



OREGON STATE BOARD OF TOWING Investigation and Complaint Review Work Notes May 5, 2026

Location:

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

Attending Board Member:

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

Board Staff:

Torey McCullough, Board Administrator

Partners and Guests:

In person: Caveman Towing - John Keener, Chris Drew, Tow Help; Rep of Amador Towing; Doug Place, member of the public.

Virtual attendance: Brad; Byron Gross; Darlene Watson; Dave Adams; Dina Delarosa; Gales Towing; Jean, Beaverton Towing; Joshua Boatner; Kelly Garcia; Lilly Pad Towing; Lt. Randall Walker; North Valley Scrap and Towing - Josh & Jessica Smith; Travis Daniels; Trevor Lee; Tyler Manthei; Wiltse Towing

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:

Vice Chair Hanson called the meeting to order at 1:02 p.m.

Welcome and Introductions:

Self-introduction of the Board members and staff made.

Meeting Agenda:

Mr. Anderson moved to accept the agenda. Ms. Coughlin seconded the motion. In favor: Anderson, Baker, Coughlin, Lindland, McClellan, Shaner, Hanson, Riley. Opposed: None. Absent: Wood. 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.

Status Review of Disciplinary Cases:

The Board reviewed the disciplinary case statuses attached to these work session notes As Attachment A.

Settlement Requests:

Board Case No. 2025-01-010

The Board reviewed the affirmative defenses and request for settlement conference.

Motion: Mr. Riley moved to **offer a one-time offer to reduce** the civil penalties in return for acknowledgements and training. Mr. Anderson seconded the motion.

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

Board Case No. 2025-12-003

The Board reviewed the affirmative defenses and request for settlement conference.

Discussion: The Board discussed concerns of the billed amounts, Respondent's lack of compliance with basic private property impound requirements, and the difficulties in obtaining documents and information.

Motion: Mr. Shaner moved to **offer a one-time offer to reduce** the civil penalties in return for acknowledgements and proof of compliance with PPI requirements. Lt. Lindland seconded the motion.

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

Case Review:

The Board reviewed and discussed the following cases:

Board Case No. 2026-01-006

Case Summary: Respondent allegedly impounded three vehicles from a residential parking lot in a City with maximum rates and PPI ordinances.

Discussion: The vehicles were parked by a non-resident, in view of posted signs. One was parked in a parking space assigned to a tenant, one in a handicap parking space without a placard, and the third parked in a space not intended for vehicle parking. The City has suspended its towing complaint program. ORS 98.859 requires a city establishing maximum rates to establish a complaint process. The Board generally forwards complaints to the agencies with jurisdiction.

Motion: Mr. Baker moved to **issue a Notice of Proposed Action proposing civil penalties** in the amount of \$250 for towing the vehicles without a signed authorization. Mr. Anderson seconded the motion.

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

Board Case No. 2025-07-015

Case Summary: Respondent allegedly towed vehicles without authorization and without signage.

Discussion: Signage present, property owner affixed notices, authorized tows.

Motion: Lt. Lindland moved to **close the case – with a letter of concern.** Chief Wood seconded the motion.

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

Board Case No. 2025-10-013

Case Summary: Respondent allegedly towed the vehicles without authorization.

Discussion: Eviction proceeding. Respondent had signed authorization. Dispute of personal possessions between Respondent and the property owner.

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

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

Board Case No. 2025-11-005

Case Summary: Allegations included lack of notice, notice of lien not timely issued.

Discussion: Authorization signed by property owner. Respondent admits sending Notice out three days late. Board did not have jurisdiction over Notice of Liens at time of towing event.

Motion: Lt. Lindland moved to **close the case with a letter of education.** Ms. Coughlin seconded the motion.

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

Board Case No. 2026-04-009

Case Summary: Respondent allegedly towed several vehicles without authorization.

Discussion: Eviction proceeding. Respondent had signed authorization. Dispute of personal possessions between Respondent and the property owner.

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

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

Board Case No. 2026-01-010

Case Summary: Vehicles allegedly towed without authorization.

Discussion: Vehicles towed by law enforcement. Hearing to contest the validity of the tows held. The Board does not dispute or act as an appeals court for contested tow hearing or hearing officer decisions. Respondent corrected tow business certificates discrepancies prior to the Board meeting.

