



# Oregon

Tina Kotek, Governor

**State Board of Towing**

1905 Lana Ave, NE

Salem, OR 97314

Phone: (503) 871-5481

Email Address: [info@towboard.oregon.gov](mailto:info@towboard.oregon.gov)

Web Site: [www.oregon.gov/sbot](http://www.oregon.gov/sbot)

## OREGON STATE BOARD OF TOWING NOTICE OF SPECIAL BOARD MEETING AND WORK SESSION

**Date & Time:**

**January 11, 2024**

**1:00 p.m. – 3:00 p.m.**

**MEETING LOCATION:**

DMV Headquarters  
1905 Lana Ave., NE  
Conference Room 122  
Salem, OR 97314

**Board Members:**

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

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Microsoft Teams meeting

**Join on your computer, mobile app or room device**

To Join Remotely from the Web visit:

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

Meeting ID: 272 654 356 726

Passcode: 8CJhno

**Or call in (audio only)**

Dial +1 971-277-1965

Phone Conference ID: 71541490#

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**PURPOSE:**

This is the first of a series of work session intended to facilitate review, input, and discussion of Board policies and procedures. The January 11, 2024 work session will focus on complaint processes and procedures.

**ATTENDANCE:**

Members of the public are invited to attend the Board Meeting and Work Session.

Due to room seating limitations, please RSVP in-person attendance to [info@towboard.oregon.gov](mailto:info@towboard.oregon.gov) by January 8, 2024, to ensure room capacity and seating.

**CONTACT:**

Torey McCullough, Administrator - State Board of Towing  
[torey.mccullough@towboard.oregon.gov](mailto:torey.mccullough@towboard.oregon.gov)

**TIMES AND ORDER:** The work session will begin at 1:00 p.m. and end at approximately 3:00 p.m., unless extended to complete the work session items.

**ACCESSIBILITY:** Board meetings are accessible to persons with disabilities. *PLEASE CONTACT OREGON RELAY AT 1-800-735-2900 FOR TTY SERVICES.*

**COPIES:** Copies of the materials to be discussed or considered during a Board meeting or work session are posted on the Board website approximately two weeks prior to the Board meeting, and are updated as needed no later than the day before the Board meeting.

Draft minutes with the materials discussed at the Board meetings are posted approximately two weeks after the Board meeting or work session.

A written request to receive electronic copies of agenda items or materials discussed in the Board meeting may be sent to [info@towboard.oregon.gov](mailto:info@towboard.oregon.gov) before or after the Board meeting.

**PUBLIC COMMENT** The purpose of the work session is for the Board to consider input and facilitate discussion of the Board's complaint processes and procedures.

Written testimony and comments submitted to the Board by email by 5:00 p.m. on January 10, 2024, will be made available to the Board members prior to the work session.

Submit written comments and testimony to the Board by email to: [info@towboard.oregon.gov](mailto:info@towboard.oregon.gov)

Public Comments may be made to the Board during the work session as time allows.

Comments and correspondence submitted to the Board become part of public record.

**SUBSCRIBE TO THE BOARD'S MAILING LIST:** [https://omls.oregon.gov/mailman/listinfo/sbot\\_mailing\\_list](https://omls.oregon.gov/mailman/listinfo/sbot_mailing_list)



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## OREGON STATE BOARD OF TOWING

January 11, 2024

### Work Session Agenda

Special Meeting of the Board to facilitate discussion, review, creation and modification of the Board's complaint processes.

AGENDA ITEM	PRESENTER	TIME
<b>1. Call Beginning of Work Session</b>	Chair	1:00
<b>2. Welcome &amp; Introductions</b> <i>(Board Member, Staff, Guests and the Public)</i>	All	1:05
<b>3. Approve Agenda</b>	Board	
<i>Board Vote:</i> ____Anderson ____Baker ____Coughlin ____Lindland ____Shaner ____McClellan ____Hanson ____Riley		
<b>4. Review and Discuss Board's Complaint Process</b>	All	
<i>The public is encouraged to participate with questions and comments during the work session.</i>		
<i>Overview of OARs</i>		
<i>Overview of complaints forwarded by DOJ and others</i>		
<i>Review, Discuss, Modify or Create</i>		
• <i>Definition of Board Complaints</i>		
• <i>Workflow and processes</i>		
• <i>Templates and Forms</i>		
• <i>Tracking and metrics</i>		
<b>5. Board Vote (if and as needed)</b>		
<i>Board Vote:</i> ____Anderson ____Baker ____Coughlin ____Lindland ____McClellan ____Shaner ____Hanson ____Riley		
<b>6. Next Steps</b>	Board	2:50
a. <i>Review of work session consensus</i>		
b. <i>Review of work assignments and delegation</i>		
c. <i>Next Board Meeting</i>		
<b>7. Public Comments (Time Dependent)</b>		
<b>8. Adjourn Work Session</b>	Chair	3:00
<i>Board Vote:</i> ____Anderson ____Baker ____Coughlin ____Lindland ____Shaner ____McClellan ____Hanson ____Riley		