



OREGON STATE BOARD OF TOWING Investigation and Complaint Review Work Notes March 10, 2026

Location:

DMV HQ
1905 Lana Ave., NE
Salem, OR 97304

Attending Board Member:

Bruce Anderson
Kevin Baker
Chris Coughlin
Gary McClellan
Jason Shaner
Chief Cord Wood
Trent Hason, Vice Chair
Chuck Riley, Chair

Board Staff:

Torey McCullough, Board Administrator

Absent: Lt. Jason Lindland

Partners and Guests:

In person: Caveman Towing - John Keener, Chris Drew, Tow Help; Doug Place, member of the public.
Virtual attendance: Byron Gross; Chelsea X M Steuwer; Chelsie Kemp - OTTA; Crystal Shmucki; Daniel Liu; Darlene Watson; Dave Adams; Dina Delarosa; Donny Callahan; Dustin Ross; EM; George; Jean, Beaverton Towing; Jennifer; Jessica Miller; Joel Colbert; John Corbin; K. Wood; Katelyn Keefer; Lt. Randall Walker - OSP; Michelle Druce / OR Consumer League; Mike W; Mike; North Valley Scrap and Towing - Josh & Jessica Smith; Terry Smith; Tom Holt - OTTA; Travis Daniels; Trinity.

Purpose of Work Session:

The purpose of the *work session* was *Board review and* discussion of the complaints and investigation reports in a public forum for education and transparency. For efficiencies and courtesies, board members are provided copies of investigations, correspondence, photos, and other documentation for review prior to the work session.

The Board does not take testimony or comments from complainants, towers, or other parties during the complaint review portion of the work session, and does not discuss individual complaints or investigations during public session.

Board Complaints, Investigation and Review

- The Towing Board is the state agency charged and responsible for review and investigation of most of the towing complaints in Oregon.
- Towing complaints filed with ODOT, DMV, Dept. of Justice, law enforcement, and other agencies are generally forwarded or referred to the Board for review and processing. Referral of a complaint to the Board should not be construed as a violation of Oregon's towing laws.
- In addition to determining appropriate action, the Board is reviewing complaints identifying gray areas of the law or lack of compliance enforcement authority by the State of Oregon or local governments.
- Submission of a complaint or conducting an investigation is not an indication of violations by the tower.
- Allegations of a complaint may or may not be violations of Oregon's laws.
- Review of the complaint materials may identify possible violations not identified in the complaint. Because of this, towers are requested to provide the information required under Oregon law to verify compliance with the towing event.
- Not all investigations may require a response or documentation from a tower. In most complaints, the complainant provides documentation demonstrating either a tower's compliance with Oregon's law or allegations of violations outside the Board's authority to administer. The Board may still review the complaint and investigation materials in public session to identify roles, gray areas, and resolution of compliance enforcement and protection of the public.
- Towers with active tow business certificates at the time of the tow are contacted for information, documentation, or a statement when a possible violation or Oregon's laws are found. In these cases, Board staff make several requests for information as time allows. Illegal tow operations, or businesses operating tow vehicles without an active tow business certificate, may not be extended the same courtesies.
- The Board does not give legal advice or guidance, and any discussions are not to be construed as legal advice or guidance.

Under Oregon laws:

- The Oregon State Board of Towing may only issue disciplinary or corrective action against a tower by the Board vote in a regularly scheduled meeting when the Board finds the tower violated a law assigned to the Board or an administrative rule under OAR Chapter 750.
- The Board administers the laws assigned to the Board to administer; not all towing events or towing laws have been assigned to the Board to administer.
- The Board does not regulate property managers or owners, vehicle owners, law enforcement, or other government agencies.
- The Board does not represent vehicle owners or towers and does not mediate disputes between a tower and a vehicle owner.
- The Board may assess civil penalties or take other actions, but is not a hearing board or a court, and cannot require or compel a tower to reimburse towing charges, pay

restitution, or pay for damages. Payment of damages, restitution, refunds, or release of private property remains a civil dispute.

