

**From:** Jason Shaner <[JasonShaner@Riversedgeautomotive.onmicrosoft.com](mailto:JasonShaner@Riversedgeautomotive.onmicrosoft.com)>

**Sent:** Wednesday, February 20, 2019 8:49 AM

**To:** Sen Riley <[Sen.ChuckRiley@oregonlegislature.gov](mailto:Sen.ChuckRiley@oregonlegislature.gov)>; [Sen.FredGirod@state.or.us](mailto:Sen.FredGirod@state.or.us); Sen Dembrow <[Sen.MichaelDembrow@oregonlegislature.gov](mailto:Sen.MichaelDembrow@oregonlegislature.gov)>; Sen Hass <[Sen.MarkHass@oregonlegislature.gov](mailto:Sen.MarkHass@oregonlegislature.gov)>; Sen Olsen <[Sen.AlanOlsen@oregonlegislature.gov](mailto:Sen.AlanOlsen@oregonlegislature.gov)>

**Cc:** Al Elkins <[alvinelkins@yahoo.com](mailto:alvinelkins@yahoo.com)>

**Subject:** senate bill 372,

To Committee members in the hearing for senate bill 372,

I apologize for not being able to testify in person, but thank you for taking the time to read these thoughts. I am the owner of Rivers Edge Towing. We do business in Hood River and Wasco county's. We have over 19 trucks and 20 employees and are the largest company of our type in the Columbia River Gorge.

We are fortunate to have the software to prepare our own liens. We are also the only company in the area, who has three dedicated dispatchers and billing personnel. We strive to send out lien and tow notifications with 48 hours on all impounded vehicles. This is still a struggle for us at times. The things that are challenging in our industry are; the vast areas we work in there are many areas that don't have great cell or internet service. Our drivers work all hours of the day and night (so getting the info from a driver who has the papers in his truck and just went to bed at 6am takes time). We also are dependent on the DMV systems to get us the information to process the paper work. Many times, we need to wait (up to days) to get this information. We subscribe to a service to help us access DMV's from other states, but there are still many that are not cooperative. If the phones are busy the paper work always gets put on the back burner (we need to respond to breakdowns and police with in 15 mins). Once all the papers are completed a manager or myself need to go to the post office and pay to send them out (not always available at the same time).

As a past president of the Oregon Tow truck Association. I can attest that many of our smaller and rural company's do not have the ability to do this in under a day. Most would struggle to do it in under a week (or at all). I agree we can move up the existing time line from its current situation. 24hrs is just to short a window of time, not to mention the additional cost to the towers (that would have to be passed onto the consumer).

Most cars that have liens (newer cars with bank loans), also have insurance that covers towing and storage as it pertains to wrecks and stolen recoveries. So there is little difference to the end consumer if it sits in storage for more than a couple days (assuming they didn't know there car was towed or involved in police activity). The vast majority of cars towers tow and lien are abandoned and or have no insurance, and no one ever reclaims them. So the process to prepare the liens and notifications are done as fast and affordably as possible (so we can keep the yard space available and cars turning).

Imagine if you are a small mom and pop towing company and you must drive and do your own paper work. There are days (like snow days or Mondays) when you can barely get out of your truck. To mandate that he/she has to spend one to two hours per car, to prep paper work and get it in the mail same business day is a undue hardship.

Thank you for your time.

Sincerely,

*Jason Shaner, President*

**Shaner Enterprises, Inc. DBA  
Rivers EdgeTowing & Automotive**