Motion: Lt. Lindland moved to **close the case – no violation of the laws assigned to the Board found.** Mr. Baker seconded the motion.

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

Board Case No. 2026-02-004

Case Summary: Respondent allegedly towed vehicle without authorization, failed to release vehicle.

Discussion: Respondent corrected tow business certificates discrepancies prior to the Board meeting. Respondent was unable to provide adequate pre-tow photos, a signed authorization to tow the vehicle, a legible photo of the notice affixed to the vehicle, or a written statement of fees.

Motion: Mr. Shaner moved to **issue a Notice of Proposed Action proposing civil penalties** in the total amount of \$2000 for the combined violations. Mr. Riley seconded the motion.

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

Board Case No. 2026-03-005

Case Summary: Respondent allegedly continued to provide towing and recovery services without active tow business certificates.

Motion: Lt. Lindland moved to **issue a Notice of Proposed Action proposing civil penalties** in the total amount of \$2500 for violation of ORS 822.200. Mr. Riley seconded the motion.

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

Board Case No. 2026-004-006

Case Summary: Respondent allegedly failed to issue a Notice of Lien in a timely manner.

Discussion: Respondent failed to issue a Notice of Lien in a timely manner; did not charge for storage. Respondent was found to be operating without valid tow plates at the time of the tow. Respondent renewed the tow business certificates when contacted.

Motion: Lt. Lindland moved to **issue a Notice of Proposed Action proposing civil penalties** in the amount of \$250 for violation of ORS 822.200. Mr. Baker seconded the motion.

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

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

Discussion: Towers on non-preference rotation operating without valid tow certificates.

The Board discussed the number of towers on non-preference tow rotation programs found in violation of the tow business certificate requirement. This included a number of investigations where the tower was operating with expired plates, tow business certificates were the tow business providing services were not on the tow business certificate, tow companies "sharing" tow vehicles to respond to law enforcement tows, and tow companies arriving on scene when the tow had been dispatched to another company.

Oregon State Police will be clarifying the OSP requirement with the OSP non-preference towers and the Board will continue to assist local law enforcement agencies in identifying the lawful tow business certificates.

Mr. Shaner asked if DMV staff may be able to provide towers assistance when registering towing vehicles when there is a corporate name and a dba or trade name. Per the DMV requirements, the name of the business operating the tow truck is to be listed on the tow business certificate. However, the DMV forms do not have a place to document the dba; the addition of the dba can be completed at the counter of a field office.

Discussion: Role and Responsibilities of the Towing Board in law enforcement towing complaints.

- The Board will forward rate and fee complaints to the law enforcement agency for audits. If the agency does not have rate sheets or maximum rates, the Board will conduct an audit against the tower's rate sheet for compliance with ORS 98.856.
- The Board has a responsibility for consumer protection, and a responsibility to continue reviewing towing rate and other law enforcement authorized tow complaints.
- The Board will refer violations to law enforcement for the first offense; repetitive violations may result in Board disciplinary action when appropriate.
- The matter remains a law enforcement issue until resolved by law enforcement or determined to be a Board issue.
- The Board may investigate a tower for violation of the laws assigned to the Board in coordination with law enforcement.
- The Board is the depository for Oregon for towing complaints. Many agencies, including law enforcement, DOJ, DCBS, ODOT, DMV and others refer complaints or complainants directly to the Board for processing.
- The Board may investigate towing complaints under the Board's statutes or as a collaborative partner with other agencies.

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. 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.

Public comment:

Trevor Lee suggested the Towing Board should work with OSP on towing rates; not to regulate, but to ensure consistency and fairness in the rates.

Next steps:

- Board actions and correspondence will be mailed out beginning the week of May 26, 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 will be provided with contested case hearing and settlement conference options.

Upcoming events:

06.09.2026 – Regular Quarterly Board Meeting

06.27.2026 – OTTA meeting in Bend, Oregon Department of Transportation

Adjourned

There being no further business before the Board, the Board meeting was adjourned at 2:14 p.m.