- The Board does not represent the interests of any party to the complaint. The Board does not adjudicate complaints on behalf of vehicle owners and does not work with complainants to develop civil cases or gather evidence.
- There is no dispute process for complainants to dispute the finding of the Board. Complainants might consider contacting professionals or organizations able to provide legal advice and guidance and represent the complainant's interests in possible civil resolution.

Call to Order:

Chair Riley called the meeting to order at 1:03 p.m.

Welcome and Introductions:

Self-introduction of the Board members and staff made.

Meeting Agenda:

Board vote to approve agenda. In favor: Anderson, Baker, Coughlin, McClellan, Shaner, Wood, Hanson, Riley. Opposed: None. Agenda approved.

Review of resource materials

The Board reviewed resource materials available to the public used to guide Board investigations, reviews, and disciplinary actions, including: the Board's case review process and an updated compliance road map; the civil penalty schedule required by statute; options for Board decisions, the Notice of Proposed Action template, and the investigation report template. The Investigation Report template is provided for transparency into the process; case investigation reports are confidential and generally not subject to public records disclosure.

All documents, including the templates, are provided for discussion only, and do not represent formal Board policies.

Case Review:

The Board reviewed and discussed the following cases:

Board Case No. 2024-02-005

Case Summary: Vehicle impounded from an office parking lot during business hours in 2023, prior to the Board's authority to investigate or take disciplinary action.

Motion: Mr. Baker moved to **close the case - no jurisdiction**. Mr. McClellan seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Anderson, Baker, Coughlin, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2024-03-018

Case Summary: Vehicles parked overnight without the permission of the property owner.

Motion: Mr. Hanson moved to **close the case - no violation of the laws assigned to the Board found.** Mr. Anderson seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Baker, Coughlin, McClellan, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2024-04-002

Case Summary: Correspondent requested Board review of tower's rates and fees in a private property impound and concerns over the tower's "cash only" policy.

Discussion: Board audit found no discrepancies between tower's rate sheet and invoiced charges. Towers are allowed to require "cash only" payments under ORS 98.854 (12).

Motion: Mr. Shaner moved to **close the case - no violation of the laws assigned to the Board found.** Mr. Hanson seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Coughlin, McClellan, Shaner, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2024-06-023

Case Summary: Request for review of tower's rates and fees in a private property impound, vehicle towed without adequate photo evidence that the vehicle was illegally parked.

Discussion: Tower's pre-tow photos show vehicle parked in an area not designated as a parking space. Tower is not responsible for the condition of the pavement markings allegedly not visible late at night during the rain. Tow permitted under ORS 98.853 (1) in effect at the time of the tow. Board audit found no discrepancies between tower's rate sheet and invoiced charges.

Motion: Mr. Hanson moved to **close the case - no violation of the laws assigned to the Board found.** Mr. Anderson seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Anderson, Coughlin, Shaner, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2024-09-009

Case Summary: Alleged unauthorized tow, failure to provide signed authorization, tower failed to notify the apartment complex's security company of the tow.

Discussion: Tow requested by the tenant assigned the parking space where the vehicle was towed from. A tenant's signature, when authorizing a vehicle towed from an assigned space, may be redacted as long as the tower provides the signed authorization and documents verifying the authorization through the Board. Towers are not required to contact security of a tow.

Motion: Mr. Anderson moved to **close the case - no violation of the laws assigned to the Board found.** Mr. Hanson seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Anderson, Baker, Coughlin, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2025-10-012

Case Summary: Vehicle towed from commercial lot with no signage, no signed authorization, and vehicle towed after only 20-25 minutes after parking.

Discussion: Tower's photos demonstrated signs posted on property. Vehicle owner acknowledges leaving the vehicle in the parking lot while conducting business elsewhere. Property owner or their agent authorized the tow. Towers must provide the signed authorization upon request but should ensure that the business contact information is disclosed on PPI tow authorizations, and not the personal contact information of the person authorizing the tow.

