



State Board of Oregon
2024 Annual Meeting
Strategic Planning Documents



State Board of Towing

October 29, 2024 – Annual Meeting Strategic Planning

Strategic Planning

Documents Referred to:

- Planning Categories
- Surveys
- Parking Lot – topics tabled during board meetings for future discussions
- Strategic Plan Reporting

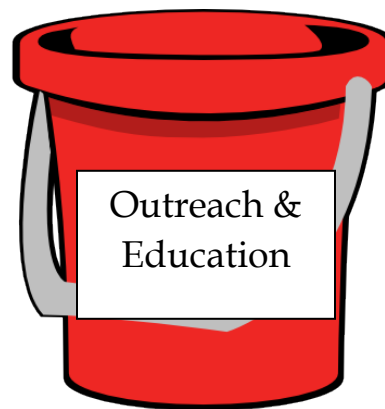
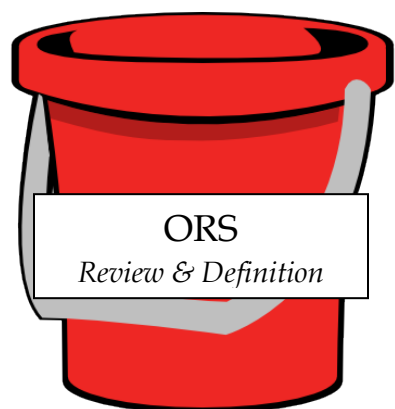
Objectives:

1. Review surveys from partners and stakeholders.
2. Identify the Board's short-term and long-term goals and objectives.
3. Draft a road map for 2025 with goals and measures of success.
4. Other discussion.

State Board of Towing

October 29, 2024 – Strategic Planning and Goal Setting

General Categories



State Board of Towing - 2025 Planning Survey

1. What is your relationship with the Board?

- Towing Industry Member
- Consumer/Member of the Public
- Consumer Advocate
- Other Industry Advocate or Member (e.g., insurance, property owner, rental owner)
- Partner

Other (please specify)

2. What do you think the Board did well last year? What were the major successes?

3. What might the Board have done differently in the past year?

4. What are the top issues impacting the towing industry the Board should prioritize in 2025?

5. Are there any other comments or suggestions you would like to make?

Done

State Board of Towing - 2025 Planning Survey

Survey Questions

Completed by the Board's Collaborative Partners, to be used for the Board's strategic planning and defining 2025 goals and objectives.

1. Now that there is a State Board of Towing: What can the Board do to make your team's work easier or more effective in protecting the public and providing excellent customer service?

2. If you could change one thing involving your team's interactions with the public or the towing industry directly related to towing practices, what would that be?

3. What regulation or oversight of the towing industry should be at the state level, but currently isn't? Or - alternative - what is a current law directly related to towing or recovery that isn't being effectively regulated?

4. The Board's largest role is a conduit of information, a connector to resources, and providing customer assistance to the public for issues that are not a Tow Board issue. How can the Board assist your team in education, outreach and dissemination of information to the towing industry, public, and others on topics?

5. Are there any other suggestions or comments you would like the Board to consider?

State Board of Towing - 2025 Strategic Planning Survey for LEA

Survey

Poll and survey questions to be completed by state and local law enforcement agencies and their partners for Board review and consideration in development of the Board's 2025 goals and objectives.

1. What are the top three tow practices or common complaints the Board can address to make your work easier or more effective in protecting the public or responding to complaints?

2. For involuntary tows: Should pre-tow notification to local LEAs be required? (PPI or other removal from private property requested by someone other than ODOT, law enforcement, or code enforcement, including PPIs and repos).

- Yes - prior to hook up of the vehicle
- Yes - within 15 minutes of hook up/prior to return to tow yard
- Yes - within 4 hours of the impound
- Yes - but timing of notification should be determined by local jurisdiction
- No
- No opinion.

Comments:

3. *ORS 822.230 City or county regulation of towing businesses* allows cities and counties to adopt local ordinances pertaining to towing. Does your city or county have local ordinances (*check all that apply*):

- Requiring a license or permit for towing within the jurisdiction?
- Specific to involuntary tows or impounds (PPIs, other tows from private property)?
- Requirements specific to storage of towed vehicles?
- Zoning or other requirements specific to tow yards?

