



# PBOT

PORTLAND BUREAU OF TRANSPORTATION

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Jo Ann Hardesty Commissioner Chris Warner Director

## TOWING ADMINISTRATION ADVISORY COMMITTEE MEETING SUMMARY FINAL

November 29, 2022 • 3:30 PM – 5:00 PM  
Zoom Meeting Call

Subcommittee Members	Position	Affiliation	Present
Donny Callahan	Chair	Gerlock Towing	Yes
Richard Helzer	Vice-Chair	Member-at-Large	No
Steve Koester	Committee Member	Port of Portland	Yes
Amelia Brown	Committee Member	Portland Police Records	Yes
Donald Hunter	Committee Member	PBOT Parking Enforcement	No
Francis Cop	Committee Member	Multnomah County Sheriff's Office	No
Ae Young Lee	Committee Member	Member-at-Large	Yes
Scott Bradley	Committee Member	Member-at-Large	Yes
Robert Roscoe	Committee Member	ODOT	No
Eric Chitoubol	Committee Member	City of Portland Fleet Services	Yes
Garret Vandersanden	Committee Member	Multnomah County Fleet Services	Yes
Todd DeWeese	Committee Member	Bureau of Emergency Communications	Yes
Devin Edwards	Towing Company	Speeds Super Tow	Yes
Clark Tenny	Towing Company	21 Century	No
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
Glen Fullilove	City Attorney	City Attorney's Office	No
Tracy M. Smith	Facilitator	Inhance LLC	Yes
Camerina Galvan	Notetaker	Galvan Consulting LLC	Yes

Vacant	Member-at-Large		N/A
Vacant	Member-at-Large		N/A

**OTHER ATTENDEES:** Erick Moe; Michael Bouyear, Portland Police Records.

**WELCOME AND INTRODUCTIONS: TRACY M. SMITH, FACILITATOR**

- Donny Callahan called the meeting to order at 3:43 PM
- A quorum was met.

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

- No announcements.

**APPROVAL OF 10/25/2022 MEETING SUMMARY: DONNY CALLAHAN, CHAIR**

- Approved: Final draft October 25, 2022, Meeting Summary.
- All action items were completed.

**PUBLIC COMMENTS: DONNY CALLAHAN, CHAIR**

- No public comments.

**PBOT PROGRAM UPDATES: TIM MOORE, PBOT**

- **Committee Training:** Committee members need to complete the training. If you need assistance, contact Tim Moore ([timothy.Moore@portlandoregon.gov](mailto:timothy.Moore@portlandoregon.gov))
- **Inclement Weather Policy:** The Inclement Weather Policy developed with ODOT was sent to towers. Contact Tim Moore ([timothy.Moore@portlandoregon.gov](mailto:timothy.Moore@portlandoregon.gov)) if you have any questions.

**FORMAL REQUEST: TOPIC SUBMISSION: HAZARD TOWS REQUIRING RELEASE: DEVIN EDWARDS, COMMITTEE MEMBER**

- Amelia Brown will email Portland Police Bureau (PPB) regarding how and when to order tows correctly, especially hazard tows. Officers order tows through the Bureau of Emergency Communications (BOEC), which may lead to miscommunication.
- Tim Moore asked Amelia Brown if the PPB would be amendable to having tows changed on the back end to avoid needing a release. If they approve, Tim Moore will make himself available to change AutoReturn.
  - **ACTION ITEM:** Amelia Brown will check to see if PPB will authorize Tim Moore to tow changes on the back end.
- The officers have ordered a tow through BOEC for the past year because the Aries iPhone App crashed. A new version of the app is expected in January 2023. There is an integration between the BOEC CAT System and AutoReturn when BOEC enters the data into its system, the data transitions into a towing request in AutoReturn.
- The topic submission will remain on the agenda as a discussion item.

**CONSIDERATION: TOPIC SUBMISSION: RATE INCREASE FOR CONTRACT AND CODE TOWS; ANNUAL COMMITMENT TO RATE REVIEWS; UPDATING OLD CODE OR CONTRACT LANGUAGE: DONNY CALLAHAN, CHAIR**

