

March 10, 2026 - CORRESPONDENCE

Document	Complaint Allegations	Staff Initial Analysis
01.29.2026 Maximum Daily Storage Fee	Possible price gouging	Not enough information provided to investigate allegations
02.03.2026 Lien Placed	Collection	Vehicle owner did not report vehicle sold until after the tow. Municipal Tow - Code Enforcement
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; complainant contested paying cash. Complainant failed to provide the vehicle information required for the Board to investigate the complaint.
02.17.2026 Law Enforcement Towing Event	Rates and fees, release of possessions	Complainant refused to provide information required to open an investigation: name of tow company, law enforcement agency, vehicle description, date of tow.
02.17.2026 towing charges	Rates and Fees question	Question if the truck and trailer can be charged separate tow and storage fees - yes. Due to lien requirements, this is a common practice.
02.18.2026 OSP Tow	Allegations around damages, fees, and conduct.	OSP towing event. Forwarded to OSP to determine compliance with Div 50 requirements, billing rates, and alleged tower conduct.
02.19.2026 Failure to Provide Written Statement	Failure to provide itemized statement.	Complainant is not the registered owner of the vehicle per DMV records. Tower offered the itemized statement but Complainant left from the tow yard without obtaining a copy. 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. 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. Violation of ORS 822.200.

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, cannot verify charges. No violations of statutes assigned to Board found.
02.19.2026 Stolen Vehicle - lien	Possessory Lien - Debt Collection	Stolen vehicle from 2021 predates Board's authority.
02.19.2026 Unnecessary law enforcement tow	Unnecessary tow by law enforcement causing financial hardship.	Not enough vehicle information was provided to the Board to open an investigation into allegations. Complaint forwarded to OSP. Vehicle information requested from Complainant 02.20.2026.
02.23.2026 packet of information relating to repo	Repossession and Breach of Peace	Repo issue. Tower has a tow business certificate. Referred to Division of Financial Regulation and other agencies for assistance.
02.23.2026 Tow class	Asking for the OSP classes in Eastern Oregon.	Forwarded to OTTA.
02.24.2026 Board Jurisdiction and Oregon law questions	General Questions for the 02.25.2026 meeting	Questions related to legislative process. Not a Board issue. Correspondent provided resources.
02.25.2026 _ Insurance rate and fee question	Rates and Fees	Charges match rate sheet. No violations of statutes assigned to Board found.
02.25.2026 DMV records re: tow companies	Tow business records questions	Continuing conversations between the Board and DMV divisions identifying needs and advantages of r a business license issued to a company vs. tow business certificates registering a vehicle.
02.26.2026 DCBS Question regarding compliance	Business Operations	Questions related to legal operations of a tow company. Resources and information provided.
02.27.2026 Tenants and Assigned Spaces	Questions regarding SB1036 and ORS 90.485	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.
02.27.2026 Repossession and Breach of Peace	Repossession and Breach of Peace	Repo issue. Tower has a tow business certificate. Referred to Division of Financial Regulation and other agencies for assistance.

02.28.2026 Vehicle Immobilization - The Barnacle	Property owner issue.	Use of "The Barnacle" by property owners to immobilize vehicles. Not a Board issue.
2026-01-013 vehicle ownership issue	Failure to release vehicle	<p>Complaint filed with the Board, ODOT and DOJ.</p> <p>Complainant is not the registered owner of the vehicle. Complainant informed Board staff they had purchased the vehicle on a "hand shake deal", no documentation provided.</p> <p>ODOT affixed Notice of pending tow; Complainant had 24 hours to remove the vehicle from the roadway.</p> <p>No violations of statutes assigned to Board found.</p>
2026-02-001 vehicle ownership issue	Unlawful tow, Failure to release vehicle and possessions	<p>Person did not own the vehicle, was not entitled to the remaining possessions and vehicle.</p> <p>Title issued 2016.</p> <p>Bill of sale dated 10/17/2024; names do not match.</p> <p>Tower, titled owner, and board staff made several attempts to assist the complainant.</p> <p>No violations of statutes assigned to Board found.</p>