
State Board of Towing



Compliance Report

To: SBOT Board Members

From: Torey McCullough, Board Administrator

Date: January 14, 2025

Complaints:

- 5 complaints received in 2025 to date.
- This is a much lower number than usual; the Board received over 30 PPI complaints from Thanksgiving to the New Year of vehicles impounded from assigned spaces or displaying parking passes or where the vehicle was not released to the owner prior to hook up.
- Numbers for 2024 will be available for the next regular board meeting.

Case Management System:

- The online complaint form has been implemented.
- There was a bug between the online complaint form and the case file system which should be fixed by the middle of January.

Investigations:

- With the case management system in place the board will begin to assign and track complaint investigations.
- The Board seal used on official documents, including any subpoena duces tecum issued as part of a Board investigation.
- Once contracts are approved, the independent contractor investigators will begin investigating the backlog of complaints, focusing on the complaints clearly demonstrating violation of the plain language of the ORSs assigned to the Board.

Case No.	Date	Location	Type	1st Complaint	2nd Complaint	Total Bill	Lien Fee?	Lien Amount	Daily storage	Status	Notes	Probability	Reason
2025-01-001	1/2/2025	Salem	PPI	Unlawful Tow	Fees	438.6	Yes		90	Under Review	Tow authorized by manager. Vehicle had two parking stickers for two other parking lots. Tower discounted tow bill for customer.	Low	Manager Authorized tow
2025-01-002	1/2/2025	Grants Pass	Operating without Tow Business Certificate	Tow truck operating with passenger plates						Compliance Letter Sent	SOS registration for tow company expired. Truck registered with passenger plate. Board violation only if using for tow and recovery; weight restriction possible.	High	Passenger plates on tow truck.
2025-01-003	1/10/2025	Salem	No Insurance	Failure to meet requirements	Fraud					Under Review	DMV2U shows policy terminated 11/22/2024. DMV vehicle programs investigation - collaboration. Potential violation: ORS 822.205 (2) - insurance requirement	Possible	Insurance Violation
2025-01-004	1/11/2025	Grants Pass	LE Tow	Unlawful Tow	Illegal Release of vehicle	1431.6	Yes	200	100	Waiting for Information	Not enough information for investigation. Online complaint form sent. Due to allegations, LE and DMV collaboration required	Unknown	Violation stated by complainant not a tower violation.
2025-01-005	1/13/2025	Portland	AAA - insurance tow	Damage							Vehicle owner hit pothole, damaged vehicle, called AAA. AAA unable to respond, suggested insurance tow. Complainant alleges insurance won't pay for damage.	Low	Tower towed vehicle per insurance authorization; board does not have authority to assess damages.

Phone Calls										
1/13/2024	PPI - maximum rates and fees.									
1/13/2025	RV/towed by city. Damages incurred. Referred caller back to the city for resolution.									
1/12/2025	12/27/2024 auto vs. tree. LEauthorized tow. Vehicle totaled. Owner cannot get tools and work uniform without paying tow bill. Tower did not charge lien fee, deducted two days storage. Complaint form sent.									
1/10/2025	Car was in an accident and disabled. Driver admitted parking in a no parking zone, left note on windshield. Returned the next day, vehicle had been towed by city. City referred caller to the Board.									
1/10/2025	Verifying if tow company was registered.									
1/10/2025	"Minor accident." - vehicle had to be righted from its top. Claim alleges tower requires two \$15k payments (one from insurance, one from vehicle owner). Complaint form sent.									
1/10/2025	4 insurance companies called with questions re: rates and fees.									