

Tori, Portland, OR
62, former newspaper reporter and investigator

2/7/20

RE: SB 1569

Senator Riley/Senate Government and Emergency Preparedness Committee:

In 2017, Retriever Towing towed my car from the apartment complex where I live in NE Portland, even though I had my parking tag in the proper place on the rearview mirror. I called their office as the driver was leaving the parking lot, with my car in tow. They called the driver who checked the car again and brought it back.

I told the driver as he was unloading my car that this was really embarrassing for all the tenants to see my car getting towed away and he said, "Well, it's embarrassing for me to have to bring it back."

I asked why he took it when the tag is in place. He said he didn't see it and showed me that it is not visible thru the windshield.

I saw that that was true, because my windshield is (factory) darkened at the top and the tag is small.

I showed him that the tag can EASILY be seen from either the driver's-side window, or the passenger's.

He told me they are required to look ONLY through the windshield.

Over the next few days I called the office three times to try to talk to a manager:

Call #1 - Sada said, "All complaints go thru the website." I said I don't have internet access, but she said the manager will not call me back and I had to go to the website to file a complaint.

Call #2 - Sada said, "Managers are getting to all the complaints as quickly as possible." I told her I did not file a complaint yet and that's what I wanted a manager to call me back for and she told me a manager will not call me back.

Call #3 - Sada said, "We brought your car right back. What's the problem?"
Me: "You shouldn't have touched my car." Her: "It happens all the time!"

Me: "It happens all the time???" Her: " Yes! It happens all the time!" I told her I was taking notes and she hung up on me.

Almost two weeks later I finally got to talk to a manager, Rhonda, after my apartment manager called their office on my behalf.

She claimed that my car did not have a tag.

I told her I did have a tag and it was on the rearview mirror where it's supposed to be. She said they have pictures showing no tag.

I told her that when the driver came back with my car, the tag was still on the mirror and we looked at it together and when you look through the windshield, you cannot see the tag but when you look through the passenger window or the driver's window, you can clearly see it.

She told me that they do not have to look through either side window. They look only through the windshield.

Taking someone's car is a very SERIOUS matter! Anybody with any responsibility and empathy for others would double check themselves by looking through the windshield AND the side window.

These people are callous and they have absolutely no concern for other human beings or for doing their job properly.

One tenant here says they damaged her car but refuse to admit it.

Another tenant says she lost her car because they had it on their lot and before she could get it back, they mistook it for another car and busted the window to get into it, then refused to agree to repair it. She said with the towing fee and the cost of the damage to the car she couldn't get the car back and they sold it at auction.

Thank you for caring and sponsoring this important legislation.

Tori