



# AGENDA

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## TOWING INDUSTRY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

**TUESDAY, APRIL 15, 2014 - 9:00 A.M.**

**COUNCIL CHAMBER**

**SECOND FLOOR, CIVIC CENTRE**

300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1

[www.mississauga.ca](http://www.mississauga.ca)

### Members

Councillor Ron Starr, Ward 6 (**Chair**)

John C. Lyons, Citizen Member (**Vice Chair**)

Councillor Nando Iannicca, Ward 7

Mark Bell, Citizen Member

Daniel Ghanime, Citizen Member

Tullio (Tony) Pento, Citizen Member

Armando Tallarico, Citizen Member

Daniel R. Wallace, Citizen Member

Contact: Stephanie Smith, Legislative Coordinator  
Office of the City Clerk 905-615-3200 ext. 3795 Fax 905-615-4181  
[Stephanie.Smith@mississauga.ca](mailto:Stephanie.Smith@mississauga.ca)

CALL TO ORDERAPPROVAL OF AGENDADECLARATIONS OF CONFLICT OF INTERESTPRESENTATIONS/DEPUTATIONSMATTERS TO BE CONSIDERED1. Minutes of Previous Meeting

Towing Industry Advisory Committee meeting minutes from February 11, 2014.

RECOMMEND APPROVAL2. A Report to Identify Towing and Storage Practices of Mississauga and other Municipalities that Regulate Towing and Storage

Corporate report dated March 19, 2014 from the Commissioner of Transportation and Works with respect to identify towing and storage practices of Mississauga and other municipalities that regulate towing and storage.

RECOMMENDATION

That the report from the Commissioner of Transportation and Works, dated March 19, 2014, entitled "A Report to Identify Towing and Storage Practices of Mississauga and other Municipalities that Regulate Towing and Storage", be received for information.

RECOMMEND RECEIPT3. Two Tier Tow Truck Licensing System

Towing Industry Advisory Committee to discuss the two tier tow truck licensing system. *(Attached is the Corporate Report dated December 4, 2013 entitled Amendments to the Tow Truck Licensing By-law 521-04, as amended, to include a two tier tow truck licensing system for the committee's reference during discussion. Please note that this report was considered at the December 16, 2013 TIAC meeting and deferred to a future meeting for consideration as per recommendation number TIAC-0008-2013.)*

4. Set Tow Truck Fines for Equipment on Trucks and at Accident Scenes

Daryl Bell, Manager, Mobile Licensing Enforcement to provide a verbal update regarding set tow truck fines for equipment on trucks and at accident scenes.

5. Consultation On Oversight of the Towing Industry and Vehicle Storage Issues

Towing Industry Advisory Committee to discuss the email dated April 1, 2014 regarding consultation on oversight of the towing industry and vehicle storage issues.

6. Towing Industry Advisory Committee Action List

Action list of the Towing Industry Advisory Committee meeting held on April 15, 2014 provided to the Committee to provide an update on the status of initiatives raised at prior meetings.

RECOMMEND RECEIPT

OTHER BUSINESS

DATE OF NEXT MEETING – 9:00 a.m., Tuesday, June 10, 2014 - Council Chamber

ADJOURNMENT



Towing Industry Advisory Committee  
APR 15 2014

# MINUTES

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## TOWING INDUSTRY ADVISORY COMMITTEE

THE CORPORATION OF THE CITY OF MISSISSAUGA

**TUESDAY, FEBRUARY 11, 2014 - 9:03 A.M.**

**COUNCIL CHAMBER**

**SECOND FLOOR, CIVIC CENTRE**

300 CITY CENTRE DRIVE, MISSISSAUGA, ONTARIO, L5B 3C1

[www.mississauga.ca](http://www.mississauga.ca)

### Members

Councillor Ron Starr, Ward 6 (**Chair**)

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CALL TO ORDER - 9:03 A.M.

