

- 4/29/18 I called Police to report that my car was stolen
- I found out that it was towed at about 1:00 AM 4/29/2018
- After realizing I had been towed I found the sign on the far left to the entrance of the driveway saying "Do not block Garages"(I was not blocking Garages and there was no sign indicating no parking where I was parked)
- Asked tow company to come on site for a ride to see my car and to look at tire drag tracks 225' long
- They said we are not a courtesy service
- I called the Police department back and asked what are my rights?
- They repoded that they do not get involved in Civil Matters
- I asked - "What should I do?"
- The Police said "Most likely it was an unlawful tow & to pay up front and exercise my rights later"
- It really made me think this was a predatory tow.(150' off street, no light at 1:00 AM Sunday. How do you see a car in the first place?)
- I went to get my car & asked him to read the letter I had written. He didn't read it and pushed it away
- I even offered him a chance to make it right with me. He said "Man up and pay if want to see your car"
- I had to pay first to see my car and inspect it
- While inspecting the car, he locked up his shop and drove off. I tried to flag him down but there was no eye contact and he did not even stop.
- The only thing I got from him was the debit receipt. (which I had to grab off the machine myself)
- I was not given the right to ask for documation for the tow
- Later I did some research- Emails /phone calls/ etc
- I asked the Tow Co. to provide more information but they did not.
- I started a complaint with the Attorney Genneral Office- File #FF3156-18
- The response from the tow company to the Attorney General was mis-leading and the picture was taken from another place on the complex
- Pages 23, 25 & 26 (see attached docs) is what the Tow Company Generated (The Sign was misleading and not posted on the driveway where I parked)
- I contacted Senator Riley's Office for help about a year ago.
- I have taken pictures & video to show my concerns. (They will be provided)
- I still feel like I am a victum not a customer.
- I have given so much information and time to this situation that I know I will never be compensated for my efforts.That is not even considering the time of the others involved.
- Companys like this should be held resonsible for their actions & pay a healthy fine
- I still have not recieved most of the information requested (Just one vary dark picture of car) I asked for a proper copy of receipt & a copy of their price list, a copy of a valid contract with the complex, proof of illegal parking, proof of insurance & a copy of their towing permit.
- A few Suggestions would be:
 - Regulation for Sign Placement
 - Regulation for Lettering Size & Sign Size
 - Regualtion for paint on pavement in no parking areas/curbs
 - Regulation for signage (how many feet from parking area)

TITAN TOWING
21785 SW TV HWY STE R
ALOHA, OR 97006
503/924-2300

H 517

5:30

DEBIT SALE

~~Her West View Heights~~
3 NW Chemeketa Ln
1-888-640-3710 gen office manager

TID: 007 #: 00000001
Batch #: 119002 119551016
04/29/18 11:41:09
APPR CODE: 24800
Trace: 000001
DEBIT
*****9541 Swiped

AMOUNT \$390.00

~~823-3333~~ 0
4000

APPROVED

Thank You
Please Come Again

CUSTOMER COPY

507 EAIT
shintos country she
knows Dup 503-846-2524

Documentation (503-690-4911)

T, it on tow \$503-924-2300
Non Emergency
Washington Police
503-629-0111

Need to Man up Pay Press 0

390⁰⁰ Dollars to get car back

Jenna

Does tow company have a tow per

Who called for tow

what is police for a tow

Do they need to confirm tow

Did anybody go look

Don have video camera

2 17 85
TV SW
#R address for Titan

I am paying this money today to regain possession of my car from the impound lot. However, I believe it was an unfair tow, and I have asked the person in charge to come to the sight of the towing to see the area that the car was towed from. The posted sign says "Please do not Block Garages". I was not blocking a Garage or any access.

The towing company refused to come on sight. He told me I didn't know what I was talking about and to "man up" and pay my bill.

There are visible marks on the asphalt for 420ft (paced off) indicating concern that my car may be damaged due to dragging causing possible flat spots on tires, and alignment/suspension issues. Those things cannot be assessed in the impound lot.

The person on phone told me they would not damage the car, that they know what they are doing and the driver has been doing this for 8 years.

Sue Dick Rale K. Dick Date 4/29/2018
Titan Towing _____ Date _____

From: Kramer, Patrick <Patrick.Kramer@portlandoregon.gov>
To: DaleDickconst <DaleDickconst@aol.com>
Subject: Your Request for Towing Regulations
Date: Thu, May 3, 2018 1:50 pm

Dale,

I understand you requested towing regulation information applicable to the Westview Heights apartments at 18283 NW Chemeketa Ln. This address is located in unincorporated Washington County (https://www.portlandmaps.com/detail/property/18291-NW-CHEMEKETA-LN/W384870_did/) which is not subject to the regulations for the City of Portland. Although not applicable to that address, here are Portland's towing regulations applicable to Private Property Impounds performed in Portland jurisdiction: <https://www.portlandoregon.gov/transportation/58129>.

For the area you referenced, the Washington County Sheriff's Office may be a good resource for you. Their phone number is 503.846.2524 and email is sheriff.web@co.washington.or.us.

