Yes
Tim Moore	PBOT	Towing Administration	Yes
Matthew Erickson	PBOT	Regulatory Division	No
Erika Nebel	PBOT	Regulatory Division	No
Glen Fullilove	City Attorney	City Attorney's Office	No
Tracy M. Smith	Facilitator	Inhance LLC	No
Camerina Galvan	Notetaker	Galvan Consulting LLC	No

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

OTHER ATTENDEES: Paul Walters, Northwestern Towing; Geoff Bowyer, ODOT; Mike Porter, Retriever Towing; Sheryl Bryant.

WELCOME AND INTRODUCTIONS: TRACY M. SMITH, FACILITATOR

- Donny Callahan called the meeting to order at 3:37 PM.
- A quorum was met.

ANNOUNCEMENT FROM COMMITTEE MEMBERS AND WELCOME OF MEMBERS: DONNY CALLAHAN, CHAIR

- No announcements.

APPROVAL OF 01/24/2023 MEETING SUMMARY: DONNY CALLAHAN, CHAIR

- Approved: Final draft January 24, 2023, Meeting Summary
- All action items were completed except for action item 17. Amelia Brown reported that only a handful of officers rolled out the Aries IOS app and is unsure which officers.
 - **ACTION ITEM:** Action Item 17 remains pending and will be carried over to the next meeting.

PUBLIC COMMENTS: DONNY CALLAHAN, CHAIR

- Eric Chitoubol is concerned that officers will input the tow request incorrectly into the Aries IOS app, leading to a more significant burden on tow administrative staff and a delay in payment.
 - Mark Williams shared that the original plan was to roll out the app with the traffic officers before the uprisings in 2020. The long-term goal is to have all officers and safety specialists utilize the app. He suggested developing training materials will be needed.

PBOT UPDATES: TIM MOORE, PBOT

- **Contract Update:** PBOT and guests will testify before the city council on March 8, 2023. Tow Administrative Advisory Committee and community members can sign up for public comment, which is limited to three minutes per person.
- **City Code Revisions:** PBOT will revise the city code, especially PPI tows. This may not interest agency partners, and there will be a discussion about how to meet quorum without taking up agency partners' time.
- **VIN Inspections:** This is a pressing matter. Tim Moore has been speaking with Officer Herold Hays, who works on VIN inspections. Tim Moore will get an update from Officer Hays this week.

- **Snow Event Committee:** Tim Moore and Mark Williams are considering creating an interagency committee to recap the snow events and develop clearer policies and stand operating procedures to ensure agency partners and towers are prepared to overcome challenges during the winter storm. The attendees will discuss what could be improved and possible solutions. The intent is for everyone, including towers and AutoReturn, to operate on the same policies and procedures.

CONSIDERATION: TOPIC SUBMISSION: DRIVER QUALIFICATIONS: DEVIN EDWARDS, COMMITTEE MEMBER

- Devin Edwards proposed having a two-tiered system for hiring towers with a checkered past. Evidence tow would require a tower with a clean record, while regular tows would not.
- Tim Moore agrees. A lower threshold for driver qualifications is included in the new contract. As the code is written now, it is harder to be a tower than a taxi driver.
- It would be helpful for Tim Moore to build the case for lowering qualifications by reviewing service contracts that have lower qualifications.
 - **ACTION ITEM:** Devin Edwards will send Tim Moore the qualification in service contracts for Clackamas County and OSP.
 - **ACTION ITEM:** Clark Tenny will send Tim Moore the qualification in service contracts for OSP and Gresham.
- The topic submission will be addressed in the new contract. If what is proposed in the contract is not to people's liking, revisions can be made before signing.
- No further action will be taken on this topic submission.

CONSIDERATION, PUBLIC COMMENT, & ACTION ITEM: CONTRACT RATES SUBCOMMITTEE UPDATE: DONNY CALLAHAN, CHAIR

- Clark Tenny shared that with a rate increase, towing companies can give employees a living wage, hire qualified people, provide benefits, hire more employees, and retain employees. If the rate increases, companies can absorb hardship fees. The cost of doing business has increased by 30-40%.
- Mark Williams advises Clark Tenny to sign up to provide public comment at the council meeting.
- Donny Callahan conducted a rate survey in counties around Multnomah County. A higher quality driver makes a safer driver. ODOT has waited for an hour or more for a tow. More than one tower gets killed per week on the side of the road in the US. The quicker a tower can pick up vehicles off the side of the road, the safer it will be for first responders, officers, and the public. Every minute a lane is closed on a freeway, it takes four minutes to return to normal. Towers are interested in a hardship fund. The subcommittee approved the rate sheet unanimously.
- Paul Walters shared that one of their drivers is still in the hospital after being hit on the freeway. An ODOT truck was totaled while waiting for a tow on the side of the road during the storm.
- Last week's snowstorm led to city-wide chaos because there weren't enough towers.
- Public Comment:
 - Paul Walters asked if establishing a rotator rate was considered.
 - Donny Callahan responded that it could be talked about. In the past, rotators were considered special equipment. For the constituent, the rotator has been charged at a commercial rate. On most contracts, if there is no requirement for a particular piece of

machinery, then it's special equipment, and it isn't regulated unless the city will set up a rotator rotation.