APPROVAL OF AGENDA

DECLARATIONS OF CONFLICT OF INTEREST - Nil

PRESENTATIONS/DEPUTATIONS - Nil

MATTERS TO BE CONSIDERED

1. Minutes of Previous Meeting(s)

1.1 Towing Industry Advisory Committee meeting minutes from December 16, 2013.

1.2 Vehicle Pound Facility Subcommittee minutes from January 24, 2014

Approved (J. Lyons)

2. Amendments to the Tow Truck Licensing By-law 521-04, as amended, requiring Tow Truck Equipment Identification Markings

Daryl Bell, Manager, Mobile Licensing Enforcement spoke to the Corporate Report dated January 29, 2014 from the Commissioner of Transportation and Works with respect to amendments to the Tow Truck Licensing By-law 521-04, as amended, truck equipment identification markings. He noted the challenges staff are facing due to equipment being shared between tow truck drivers and that a solution to solve the problem is for all required equipment to be marked with the drivers municipal license (ML) number.

Mark Bell, Citizen Member spoke to the difficulties of marking equipment and for staff to create an equipment list outlining required equipment to have the ML number. Daryl Bell noted that the required equipment is currently listed in the By-law.

John C. Lyons, Citizen Member spoke to the amount of time involved with marking equipment and that staff should charge the individual tow truck drivers who are switching equipment.

Daniel Ghanime, Citizen Member spoke to the responsibilities of tow trucks drivers and the difficulties of marking equipment.

Councillor Iannicca enquired how many tickets had been issued to drivers and the set fine amount. Daryl Bell, Manager, Manager Mobile Licensing Enforcement noted that 539 charges were laid in 2013 and that the fine is \$70.00. Councillor Iannicca spoke to the amount of administrative work to comply with the proposed requirements.

Mickey Frost, Director, Enforcement spoke to increasing the set fine amount and as per the committee's request, staff have stopped issuing non-compliance notices.

Councillor Starr requested staff to run a report on the types of missing equipment that tickets are being issued for.

Daniel Ghanime, Citizen Member spoke to staff being able to ticket drivers who have passengers in the tow truck. Daryl Bell noted that staff have been given direction to charge the driver when they have a passenger in the tow truck while working. Councillor Starr requested staff to report back on this matter.

#### RECOMMENDATION

Corporate report dated January 29, 2014 from the Commissioner of Transportation and Works with respect to amendments to the Tow Truck Licensing By-law 521-04, as amended, truck equipment identification markings be referred to the June 10, 2014 Towing Industry Advisory Committee meeting.

Received (Councillor Iannicca)  
Recommendation TIAC-0001-2014)

### 3. Two Tier Tow Truck Licensing System

Daryl Bell, Manager, Mobile Licensing Enforcement spoke to the Corporate Report that was brought forward at the December 16, 2013 Towing Industry Advisory Committee (TIAC) meeting that outlined a two tier tow truck licensing system to include "General Towing for Hire" and "Contract Towing Not for Hire".

Mark Bell, Citizen Member expressed support for tow truck drivers to only have one license to be able to operate in the City of Mississauga and that all tow truck companies need to be registered to a vehicle pound facility (VPF). Daryl Bell provided clarification regarding the Contract Towing Not for Hire classification and noted that it does not affect the chasing side of the industry as it would regulate the chase and contract tow trucks.

Mark Bell further spoke to CAA not being included in the Contract Towing Not for Hire as they do attend accident scene and that no other municipality has a two tier license system.

Armando Tallarico, Citizen Member enquired how this system would be controlled and expressed support for tow truck drivers to only have one license to be able to operate in the City of Mississauga. Daryl Bell noted that when a tow truck driver shows up at an accident scene any officer would have the ability to ask the driver for proof that they have been dispatched.

Councillor Starr enquired if currently a scrap tow truck would be allowed to attend an accident scene if they do not have the proper equipment. Daryl Bell noted that once the two tier system is in place the scrap tow truck would have to be inspected and have the proper equipment.

Daniel Ghanime, Citizen Member spoke to insurance companies' dispatching their own trucks who are not licensed in the City of Mississauga and the licensing system in the City of Brampton.

Daryl Bell, Manager, Mobile Licensing Enforcement spoke to the committees concerns with CAA chasing accident scenes and noted that the two tier system would not allow this to occur unless they have a vehicle pound facility (VPF). Mark Bell, Citizen Member enquired how many CAA tow truck drivers have a City of Mississauga license. Daryl Bell noted he would report back to the Committee.