There are also Oregon Revised Statutes regarding towing that apply statewide. Private Property Impound regulations are primarily in Chapter 98. Oregon Revised Statutes are posted on the State of Oregon website here: https://www.oregonlegislature.gov/bills_laws/Pages/ORS.aspx. Also, here is an excerpt of information that is applicable statewide for Oregon from the State of Oregon Consumer Protection Division at <https://www.doj.state.or.us/consumer-protection/motor-vehicles/towing/>:

"Rules for Towing Companies

- **As of Jan. 1, 2018, a tower needs to get signed authorization from the owner of the parking lot before towing the vehicle.** The tower needs to keep a copy of the signed authorization for at least two years and provide a copy upon request at no additional charge.
- The tow truck operator must also take a picture of your vehicle to show how it was parked in violation of a prohibition posted on a sign at the lot.
- Unless the tow truck operator is towing your vehicle for a road service company, they may not attempt to solicit your business at the scene of an accident.
- If you are present at the time of the tow and the hookup is not complete, the tower must release the vehicle at no charge. If the hookup is complete, they may charge a hookup fee, but not the price of a tow.
- If the towing company accepts cash, you will get exact change no later than the end of the next business day. (Not all towers carry sufficient change in their trucks.)"

Respectfully,
Patrick

Patrick Kramer | Towing Coordinator
City of Portland | Towing and Private Property Impounds
1120 SW 5th Ave, Suite 1410 | Portland, OR 97204
Phone: 503.865.2489 | Fax: 503.279.3936

P Please consider the environment before printing this e-mail

The City of Portland complies with all non-discrimination, Civil Rights laws including Civil Rights Title VI and ADA Title II. To help ensure equal access to City programs, services and activities, the City of Portland will reasonably modify policies/procedures and provide auxiliary aids/services to persons with disabilities. Call 503-823-5185, TTY 503-823-6868 or Oregon Relay Service: 711 with such requests, or visit <http://bit.ly/13EWaCg>

From: Daledickconst <daledickconst@aol.com>

To: sheriff.web <sheriff.web@co.washington.or.us>

Subject: Unlawful Tow

Date: Thu, May 3, 2018 9:47 pm

I was towed from West view Heights Apartments On Chemeketa Ln. Around 185Th Last Sunday. The towing company was only worried on getting the money last Sunday morning. I have asked at least three times to get documentation. Nothing yet. I have been doing my own research and found a lot of information that is alarming to me. On Sunday morning I felt like a victim that had no rights. Talked to the police twice on the phone and he said if I want my car Sunday I would need to pay the fees, and and exercise my rights later. On Sunday I asked for documentation twice and was not provided. Was told if want to see car I would have to pay first cash or Debit only. I payed then drove car out of locked building. I began my vehicle inspection as was promised. While doing the inspection the tow guy locked up the building and left. I acted like I still needed to talk to him he did not even slow down to see if I had any questions he is gone. I was Hoping to get documentation and rest of the paper work and receipt. My father inlaw was with me during all of this time. Hoping tow guy would call me or maybe put the unfinished business in the mail. He has not tried to contact me so far. I also asked West View for the documentation that tow guy is to provide the apartment complex for every tow they have not responded yet.

I wrote a letter Telling the tow guy that I felt that I was towed unfairly. I asked him to read it completely and he refused to do so. I did this before I paid the unreasonable fees.

Questions

1. Tow Regulations for Washington County (West View Heights area)
2. Sign placement size and Height.
3. Permits/License Required
4. Requirements before tow
5. Requirement after tow
6. Can they only accept cash /Debit / when accept credit card for regular towing
7. How often do contracts need to be up dated who has rights to them
8. Price regulations
9. Requirements for towing from a apartment complex
10. Taking care of vehicle being towed during and after

I need all the help I can get.

Thank You for your time

If you have any questions Please call Dale Dick 541-521-7561

4

(503) 846-2524

From: Kathy Bose
Sent: Friday, May 04, 2018 7:53 AM
To: WCSO Criminal Records
Subject: Fwd: Unlawful Tow

Good morning,
Will someone respond at your earliest convenience.

Thank you!

Kathy Bose
Executive Assistant
503.846.2506

Begin forwarded message:

From: Daledickconst <daledickconst@aol.com>
Date: May 3, 2018 at 9:47:06 PM PDT
To: <sheriff.web@co.washington.or.us>
Subject: Unlawful Tow

I was towed from West view Heights Apartments On Chemeketa Ln. Around 185Th Last Sunday. The towing company was only worried on getting the money last Sunday morning. I have asked at least three times to get documentation. Nothing yet. I have been doing my own research and found a lot of information that is alarming to me. On Sunday morning I felt like a victim that had no rights. Talked to the police twice on the phone and he said if I want my car Sunday I would need to pay the fees, and and exercise my rights later. On Sunday I asked for documentation twice and was not provided. Was told if want to see car I would have to pay first cash or Debit only. I payed then drove car out of locked building. I began my vehicle inspection as was promised. While doing the inspection the tow guy locked up the building and left. I acted like I still needed to talk to him he did not even slow down to see if I had any questions he is gone. I was Hoping to get documentation and rest of the paper work and receipt. My father inlaw was with me during all of this time. Hoping tow guy would call me or maybe put the unfinished business in the mail. He has not tried to contact me so far. I also asked West View for the documentation that tow guy is to provide the apartment complex for every tow they have not responded yet.

I wrote a letter Telling the tow guy that I felt that I was towed unfairly. I asked him to read it completely and he refused to do so. I did this before I paid the unreasonable fees.

Questions

1. Tow Regulations for Washington County (West View Heights area)
2. Sign placement size and Height.
3. Permits/License Required
4. Requirements before tow
5. Requirement after tow
6. Can they only accept cash /Debit / when accept credit card for regular towing

7. How often do contracts need to be up dated who has rights to them
8. Price regulations
9. Requirements for towing from a apartment complex
10. Taking care of vehicle being towed during and after

I need all the help I can get.

Thank You for your time

If you have any questions Please call Dale Dick 541-521-7561



From: Katrina West <Katrina_West@co.washington.or.us>

To: daledickconst <daledickconst@aol.com>

Subject: RE: Unlawful Tow

Date: Fri, May 4, 2018 10:49 pm

Dale,

We are in receipt of your complaint regarding the towing of your vehicle as a private party impound from the Westview Heights Apartments.