Motion: Mr. McClellan moved to **close the case with a letter of concern reminding the tower of the requirement to release the signed authorization upon request.** Mr. Baker seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Baker, Coughlin, McClellan, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2025-01-010

Case Summary: Respondent allegedly advertised and provided tow services without an active tow business certificate issued by DMV for approximately one year. Respondent submitted a tow business certificate application after being contacted by Board staff, but prior to the Board meeting.

Motion: Mr. Hanson moved to **issue a Notice of Proposed Action proposing civil penalties** in the amount of \$2500 for violation of ORS 822.200 by providing tow and recovery services for compensation for a year; civil penalties in the amount of \$2500 for violation of ORS 822.200 by advertising tow and recovery services for compensation without a tow business certificate for a year; civil penalties in the amount of \$500 for violation of ORS 98.854 (7) for soliciting towing business within 1000 feet of the site of a motor vehicle accident. **For total civil penalties in the amount of \$5500.** Mr. Anderson seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Coughlin, McClellan, Shaner, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case Nos. 2025-08-014 and 2026-02-010

Case Summary: Respondent allegedly allowed the use of Respondent's tow vehicles and tow business certificates by another company to provide tow and recovery services and refused to cooperate with the Board's investigation.

Motion: Mr. Anderson moved to consolidate Case Nos. 2025-08-014 and 2026-02-010 and **issue a Notice of Proposed Action proposing civil penalties** in the amount of \$2500 for violation of ORS 822.200 and ORS 822.605 for allowing the use of Respondent's tow business certificate by another company and making false statements or affirmations on a tow business certificate application; \$2000 for violation of ORS 822.275 and OAR Chapter 750 Division 70 for refusing to provide documents under a Subpoena Duces Tecum and when requested by the Board investigation, deliberately made false and misleading statements to the Board during an investigation, and failing to cooperate with the Board investigation. **For total civil penalties in the amount of \$4500.** Mr. McClellan seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Baker, Coughlin, Shaner, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case Nos. 2025-08-016 and 2026-02-009

Case Summary: Respondent allegedly provided towing and recovery services using tow vehicles without tow business certificates issued to Respondent, failed to perform the duties of a vehicle owner after an accident, and failed to maintain a written statement of fees.

Discussion: The Board discussed the history of Respondent's non-compliance with the laws over a period of time, and the importance of the tow companies coming into compliance and actively engaging in the investigation process and making the changes necessary to comply with the laws instead of continuing on with business as usual.

Motion: Mr. Anderson moved to consolidate Case Nos. 2025-08-016 and 2026-02-0009 and **issue a Notice of Proposed Action proposing civil penalties** in the amount of \$2500 for violation of ORS 822.200 for providing tow and recovery services without a tow business certificate; \$2500 for violation of ORS 822.200 for advertising tow and recovery services without a tow business certificate; and \$500 for violation of ORS 98.856 for failure to maintain and provide a written statement of fees. **For total civil penalties in the amount of \$5500.** Ms. Coughlin seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Baker, Coughlin, Shaner, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2025-11-004

Case Summary: Respondent allegedly towed a vehicle without authorization, lack of notice of a tow, failure of the tower to release items, and other allegations of misconduct against the tower.

Discussion: The Board discussed the signage, the signed authorization of the property owner to remove the vehicle from the property, local law enforcement review of the matter, and the history of the vehicle owner parking on the property without permission. Tower acknowledged that they did not keep photos for the two years required under the requirements of ORS 98.853 (2) in effect at the time of the tow.

Motion: Mr. Anderson moved to **issue a letter of concern** regarding the pre-tow photograph requirement under ORS 98.853 (1). Mr. Hanson seconded the motion.