None of the Above

Other (please specify) OR General Comment:

4. *ORS 98.859 Maximum rates for towing* allows (but does not require) cities and counties to establish maximum rates that towers may charge.

1. Does your jurisdiction have maximum towing rates and fees established? *Check all that apply.*

Within City limits

In the County, outside city limits only

In the County, including within city limits

No City or County maximum rates or fees established in my agency's jurisdiction.

Other (please specify) or General Comment:

5. Does your agency enter into formal contracts or agreements for non-preference or rotational tows requested by law enforcement or code enforcement?

Yes

No

If no: How does LEA determine who to send on dispatch tows?

6. Does your agency require towers to submit rate sheets for non-preference or rotational tow contracts or agreements?

Yes

No

Other

7. In your professional opinion, should statewide guidelines for towing rates and fees be established? (*guidelines would be applicable in the absence of local ordinance establishing maximum rates and fees*)

Yes

No

No opinion

Other/Comment:

Done

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State Board of Towing - Collaborative Partners

Survey Questions

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2. If you could change one thing involving your team's interactions with the public or the towing industry directly related to towing practices, what would that be?

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5. Are there any other suggestions or comments you would like the Board to consider?

Done

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Strategic Planning –
Business Operations

Reporting

Blue: to be reported annually

Red: to be reported monthly

Borrowed from: ORS 182.472 Reports

(3) A description of all temporary and permanent rules adopted by the board during the prior *year*.

(4) A description of board actions promoting consumer protection that were taken during the prior *year*.

(5) ...

- a. The number and types of complaints received.
- b. The number and types of investigations conducted.
- c. The number and types of resolutions of complaints.
- d. The number and type of sanctions imposed; and
- e. The number of days between beginning an investigation and reaching a resolution.

(6) A description of all other actions taken during the prior *year* in the performance of the board's statutory responsibilities that is adequate to allow evaluation of the board's performance.

Other reporting metrics:

JANUARY 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	31	1 New Year's Day - State Offices Closed	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20 MLK Jr. Birthday - State Offices Closed	21 OR Legislative Session Starts	22	23	24	25
26	27	28 3:30 - Portland Tow Advisory Monthly Mtg	29	30	31	1

FEBRUARY 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17 <i>President's Day - State Offices Closed</i>	18	19	20	21	22
23	24	25 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	26	27	28	1

MARCH 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
23	24	25	26	27	28	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	26	27	28	29
30	31	1	2	3	4	5

APRIL 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	23	24	25	26
27	28	29	30	1	2	3

MAY 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26 Memorial Day - State Offices Closed	27 3:30 - Portland Tow Advisory Monthly Mtg	28	29	30	31

JUNE 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19 <i>Juneteenth - State Offices Closed</i>	20	21
22	23	24 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	25	26	27	28
29	30 <i>OR Legislative Adjourns</i>	1	2	3	4	5

JULY 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
29	30	1	2	3	4 <i>Independence Day - State Offices Closed</i>	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	23	24	25	26
27	28	29	30	31	1	2

AUGUST 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	27	28	29	30
31	1	2	3	4	5	6

SEPTEMBER 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
31	1 <i>Labor Day - State Offices Closed</i>	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	24	25	26	27
28	29	30	1	2	3	4

OCTOBER 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	29	30	31	1

NOVEMBER 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11 Veteran's Day - State Offices Closed	12	13	14	15
16	17	18	19	20	21	22
23	24	25 3:30 - Portland Tow Advisory Monthly Mtg	26	27 Thanksgiving Day - State Offices Closed	28 Day After Thanksgiving- State Offices Closed	29
30	1	2	3	4	5	6

DECEMBER 2025

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23 <i>3:30 - Portland Tow Advisory Monthly Mtg</i>	24	25 <i>Christmas - State Offices Closed</i>	26	27
28	29	30	31	1 <i>New Year's Day - State Offices Closed</i>	2	3