Unfortunately, the Washington County Sheriff's Office does not have the authority to regulate private party impounds. If the property management at that location is unable to assist you with your complaint, there are a few other options. You may want to forward your complaint to the Better Business Bureau at 503-212-3022 or online at complaints@thebbb.org. Another option would be to contact the Attorney General's Office at 503-229-5576 or online at consumer.hotline@doj.state.or.us. Lastly, you have the option to pursue the matter in small claims court. The phone number for the Washington County Circuit Court Small Claims Department is 503-846-2354.

If you need further assistance, please feel free to contact the Washington County Sheriff's Office Records Department at 503-846-2524. We are open at all times.

Thanks!

Katrina West

Senior Criminal Records Specialist

Washington County Sheriff's Office

215 SW Adams Ave, MS 32

Hillsboro, OR 97123

(503) 846-2524 | (503) 846-2719 fax



From: WCSO Criminal Records

Sent: Friday, May 04, 2018 10:20 AM

To: daledickconst@aol.com

Cc: Katrina West

Subject: FW: Unlawful Tow

Good morning, Dale.

I am cc'ing our Tow Coordinator to respond to your query. She will be in later this afternoon.

Briani

Briani Solberg-Bell 31371

Washington County Sheriff's Office Records

FW: Unlawful Tow

From: WCSO Criminal Records <WCSOCR@co.washington.or.us>
To: daledickconst <daledickconst@aol.com>
Cc: Katrina West <Katrina_West@co.washington.or.us>
Subject: FW: Unlawful Tow
Date: Fri, May 4, 2018 10:19 am

Good morning, Dale.

I am cc'ing our Tow Coordinator to respond to your query. She will be in later this afternoon.
Briani

Briani Solberg-Bell 31371
 Washington County Sheriff's Office Records
 (503) 846-2524

From: Kathy Bose
Sent: Friday, May 04, 2018 7:53 AM
To: WCSO Criminal Records
Subject: Fwd: Unlawful Tow

Good morning,
Will someone respond at your earliest convenience.

Thank you!

Kathy Bose
 Executive Assistant
 503.846.2506

Begin forwarded message:

From: Daledickconst <daledickconst@aol.com>
Date: May 3, 2018 at 9:47:06 PM PDT
To: <sheriff.web@co.washington.or.us>
Subject: Unlawful Tow

I was towed from West view Heights Apartments On Chemeketa Ln. Around 185Th Last Sunday. The towing company was only worried on getting the money last Sunday morning. I have asked at least three times to get documentation. Nothing yet. I have been doing my own research and found a lot of information that is alarming to me. On Sunday morning I felt like a victim that had no rights. Talked to the police twice on the phone and he said if I want my car Sunday I would need to pay the fees, and and exercise my rights later. On Sunday I asked for documentation twice and was not provided. Was told if want to see car I would have to pay first cash or Debit only. I payed then drove car out of locked building. I began my vehicle inspection as was promised. While doing the inspection the tow guy locked up the building and left. I acted like I still needed to talk to him he did not even slow down to see if I had any questions he is gone. I was Hoping to get documentation and rest of the paper work and receipt. My father inlaw was with me during all of

From: WCSO Criminal Records <WCSOCR@co.washington.or.us>
To: Daledickconst <daledickconst@aol.com>
Subject: Automatic reply: Unlawful Tow
Date: Fri, May 4, 2018 3:21 pm

Thank you for your email. This email box is only monitored between 7:30 AM and 4 PM. Your request will be followed up on during these hours. If you have an immediate need please contact the Washington County Sheriff's Office at 503-846-2524. Thanks!

Katrina West 503-846-2524
fill out the complaint form
May 5/6

Property Management

Attorney general 503-229-5576

Better Business B 503-212-3022

Washington County Small claims
503-846-2354

June 3

I parked my car on private property, Westview Heights Apartment complex 18283 NW Chemeketa Lane Building D at approx. 9:00 PM on Saturday 4/29/2018. It was dark outside. The spot that I parked in had no visible signs or painted curbs or markings on pavement indicating that it was a no parking zone. The dumpster had a No Parking sign, but I did not park in front of the Dumpster.

1. The car was missing at 5:00 AM Sunday morning.
2. I saw drag marks from where the car was sitting all the way to the street. I took pictures of the 240' marks made by pacing it off. Why was it dragged so far? Was it really necessary? Was this to drag it off Private Property to avoid the disconnect clause?
3. I called the police several times on Sunday for information rights and regulations.
4. I asked to report the car stolen, but the Police said no because Titan Towing had called it in as towed.
5. The officer said they do not get in the middle of civil matters and could not help unless things got a little heated.
6. The police said to make sure you ask for documentation. Which I did several times, but was unable to obtain.
7. I made the first call to Titan Towing (503-924-2300) and asked if someone from Titan Towing would come to the tow site and see the marks left.
8. The person at Titan Towing immediately became defensive. He refused coming to the tow site because he had qualified drivers (8 years+) and they know what they are doing and that I had no clue what I was talking about.
9. He said that if I want to see my car I needed to "man up" and pay \$390.00 before he would do anything else. He demanded cash or debit on a Sunday and would not accept a Credit Card. Also, I needed to make an appointment to pick up the car. He acted like it would be an inconvenience for him to do so.
10. The Police recommended for me to pay the fees required if I wanted to get my car back on Sunday April 29, 2018, and be able to drive home that day. They also said that I could exercise my rights at a later time in the case this was an unlawful /unfair tow. I also made sure that police records would be available if needed.
11. I told the person at Titan Towing that I was concerned about how my car was towed and if there was any damage to the car. He said that I could inspect the car at the impound lot.
12. I paid by debit card and got the debit receipt only on that transaction. There was no other paper work given to me.
13. I saw the car for the first time since the tow, and drove it out of the garage to do an onsite inspection. While doing the inspection, the person from Titan Towing shut the garage door, locked the

this time. Hoping tow guy would call me or maybe put the unfinished business in the mail. He has not tried to contact me so far. I also asked West View for the documentation that tow guy is to provide the apartment complex for every tow they have not responded yet.