Chair Riley called for a roll call vote on the Motion. **In Favor:** Anderson, Baker, Coughlin, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2025-12-003

Case Summary: Respondent allegedly charged unreasonably towing rates and storage fees. During the investigation, a number of potential violations of the private parking impound laws were found.

Discussion: The Board discussed concerns of the Respondent's lack of the basic requirements and processes to comply with PPI laws, and refusal to provide basic documents during the investigation. The Board discussed concerns of the tower losing the vehicle keys after the vehicle was unloaded into the tow yard.

Motion: Mr. Anderson moved to **issue a Notice of Proposed Action proposing civil penalties** in the amount of \$500 for violation of ORS 98.856 by failing to maintain a written statement of fees; in the amount of \$2000 for violation of ORS 822.605 for falsifying information on a tow business certificate application; \$2500 for violation of ORS 822.605 for falsifying information on a possessory lien form; \$2500 for issuance of a Notice of Lien after the release of the vehicle; \$2500 for issuing a second invoice in an attempt to receive additional payment after release of the vehicle; \$2000 for violation of OAR 750-070-0030 for failure to cooperate in a Board investigation and failure to respond to a Subpoena Duces Tecum. **For total civil penalties in the amount of \$12,000** and issue a Letter of Concern reminding Respondent of the responsibilities of a tower to be accountable for customer service and protection of property under the tower's custody and care and forward the case materials to law enforcement. Mr. Hanson seconded the motion. Chair Riley called for a roll call vote on the Motion. **In Favor:** Anderson, Coughlin, McClellan, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2025-12-004

Case Summary: Respondent allegedly advertised and provided tow services under an expired tow business certificate for one year. Allegedly recovered and towed a vehicle without authorization from the vehicle owner.

Motion: Mr. Anderson moved to **issue a Notice of Proposed Action proposing civil penalties** in the amount of \$500 for violation of ORS 822.200 by advertising and providing tow and recovery services for compensation for a year. **For total civil penalties in the amount of \$500.** Mr. McClellan seconded the motion. Chair Riley called for a roll call vote on the Motion. **In Favor:** Baker, Coughlin, Shaner, Wood, Hanson, Riley. **Opposed:** None. **Motion passes.**

Board Case No. 2026-01-006

Case Summary: Respondent allegedly towed three vehicles without a signed authorization from an apartment complex.

Discussion: The apartment complex was located in the City of Gresham, which has a business license for PPI towers, ordinances and regulations regarding PPIs, and established rates and fees.

The Board directed staff to forward the matter to the City of Gresham as the proper authority of jurisdiction in compliance with 98.859 (3), which requires a city that establishes maximum rates must also establish a process to receive and respond to complaints. Chair Riley also directed staff to put the subject matter of local jurisdictions on a regular board meeting for Board discussion.

Board Case No. 2026-02-003

Case Summary: An audit of an invoice and the tower's rate sheet shows Respondent charged for safety film, which was not on the tower's rate sheet.

Discussion: Respondent's photos demonstrated that the safety film was used to remove the vehicle from the accident scene.

The Board directed staff to issue a letter reminding Respondent of the rate sheet requirement and the requirement that the Tow Business Certificate be issued to the business operating the tow vehicle, and to forward the Board's findings to OSP.

Attachment A is a summary of the cases reviewed and the Board actions.

Correspondence Review:

Attachment B summarizes the correspondence and complaints reviewed by the Board for discussion not meant as public comment at the Board meeting. This is not an exhaustive list. The Board receives an average of 10 - 15 emails a day. Correspondence not related to Board business, is repetitive in nature, does not contain substantive information relevant to the Board, results in an investigation, or is part of an active case review or investigation is not included.

Next steps:

- Board staff will be out of the office March 16 - 27, 2026 to attend training.
- Board actions and correspondence will be mailed out beginning April 6, 2026.
- Complainants and towers should allow 30 days before contacting Board staff on the outcome of their hearing.
- Board staff cannot discuss Board votes and decisions. Towers with disciplinary actions

Upcoming events:

04.04.2026 OTTA Mtg @ Knife River, Albany, Oregon
05.12.2026 - Tentative (Investigation and Case Review Work Session)
06.09.2026 - Regular Quarterly Board Meeting

Adjourned

There being no further business before the Board, the Board meeting was adjourned at 3:06 p.m.

