



Oregon

Tina Kotek, Governor

Oregon State Board of Towing

ICO DMV HQ

1905 Lana Ave, NE

Salem, OR 97314

Email Address: info@towboard.oregon.gov

Web Site: www.oregon.gov/sbot

NOTICE OF PUBLIC MEETING OREGON STATE BOARD OF TOWING Space is limited – RSVP required

Date & Time:

January 13, 2026

1:00 – 3:00 p.m.

MEETING LOCATION:

ODOT – Building K
Cedar Room
455 Airport Rd SE
Salem, Oregon

Board Members:

Chuck Riley (Chair)
Trent Hanson (Vice Chair)
Bruce Anderson
Kevin Baker
Chris Coughlin
Lt. Jason Lindland
Gary McClellan
Jason Shaner
Chief Cord Wood

Microsoft Teams

Join from a web browser: <https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting>

Meeting ID: **294 763 145 665 5**

Passcode: **MZ7Ak9Z5**

Dial in by phone

+1 971-277-1965,,704419913# United States, Portland

Phone conference ID: 704 419 913#

CONTACT:

Torey McCullough, Oregon State Board of Towing
info@towboard.oregon.gov

TIMES AND ORDER:

The Public meeting will commence at 1:00 p.m. on
January 13, 2026 and end at approximately 3:00 p.m., or upon completion of the agenda.

Refer to the Board Meeting Agenda for topics.

ACCESSIBILITY:	Any interested person may attend the public meeting. The Board meeting will be accessible to persons with disabilities. <i>Please Contact Oregon Relay at 1-800-735-2900 for TTY Services.</i>
	Meeting Space is limited – RSVP required for in-person attendance.
COPIES:	Copies of the board meeting materials will be available on the Board's website (www.oregon.gov/sbot) by 3:00 p.m. on January 12, 2026.
EXECUTIVE SESSION:	The Board may enter Executive Session to discuss certain matters on the agenda pursuant to ORS 192.660 during the Board Meeting. The nature of and authority for holding the Executive Session will be announced by the Board Chair prior to entering Executive Session.
PUBLIC COMMENT:	Members of the public are invited and encouraged to attend all public Board meetings. The Agenda provides for a forum for public comments at the end of the Public Meeting.
	<ul style="list-style-type: none">• The purpose of the January 13, 2026 meeting is to allow Board members to review and discuss complaints and investigations for the purposes of disciplinary actions.• The Board members will not discuss the complainants or respondents by name.• The Board does not take public questions, comments, or testimony during complaint review but may, at the discretion of the Chair and Board members, take general questions regarding the laws and rules assigned to the Board to administer or to clarify compliance expectations.• Disciplinary Actions become public once final. <i>There is no public forum for the public to discuss specific cases or complaints with the Board.</i>

Testimony, written comments, correspondence, or requests for meeting materials may be submitted by email, mailed, or delivered to the addresses above.



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OREGON STATE BOARD OF TOWING
Public Meeting – Complaint and Investigation Review
January 13, 2026
1:00 p.m. – 3:00 p.m.

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- The Board members will not discuss the complainants or respondents by name.
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AGENDA ITEM	PRESENTER
1. Call Meeting to Order	Chair
2. Welcome & Introductions (Board Member, Staff, Partners)	All
3. Approve Agenda	Board
4. Update: Laws and Rules Effective January 1, 2026	McCullough
5. Case Review	Board
a. 2025-05-35 – Collection Practices	
b. 2025-12-003 – PPI, photos, signed authorization, statement of fees	
c. 2024-03-009 – Patrol Towing	

