

Agenda Item 11.b – Case Summaries

Work Session: *Board Role: Law Enforcement, Local Jurisdictions*

Note: Allegations are the allegations as stated in the complaints submitted to the Tow Board and do not represent, and are not to be interpreted as, verification or substantiated violations.

No.	Case No.	Area	Agency	Allegation	Reason for Review/Discussion	Board discussion
1	2026-09-014* *Investigation	Eastern Oregon	OSP	Tower allegedly operating a tow truck on OSP rotation using a "T" plate.	1. Violations found. 2. Question for the Tow Board: When violation of ORS 822.200 found, should staff contact the tower directly? Previously, staff contacted law enforcement. If tower contacted, should law enforcement be cc'd?	
2	2026-08-018* *Audit	Coast	Police	1. Rates and fees, 2. Tow yard violates OAR 257-050-0140. 3. Hearing held by authorizing agency.	1. Review of the local hearing process. 2. General discussion of the complaint, hearing process, and Tow Board role.	
3	2026-09-011* *Audit	Coast	Police	1. Vehicle towed without notice 2. Fees are unreasonable and unjust.	1. The City does not establish rates, tower exempt from providing. 2. Question for the Tow Board: What is Tow Board role in law enforcement rate complaints?	
4	2026-08-014* *Audit	Southern Oregon	Police	1. Unauthorized tow 2. Rates and fees	1. Board role in these types of LEA complaints. 2. Discussion of how the laws under 98.853 and 98.854 cannot be used to regulate tows under ORS Chapter 819.	
5	2026-10-009 *Audit	Eastern Oregon	Sheriff	1. Excessive fees 2. Damages 3. Unauthorized use of impounded vehicle 4. Unlawful dispossession of vehicle	Question for the Tow Board: 1. Should Tow Board audit law enforcement impound invoices? 2. What is the Tow Board process for these complaints?	

6	2026-07-016* *Complaint Letter	South Willamette Valley	Sheriff	Possibly: Dispossession of vehicle without notice	General discussion to include lien complaints of law enforcement tows.	
7	10.09.2026 Personal Property* *Complaint Letter	Central Oregon	Unknown	"they're refusing for me to get any of my personal belongings tools for my work or anything out of my vehicle"	Tow Board review of correspondence from staff for messaging purposes.	
8	10.09.2026 OSP Rate and Fee Complaint* *Complaint Letter	Central Oregon	OSP	1. OSP rate and fee complaint 2. Alleged solicitation of business on highway	1. The Tow Board has authority under <i>ORS 98.854 A Tower may not: (7) Solicit towing business at, or within 1,000 feet of, the site of a motor vehicle accident, unless the tower tows the motor vehicle pursuant to a prenegotiated payment agreement between the tower and a motor vehicle road service company.</i> 2. What is the Tow Board's role and process?	
9	10.09.2026 LEA Impound - owner incarcerated* *Complaint Letter	Coast	Sheriff	1. Tower allegedly failed to release documents under a notarized letter to the non-vehicle owner. 2. Tower failed to provide itemized invoice 3. Inflated prices.	1. Discussion of the Tow Board role in release of possessions or vehicle in a law enforcement impound. 2. Board statutes require "the owner or operator" - or person with financial interest, or paying the bill. 3. Vehicle impounded due to arrest - does this make a difference?	
10	10.23.2026 - Billing & Fee Violations - City Ordinance	Portland Metro	Local	Tower allegedly violated local ordinances establishing maximum rates and fees.	ORS 98.859 (3) Each city or county that establishes maximum rates under this section shall also establish a process by which the city or county will receive and respond to complaints relating to violations of this section.	