

Regulatory Division Towing Administration

Private for-Hire Transportation

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Towing Administration

Towing Program

The city manages the towing contracts for several agency partners that utilize these services via Intergovernmental Agreements.

The city also regulates Private Property Impounds as well as *all rates* the towers can charge vehicle owners for tows within the City of Portland.

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Towing Administration

Types of tows

Contract/Abandoned Vehicle Tows

- Tows requested by City Bureaus and Agency Partners; rates regulated by the city.

Private Property Impound (PPI) Tows

- Tows requested by owners to remove vehicles from private commercial and multifamily properties; rates regulated by the city.

Private Tows

- Tows requested by private constituents and roadside assistance programs such as AAA; rates are not regulated by the city.

Towing Administration

Services Provided

- Accident recovery
- Towing hazards from the right of way
- Towing broken down or damaged city equipment and vehicles
- Transporting vehicles that are evidence in a crime
- Towing abandoned vehicles and boats from the right-of-way
- Removing dangerous recreational vehicles (RVs) from the public right-of way

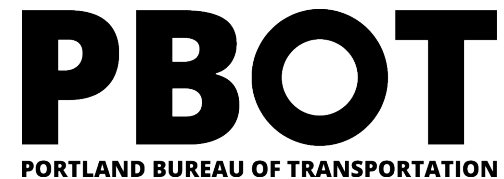
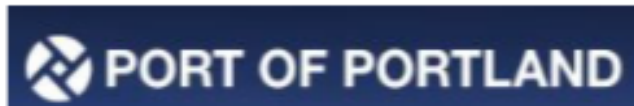


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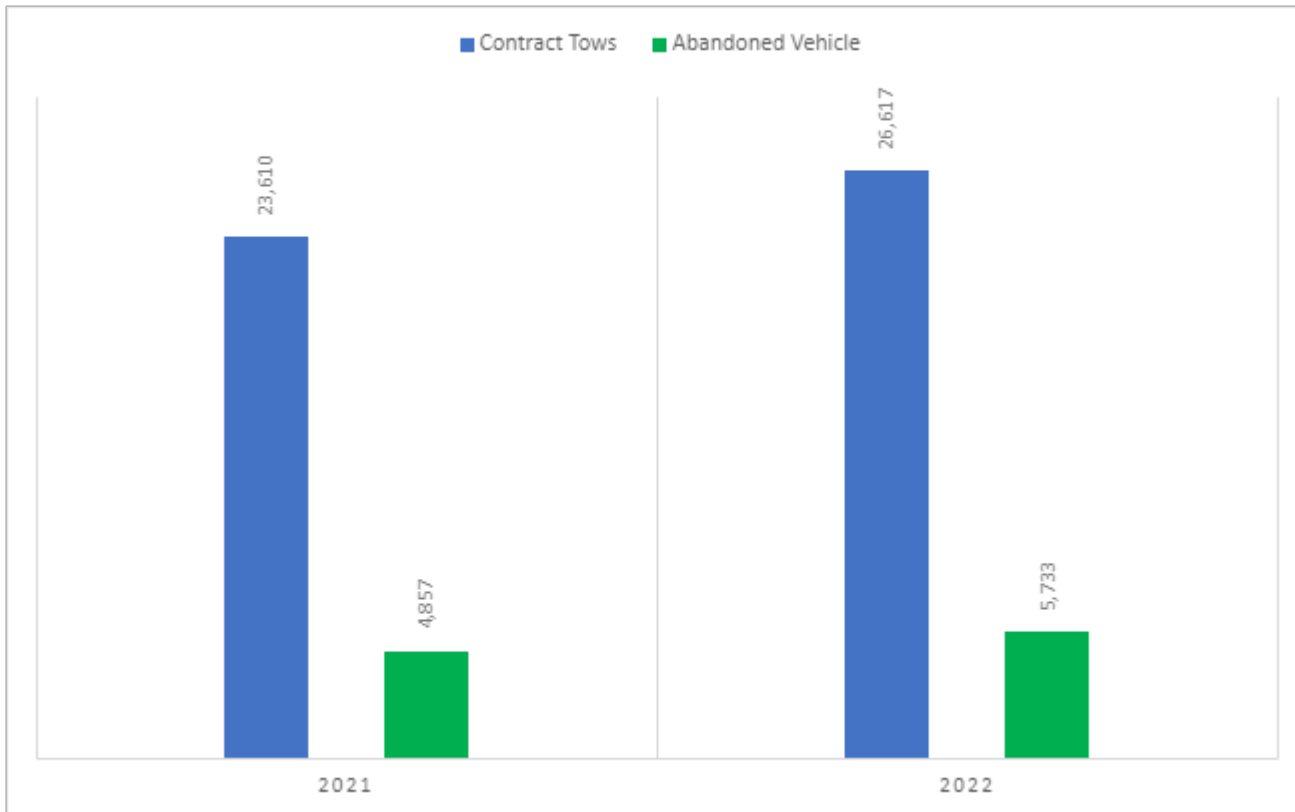
Towing Administration

The City contracts with several local tow companies to provide towing and storage services for the City of Portland, and various partner city agencies.