d. 2025-04-004 – PPI release of documents	
e. 2025-04-006 – PPI release of documents	
f. 2025-08-015 – PPI release of documents, exact change	
g. 2025-07-011 – Illegal Tow Operation	
h. 2025-09-001 – Illegal Tow Operation	
i. 2025-11-008 – Illegal Tow Operation	
j. 2025-07-021 – PPI photos,	
6. Correspondence – complaint inquiries	
a. HOA Tows – private property vs. HOA property	
b. PPI – authorization for trailer removal	
c. PPI – pre-tow notice, notice of lien	
d. Civil court verdict against tower; collection of judgment	
e. Law enforcement tows (6)	
f. Homeless Camp	
g. Personal possessions	
h. Repossessions	
i. Lien Notice and Auctions	
7. Next Steps	McCullough
8. Kansas City – Bill of Rights	
9. Final Board Comments	Board
10. Final Public Comments	Public
11. Next Meeting (February 10, 2026 – ODOT on Airport Rd., SE, Salem)	McCullough
12. Adjourn Board Meeting	Chair

*Board vote during the meeting may be either consensus or roll call vote, depending on the Agenda item for decision.
 Tower votes for disciplinary actions: Anderson/Baker, McClellan/Shaner

DRY

Oregon State Board of Towing Board Action options in compliance cases and investigation

The Board has several options for action on this one, including, but not limited to:

Hold the Board decision pending further information or investigation.

Dismiss with no action taken.

Non-disciplinary actions:

1. A letter of education if the Board believes the respondent may not have been aware of the laws, may suggest best practices.
2. A letter of concern if the Board believes the action does not rise to the level of formal disciplinary action, but is conduct that violates Oregon's laws.
3. A letter of correction: Providing the tower with a specific period of time to come into compliance (for instance, 30 days to correct a violation of the law). If not corrected, the Board may issue disciplinary action with no further notice.

Formal Disciplinary action:

Assess civil penalties for violations of the law in an amount determined by the Board.

Deny, suspend, or revoke a tow business certificate or other actions allowed by law.

1. If a Notice of disciplinary action is issued, then the respondent has a right to hearing.
2. A respondent may also have the option of a settlement conference, allowing settlement of the disciplinary action under a Stipulated Agreement and Final Order.

OAR 750-080-0040 - Schedule of Civil Penalties.

(1) The State Board of Towing adopts the following Schedule of Civil Penalties:

(a) 1st offense: \$0 - \$500

(b) 2nd offense: \$500 - \$1000

(c) 3rd offense: \$1000 - \$2500

(d) Additional offenses: Additional civil penalties, in an amount up to \$25,000 per violation, as determined by the Board.

(2) The Board may assess a civil penalty in an amount greater than the Schedule of Civil Penalty when it is determined by the Board that a particular violation or conduct is especially egregious or severe causing unnecessary risk or harm to the public and others.

(3) In determining an appropriate civil penalty amount, the Board may consider the following:

(a) The severity of the violation or its impact on the safety or wellbeing of the public;

(b) The number of similar or related violations;

(c) Whether a violation was willful or intentional;

(d) The prior history of civil penalties and sanctions imposed by the Board or other regulatory agencies

(e) Other circumstances determined by the Board to be applicable to the violation(s).

COMMITTEE SUBSTITUTE FOR ORDINANCE NO. 250709

Amending Chapter 76, Code of Ordinances, by repealing and replacing Sections 76-289, 76-423 and 76-427, and amending Chapter 70, Code of Ordinances, by repealing and replacing Section 70-273, for the purpose of amending regulations relating to tow truck operators within the City; and providing for a delayed effective date.

WHEREAS, City Council passed Committee Substitute for Ordinance No. 250367 on May 1, 2025, which amended the City's ordinances regulating the towing of vehicles within the City; and

WHEREAS, Committee Substitute for Ordinance No. 250367 also directed the City Manager to develop a Bill of Rights for Towed Vehicles, identify an online platform for reporting tows City-wide, and report back to Council in 30 days; and

WHEREAS, the City Manager has developed a Bill of Rights for Towed Vehicles for publication to inform individuals of the City's regulations pertaining to tow truck businesses; and

WHEREAS, the City Manager has identified an appropriate online platform to facilitate the reporting of all tows within the City; NOW, THEREFORE,

BE IT ORDAINED BY THE COUNCIL OF KANSAS CITY:

Section 1. That Chapter 76, Code of Ordinances of the City of Kansas City, is hereby amended by repealing Section 76-289, Price schedule and authorization for tow, Section 76-423, Notice of tow; procedure for removal of vehicles left unattended or improperly parked on private property, and Section 76-427, Tow service business requirements, and enacting in lieu thereof new sections of like number and subject matter, to read as follows:

Sec. 76-289. Price schedule and authorization for tow.