Documents Considered by the Board

- Agenda
- Attachment A - case status review
- Attachment B - investigations and complaints reviewed
- Attachment C - correspondence reviewed

Minutes prepared by Torey McCullough
Minutes APPROVED by Board vote:

DRAFT

05.05.2012 – COMPLAINT STATUS REVIEW						Agenda Item 5A
Complaint No.	Type of Tow	Allegations	Allegations 2	Allegation 3	Board Action	Status
03.10.2026 Board Mtg						
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			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
2025-01-010	Private Tows	ORS 822.200 - operating without a tow business certificate			Possible Illegal tow operation for approx. one year.	Issue Notice of Proposed Action - \$500 for violation of ORS 822.200
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.
2025-08-016	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.

2025-09-009	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: signed authorization requirement.
2025-11-004	PPI	Refusal to provide tow information.	Refusal to release vehicle		Vehicle towed under signed authorization; possible reminder of photo requirements.	Letter of concern re: ORS 98.853 reminder of retention of photo requirement.
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 plated (ORS 822.200)
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 98.8
2026-02-009	Private Tows	ORS 822.200 - operating without a tow business certificate	Failure to provide insurance information		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
Complaint No.	Type of Tow	Location	Allegations	Allegation 2	Board Action	Status
01.13.2026 Board Mtg						
2025-08-015	PPI	Failure to refund exact change.	Refusal to provide information.		\$500 each for failure to provide exact change (delayed over 3 weeks), authorization and photos (delayed until almost a week after request)	NOPA issued, civil penalty paid in full.
2025-07-011	Illegal Tow Operation	Rates and Fees	New owners did not properly register tow vehicles.		Letter of Correction	Compliance met.
2025-09-001	Illegal Tow Operation	Rates and Fees	Refusal to provide information to the vehicle owner.		\$350 Civil Penalty	Pending Dept. of Revenue Collections.
2025-11-008	Illegal Tow Operation	Operating under expired tow plates			\$250 civil penalties	NOPA issued, civil penalty paid in full.

Settlement Conference Requests
 May 5, 2026 Case Reviews

Settlement Requests

Complaint No.	Type of Tow	Allegations	Allegation 2	Notes	Action
2025-01-010	Roadside	Operating without a tow business certificate.		Request for settlement conference.	Board offered a proposed settlement.
2025-12-003	PPI	Unethical billing practices	Failure to comply with PPI requirements	Proposed Settlement offer, request for settlement conference.	Board offered a proposed settlement.

COMPLAINTS

Complaint No.	Type of Tow	Complaint Allegations	Complaint Allegation 2	Notes	Action
2026-01-006	PPI	Unlawful/Unauthorized Tow	Fees	Complaint alleges tower towed three vehicles without authorization, violation of maximum rates established by city.	Issue a NOPA for \$250, failure to obtain signed authorization.
2025-07-011	PPI	Unauthorized tow	No signs	Complaint alleges vehicles parked with permission, signs not posted.	Close - no violation of Board laws found, letter of education re: condition of signs.
2025-10-013	PPI	Unauthorized tow	failure to return possessions	Vehicles removed as part of eviction process.	Close - no violation of Board laws found.
2025-11-005	PPI	Failure to file lien on time	Excess storage charges	Utility trailer left on county property; allegations that the notice of lien was sent late.	Close - no violation of Board laws found, letter of education re: condition of signs.

2026-04-009	PPI	Unauthorized tow	failure to return possessions	Vehicles removed as part of eviction process.	Close - no violation of Board laws found.
2026-01-010	LEA	Unlawful/Unauthorized Tow		Vehicles impounded by LEA, hearing held. TBC/vehicle registration corrected upon initial contact by Board.	Close - no violation of Board laws found.
2026-02-004	PPI	Towing without a signed authorization		Complainant alleges the vehicle had permission to park. Lender authorized the tow, but the vehicle was removed without proper authorization by a 2nd tow company. 2nd tow company refused to release vehicle.	Issue a NOPA for \$2000 for violations of ORS 98.853 and 98.854, no photos, no 72 hour notice, no signed authorization, no written statement of fees, no Notice of Lien.
2026-03-005	Contract (COPART/IAA)	Operating without active TBC	Displaying illegal expiration tags	Complaint alleges tower is affixing fraudulent tags to the TW plate to indicate compliance with vehicle registration laws.	Issue a NOPA for \$2500 for violations of ORS 822.200, operating a tow vehicle without a tow business certificate.
2026-04-006	LEA	Rates and Fees	Operating without valid tow plates (per investigation)	Tower operating under expired TW plates - no active tow business certificates at the time of tow.	Issue a NOPA for \$250 for violations of ORS 822.200, operating a tow vehicle without a tow business certificate.

