

Case No.	Agency	Tow Type	Towed Vehicle	Vehicle Condition	Invoice	Notes
Unassigned	OSP	Rescue	VW Jetta	Vehicle stuck in snow on unplowed roadway.	\$2,000	Complainant alleges he followed an unplowed road 1.5 - 2 miles of the highway, were unable to travel any further due to snow; unable to turn around. Called 911 to be rescued; Towed approximtely 20 miles to nearest tow per customer.
2025-02-002	OSP	Recovery	2019 Tacoma	Not driveable per customer.	\$6,358.00	Complaint alleges five of the seven charges not explained. Vehicle vs. black ice and snowbank; vehicle not-driveable. Tow dispatched after hours; vehicle stored 12 days.
2025-02-001	ODOT	Possible Hazmat/Gas Tanker		Unknown.	\$60,991.28	Invoice notes fuel pump, rental of excavator and dump trailer; 3 flaggers for 5 hours. Dispatched at 10:58 p.m.
2025-01-021	OSP	2 Vehicle Collision	2012 Kia Soul	Impact: Driver's side, LF wheel bent almost horizontally per customer.	Requested	Vehicle totaled; title signed over in lieu of towing fees. \$0 balance due.
2025-01-019	ODOT	Recovery	Freightliner box truck	Vehicle partially submerged in snow bank, on side, driver side vehicles in air. Box loaded with mail and parcels (weight unknown).	\$14,707.01	Consumer called tower for a quote. Consumer did not like the \$2700 quote. Tower took consumer to a nearby store so consumer could arrange for tow. Vehicle was left in roadway. ODOT called tow company on rotation. Total Bill \$14,707.01 Includes after hour and minimum hours per contract.
2024-12-008	OSP	Hazmat/Gas Tanker w/ two tanks	2016 Mack Tanker	Loaded gas tanker, leaking gas and diesel, blocking both lanes of state highway. Tanker was required to be uprighted (use of air bags) as part of recovery effort. Fuel removal at the scene required.	\$50,595.00	Dispute is charges on invoice not on OSP rate sheet; rate sheet did not include Hazmat charges and other necessary services rendered due to feul spill, containment, and clean up. Tower provided details of recovery in narrative report.
2024-11-016	ODOT	Illegal Parking	2024 Freightliner Cascadia	Unchained - not driveable	\$14343.84	ODOT tow for illegal parking. After hour tow. Weather event - chains required Staff forwarded case to ODOT regional management.
2024-11-015	PPI	PPI - unauthorized parking	2002 Mitsubishi 2005 Mini Bike (no plate)	Mini bike attached to the towed vehicle via a hitch carrier.	Mini motor bike: \$1100 Mitsubishi: \$900	One tow vehicle: Two separate invoices: 2 dispatch fees (\$50 each) 2 hook fees (\$300 each)
2024-11-001	City PD	Municipal Tow	2001 GMC Yukon with travel trailer	Inoperable; towed authorized by local PD	\$1332.50	Dispatched as one tow per PD. Dispatch fee includes City fee (not noted on rate sheet). Two vehicles: GMC Yukon and (stolen) trailer. PD wanted vehicles towed together. Tow fees vs. rate sheet to accomodate medium duty vs. light duty tow. Hook fee: combined hook fee for two vehicle tow/one tow truck. Staff spoke with City PD who confirmed charges, spoke with tower re: transparency between rate sheet and invoice.

Data is provided to facilitate discussion during the 02/11/2025 work session only.

The Board will not discuss the merits or reasonableness of the fees or a specific complaint.