



Oregon

Tina Kotek, Governor

State Board of Towing
DMV HQ - 1905 Lana Ave, NE
Salem, OR 97314

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OREGON STATE BOARD OF TOWING Board Meeting Minutes February 13, 2024

Work Session Location:

Oregon DMV HQ
1905 Lana Avenue
Salem, OR 97314

Attending Board Member:

Chuck Riley, Chair
Bruce Anderson
Kevin Baker
Chris Coughlin
Trent Hanson, Vice Chair
Chief Michael Iwai
Lt. Jason Lindland
Gary McClellan
Jason Shaner

Board and DMV Staff:

Torey McCullough, Board Administrator
Linda Beukens, DMV Program Services Mgr

Guests and members of the public:

*In person: Donny Callahan, Gerlock Equipment NW
Remotely: Mike Wagner, Santiam Enterprises; Chelsea Kemp, OTTA; Tim Moore and Csilla Wischner, Portland Bureau of Transportation.*

Meeting Called to Order:

Chair Riley called the meeting to order at 1:05 p.m.
Self-introductions were made. All members present.

Agenda approved by consensus.

Executive Session:

The Board adjourned to Executive Session pursuant to ORS 192.660 to discuss confidential information and documentation under ORS 192.355

Public Session Reconvened at 2:00 p.m.

November 14, 2023 Board Meeting Minutes

Anderson moved to approve the November 14, 2023, Board Meeting minutes, Lindland seconded the motion. Minutes approved with no objections.

January 11, 2024 Board Meeting Minutes

Shaner moved to approve the January 11, 2024, Work Session minutes, Iwai Lindland seconded the motion. Minutes approved with no objections.

Administrator Report.

- The information on the attached Administrator Report was reviewed.
- Financial information was not provided by the time of the meeting; the \$100 certificate fee was implemented on January 1, 2024.
- The “What to Do When You Get Towed” document included with the report will be posted on the website as a resource for consumers.
- The contact list of cities, towns, and other agencies will be updated and posted on the website.
- Long term - Board staff will work with DMV Staff to create similar resources for consumers with information on buying and selling vehicles, the importance of title transfers, the legal definition of “ownership” related to towing and retrieving personal items, the potential risks and liabilities of not transferring a title, and who to contact to resolve title issues.

Compliance Report.

- The information on the attached Compliance Report was reviewed.
- The Board discussed the importance of law enforcement support and understanding in some of the tow-related issues. The Board will explore outreach and education opportunities for law enforcement once the Board establishes its expectations, processes, rules and policies.
- The Board and partners discussed the “limbo” created when there is an absence of chain of ownership of a vehicle due to failure of the new owners failing to transfer the title, and a possible partnership with DMV to help resolve the issue in statute.
- Compliance Process update:
 - When staff review finds that the actions or violations belong under the jurisdiction of another authority, staff will immediately direct complainants to the authority, or forward the complaint to the authority, whichever is appropriate.
 - The Board will continue to review all complaints submitted to the Board, regardless of jurisdiction, authority, or absent violations.
 - Staff will use the Case Tracking Data to track filed complaints and phone inquiries, as best as possible.

- January completed complaints meeting the Board's Complaint criteria will move forward into investigation.
- Complainants with Incomplete Complaints will be contacted a second time to provide information. The Complaints will remain incomplete until either (a) the complainant provides the information necessary to continue with Board review or until the next Board meeting for further discussion and Board process confirmation.

Work Session Topics

- The Board reviewed the Work Session Topic documents prepared by staff.
- The Board discussed the need for Board Committees to address the concerns raised in complaints and in Board meetings, e.g.,
 - (a) creating rules or policies to clarify or define statute requirements;
 - (b) address inconsistencies or clarify statute requirements; and
 - (c) other tasks and research required for the Board's work and success.
- Committee requirements, authority and processes will be incorporated into the Board's Bylaws for transparency, ease of public access to the information, and to ensure consistency in the Committee process.
- The March meeting will be focused on reviewing, modifying, and adopting Bylaws for the Board.

Mission Statement

The following Mission Statement has been adopted by the Board:

The Oregon State Board of Towing is responsible for protection of the safety and well-being of the public through the regulation of the towing industry by administering and enforcing the laws and rules of the State of Oregon, setting professional standards and expectations of the towing industry, and ensuring fairness and continuity of towing services provided by Oregon's towing industry.

Next Meetings

- March 19, 2024: Work Session focused on Bylaws.
- October 2024: First Annual Business Meeting of the Board. Staff will forward a poll to determine the best date amongst Board members.

Adjourned:

There being no further business before the Board, and no public comments, Chair Riley adjourned the meeting at 2:50 p.m.

Documents Considered by the Board

- Agenda

- Administrator Report and attachments
- Compliance Report and attachments
- Work Session Materials

Minutes prepared by Torey McCullough
Minutes APPROVED by Board vote:

DRAFT