Documents Considered by the Board

- Agenda
- Case Review Process
- Updated Road Map
- Civil Penalty Schedule
- Board Action Options
- Notice of Proposed Action Template
- Investigation Report Template
- Attachment A cases reviewed
- Attachment B correspondence reviewed

Minutes prepared by Torey McCullough
Minutes APPROVED by Board vote:

March 10, 2026 COMPLAINTS						
Complaint No.	Type of Tow	Allegations of Complaint	Allegation 2	Allegation 3	Mitigating Factors and Facts to consider	Board Action
2024-02-005	PPI	Unauthorized Tow			Towing date predates Board's authority	Closed - No Action taken
2024-03-018	PPI	Unauthorized Tow			Tow authorized by property owner.	Closed - No Action taken
2024-04-002	PPI	Rates and Fees	Cash only		Vehicle parked in a spot not designated for parking.	Closed - No Action taken
2024-06-023	PPI	Unauthorized Tows	Failure to properly photograph violations	Parking lot inadequately painted.	Vehicle parked in a spot not designated for parking; property owner issue.	Closed - No Action taken
2025-09-009	PPI	Unauthorized Tow - security not informed	Cash only		Vehicle parked in a tenant's reserved parking space.	Closed - No Action taken
2025-10-012	PPI	Unauthorized tow	Inadequate signage		Property owner authorized the tow. Signage posted.	Closed - Letter of Education re: release of signed authorization requirement.
2025-01-010	Private Tows	Operating without a tow business certificate.	Soliciting towing business on freeway and highway incident scenes.		No TW plates/certificate. Vehicle registration expired July 2025. Renewed 202	Notice of Proposed Action - \$2500 for operating w/o tow business certificate (ORS 822.200), \$2500 for advertising without tow business certificate (ORS 822.200), \$500 for soliciting towing business on freeways and highways (ORS 98.854). Total proposed \$5500.
2026-02-009	Private Tows	Failure to provide insurance information at accident.			Operating trucks registered to another company.	Combine with Case No. 2025-08-016
2026-02-010	Private Tows	Allowing the use of tow business certificate by another company			Allowing another company to operate trucks without a TBC.	Combine with Case No. 2025-08-014

2025-08-016	Insurance App	ORS 98.856 - rates and fees	ORS 822.200 Operating without a tow business certificate		Billing inconsistencies, no written statement of fees provided. No TBC.	Notice of Proposed Action - \$2500 for operating w/o tow business certificate (ORS 822.200), \$2500 for advertising without tow business certificate (ORS 822.200), \$500 for no tow rate sheet (ORS 98.856). Total proposed \$5500.
2025-08-014	Insurance App	Allowing the use of tow business certificate by another company	Failing to cooperate in board investigation		Allowing operation of trucks by another company. Registration anomalies.	Notice of Proposed Action - \$2500 allowing use of tow plates, falsifying tow business certificate application (ORS 822.200, 822.605), \$2000 for failure to respond to Subpoena Duces Tecum and cooperate in Board investigation (OAR Chapter 750) . Total proposed \$4500.
2025-11-004	PPI	Refusal to provide tow information.	Refusal to release vehicle		Vehicle towed with signed authorization; property marked with signage, tower admits not keeping photos for two years.	Letter of concern re: ORS 98.853 reminder of retention of photo requirement.

