

COMPLAINTS							
Complaint No.	Type of Tow	Location	Allegations	Allegation 2	Last Action Date	Board Action	Notes and Mitigating Circumstances
2024-02-005	PPI	Washington Co.	PPI - unauthorized tow	Business property	4/15/2026	Closure letter: no action taken	Towing date predates Board's authority
2024-03-018	PPI	Washington Co.	Vehicles towed without authorization by property owner.	Employee of a third-party allegedly authorized vehicles to be parked.	4/15/2026	Closure letter: no action taken	Tavern employee gave the "okay" to park vehicles in a nearby private parking facility. Tower states that the property owner, tavern, and tower have since worked out a process to tow vehicles that may be left by tavern patrons.
2024-04-002	PPI	Washington Co.	Rates and Fees	Cash only.	4/15/2026	Closure letter: no action taken.	Complaint admits vehicle not parked in a designated parking spot.
2024-06-023	PPI	Washington Co.	Failure to properly photograph violations	Parking lot inadequately painted.	4/15/2026		Vehicle parked in a spot not designated for parking; facility stripping faded and not visible. Concerns are a property owner issue.
2025-09-009	PPI	Washington Co.	Unauthorized Tow - security not informed	Exact Cash required, failure to disclose fees over the phone.	4/15/2026	Closure letter responding to allegations; letter of education to tower re: exact cash requirements.	Vehicle parked in a tenant's reserved parking space.
2025-10-012	PPI	Washington Co.	Inadequate signage	Failure to release signed authorization.	4/15/2026	Closure letter, letter of education to tower re: signed authorization release	Landlord called in tow. Signage posted.
2025-01-010	Operating without a tow business cert.	Marion & Linn Counties	Operating without a tow business certificate		HEARING REQUESTED - 04.28.2026	NOPA: \$5500, operating and advertising without a tow cert for one year; \$500 solicitation of towing business	Tower first contacted in January 2026 Vehicle did not have valid registration July 2025 - January 2026 Respondent does not have a valid driver's license to operate the tow vehicle. NOPA issued 04/10/2026. Answer Due 05/04/2026.
2025-08-016	Roadside Assistance	Washington Co.	Unethical billing practices, general towing violations.	Operating without a tow business certificate	Pending.	NOPA: \$3500 operating and \$2500 for advertising without TBC	Tower failed to cooperate with investigate, did not provide information for over 6 months.
2025-08-014	Roadside Assistance	Washington Co.	Unethical billing practices		Pending.	NOPA: \$2500 allowing another company to use tower's business certificate, \$2000 for failure to cooperate with investigation	
2025-11-004	PPI	Columbia Gorge	No Authorization	Illegal Tow	4/15/2026	Letter of education: pre-tow photos	Property owner made several verbal warnings; towed under signed authorization. Photos of parking area show multiple signs.
2025-12-003	PPI	Clackamas County	Failure to provide information.	Unethical business practices.	SETTLEMENT CONFERENCE REQUESTED - 04.28.2026	Letter of concern, safekeeping of valuables & keys, professional towing standards. NOPA: \$500 no rate sheet, \$2000 false address, \$2500 for falsification of possessory lien, \$2500 falsification of Notice of lien, \$2500 for fraudulent billing practice, \$2000 failure to cooperate.	NOPA issued 04/10/2026. Answer Due 05/04/2026.
2025-12-004	Roadside Assistance	Southern Coast	Operating without a tow business certificate	Billing dispute	Pending.	NOPA: \$500 for operating without a TBC (one year), letter re: communications, TBC requirements.	
2026-01-006	PPI	Multnomah County	No signed authorization	Rates and Fees - Complaint	Letter sent to City of Gresham	Referred to City of Gresham re: PPI ordinances and established rates and fees.	One vehicle parked in the assigned parking spot of a tenant; two of the vehicles towed met the authorization requirements prior to 01.01.2026
2026-02-003	LEA	Lane County	Rates and Fees		Pending.	Letter of Concern: compliance with rate sheet, TBC registration requirements	
Correspondence Review						Response to the 24 letters reviewed by the Board	
<b>01.13.2026 Board Mtg</b>							
2025-08-015	PPI	Cascade Range	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	Clackamas County	Olson Bros. operating under Nelson Tire certificates.			Letter of Correction	Tow business certificates corrected the day after the Board meeting. Note - mitigating circumstances includes OSP allowed the company to operate for 2 years on the rotation with the incorrect tow business certificates. DMV may have provided misinformation when trucks were initially registered.
2025-09-001	Illegal Tow Operation	Central Oregon	Rates and Fees	Refusal to provide information to the vehicle owner.		\$350 Civil Penalty Operating without a tow business certificate - PPI. corrected prior to Board review (uncooperative with Board)	Unpaid Forward to DOR for collections on or about 05/01/2026
2025-11-008	Illegal Tow Operation	Eastern Oregon	Operating under expired tow plates			\$250 civil penalties Operating without a tow business certificate - LEA tows (corrected prior to Board letter)	Tow business certificates expired in August and September; both were valid at time of 2025 OSP letter of appointment. Certificates renewed prior to Board review of complaint. Paid in full.

For Discussion Purposes Only