

My name is Zac Miller, I live in Vancouver WA, I've worked in the Impound towing business in Oregon for over 10 years. It's with great remorse and humility that I write this letter in support of SB117. I use the word remorse because of the atrocities I've done to people in the past by impound their vehicles. I was a driver for 6 years and in that time, I have countless times impounded a vehicle that was questionable as an impound or taken advantage of a bad situation. For example, as an impound agent, I was able to dictate weather or not an impound was valid. Hot sunny days would mean windows were down and parking permits would be blown to the floor, or covered by an object tossed onto the dashboard. This particular vehicle has been parking in the same spot every day for years and this one day the parking permit was gone, blown to the floor boards and not in proper line of sight. I knew this vehicle belonged to the parking facility, I knew the permit was somewhere in the vehicle, but because I couldn't see it..... I impounded the vehicle. The owner of the vehicle would complain, but the pictures I took didn't have the permit displayed anywhere and the owner had to pay the impound fees. I would do this when it was slow and I wasn't making any money. THAT was my motivation for doing this. I made my money by impounding vehicles, the impound community pay is based off commission, you don't tow a vehicle you don't make any money.

The law states that you have to take pictures of the vehicle prior to impounding the vehicle. There was this rule we followed. 51% or more to be in violation, meaning if the vehicle was 51% or more in a fire lane, impound it. On more than one occasion I have deliberately taken pictures in such a way that showed the vehicle 51% or more in violation but was in fact not. By taking a picture at a severe angle of the vehicle I can make a vehicle that's only 10% in a fire lane look like its 60% in the fire lane.

I have on several occasions changed the date and time stamp on the camera. I would do this so that the vehicle is in violation of the posted NO PARKING times. I knew the vehicle had been there during the no parking times but I had arrived a few minutes late. So I had changed the time, took pictures of the vehicle and impounded it. Had I been there prior, when the vehicle was in violation, it would have been a valid impound.

People don't like to use parking permits, they don't like seeing them in their windows, or advertise in some cases where they live because the parking permits has the name of the apartments on them. They often place the permits in the window tint of the vehicle, sometimes it makes it very hard to see the permit and the vehicle gets impounded for not displaying a permit. The vehicle had the permit displayed but it was very difficult to see it, especially at night. The owner of the vehicle would show the company the permit but most cases they would cite that it wasn't displayed correctly or in plain view and would charge the person the impound fees. That's not right and I had been told to uphold that rule several times.

I was told on several occasions that disabled parking passes have to be displayed properly at all times. I would come across a vehicle in a handicap space and there would be no visible handicap plaquered on the rearview mirror or dash. A lot of time I could see the blue edges of it under the visor, but because it wasn't displayed properly, I impounded the vehicle. The owner of the vehicle would show up..... they would be visibly disabled.... And we would charge them a lot of money for not displaying the permit. The law cites that you can't drive with it hanging from your mirror, so many people place it in the visor

and forget to put it back and get impounded. They didn't deserve to be impounded, but because I was given authority to impound vehicles on behalf of the owner of the property, I did it. I did it because it was trained into me, it is the normal practice.

I agree with the vehicles must be towed within the same county of which It was impounded from. I would go as far to say it should stay within the city it was towed from. I DO NOT AGREE WITH CHARGING MILEAGE AT ALL!!! Just because the tower has a impound facility let's say in Beaverton and impounds a vehicle from Forest Grove the tower often charges the full miles back to the storage lot. That is not fair to the owner of the vehicle, they didn't choose where to be towed to, they made a mistake and now is being overly charged just because of where the tower was able to find a storage lot. Another person gets towed that's a mile away from the storage lot and they are charged far less just based on where the storage facility is.

In conclusion, the choice to have a vehicle towed should never be upon the person who makes money off of it. There should be ZERO affiliation between the towing company and the person in charge of the parking facility. This will help limit the fraudulent impounds or the ability to get away with a wrongful impound based on ignorance or language barriers.

I support SB117

Z. Miller

Former Impound towing specialist