- City Fleet
- PBOT Maintenance Operations
- Parking Enforcement
- Portland Police Bureau
- Portland Parks and Recreation
- Portland Water Bureau
- Port of Portland
- Multnomah County Sherriff
- Multnomah County Fleet
- ODOT
- Portland Streetcar



Towing Administration




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Industry Challenges Today

- Shortage of CDL Drivers; competing wages
- Rising cost of equipment, vehicles, and fuel
- Increased costs for insurance and bonds
- Costs associated with maintaining and securing storage lots



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Bureau and Agency Challenges

- Delayed Response to First Responder tow requests
- Delayed response to some Abandoned Vehicle Requests, including Derelict RV and Derelict Boat Request

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Increasing Opportunities

Financial Hardship
Fund

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Increasing Opportunities

- Includes qualifying criteria language that opens the door to smaller tow companies.

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Financial Hardship Program

- This program aims to make retrieving a vehicle more equitable and affordable by subsidizing tow and storage expenses for qualifying vehicle owners.



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2016 Tow Rate Market Study



SYNERGY
Resources Group



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2016 Tow Rate Market Study

- Insurance rates increased
- Increased cost for trucks and equipment
- Portland rates have not kept up with the rest of the market

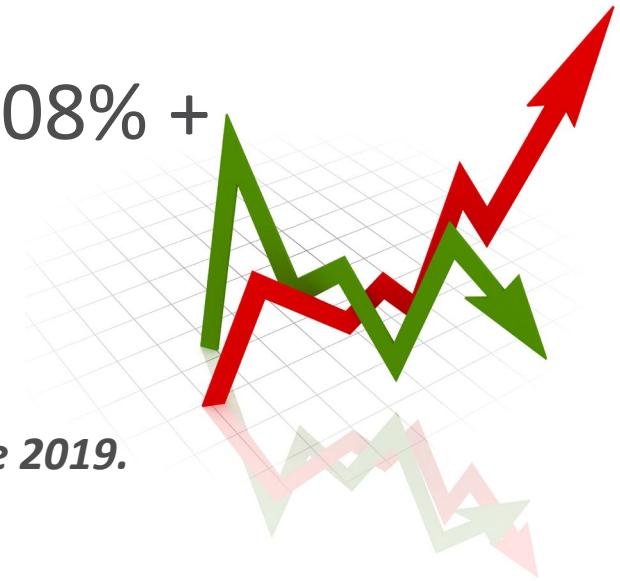
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After Market Study Rate Adjustment