- Donny Callahan will create a subcommittee to analyze rate structures in other jurisdictions. Mark Williams recommends that a public member be appointed to the subcommittee. A meeting will be scheduled once Donny Callahan officially appoints the members.
  - **ACTION ITEM:** Donny Callahan will recruit potential subcommittee members.
- The rates that exist are the published rates. PBOT has not disclosed the rates in the draft contract because it will become part of the RFP opening after 1/1/2023. Mark Williams hopes the committee will review the current rates and develop a recommendation regarding what they believe the rates should be. The recommended rates will be presented to the Bureau Director during the procurement process.
- PBOT proposes language in the draft contract to ensure an annual review and rate increase. The committee can make a recommendation on the verbiage.
- An existing rates framework excel document was used to review all the variables in establishing the contract rate.
  - **ACTION ITEM:** Tim Moore will send Tracy M. Smith the rates framework excel document.
  - **ACTION ITEM:** Tracy M. Smith will circulate the rates framework excel document to the committee members.
- Towers must contact the registered owner of a recovered stolen vehicle. They cannot charge storage until they prove they have contacted the registered owner. PPB is not calling the registered owner, and the vehicle is towed.
- The responsibilities placed on towers are changing, but it's not reflected in the contract. Devin Edwards would like amendments to the contract with additional compensation for the added responsibilities.
- Mark Williams was unaware towers were asked to call the registered owners. He was under the impression that calling the registered owner to allow them to pick up the recovered vehicle before it was towed was an internal PPB policy.
  - **ACTION ITEM:** Mark Williams and Tim Moore will review the policy and report to the committee.
- Amelia Brown and the PPB lawyer are not aware of the policy change. The officers contact the owners at the scene of recovery. They also contact the owner after the vehicle is towed if it is a Portland stolen. A letter is sent to the owner, whether it is Portland stolen or outside stolen.
- The topic submission will remain on the agenda as a discussion item.

**ACTION ITEM: TOPIC SUBMISSION: 20-MINUTE ETA (INCREASE ETA FROM 20 MIN TO 30 MIN): DEVIN EDWARDS, COMMITTEE MEMBER**

- Amelia Brown will need to notify the Chief Office and get their feedback before she can take a vote.
- The recommendation would be incorporated into the new contract if passed by the committee and approved by the Bureau Director.

- The average in-district response time was 31 minutes in September 2022.
- Reports can be pulled about response times and the ratio of when a call is accepted to when a tower reports they are on scene. Scott Bradley asked if there are reports on the analytics from when a call is made to the acceptance of a tow, how many times they run through the rotation, whether there was a delay, and how many times there was a rejection in the rotation. PBOT does track passes and response times.
  - **ACTION ITEM:** Tim Moore will discuss with AutoReturn the possibility of pulling reports on the following metrics: average response times, trips through the rotation, and passes in the rotation as a result of response times.
- Ae Young Lee feels that as a public member, a wait time of 20 minutes versus 30 minutes is not much of a difference, and any change should benefit towers.
- This topic submission will need further discussion at the next meeting.

**DISCUSSION: EXPEDITED TOWS (SURVEY): TIM MOORE, PBOT**

- Committee members were asked to share survey question ideas. Tim Moore shared two questions, and committee members sent him their responses. Based on his analysis, most agencies don't use the term "expedited tow" or don't have a policy for how towers should understand it. The meaning of "expedited tow" is ambiguous. He feels if there is a reasonable request for a tow truck to arrive on a scene in an "expedited" fashion, then a tow truck should be escorted by an officer.
- In the current contract, "expedited tow" is defined: "if an expedited request is made, the tow contractor may drive in the lane usually reserved for high occupancy vehicles [the carpool lane or emergency lane] and are permitted to the limited and necessary use of overhead lights, horns, flashers, and hand signals to alert other drivers." Tow trucks can use these methods to get to a scene faster. Tim Moore is concerned about this language for safety reasons. Donny Callahan is concerned tow trucks would break state law. They are not listed nor registered as emergency vehicles and would be held solely responsible for an incident.
  - **ACTION ITEM:** Tim Moore will review the proposed contract language and ORS and share it with the committee.
- COMET trucks escort tower trucks.
- Garret Vandersanden commented in the chat, "For the expedited action described in the contract that Tim noted, I would also be concerned regarding how the public would be able to identify that a tower is on an expedited call. I could [see] the public taking issue with tower actions if they are unaware of the 'why' of the action." How will the public know that tow trucks are obligated to act this way? PBOT's communication team can develop public service announcements depending on where the discussion at the next meeting.
- This topic submission will be further discussed at the next meeting.

**THE MEETING WAS ADJOURNED AT 5:02 PM.**

**NEXT MEETING:** The next meeting will be Tuesday, January 24, 2022, 3:30 PM – 5 PM.

Submitted by Camerina Galván, Notetaker, Galvan Consulting LLC.