I wrote a letter Telling the tow guy that I felt that I was towed unfairly. I asked him to read it completely and he refused to do so. I did this before I paid the unreasonable fees.

Questions

1. Tow Regulations for Washington County (West View Heights area)
2. Sign placement size and Height.
3. Permits/License Required
4. Requirements before tow
5. Requirement after tow
6. Can they only accept cash /Debit / when accept credit card for regular towing
7. How often do contracts need to be up dated who has rights to them
8. Price regulations
9. Requirements for towing from a apartment complex
10. Taking care of vehicle being towed during and after

I need all the help I can get.

Thank You for your time

If you have any questions Please call Dale Dick 541-521-7561

June 3, 2018

office, got in his truck and drove off the impound lot. I tried to get his attention by making eye contact and I waved but he just ignored that we were even there. He does not even know what the outcome of my inspection of the car was. And I was unable to exercise any rights I had at that time.

14. I did not get a chance to go back in the office and finish the paper work that he was supposed to give me. I made multiple request for paperwork but all were ignored.

15. I also had a hand written letter explaining how I felt it was an unlawful/ unfair tow and asked Titan Towing to sign it at the time of getting the car released. He refused to read or sign it. I have that documented also.

16. I talked to the people in the complex office after the fact that I had been towed . They said sorry that there was no parking on the property at any time. The tenants are told about this when they go thru orientation and should tell their guests. I also asked them to call the Towing Company to see if they had a change of heart. I explained to them my situation and they kept going back to the sign that says, **NOTHING** about No parking. See below for the information gathered after the Tow Incident:

- A. I found a sign at the driveway entrance (150' plus from where the car was parked) that said "Welcome Please do not block garages violators will be towed at owner's expense" Titan also had their sign below that sign. There was nothing saying "no parking" on the sign. The sign is also on the left of the driveway in a flower bed on the other side of the sidewalk and pointed toward the street. It cannot be read from the tow parking spot.
- B. What are the regulations for the placement of a sign on the Property?
- C. The sign measures 12"x 16" with letters just under 1" tall except the welcome is bigger letters. Is this a big enough sign? How big should letters be?
- D. How high should the sign be and from where should the measurement be taken?
- E. There is no signage or markings that can be seen from parking spot. Is this fair?
- F. Did Titan have valid tow permit and on file?
- G. Did Titan have a valid contract with the complex and on file?
- H. Did the complex have valid tow contract and on file?
- I. Did Titan Towing follow the contract with the complex?
- J. Does Titan Towing need to provide price chart on charges?
- K. Does Titan Towing need to give a receipt with proper information on it?
- L. Is there something on the care of vehicle during the process of towing (dragging 240' seems excessive)?
- M. What is all of documentation the tow company is required to give if asked to do so?
- N. If Titan Towing is in violation with the state/county/contracts, can other people have a claim also for unlawful tows?
- O. Titan Towing has not given any information/documentation that was asked for to this date.
- P. I feel taken advantage of with no rights and very little help in this situation.
- Q. I have pictures and a video of the signage and not blocking garage doors available on request.
- R. I would like to get reimbursed for my expenses.

- S. I feel like it was a case of predator towing, and Titan Towing only following the rules that helped them get paid. When talking with Titan on the phone or in the office I felt like I was being bullied. That is when I said to myself that this was a lost cause and let's just get the car home and deal with it later.
- T. I would like to request from Titan Towing all documentation/receipts that I have rights to have.
- U. I would like to meet you in person if at all possible to make sure this kind of stuff can be stopped. What has happened to me should never happen to anyone again. This is all about principal, and I do not care how much time it takes. Sometimes people need to be held accountable for their actions or they may never change their policies and procedures. Please at least call me so we can talk. Dale K. Dick ~ Cell # 541-521-7561~ Home 995-541-6117 e-mail daledickconst@aol.com ** Thank You for your time. ~ Dale.

From: Shaddy Kelsey <Kelsey.Shaddy@doj.state.or.us>
To: 'daledickconst@aol.com' <daledickconst@aol.com>
Subject: E-Mail Generated Message from Oregon Department of Justice
Date: Wed, Jun 13, 2018 12:18 pm

Our File Number: FF3156-18
Complaint About: TITAN TOWING INC

PLEASE DO NOT REPLY TO THIS EMAIL,. Contact information is at the bottom of this message.
Thank you for sending us your consumer complaint. We'll do our best to help bring about a fair resolution.

I'd like to explain what happens next.

We sent your complaint to the other party.
They may contact you directly, or may respond to us.
If you hear from them, please let us know as soon as you can.
If we hear from the business first , we will let you know within a few business days.
If we do not hear from the business, it may take longer for us to contact you.
We'll send them a second letter if we don't hear from them in 30 days.

Depending on the response from the company, you may want to send us a rebuttal or additional explanation.

We'll help with the communication exchange between the parties.

We don't send weekly updates, but will let you know when there's something to report or if we need additional information.

Our office does not represent you as your attorney, and we can't give legal advice.