DRAFT

2025-12-003	PPI	Unethical billing practices	Failure to keep vehicle safe.	Rates and Fees	No tow rate sheet, no signed authorization, no pre-tow photos, falsification of a possessory lien form and Notice of Lien.	Notice of Proposed Action - \$500 no written statement of fees (ORS 98.856) , \$2000 falsification of tow business certificate (ORS 822.605), \$2500 falsification of possessory lien (ORS 822.605) \$2500 for falsification of information when issuing a notice of lien after release of a vehicle (ORS 822.605) \$2500 for falsification of a second invoice after release of a vehicle (ORS 98.856 and 822.605) \$2000 for failure to respond to Subpoena Duces Tecum and cooperate in Board investigation (OAR Chapter 750) . Total proposed \$12,000.
2025-12-004	Private Tow	Rates and Fees	Towing without authorization		Tower operating with expired TW plate.	Notice of Proposed Action - \$500 operating with expired tow plate (ORS 822.200); LOC communication with vehicle owner.
2026-01-006	PPI	No signed authorization	Rates and Fees		VO not a tenant of the apartment complex, at least one vehicle parked in a space not designated as a parking space. City has established maximum rates and PPI towing ordinances.	Referred to City for review.
2026-02-003	Law Enforcement	Rates and Fees			Audit: charge for safety film not identified on rate sheet; tow business certificate not issued to business operating the tow vehicle.	Letter of concern re: ORS 822.200 reminder of vehicle registration and ORS 98.856 reminder of written statement of fees

March 10, 2026 - CORRESPONDENCE			
Document	Complaint Allegations	Summary	Board Action
01.29.2026 Maximum Daily Storage Fee	Possible price gouging	Vehicle left in tow yard for approximately two months; questions regarding storage fees.	No violations of statutes assigned to Board found.
02.03.2026 Lien Placed	Collection	Vehicle owner did not report vehicle sold until after the tow. Municipal Tow - Code Enforcement	No violations of statutes assigned to Board found.
02.07.2026	Request for Agenda items	Request for Board review comments on several procedural items.	The Board will review the correspondence for comment at the next regular board meeting.
02.11.2026	Compliance process	General questions regarding the Board's complaint process	The Board will review the correspondence for comment at the next regular board meeting.
02.15.2026 Local Law Enforcement Tow	Unlawful tow, failure to release possessions	Law enforcement authorized the tow. Tower willing to release of the vehicle for tow cost only; Correspondent contested paying cash. Correspondent failed to provide the vehicle information required for the Board to investigate the complaint.	Correspondent did not provide requested information required for a Board investigation.
02.17.2026 Law Enforcement Towing Event	Rates and fees, release of possessions	General fee complaint. Correspondent refused to provide information required to open an investigation: name of tow company, law enforcement agency, vehicle description, date of tow.	Correspondent did not provide requested information required for a Board investigation.
02.17.2026 towing charges	Rates and Fees question	Question if the truck and trailer can be charged separate tow and storage fees. Board staff contacted correspondent and explained that, due to lien requirements, this is common practice.	Information provided.
02.18.2026 OSP Tow	Allegations: damages, fees, and conduct.	OSP towing event. Forwarded to OSP to determine compliance with Division 50 requirements, billing rates, and alleged tower conduct.	Law enforcement jurisdiction under ORS Chapter 819.

