

**\*\*\*Keep This Page for Your Information\*\*\***

TOWING REGULATION AND COMPLAINT PROCESSING

Important: **First, before filing a complaint with the Towing Coordinator**, please contact the tower to attempt to resolve your issue with them. If, after giving the tower a chance to resolve your issue, you may file a complaint with the Towing Coordinator.

The Towing Coordinator can investigate towing issues meeting the following criteria:

1. Tows must originate from within the city of Portland or be requested by the City of Fairview or the Multnomah County Sheriff's Office; and
2. Complaint having to do with issues including but not limited to: overcharging, vehicle damage, unprofessional behavior in performance of a towing Contract or PPI tow.

Towing regulation by the City of Portland falls into two categories:

1. Contract Tows requested by Agencies, including Portland Police Bureau (PPB), Portland Parking Enforcement (PE), Abandoned Auto Program (AAP), Bureau of Development Services (BDS), Port of Portland (Port), Multnomah County Sheriff's Office (MCSO), ODOT, Tri-Met, and City of Fairview; and
2. Private Property Impound (PPI) tows. These are tows requested by business owners and property managers.

Contract tows are performed by one of the local tow companies operating under the terms a towing contract. The contract details the rates, equipment and personnel specifications, rules of conduct and documentation requirements for all companies towing on behalf of Agencies.

Private Property Impounds (PPIs) are tows from private parking lots at the request of the property or business owners. Rules for towing from private property are found in Portland City Code Title 7.25 and Administrative Rule (AR).

Copies of the current contract or PCC Title 7 are available online at:

<http://www.portlandoregon.gov/revenue/29980>

	<b>CITY TOWS</b>	<b>PPI TOWS</b>
<b>Ordered by</b>	PPB, PE, AAP, BDS, Port, MCSO, ODOT, Tri-Met and City of Fairview	Property or Business Owner
<b>Towed from</b>	Private or Public prop	Private property
<b>Fees</b>	Established by contract	Established by PCC and AR
<b>Who tows</b>	Any contract tower	Tower registered with the City of Portland Towing Coordinator

<b><u>Contacts</u></b>		
<b>Purpose</b>	<b>Contact Information</b>	<b>Type of Tow this is Applicable to</b>
To appeal the reason for a tow requested by a City of Portland Agency or Tri-Met	Code Hearings Office 1900 SW 4 <sup>th</sup> Ave, Rm 3100 Portland, OR 97201 503.823-7307	Contract Tows requested by: City of Portland Agencies and Tri Met. <b>Excludes Tag Warrant Tows.</b>
To appeal the reason for a tow requested by Port of Portland	Port of Portland Police Dept. 7000 NE Airport Way Portland, OR 97218 503.460.4221 or 503.460.4747	Tows requested by the Port of Portland
Information on where your car was towed to and who towed it. Also, if it's a tow requested by PPB; how to get their car back.	Portland Police Auto Records 503.823.0044	Any tow originating in Portland
To get information about the Tow Board, talk about a determination of their towing complaint or other program specific information.	Towing Coordinator 503.865.2489 <a href="mailto:Patrick.Kramer@portlandoregon.gov">Patrick.Kramer@portlandoregon.gov</a>	PPI or Contract Tows
To file a consumer complaint	State Attorney General Consumer Hotline <b>503.229.5576</b>	Any tow

## APPEAL RIGHTS

The following are appeal rights listed according to which agency requested the tow. The following appeal rights are for appealing the reason for the tow. If you wish to contest the citation issued in conjunction with the tow, you must follow the specific process for appealing the citation. Information for appealing the citation will be listed on the citation.

**City of Portland and Tri-Met Tows:** Any owner of a vehicle towed by the City of Portland or Tri-Met without prior notice may request a hearing to contest the tow. To ask for a hearing, you must file a written request containing your name, address and telephone number; the make and license number of your vehicle; the date of the tow; and a statement of why you believe the tow was improper. THE REQUEST MUST BE RECEIVED BY THE TOW HEARINGS OFFICE WITHIN TEN DAYS OF THE TOW: Tow Hearings Office, 1900 SW 4<sup>th</sup> Ave, Rm 3100, Portland, OR 97201. Telephone: 503.823.7307, Fax: 503.823.4347. HEARING ARE NOT AVAILABLE FOR VEHICLE TOWED FOR UNPAID PARKING TICKETS.

**Multnomah County Tows:** Any person having an interest in a vehicle towed without prior notice by order of the Multnomah County Sheriff's Office may request a hearing to contest the validity of this tow. To request a hearing, state in writing your name, address, and telephone number, the date/time the vehicle was towed, the location from which it was towed, and a brief reason why you believe the tow was invalid. Send this information to Tow Hearing Officer, 12240 NE Glisan, Portland, OR 97230. ALL HEARING REQUESTS MUST BE RECEIVED WITH FIVE (5) DAYS OF THE DATE THE VEHICLE WAS TOWED.

**Port of Portland Tows:** Either the owner, or any other person who appears to have an interest in this vehicle shall be entitled to request a hearing to contest the validity of the tow and/or storage. The request must be made to the Port of Portland Police Department in writing within 5 days of the date of the tow and SHALL include the following information: applicant's name; applicant's address where notice of hearing is to be sent; applicant's telephone number; vehicle make and model; license number; date towed; and place and approximate time of tow if known. Port of Portland Police Department, 7000 NE Airport Way, Portland, OR 97218. Telephone: 503.460.4221 or 503.460.4747.

# TOW COMPLAINT FORM

To request an investigation of your towing complaint, please submit this form along with a copy of your Tow Invoice/Receipt (if you have picked up your vehicle).

Submit to:

Towing Coordinator: 1120 SW 5<sup>th</sup> Ave, Suite 1410 Portland, OR 97204 or email to [Regulatory@portlandoregon.gov](mailto:Regulatory@portlandoregon.gov) or fax to: 503.865.3022.

Date \_\_\_\_\_

Type of Tow: (check one)

\_\_\_\_\_ PPI

\_\_\_\_\_ Agency (Police, Abandoned Auto or Parking Enforcement Request)

Complainant's Name \_\_\_\_\_

Street \_\_\_\_\_ Phone \_\_\_\_\_

City/State/Zip \_\_\_\_\_

e-mail address: \_\_\_\_\_ FAX: \_\_\_\_\_

Tow Co \_\_\_\_\_ Tow Date \_\_\_\_\_ Time \_\_\_\_\_

Tow# \_\_\_\_\_ Invoice# \_\_\_\_\_ Vehicle License # \_\_\_\_\_

Type of complaint: DAMAGE \_\_\_\_\_ OVERCHARGE \_\_\_\_\_ RUDENESS \_\_\_\_\_

MISSING PROPERTY \_\_\_\_\_ MISSING/IMPROPER SIGNS (PPI only) \_\_\_\_\_ OTHER \_\_\_\_\_

Please provide a brief description of the circumstances of the tow, your specific complaint, and the remedy you are seeking.

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**(Additional pages may be added, if necessary)**