If you are considering a Small Claim action, this link might help

http://www.osbar.org/public/legalinfo/1061_SmallClaims.htm

If you need an attorney <https://www.osbar.org/public/ris/>

Did we explain our process well? Please take our 1 question online survey!

<https://www.surveymonkey.com/r/RVRQDCL>

If you need to contact us about your complaint, please write to me and note your file number:
FF3156-18, or contact me by phone at 503-934-4400 or e-mail at <mailto:alicia.suarez@doj.state.or.us>

Alicia Suarez
Enforcement Officer
Financial Fraud/Consumer Protection Section
Oregon Department of Justice

*****CONFIDENTIALITY NOTICE*****

This e-mail may contain information that is privileged, confidential, or otherwise exempt from

disclosure under applicable law. If you are not the addressee or it appears from the context or otherwise that you have received this e-mail in error, please advise me immediately by reply e-mail, keep the contents confidential, and immediately delete the message and any attachments from your system.

Suarez Alicia

From: Suarez Alicia
Sent: Thursday, June 21, 2018 12:53 PM
To: 'daledickconst@aol.com'
Subject: FF3156-18
Attachments: JUSTICE-#9021148-v1-response_from_R_MSG; JUSTICE-#9021496-v1-R_atchd_photos_of_signs_tow.MSG; JUSTICE-#9021502-v1-R_atchd_photos_of_signage_MSG; JUSTICE-#9021505-v1-R_atchd_photo_of_sign.MSG

Greetings:

Thank you for sending us your consumer complaint. We contacted the above named business to express our concern and attached their response.

If you feel there are discrepancies in the attached response or you feel the business has not addressed the issues stated in your complaint, please advise this office in writing.

You may wish to contact an attorney to discuss your legal recourse, or, on your own, file a claim with your local small claims court. If you need assistance finding a lawyer, information about the Oregon State Bar Lawyer Referral Service is available online at www.osbar.org/public or by contacting the Oregon State Bar at 1-800-452-7636.

We will hold the file open for 10 days in receipt of this email for your response. If we do not hear from you within this time, we will close the file.

We look forward in hearing from you.

Regards,



Alicia Suarez / Enforcement Officer
OREGON DEPARTMENT OF JUSTICE
Civil Enforcement Division
Financial Fraud / Consumer Protection Section
1162 Court Street, N.E.
Salem, OR 97310
(O) 503-934-4400 / (F) 503-378-5017
Email: alicia.suarez@doj.state.or.us

*Desk 503-373-0377 Direct Line
Washington County Oregon 503-670-9711*

From: Suarez Alicia <Alicia.Suarez@doj.state.or.us>
To: 'Daledickconst' <daledickconst@aol.com>
Subject: FF3156-18
Date: Tue, Aug 7, 2018 8:46 am

Greetings:

I mailed you a hard of copy of the response along with photographs of their signage. Is that the "rest of the information" that you were requesting?

Please clarify.

Regards,

Alicia Suarez / Enforcement Officer
OREGON DEPARTMENT OF JUSTICE
Civil Enforcement Division
Financial Fraud / Consumer Protection Section
1162 Court Street, N.E.
Salem, OR 97310
(O) 503-934-4400 / (F) 503-378-5017
Email: alicia.suarez@doj.state.or.us

From: Daledickconst [<mailto:daledickconst@aol.com>]
Sent: Tuesday, August 7, 2018 7:33 AM
To: Suarez Alicia
Subject: Re: FF3156-18

Thank You. Titan still needs to generate the rest of the information, that is still missing. What could my next steps be to try to get the rest of the information.
Thanks again Dale

-----Original Message-----

From: Suarez Alicia <Alicia.Suarez@doj.state.or.us>
To: 'daledickconst@aol.com' <daledickconst@aol.com>
Sent: Mon, Aug 6, 2018 1:30 pm
Subject: FF3156-18

Greetings:

Per your request, we forwarded another copy of the response from Titan Towing, Inc.

Regards,

(17)

Alicia Suarez / Enforcement Officer
OREGON DEPARTMENT OF JUSTICE
Civil Enforcement Division
Financial Fraud / Consumer Protection Section
1162 Court Street, N.E.
Salem, OR 97310
(O) 503-934-4400 / (F) 503-378-5017
Email: alicia.suarez@doj.state.or.us

*****CONFIDENTIALITY NOTICE*****

This e-mail may contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you are not the addressee or it appears from the context or otherwise that you have received this e-mail in error, please advise me immediately by reply e-mail, keep the contents confidential, and immediately delete the message and any attachments from your system.

ELLEN F. ROSENBLUM
Attorney General



FREDERICK M. BOSS
Deputy Attorney General

DEPARTMENT OF JUSTICE
CIVIL ENFORCEMENT DIVISION


August 4, 2018

DALE DICK
30667 WYATT DR
HARRISBURG OR 97446

Re: Our File Number: FF3156-18
Complaint About: TITAN TOWING INC

It appears you did not receive our email. We enclosed another copy of the response from the above-named business for your reference.

Thank you.


Alicia Suarez
Enforcement Officer

Enclosure

19

Suarez Alicia

From: Suarez Alicia
Sent: Thursday, June 21, 2018 12:53 PM
To: 'daledickconst@aol.com'
Subject: FF3156-18
Attachments: JUSTICE-#9021148-v1-response_from_R_MSG; JUSTICE-#9021496-v1-R_atcd_photos_of_signs_tow.MSG; JUSTICE-#9021502-v1-R_atcd_photos_of_signage_MSG; JUSTICE-#9021505-v1-R_atcd_photo_of_sign.MSG

Greetings:

Thank you for sending us your consumer complaint. We contacted the above named business to express our concern and attached their response.