(a) The owners of all tow vehicles operating in the city shall prepare and file with the director a schedule of prices to be charged for the towing and storage of vehicles. Such schedule may be based on the time, mileage, weight or a combination thereof. In addition, the schedule must include the minimum charge for any undertaking involving towing and storage. The director shall forward the schedule to the police department.

(b) It shall be unlawful to charge a sum in excess of that listed in the schedule filed with the director.

(c) Prior to the undertaking of any tow, the tow vehicle operator shall present the schedule of prices to the customer for their examination. The tow vehicle operator shall also present a copy of the City's Bill of Rights for Towed Vehicles to the vehicle owner when such owner is present upon the undertaking of the tow.

(d) The price schedule for a city tow will be determined by the director. Nothing in this article shall prevent the director from authorizing a contractor to oversee city tows of vehicles within the city.

Sec. 76-423. Notice of tow; procedure for removal of vehicles left unattended or improperly parked on private property of another.

(a) Prior to towing any motor vehicle, the tow service business or operator shall contact the city's police department and provide the following information:

- (1) The name of the tow service business and operator;
- (2) A description of the vehicle to be towed, including its year, make, model, vehicle identification number and license plate number;
- (3) The date and time of the tow;
- (4) The reason for effectuating the vehicle tow;
- (5) The address of the location from which the vehicle is being towed;
- (6) The name and address of the facility to which the vehicle is to be delivered and stored, and from which the vehicle may be retrieved; and
- (7) If the vehicle to be towed is reported as stolen the tow company shall not remove the vehicle and provide the location and description to the Police.

(b) Any towing company which tows abandoned property without authorization from a law enforcement officer shall report the tow to the City via the online reporting platform as designated by the City Manager.

- (1) Such report shall be completed via the online platform as designated by the City Manager within two hours if the tow was made from a signed location pursuant to 76-423(c)(1). For all other tows, the report shall be completed within 24 hours.

(c) Notwithstanding Section 76-422, if a person abandons property on any real property owned by another without the consent of the owner or person in possession of the property, at the request of the person in possession of the real property, a Kansas City Police Department officer may authorize a towing company to remove such abandoned property from the real property in the following circumstances:

- (1) The abandoned property is left unattended for more than forty-eight hours; or
- (2) In the judgement of a law enforcement officer, the abandoned property constitutes a safety hazard or unreasonably interferes with the use of the real property by the person in possession.

(d) The owner of real property or lessee in lawful possession of the real property or the property or security manager of the real property may authorize a towing company to remove abandoned property or property parked in a restricted or assigned area without authorization by a law enforcement officer only when the owner, lessee, or property or security manager of the real property is present. A property or security manager must be a full-time employee of a business entity. An authorization to tow pursuant to this subsection may be made only under any of the following circumstances:

- (1) There is displayed, in plain view at all entrances to the property, signage in accordance with Section 76-429;
- (2) The abandoned property is left unattended on owner-occupied residential property with four residential units or less, and the owner, lessee, or agent of the real property in lawful possession has notified the appropriate law enforcement agency, and ten hours have elapsed since the notification; or
- (3) The abandoned property is left unattended on private property, and the owner, lessee, or agent in lawful possession of the real property has notified the appropriate law enforcement agency, and ninety-six hours have elapsed since that notification.

Sec. 76-427. Tow service business requirements.