- Tim Moore added that there is value in adding special equipment rates, but it will take work to accomplish. The contract is near complete but has fluidity, and the rates are not final. Excavators are another example of special equipment that is needed at times. Having an excavator rate set is advisable, so the city is not surprised by the bill. This is also outside the scope of work, but PBOT is open to discussion.
- Donny Callahan feels it is feasible to develop rates for special equipment and recognizes that listing every piece of machinery would become convoluted.
- Devin Edwards moved to approve the rate sheet recommendation. Francis Cop seconded it.
- Approved: The rate sheet recommendation was passed unanimously.

CONSIDERATION: TOPIC SUBMISSION: VEHICLES TOWED BY TRIMET FROM TRIMET PROPERTY:
FRANCIS COP, COMMITTEE MEMBER

- Francis Cop shared that TriMet can request dispatch tows through AutoReturn but can't run the vehicles before they request a tow. There's some confusion on what queue the tow request goes to in AutoReturn and between TriMet police and transit. The request enters the Sheriff's Office's queue, even though they are not involved with the vehicles. The Sheriff's Office can't send deputies out of their patrol districts to conduct a recovery.
- Francis Cop proposes that any time a vehicle is towed from a TriMet property at the request of TriMet, the towers call the jurisdiction the vehicle is in. The tow is treated as a private party impound (PPI). The agency where it's being towed from can advise that tower if it's a stolen vehicle and whether the police need to be contacted to recover it.
- PBOT has spoken to TriMet regarding how these tows are outside the work scope. PBOT works with TriMet and other agencies to set up private parking facilities. These types of tows may move into a parking enforcement request while servicing bus stops, and transit lines will be included in the new contract.
- On multiple occasions, Amelia Brown has told PPB employees not to send the tow requests to the Sheriff's Office.
- Tim Moore feels the issue may be resolved with the new contract between TriMet and towing companies as a different solicitation.
- Scott Bradley recommended developing a flow chart that connects the contract type with the tow type and circumstances.
 - **ACTION ITEM:** Tim Moore will develop a flow chart.
- No further action will be taken on this topic submission.

CONSIDERATION: TOPIC SUBMISSION: POLICE VIN INSPECTOR: DEVIN EDWARDS, COMMITTEE MEMBER

- Devin Edwards shared that he has dozens of vehicles stored, with no income coming in, and doesn't have a way to dispose of them until there is a VIN inspection. He feels this issue would have been resolved if the vehicles were on city property.

- Gresham is considering having DMV develop a certified letter that allows towing company to take the vehicle to the dismantler crusher and get rid of it if the vehicle has no plates, no VIN, and no way to identify the owner.
- PBOT researched this issue, and the only solution is to change the Oregon statute at the next legislative session. Vehicles can be taken to the DMV for an official VIN inspection, which is not cost-effective. PBOT will continue to work with PPB and make a recommendation to change the Oregon statute through its government relations team.
- A scanner can be attached to the port vehicles from the early 2000 and later to retrieve the VIN. The downfall is that the information retrieved from the port can only be used to sell the vehicle if the VIN is physically on the vehicle, and DMV may not conduct an official VIN inspection.
- Devin Edwards shared that DMV has a form that a sworn police officer can use.
- Tim Moore recommended that the towers work with Tom Holt, the tow lobbyist.
- No further action will be taken on this topic submission.

NEXT STEPS FOR THE CONTRACT RATES:

- The timeline for the new contract is as follows:
 - March 8, 2023: The city council meeting is held.
 - March 15, 2023: The city council will take an official vote.
 - April 30, 2023: The RFP will be published.
 - May 15, 2023: All proposals are due.
 - An established committee will review the submissions.
 - May 22, 2023: The committee will select the winning bids.
 - Procurement will issue an intent to award, and the committee will award the contracts.
 - End of July 2023: Contracts will be drafted, and companies will gather needed documentation.
 - September 1, 2023: Contracts will be executed.
- Tim Moore will submit the recommended rate sheet approved by the committee. PBOT leadership is expecting the recommendation today.
 - **ACTION ITEM:** Mark Williams will send the approved rate sheet recommendations to the Bureau Director.
 - **ACTION ITEM:** Tim Moore will develop a debrief on the winter storm.

THE MEETING WAS ADJOURNED AT 4:47 PM.

NEXT MEETING: The next meeting will be Tuesday, April 25, 2023, 3:30 PM – 5 PM.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.