If you feel there are discrepancies in the attached response or you feel the business has not addressed the issues stated in your complaint, please advise this office in writing.

You may wish to contact an attorney to discuss your legal recourse, or, on your own, file a claim with your local small claims court. If you need assistance finding a lawyer, information about the Oregon State Bar Lawyer Referral Service is available online at www.osbar.org/public or by contacting the Oregon State Bar at 1-800-452-7636.

We will hold the file open for 10 days in receipt of this email for your response. If we do not hear from you within this time, we will close the file.

We look forward in hearing from you.

Regards,



Alicia Suarez / Enforcement Officer
OREGON DEPARTMENT OF JUSTICE
Civil Enforcement Division
Financial Fraud / Consumer Protection Section
1162 Court Street, N.E.
Salem, OR 97310
(O) 503-934-4400 / (F) 503-378-5017
Email: alicia.suarez@doj.state.or.us

Suarez Alicia

From: Shaddy Kelsey
Sent: Thursday, June 21, 2018 9:15 AM
To: Suarez Alicia
Subject: FW: TITAN TOWING INC: DICK, DALE - FF3156-18

FYI. Thank you!

From: Patrick Titan [<mailto:patricktitantowing@gmail.com>]
Sent: Wednesday, June 20, 2018 4:44 PM
To: Shaddy Kelsey; Titan Tt
Subject: Re: TITAN TOWING INC: DICK, DALE - FF3156-18

This vehicle was parked at Westview Heights. Titan Towing is retained as the tow company for this property. One of the rules they enforce is that no vehicles may be parked on their privately owned streets. Signs are posted visible from all 3 entrances, and throughout the property, stating specifically "no parking on street". Residents are properly informed that they need to inform their guests. This vehicle was not dragged or damaged in any way. Titan employees are not obligated to sign any documents regardless of vehicle owners desires.

Regards,
Patrick

On Jun 13, 2018 12:21 PM, "Shaddy Kelsey" <Kelsey.Shaddy@doj.state.or.us> wrote:
Greetings,

The attached complaint is sent for your review. Please respond to the Enforcement Officer mentioned in the cover letter at your earliest opportunity.

Regards,

Kelsey Shaddy
Office Specialist 2
State of Oregon
Department of Justice

*****CONFIDENTIALITY NOTICE*****

This e-mail may contain information that is privileged, confidential, or otherwise exempt from disclosure under applicable law. If you are not the addressee or it appears from the context or otherwise that you have received this e-mail in error, please advise me immediately by reply e-mail, keep the contents confidential, and immediately delete the message and any attachments from your system.



Suarez Alicia

From: Patrick Titan <patricktitantowing@gmail.com>
Sent: Thursday, June 21, 2018 12:40 PM
To: Suarez Alicia
Subject: Ff3156-18
Attachments: Screenshot_20180621-123039.png

Additional photo

18495 18443
ABCD ABCD
A.V. Chevrolet, Inc.

WELCOME!

PLEASE
DO NOT BLOCK
GARAGES

VIOLATORS
WILL BE TOWED AT
OWNER'S EXPENSE

 **WESTVIEW**
HEIGHTS

**NO PARKING
ON STREET**

UNAUTHORIZED OR
IMPROPERLY PARKED
VEHICLES WILL BE
IMPOUNDED 24 HRS
A DAY AT OWNERS
RISK & EXPENSE

ORS. 90.810-12

**TITAN
TOWING**
(503)924-2300

JUMP STARTS • LOCKOUTS • GAS

Suarez Alicia

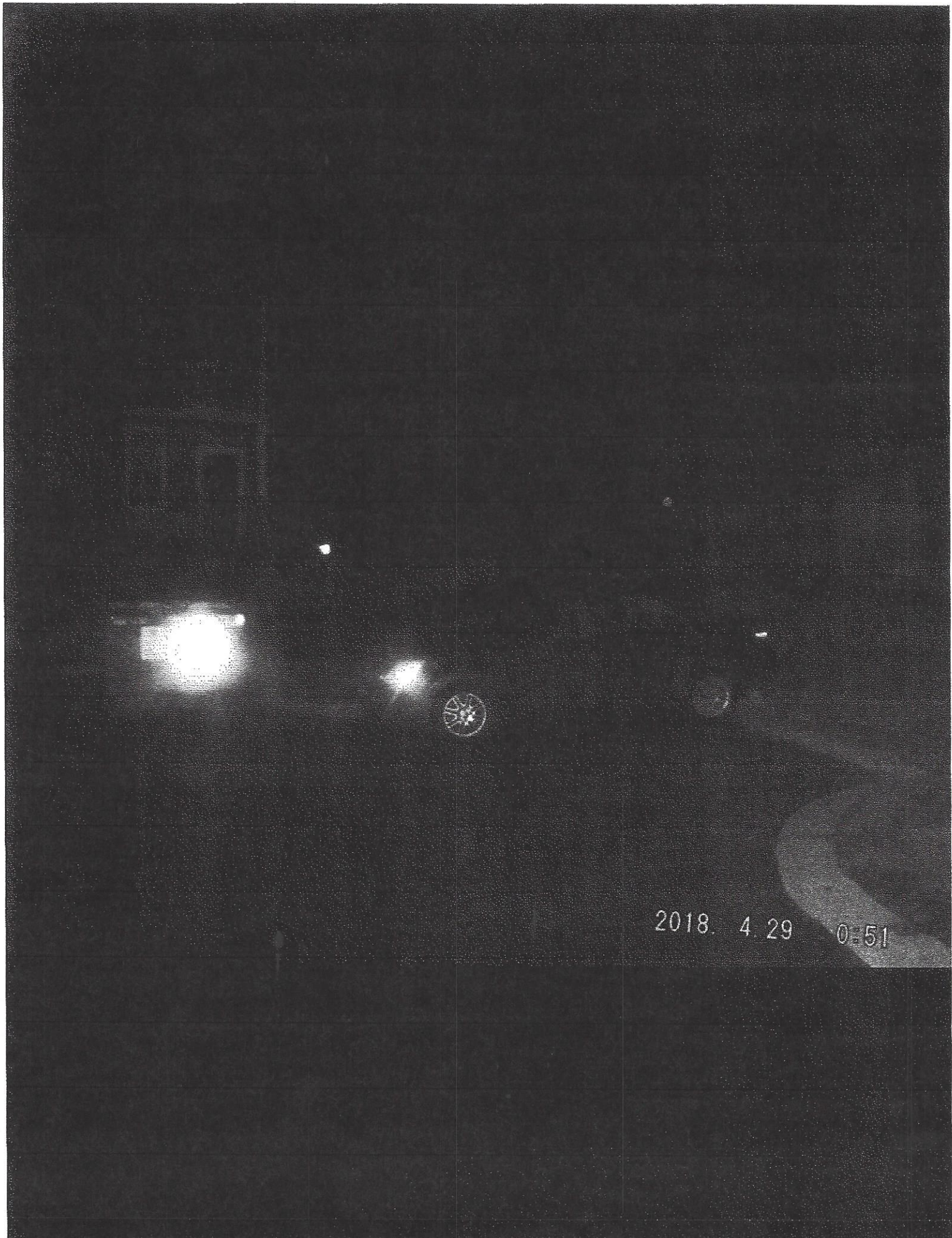
From: Patrick Titan <patricktitantowing@gmail.com>
Sent: Thursday, June 21, 2018 12:29 PM
To: Suarez Alicia
Subject: Fwd: Ff3156-18
Attachments: Screenshot_20180621-122233.png; Screenshot_20180621-122252.png