02.19.2026 Failure to Provide Written Statement	Failure to provide itemized statement.	Correspondent is not the registered owner of the vehicle per DMV records. Tower allowed vehicle operator to remove of personal items of an emergency nature as a courtesy. Board staff confirmed tower offered the itemized statement, but Correspondent left the tow yard without obtaining a copy from the front desk. Invoiced charges align with rate sheet.	No violations of statutes assigned to Board found.
02.19.2026 Insurance Claim Review	Tow Bill	Tow Yard provided the invoice within a day or two after impound. Insurance company waiting two months to pay. Fees match OSP rate sheet.	Rate audit conducted. No violations of statutes assigned to Board found.
02.19.2026 Leasing a tow truck	Leasing a tow truck to another company.	Truck owner requesting information on leasing a tow truck to another company. Board staff provided information re: ORS 822.200 requirement of the business operating the tow truck named on the tow business certificate; per DMV, a tow business certificate is not transferable, and cannot be leased, rented, loaned, or borrowed with the tow vehicle; the business operating the vehicle must have their own tow business certificate issued to the vehicle prior to operation.	Information provided.
02.19.2026 Question regarding fees for towing	Vehicle ownership and storage fees	Vehicle owner "sold" the vehicle but did not report to DMV. Invoice not provided; staff cannot verify charges.	Correspondent did not provide requested information required for a Board investigation.
02.19.2026 Stolen Vehicle - lien	Possessory Lien - Debt Collection	Stolen vehicle from 2021 predates Board's authority.	No action taken by the Board.
02.19.2026 Unnecessary law enforcement tow	Unnecessary tow by law enforcement causing financial hardship.	Allegation: tow authorized by law enforcement was not necessary and created financial hardship. The Board does not dispute or contest the validity of a tow authorized by a law enforcement agent; Staff referred Correspondent referred to law enforcement to dispute.	Law enforcement jurisdiction under ORS Chapter 819.

02.23.2026 packet of information relating to repo	Repossession and Breach of Peace	Repo issue. Tower has a tow business certificate. Staff referred Correspondent to Division of Financial Regulation and other agencies for assistance.	Information provided.
02.23.2026 Tow class	Asking for OSP required classes in Eastern Oregon.	The Board does not schedule training courses. Email forwarded to OTTA.	Information provided.
02.24.2026 Board Jurisdiction and Oregon law questions	General comments regarding legal process.	Questions related to legislative process and Oregon's legal process. Staff provided appropriate resources.	Information provided.
02.25.2026 _ Insurance rate and fee question	Rates and Fees dispute	Insurance requested audit of a tower's invoice. Rates and fees of the invoice matched the tower's rate sheet.	Rate audit conducted. No violations of statutes assigned to Board found.
02.25.2026 DMV records re: tow companies	Tow business records had questions regarding the ownership of a "tow company" TW plates registered to a non-licensed driver,	Continuing conversations between the Board and DMV divisions identifying needs and advantages of a business license issued to a company vs. tow business certificates registering a vehicle.	Information provided.
02.26.2026 DCBS Question regarding compliance	Business Operations	Questions related to legal operations of a tow company. Resources and information provided.	Information provided.
02.27.2026 Tenants and Assigned Parking Spaces	Questions regarding SB1036 and ORS 90.485	Board Staff provided general information re: the property owner's ability to authorize tenants to have vehicles towed from an assigned parking space, prohibition of ORS 90.485 for a property manager to remove a vehicle from an assigned parking space without a tenant's permission (tenant not required to provide permission) - exception, non-operable vehicles.	Information provided.
02.27.2026 Repossession and Breach of Peace	Repossession and Breach of Peace	Repo issue. Tower has tow business certificate. Referred to Division of Financial Regulation and other agencies for assistance.	Information provided.
02.28.2026 Vehicle Immobilization - The Barnacle	Property owner issue.	Use of "The Barnacle" by property owners to immobilize vehicles. Not a Board issue.	Information provided.

2026-01-013 vehicle ownership issue	Failure to release vehicle	<p>Complaint filed with the Board, ODOT and DOJ.</p> <p>Correspondent is not the registered owner of the vehicle. Correspondent informed Board staff they had purchased the vehicle on a "handshake deal", no documentation provided.</p> <p>ODOT affixed Notice of pending tow to the vehicle; Correspondent had 24 hours to remove the vehicle from the roadway.</p>	No violations of statutes assigned to Board found.
2026-02-001 vehicle ownership issue	Unlawful tow, Failure to release vehicle and possessions	<p>Person did not own the vehicle. Vehicle title issued 2016.</p> <p>Bill of sale provided is dated 10/17/2024; names do not match.</p> <p>Tower, titled owner, and board staff made several attempts to assist the Correspondent.</p>	No violations of statutes assigned to Board found.

DRAFT