A tow service business operating a tow vehicle pursuant to the authority granted in this article shall:

- (1) Have and occupy a verifiable business address; and
- (2) Have a fenced, secure, and lighted storage lot or an enclosed, secure building for the storage of motor vehicles. The City's Bill of Rights for Towed Vehicles shall be displayed, in a conspicuous place, at the service desk and/or window of the tow service business; and
- (3) Be available 24 hours a day, seven-days a week. Availability shall mean that an employee of the towing company or an answering service answered by a person is able to respond to a tow request; and
- (4) Maintain a valid insurance policy issued by an insurer authorized to do business in this state, or a bond or other acceptable surety providing coverage for the death of, or injury to, persons and damage to property for each accident or occurrence in the amount of at least \$750,000.00 per incident; and
- (5) Provide workers' compensation insurance for all employees of the towing company if required by RSMo Ch. 287; and
- (6) Maintain current motor vehicle registrations on all tow vehicles currently operated within the tow service business fleet; and

- (7) Maintain the business name, address and phone number on all tow vehicles operated within the tow service business fleet; and
- (8) All towing company employees, agents, and representatives operating within the City shall cooperate fully with law enforcement officers by promptly providing their true full name, valid government-issued identification, employer and position, and producing for inspection any documentation authorizing the tow or impoundment of a vehicle, including but not limited to a completed Form 4669 or equivalent authorization including the documentation required by section 76-290.

Section 2. That Chapter 70, Code of Ordinances of the City of Kansas City, is hereby amended by repealing Section 70-273, Tow vehicles and accident scene, and enacting in lieu thereof a new section of like number and subject matter, to read as follows:

Sec. 70-273. Tow vehicles and accident scene.

- (a) No owner of a tow vehicle or tow vehicle operator shall:
 - (1) Stop, stand or park a tow vehicle at a location where an accident has occurred to solicit business unless:
 - a. The owner of a tow vehicle or tow vehicle operator has been requested by the police officer in charge at the location where an accident has occurred; or
 - b. The owner of a tow vehicle or tow operator has been requested by one of the operators, owner, or agent of the vehicles involved in the accident; or
 - c. The owner of a tow vehicle or tow operator has been requested by the dispatcher of the police officer in charge at the location where an accident has occurred.
 - (2) Remain at a location where an accident has occurred after being directed to leave by a police officer.
 - (3) Fail to provide any police officer, upon request, at the location where an accident has occurred with the name and telephone number of the person requesting the tow truck operator, or the police officer's name and serial number requesting the tow truck operator or the dispatcher's name and serial number requesting the tow truck operator.
- (b) Failure by the owner of a tow vehicle or tow vehicle operator to provide the police officer's name and serial number or the police officer's dispatcher's name and serial number or the name and telephone number of the operator of the vehicle involved in the traffic accident requesting the tow truck operator to be present at the scene of the accident to any police officer

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shall be prima facie evidence that the owner of a tow vehicle or tow vehicle operator had not been requested to stop, stand or park a tow vehicle at a location where an accident occurred.

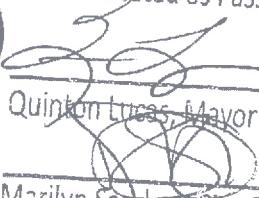
(c) Any towing company or tow truck arriving at the scene of an accident that has not been called by a patrol officer, a law enforcement officer, a Missouri department of transportation employee, a Kansas City Public Works Department employee, the driver or owner of the motor vehicle or his or her authorized agent, including a motor club of which the driver or owner is a member, shall be prohibited from towing the vehicle from the scene of the accident, unless the towing company or tow truck operator is rendering emergency aid in the interest of public safety, or is operating during a declared state of emergency. A tow truck operator that stops and tows a vehicle from the scene of an accident in violation of this subsection shall be guilty of an ordinance violation upon conviction, and pursuant to Chapter 304.153.6, RSMo. such tow truck shall be subject to impounding.

(d) Any person operating a tow vehicle in violation of any part of this section, upon conviction, shall be punished, in addition to other penalties specifically provided by code, by a fine of not less than \$250.00 and not more than \$500.00, or by imprisonment of not more than 180 days, or by both such fine and imprisonment.