----- Forwarded message -----

From: Patrick Titan <patricktitantowing@gmail.com>
Date: Thu, Jun 21, 2018, 12:27 PM
Subject: Ff3516-18
To: Suarez Alicia <alicia.suarez@doj.state.or.us>

Example of the signage visible at all 3 entrances.
Picture showing the towed vehicle parked on their private street.

24



2018. 4. 29 0:51



WELCOME!

PLEASE
DO NOT BLOCK
GARAGES

VIOLATORS
WILL BE TOWED AT
OWNER'S EXPENSE

WESTVIEW

**NO PARKING
ON STREET**

UNAUTHORIZED OR
IMPROPERLY PARKED
VEHICLES WILL BE
IMPOUNDED 24 HRS
& DAY AT OWNER'S
RISK & EXPENSE

**TITAN
TOWING**
(503) 924-2300

JUMP STARTS • LOCKOUTS • ERS

Suarez Alicia

From: Patrick Titan <patricktitantowing@gmail.com>
Sent: Thursday, June 21, 2018 12:28 PM
To: Suarez Alicia
Subject: Ff3516-18
Attachments: Screenshot_20180621-122233.png; Screenshot_20180621-122252.png

Example of the signage visible at all 3 entrances.
Picture showing the towed vehicle parked on their private street.

SEARCH

COMPOSE

Keep as New Reply Reply All Forward Delete Spam More

Search Mail (No subject)

Today on AOL

New Mail 22 Dale Dick (dale@comcast.net) Wed, Aug 29, 2018 10:14 am

Old Mail

Drafts 3

Sent

Spam 11

Recently Deleted

Contacts

Calendar

Folders

Saved Mail 3

Saved Chats

Notes

To: you Details Slideshow

KIMG00212.jpeg (449 KB) KIMG00218.jpeg (462 KB) KIMG00219.jpeg (576 KB) KIMG00220.jpeg (516 KB) KIMG00211.jpeg (430 KB) KIMG00217.jpeg (438 KB) KIMG00215.jpeg (457 KB) KIMG00214.jpeg (551 KB) KIMG00213.jpeg (468 KB)

KIMG00216.jpeg (464 KB)

Sent from my Verizon Smartphone

10 Attached Images

Slow PC? Solution found! Clean it up. Speed it up.

Try it FREE! →

Ad Computer Checkup



COMPOSE

Keep as New Reply Reply All Forward Delete Spam More

Search Mail

(No subject)

Today on AOL

New Mail 52

Old Mail

Drafts 3

Sent

Spam 11

Recently Deleted

Contacts

Calendar

Folders

Saved Mail 3

Saved Chats

Notes

Dale Dick (daledickconst@aol.com)

To: you Details Slideshow

- KIMG0212.jpeg (449 KB)
- KIMG0218.jpeg (462 KB)
- KIMG0219.jpeg (576 KB)
- KIMG0220.jpeg (516 KB)
- KIMG0211.jpeg (486 KB)
- KIMG0217.jpeg (438 KB)
- KIMG0215.jpeg (457 KB)
- KIMG0216.jpeg (464 KB)

Sent from my Verizon Smartphone

10 Attached Images



[Redacted]

COMPOSE

Keep as New Reply Reply All Forward Delete Spam More ▾

Search Mail 🔍

(No subject)

AOL Today on AOL

Dale Dick (daledickconst@aol.com)

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Saved Messages

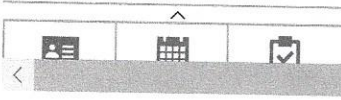
Saved Searches

Notes



219.jpeg (576 KB)

214.jpeg (551 KB)



30

[Empty rectangular box]

COMPOSE

Keep as New Reply Reply All Forward Delete Spam More ▾

Search Mail 🔍

(No subject)

AOL Today on AOL

Dale Dick (daledickconst@aol.com)

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Saved Messages

Saved Searches

Notes



219.jpeg (576 KB)

214.jpeg (551 KB)



Navigation icons: back, home, forward, search, etc.

