

20 Most Frequently Asked Questions About Towing – updated 2008

WHERE IS MY CAR?

If your car is missing, you must contact Police Records at (503) **823-0044** to find out if it has been towed. If your car was towed by the City of Portland, Port of Portland, Oregon Department of Transportation Incident Response, Multnomah County Sheriff's Office, Tri-Met, City of Fairview or from a parking facility within the city, Portland Police Records will be able to tell you which tower has your vehicle.

HOW DO I GET MY CAR BACK?

First, contact Police Records at (503) **823-0044** to learn where your car has been taken. Records will also be able to tell you if a release is required. If so, you must come to the Records Division, 11th floor of the Justice Center, 1111 SW 2nd Avenue. You may be required to show proof of ownership, proof of insurance, valid operator's license and/or photo identification.

HOW DO I HAVE AN ABANDONED VEHICLE TOWED?

For vehicles abandoned on public property (street or sidewalk), please call: (503) **823-6814**.
For vehicles abandoned on private property, please call: (503) **823-7306**.

HOW DO I GET A CITY CONTRACT?

The Contract for Vehicle Towing and Storage has a three-year term. Applications for new Tow Contractors are not accepted within the term of the contract. Tow companies interested in participating in the City's Contract for Vehicle Towing and Storage may submit a Statement of Qualifications during an open application period. A copy of the application form and the current contract defining minimum requirements for equipment, personnel and facilities may be obtained by writing to:

Towing Coordinator
111 SW Columbia Street, Room 600
Portland OR 97201
e-mail: mgaylord@ci.portland.or.us
(503) 865-2489

HOW DO I GET A TOWER'S LICENSE?

The City of Portland regulates two types of towing – City requests, under the Contract for Vehicle Towing and Storage, and Private Property Impounds (PPI). PPI permits may be obtained by submitting a PPI application and proof of insurance. If your company is not already under contract with the City of Portland, you will need to pass inspection of at least one truck and your office and vehicle storage facility. (Portland City Code 7.24.010)

WHO DO I COMPLAIN TO?

If your car was towed from public property and you believe it was towed in error, please contact the Code Hearings Officer at (503) **823-7307** to request a hearing.

If you believe that the tower has acted improperly (overcharge, rudeness, vehicle damage, etc.) please submit your complaint, in writing to:

Towing Coordinator
111 SW Columbia Street, Room 600
Portland OR 97201

e-mail: mgaylord@ci.portland.or.us
FAX: (503) 823-9068

[\(Complaint Application and Information Sheet](#) -- Adobe Acrobat format)

Be sure to include a copy of your tow receipt with your complaint.

HOW DO I GET MY STUFF OUT OF THE CAR?

If your vehicle is towed at the City's request and there has not been a "hold" placed on it, you have 15 days from the date of the tow to retrieve personal property from the car without paying the towing and storage fees. This does not include anything that is connected (i.e., bolted, screwed, snapped into place or otherwise attached) such as radios and sound equipment fitted to the vehicle. You must show proof of ownership of the vehicle or contents and photo identification. If your vehicle was towed from a private parking facility, release of the contents will be subject to state lien laws.

WHO'S GOING TO PAY FOR THE DAMAGE TO MY CAR?

If your vehicle was towed at the City's request, you may file a complaint and request an inspection of the damages by the Vehicle Damage Inspection Panel (VDIP).

[Complaint Form and VDIP information page](#) -- Adobe Acrobat format.

If your vehicle was towed from a private parking facility, damage claims should be addressed with the tower directly. You may also consider a claim with your insurance carrier or in civil court.

WHY DID YOU TOW MY CAR?

This office does not order towing. You may wish to contact the Police Bureau or Parking Enforcement for more information.

CAN YOU RECOMMEND A GOOD TOWER?

The City of Portland does not endorse any private tower.

WAS MY CAR STOLEN OR TOWED?

This information can be obtained by calling Police Records at **(503) 823-0044**.

WHO'S RESPONSIBLE FOR THE TOW RATES?

Fees for tows requested by an agent of the City of Portland are established by the City's Contract for Vehicle Towing and Storage.

HOW LONG DO I HAVE TO GET MY STUFF?

If your vehicle is towed at the City's request and there has not been a "hold" placed on it, you have 15 days from the date of the tow to retrieve personal property from the car without paying the towing and storage fees. This does not include anything that is connected (i.e., bolted, screwed, snapped into place or otherwise attached) such as radios and sound equipment fitted to the vehicle. You must show proof of ownership of the vehicle or contents and photo

identification. If your vehicle was towed from a private parking facility, release of the contents will be subject to state lien laws.

HOW MUCH DOES THE CITY MAKE ON EACH TOW?

The City of Portland currently receives a service fee of \$10.00 for each towed vehicle that is redeemed. This is subject to change without notice.

CAN THEY REALLY SELL MY CAR?

Yes. When a vehicle is towed, the company performing the tow is entitled to a lien for services. If the vehicle owner does not redeem the car by paying the fees, the tower files with the state, notifies the registered owner and other interested parties and after the required hold period the vehicle may be auctioned.

WHERE DO I GET A RELEASE?

Vehicles towed by the Portland Police Bureau, Multnomah County Sheriff's Office, City of Fairview or the Port of Portland may require a release from that agency before you are allowed to redeem the vehicle. Vehicle releases may be obtained from the following locations:

- Police Records Division,
11th floor of the Justice Center,
1111 SW 2nd Avenue
(503) 823-0044
- Multnomah County Sheriff's Records
12240 NE Glisan Street
Portland OR 97230
(503) 261-2810
- Port of Portland Police Department
7000 NE Airport Way
Portland OR 97218
- City of Fairview
1300 Village Street
Fairview, OR 97024