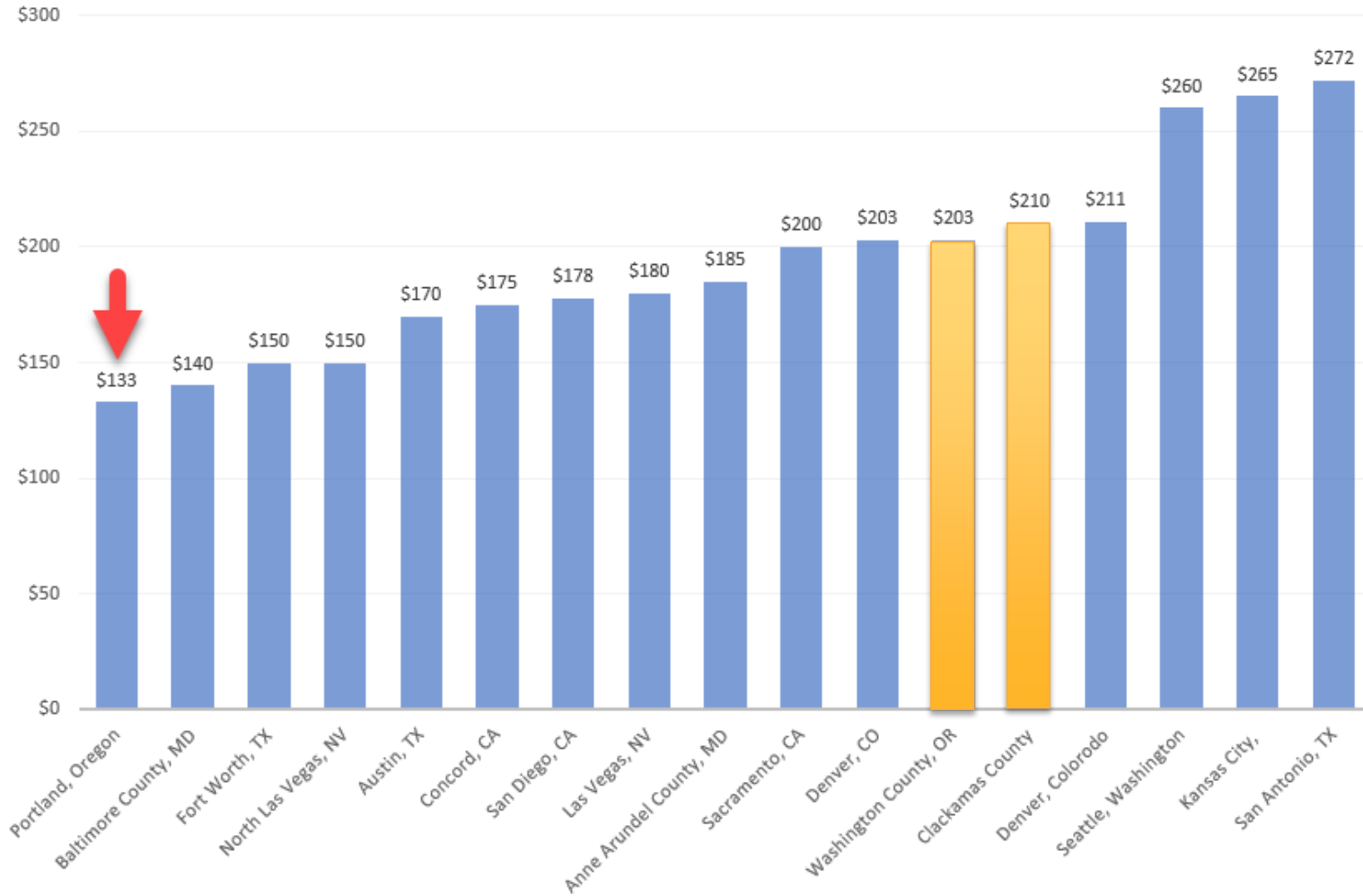
- 2017 Tow rates adjusted 6.08% + 2.1% COLA
- 2019, 3.35% COLA

There have been no additional rate increases since 2019.