31

[Empty search bar]

COMPOSE



Keep as New



Reply



Reply All



Forward



Delete



Spam

More ▾

Search Mail

(No subject)

Today on AOL

Dale Dick (daledickconst@aol.com)

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

▾ Folders

Saved Messages

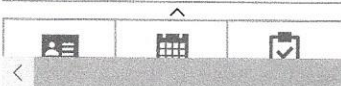
Saved Searches

Notes



219.jpeg (576 KB)

214.jpeg (551 KB)



32

Aol Today on AOL

Dale Dick (daledickconst@aol.com)

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

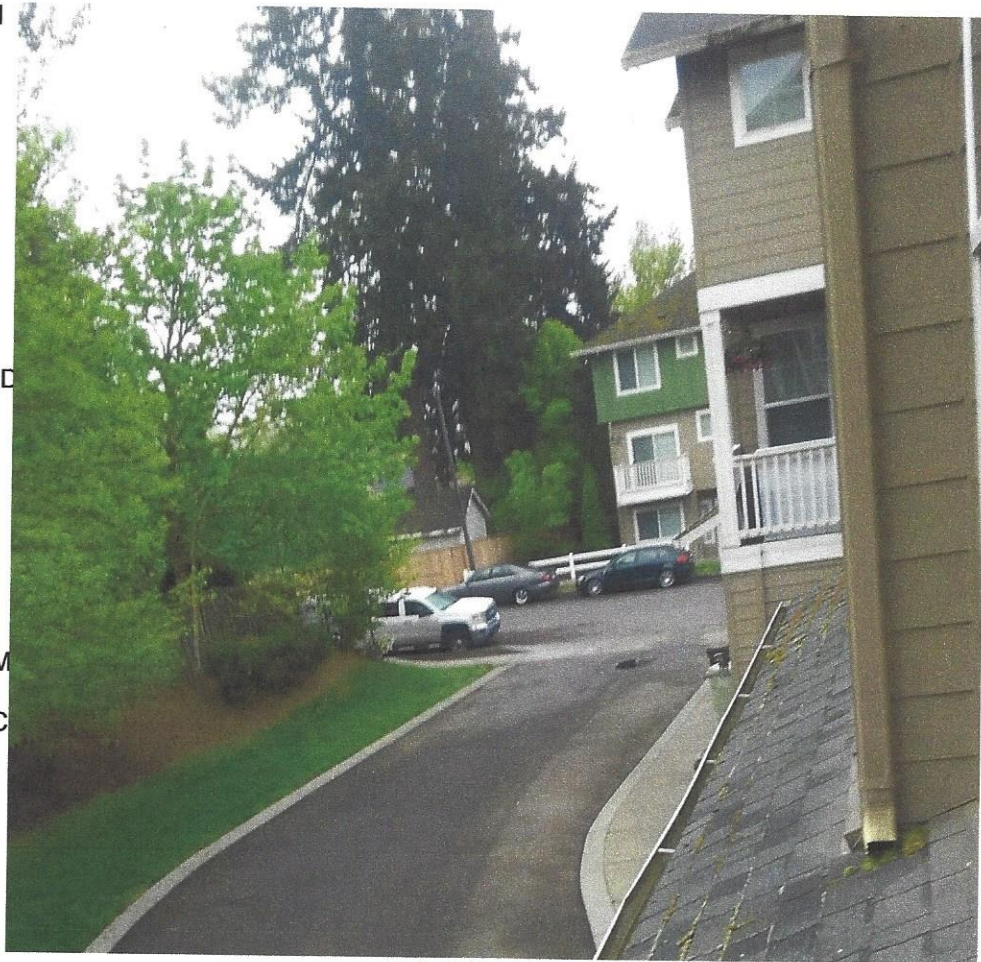
Calendar

Folders

Saved Messages

Saved Searches

Notes



219.jpeg (576 KB)

214.jpeg (551 KB)



[Redacted]

COMPOSE

- Keep as New
- Reply
- Reply All
- Forward
- Delete
- Spam
- More ▾

Search Mail 🔍

(No subject)

AOL Today on AOL

Dale Dick (daledickconst@aol.com)

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Saved Messages

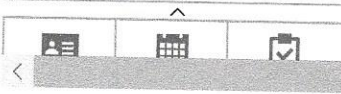
Saved Contacts

Notes



219.jpeg (576 KB)

214.jpeg (551 KB)



34

[Empty search bar]

COMPOSE



Keep as New



Reply



Reply All



Forward



Delete



Spam

More ▾

Search Mail

(No subject)

AOL Today on AOL

Dale Dick (daledickconst@aol.com)

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Saved Messages

Saved Searches

Notes



219.jpeg (576 KB)

214.jpeg (551 KB)



35

Empty search bar

COMPOSE



Keep as New



Reply



Reply All



Forward



Delete



Spam

More ▾

Search Mail

(No subject)

AOL Today on AOL

Dale Dick (daledickconst@aol.com)

New Mail

Old Mail

Drafts

Sent

Spam

Recently Deleted

Contacts

Calendar

Folders

Saved Messages

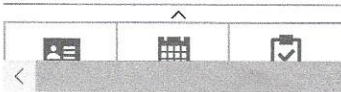
Saved Searches

Notes



219.jpeg (576 KB)

214.jpeg (551 KB)



36