Councillor Iannicca requested staff to bring a draft by-law back to the next meeting.

Elliott Silverstein, Manager Government Relations, CAA expressed support of the two tier licensing system and spoke to the business model of CAA, rights of the consumers and that majority of the services provided by CAA are service related breakdowns. Mark Bell, Citizen Member enquired if CAA has a contract with Bell Canada. Mr. Silverstein noted that he was not familiar with the contract. Daniel Ghanime, Citizen Member spoke to CAA drivers showing up at accident scenes on a regular basis.

Armando Tallarico, Citizen Member noted that the model provided by CAA is currently not being followed by CAA tow truck drivers. Mr. Silverstein noted that if there is an issue they would address it.

Mickey Frost, Director, Enforcement spoke to the ramifications of the committee's request to amend the By-law to include tow trucks drivers can only tow a vehicle with a City of Mississauga license, a VPF in the City of Mississauga and requested clarification from members.

Councillor Iannicca spoke to the services provided by CAA and that the By-law should allow them to operate.

Councillor Starr requested staff to bring back a question and answer section providing clarity.

Michael Saati, Black Ice Towing spoke to issues surrounding CAA chasing accidents, expressed support of tow companies needing to have a VPF and the issuance of tow truck licenses. Daryl Bell, Manager, Mobile Licensing Enforcement noted that currently no plates are being issued from the City of Mississauga.

#### RECOMMENDATION

That the matter of a two tier tow truck licensing system, more specifically "General Towing for Hire" and "Contract Towing Not for Hire" be referred to a future Towing Industry Advisory Committee meeting.

Referred (Councillor Iannicca)

Recommendation TIAC-0002-2014

#### 4. Towing Industry Advisory Committee Action List

Action list of the Towing Industry Advisory Committee meeting held on December 16, 2013 provided to the Committee to provide an update on the status of initiatives raised at prior meetings.

#### RECOMMENDATION

That the action list of the Towing Industry Advisory Committee meeting held on December 16, 2013 provided to the Committee to update on the status of initiatives raised at prior meetings be received.

Received (Councillor Iannicca)

Recommendation TIAC-0003-2014

5. Information Items

- 5.1 Corporate report dated December 4, 2013 from the Commissioner of Transportation and Works with respect to amendments to the Tow Truck Licensing By-law 521-04, as amended, to include a two tier tow truck licensing system. (Please note that this report was considered at the December 16, 2013 TIAC meeting and deferred to a future meeting for consideration.)

OTHER BUSINESS

ADJOURNMENT : 10:15 A.M.



# Corporate Report

Clerk's Files

Originator's  
Files

Towing Industry Advisory Committee

APR 15 2014

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**DATE:** March 19, 2014

**TO:** Chair and Members of the Towing Industry Advisory Committee  
Meeting Date: April 15, 2014

**FROM:** Martin Powell, P. Eng.  
Commissioner of Transportation and Works

**SUBJECT:** **A Report to Identify Towing and Storage Practices of Mississauga and other Municipalities that Regulate Towing and Storage**

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**RECOMMENDATION:** That the report from the Commissioner of Transportation and Works, dated March 19, 2014, entitled "A Report to Identify Towing and Storage Practices of Mississauga and other Municipalities that Regulate Towing and Storage", be received for information.

**BACKGROUND:** At the Towing Industry Advisory Committee (TIAC) meeting held on February 4, 2014, staff brought forward a report recommending a two tier tow truck licensing system. The report was referred back to staff by TIAC with the direction to review the licensing practices of other municipalities regarding towing from accident scenes, vehicle pound facilities (VPF) and towing across municipal borders.

Furthermore, staff were directed to provide statistics regarding the number of charges and Notices of Contravention (NOC) levied against drivers who were driving tow trucks without proper equipment.

At the TIAC sub-committee meeting held on January 24, 2014, staff were directed to review the VPFs and to provide information regarding the number of licensed tow trucks operating in Mississauga, how many have VPFs in the City and the number of trucks operating from each VPF.

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This report is in response to the direction to staff from the TIAC and the TIAC sub-committee identifying the towing and storage practices of Mississauga and other municipalities.