Towing Administration

Tow Rate Comparison



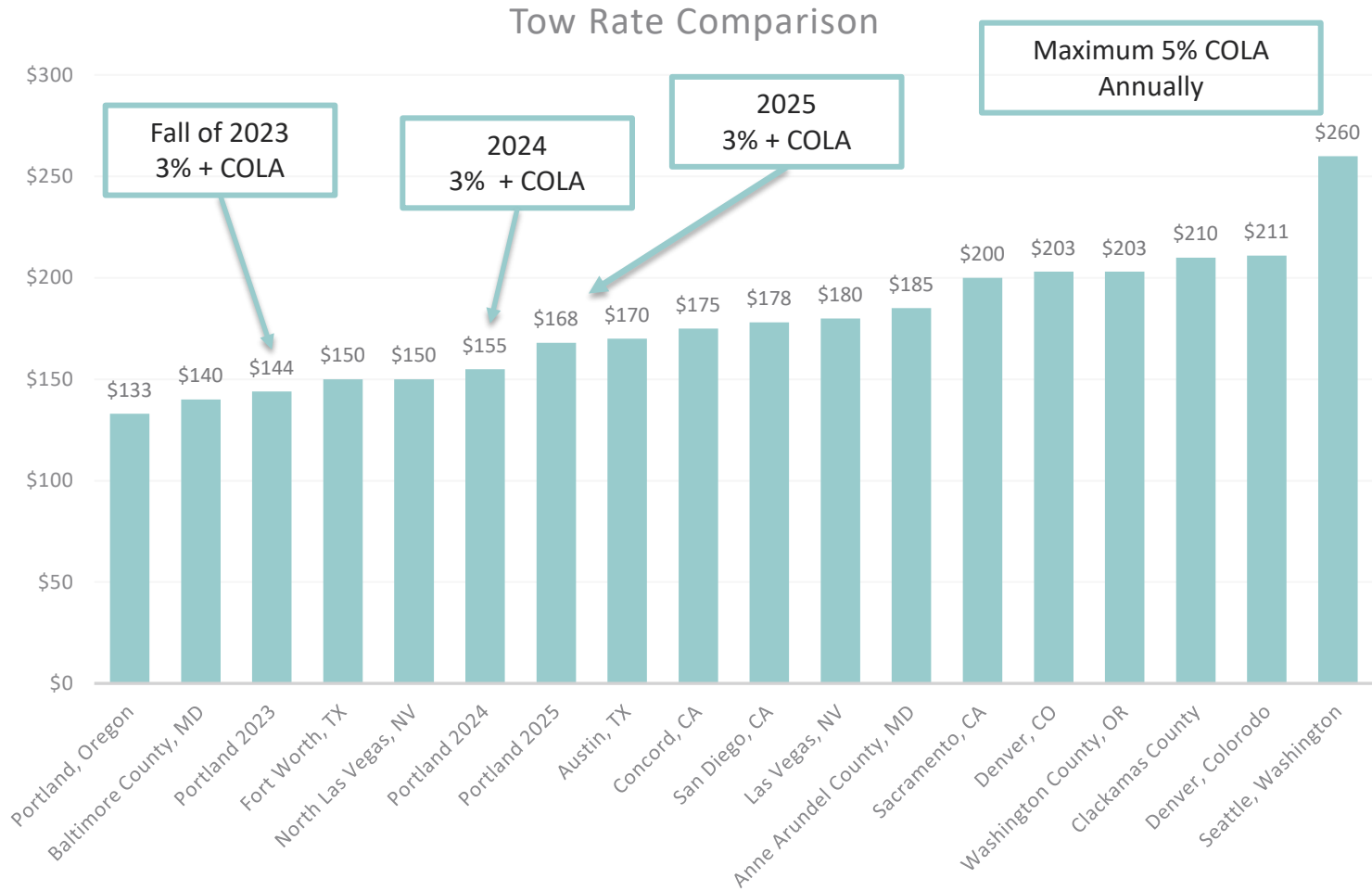
Tow Rates

Recommended Rate Adjustments 2023

1. 3% increase upon execution of the contract
2. 3% increase annually for an additional two years
3. Up to a maximum of 5% each fiscal year based on COLA



Towing Administration



Towing Administration

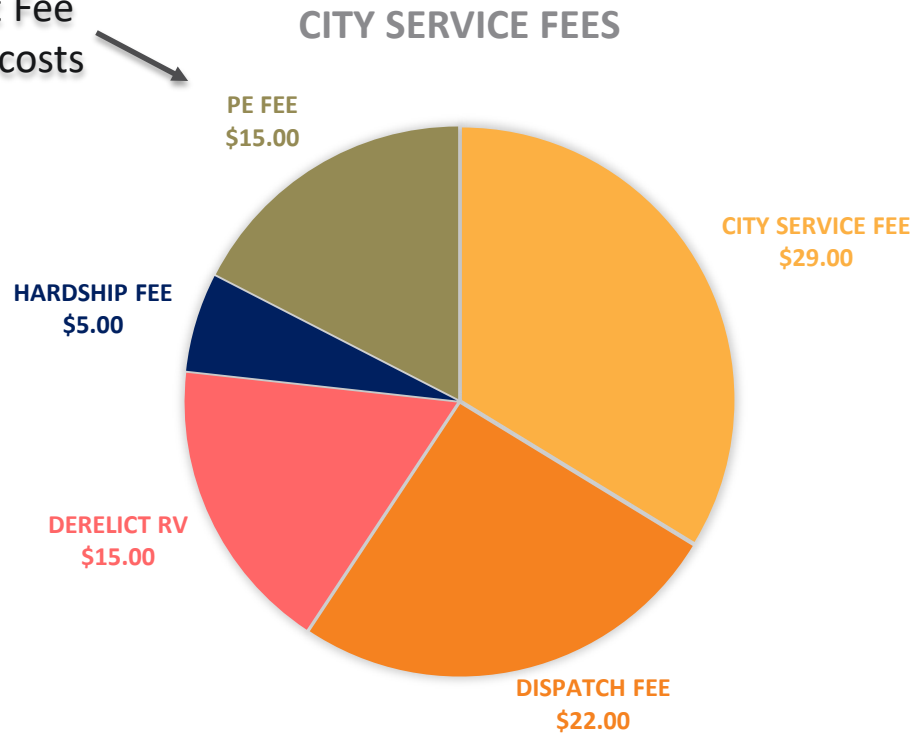
Administrative Fees



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Parking Enforcement Fee
Offsets enforcement costs



Covers Towing
Administration
Program Cost 1.75
FTE

\$144.00	New 2023 Tow Fee
\$86.00	City Service Fees
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\$230.00	Consumer Pays

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Objectives

- Maintain consumer protections by regulating rates
- Adjust rates for better market alignment
- Provide opportunities for MWESB towers
- Improve response times
- Support people facing financial challenges

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