Section 3. This ordinance will be effective thirty (30) days after its passage.



Authenticated as Passed

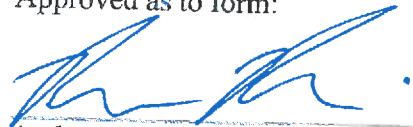

Quinton Lucas, Mayor


Marilyn Sanders, City Clerk


SEP 11 2025

Date Passed

Approved as to form:


Andrew Bonkowski
Assistant City Attorney

Owners' Bill of Rights for Towed Vehicles

Who Can Tow Your Vehicle, And Why It Matters

In Kansas City, vehicles can be towed by either a public agency or a private party.

Understanding the difference helps you:

- Know who to contact
- Understand your rights and responsibilities
- Avoid confusion about fees, documents, and next steps

Public Tows (City Ordered)

These tows are ordered by the City of Kansas City or another government agency. Your vehicle may be towed if it:

- Was involved in an accident
- Has no valid license plate, registration, or inspection sticker
- Is broken down or disabled
- Is parked in a tow-away or no-parking zone
- Blocks a private driveway
- Appears abandoned or left in a roadway
- Poses a public health or safety risk

Also: A private property owner can request a public tow if the vehicle is illegally parked on their property and has already been ticketed by the city.

Private Tows

These are ordered by individuals or companies outside of the city government. Private tows can be requested by:

- You, the vehicle owner
- Someone you authorize in writing (through an agreement with a tow company)
- Your lender, if they financed your vehicle and have repossession rights
- The person who was driving your vehicle at the time

Why it matters: If your car was towed privately, you'll likely need to contact the tow company directly, not the City. The rules and recovery process for getting your vehicle back may differ from a public tow.

What to Expect from a Towing Company

All towing companies in Kansas City, MO must:

- Follow all local towing regulations for licensed operators.
- If they operate a towing storage lot, they must have a separate license for it.
- Clearly post their rate list at the storage facility.
- Treat you with courtesy and respect, no matter your vehicle's condition or your race, color, religion, sex, national origin, marital status, appearance, family status, education status, sexual orientation, disability, income source, caregiving responsibilities, political beliefs, age, or where you live or work.

Before the Tow

The towing company must give you (or the driver):

- A copy of the Owners' Bill of Rights for Towed Vehicles
- A signed, itemized estimate showing:
 - What services will be performed
 - The costs
 - Where the vehicle is being towed to and where it's being towed from
 - The name and address of the towing company
 - The name of the vehicle owner

Stopping the Tow as It's Happening

If the tow is a public tow, you can ask to stop the tow. If the official who ordered it agrees, the vehicle can be released on the spot, but you'll need to pay a \$50 drop fee.

If it's a private tow and you are able to move the vehicle before it leaves the property, you can also stop it. However, the maximum fee in this case is \$132.50

After the Tow

You have the right to:

- Receive an itemized bill showing each charge
- Hold the towing company responsible for any damage caused during a public tow
- Get a receipt, a copy of the ticket or legal order, and the **Owners' Bill of Rights**
- Pay by credit card, debit card, or money order (cash is not required)
- Inspect your vehicle at the storage facility and remove personal items with permission from the City Tow Lot
- Refuse any repairs unless you've given written permission
- Have your vehicle released once you prove your identity, show proof of ownership, and pay all charges.

What if Your Vehicle was Towed for Unpaid Tickets?

To get your car back, you must:

- Pay your tickets online at www.kcmo.gov/parking or in person at 1120 Oak St.
- Bring proof of payment to the tow lot
- Be prepared to pay towing and storage fees in addition to the ticket

How much can a company charge for a private tow?

When a tow company removes a vehicle from private property without the owner's permission or police involvement, there are strict fee limits. The following maximum fee criteria applies to most passenger vehicles:

- **For the Tow Itself:** The most they can charge for towing your vehicle is \$265
- **For Storage:** If your car is stored after being towed, the most they can charge is \$30.00 for every 24-hour period your car is stored, even if it's only there for part of that period. For example, if your car is stored for 25 hours, you'd pay \$60.00 (two 24-hour periods).