CORRESPONDENCE

The Board reviewed the following correspondence at the May 5, 2026 tow board meeting. There were no discussions.

Document	Type	Location	Inquiry/Complaint
03.10.2026 Lien Fee mark ups	Comments for consideration by the Board	Southern Oregon	Lien mark up question
03.11.2026 Tow Receipt	Comments for consideration by the Board	Out of State	Example of "good tow bill"
03.13.2026 Your email to North Bend Towing	OSP Tow	Mid-Coast	Demand for release of a vehicle - OSP tow.
03.27.2026 Law enforcement rotation	LEA rotation	Central Oregon	How to be added to LEA rotation.
04.01.2026 Towing Fee Complaint	LEA non-preference, rotation	NW Oregon	Fee dispute - tower's invoice did not match 2020 approved fees posted on website. Fees expired at the time of tow.
04.02.2026 Eviction	Eviction	Southern Oregon	AI generated complaint not relevant to Oregon's laws or process.
04.06.2026 Dropped Complaint	Rates and Fees	Unknown	Complaint against rates and fees. Tow bill allegedly increased from \$238 to \$1400 in five days.
04.06.2026 Possible Fraud - owner's signature	PPI	Southern Willamette Valley	Complaint alleges tenant fraudulently represented themselves as property owner to have a vehicle towed.
04.08.2026 OSP Stolen Vehicle	Rates and Fees	Central Oregon	Release of personal property, required to pay tow bill for stolen vehicle recovery.
04.08.2025 Possessory Lien Complaint	Possessory Lien Dispute	Central Oregon	Tower failed to properly execute a possessory lien, owner purchasing the vehicle from the tower unable to get proper title.

04.10.2026 Towing Event & Possessory Lien Ques.	Possessory Lien Dispute	Southern Willamette Valley	Possessory Lien dispute. Correspondent did not understand lien requirements.
04.10.2026 Towing Call Reference	Unauthorized tow	Southern Willamette Valley	Unauthorized law enforcement tow and property damage.
04.13.2026 New Location questions	General question	Washington Co.	General question re: property requirements.
04.13.2026 - possible complaint - Vehicle Information	LEA tow	Washington Co.	Failure to release non-titled vehicle.
04.15.2026 Assistance with tow bill	LEA tow	Unknown	Request for a reduction in tow fees, LEA impound after accident.
04.15.2026 PPI Accounts	Inquiry - PPI	Yahmhill Co.	PPI Authorization Question
04.16.2026 Lien Process Complaint	LEA	Multnomah County	Questions regarding the authorization and lien processing.
04.17.2026 - Lien Fee	LEA	Southern Oregon	Lien fee and rates & fees for an LEA impound.
04.17.2026 DMV Question on tow business certificate requirement	Tow business certificate question	Southern Willamette Valley	Determination of a "legal tow company."
04.17.2027 - Ownership Dispute	Vehicle ownership dispute.	Mid-Coast	Owner did not report sale to DMV prior to tow, disputing collection attempts by tower.
04.20.2026 _ Clarification on Authorized Agents	General question	Multnomah County	Question: who can act as property owner's agent?
04.20.2026 PPI removal vs signage.	Posted signs	Southern Oregon	Clarification: towing from lots when a tower is identified on the sign, but property owner requests a different tower. Answer: 72 hour notice required if tower is not the tower named on the original sign.

04.20.2026 Requesting legal help for AAA negligence and vehicle damage	Damages to vehicle	Unknown	Complaint seeking reimbursement for damage caused by AAA tow.
04.20.2026_ Personal Property Retrieval Info	Personal property	Southern Oregon	Non-vehicle owner seeking to remove personal property from vehicle.
04.21.2026 Residential PPI - car towed	PPI	Unknown	Vehicle towed by landlord/manager for tenant parked in visitor's spot.
04.23.2026 Hello	LEA	Unknown	Vehicle impounded, questions regarding private property.
04.23.2026 Tow	PPI	Unknown	Vehicle towed by landlord/manager for tenant parked in visitor's spot.
04.24.2026 urgent tow company complaint	LEA	Southern Willamette Valley	Unethical conduct of the tower. Not enough information provided to

DRAFT