- **If Your Vehicle Was Stolen:** If your car was reported stolen, the maximum towing fee is reduced to \$120.00.
- **For Getting Your Car Back (Retrieval):** There's an additional maximum fee of \$25.00 to retrieve your towed vehicle.

Special Situations:

- **If You're There Before the Tow:** If you, as the vehicle owner, are present and can move your vehicle before the tow truck completely removes it, they are not allowed to tow your car.
- **"Drop Fee":** If your vehicle is already hooked up to the tow truck (meaning two of its tires are off the ground) but it's still on private property, the most the tow fee can charge you is \$132.50. They cannot tow it away if you are able to move it at this point, but they can charge this "drop fee."

How much can a company charge for a public tow?

These are the maximum rates allowed for public tows in Kansas City, MO.

Regular Duty or Standard Vehicles

(Under 10,000 lbs or 4535 kgs)

- Tow fee (includes prep, hoist, and transport): up to \$265 per tow

Medium Duty Vehicles

(10,001 lbs to 26,000 lbs or 4536 kgs to 11,793 kgs)

- Tow fee (includes prep, hoist, and transport): up to \$365 per tow

Heavy-Duty Vehicles (Over 26,001 lbs or 11,794 kgs)

- Tow fee (includes prep, hoist, and transport): up to \$440 per tow

Additional Services and Fees

• Road Service: Up to \$50 per visit

For basic roadside help like jump-starting a battery, unlocking your car, changing a flat tire, bringing fuel, or helping if you're stuck (without needing a tow).

• Drop Fee: \$50

If your car is already being hooked up for towing and you ask to stop it, you may pay this fee to have the vehicle released on the spot.

• Storage Fee: \$30 per 24-hour period

If your car is stored after being towed, the most they can charge is \$30.00 for every 24-hour period your car is stored, even if it's only there for part of that period. For example, if your car is stored for 25 hours, you'd pay \$60.00 (two 24-hour periods).

No Extra Barriers or Delays

Towing companies and impound lots:

- Can't create extra paperwork or requirements that aren't listed above to confirm you own the car
- Can't make you set an appointment to pick up your car
- Must release your car during normal business hours once you show the right documents

How to Prove You're Authorized to Pick Up the Car

You can pick up the car if you're:

- The registered owner
- Someone the owner has authorized to get the car, shown by a rental or lease agreement, bill of sale, insurance documents, a written or electronic message from the owner, along with a copy of the owner's ID
- An employee or agent of a business that owns the car, if you show proof of employment or agency and authorization from the business
- The owner doesn't have to be there in person if their authorization and ID can be verified electronically or remotely.
- A customer's behavior or how they speak (in person or on the phone) can't be used as an excuse to delay the release, charge extra fees, or refuse to release the car.

It doesn't matter if:

- Your car isn't registered with the Department of Revenue
- You bought it more than 30 days ago
- You don't have proof of insurance

What Documents do I Need to Pick Up My Car?

To get your car back, you need to show reliable documents that prove you own it or have the right to possess it. These can include:

- Title
- Bill of sale
- Valid temporary permit
- Lease or rental agreement
- Insurance documents (electronic, digital, or paper form)

How to Find Your Towed Vehicle

If your car was towed publicly or privately, you can:

- Search Online
Go to search.autoreturn.com to look up your vehicle.
- Call the Kansas City Police Department (KCPD) Non-Emergency Line: (816) 234-5111
- Visit or Contact the KCMO Public Tow Lot.
7750 E. Front Street, Kansas City, MO 64120
- Hours:
Monday–Friday: 9:00 a.m. – 6:00 p.m.
Saturday: 9:00 a.m. – 3:00 p.m.;
Closed Sunday

Phone: (816) 513-0688

Fax: (816) 513-0698

To file a complaint, you can make a report through the MyKCMO app or by calling 311.