**COMMENTS:**

Staff reviewed the licensing by-laws of Toronto, Caledon, Halton Hills, Vaughan, Brampton, Hamilton and Markham. The review revealed that all of the aforementioned municipalities have licensing by-laws for the towing industry. Hamilton is not enforcing their by-law as per direction from their Council. All municipalities have tow truck licensing by-laws similar to the City of Mississauga. Each municipality stipulates the number of trucks that can attend an accident scene, the distance that must be maintained from the accident, and sets the standards for the tow truck and equipment.

Staff representatives from Brampton, Caledon, Halton Hills, Markham, Toronto and Vaughan indicated that only tow trucks licensed by their municipality can operate within their municipal borders. In addition, Brampton staff advised that Brampton only allows towing from accident scenes in the municipality to locations within their municipality. Staff from Toronto, Caledon, Halton Hills, Markham and Vaughan advised that towing from accident scenes within their municipalities could occur to locations both inside and outside their municipalities.

Staff inspected tow trucks both at mandatory scheduled inspections and on the road. Inspections conducted from January 1, 2013 to February 21, 2014 (14 months), resulted in 147 charges being laid and 200 NOCs being issued for equipment deficiencies on the tow trucks.

Currently, only Brampton, Toronto and Mississauga license VPFs. The number of VPFs is as follows: Brampton (24), Toronto (328) and Mississauga (19).

Staff also contacted Peel Regional Police (PRP) for accident statistics in Mississauga for 2013. PRP reported that a total of 15,696 accidents were reported in Mississauga for 2013, which represents an average of 31.5 tows per licensed tow truck (calculated on a base of 498 licensed tow trucks operating in Mississauga).

The attached spreadsheet (Appendix 1) outlines the number of tow trucks currently using each VPF in Mississauga and indicates the names of each company operating from each VPF along with those

that are currently operating outside of the current by-law. Currently, 161 tow trucks are operating without a Mississauga VPF. The practice of the previous management to provide tow truck operators from outside the City of Mississauga with a licence, subject to them agreeing not to charge more than the rates permitted under the by-law, has resulted in 161 tow trucks being licensed contrary to the Tow Truck Licensing By-law 521-04, as amended.

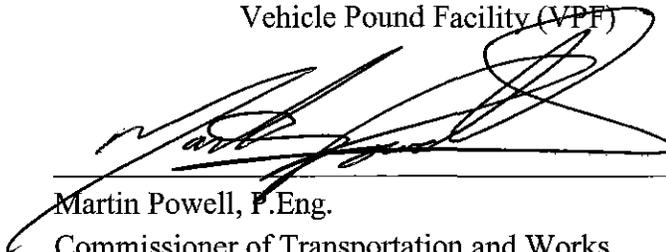
**FINANCIAL IMPACT:** This report has no financial impact on the Corporation of the City of Mississauga.

**CONCLUSION:** Staff from Brampton, Caledon, Halton Hills, Markham, Toronto and Vaughan have stated that only a tow truck licensed in their municipality is permitted to operate within the municipality regardless of the reason for the tow. All municipalities, with the exception of Brampton allow vehicles to be towed out of the municipality at the direction of the hirer while Brampton, restricts licensed tow trucks to tow only to locations within the municipality. Hamilton is not enforcing their by-law at the direction of their Council.

PRP provided accident statistics for 2013 which indicates that 15,696 accidents occurred in the City of Mississauga, which represents an average of 31.5 tows per licensed tow truck.

Brampton, Toronto and Mississauga are the only municipalities to license VPFs. The practice of the previous management to provide tow operators from outside the City of Mississauga has resulted in 161 tow trucks being licensed contrary to the Tow Truck Licensing By-law 521-04, as amended.

**ATTACHMENTS:** Appendix 1: City of Mississauga Tow Trucks and Affiliated Vehicle Pound Facility (VPF)



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Martin Powell, P.Eng.  
Commissioner of Transportation and Works

*Prepared By: Daryl Bell, Manager, Mobile Licensing Enforcement*

**City of Mississauga  
Tow Trucks and Affiliated Vehicle Pound Facility (VPF)**

Appendix 1

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Tow Truck Owner	Business Name	# of Tow Trucks	Pound Being Used	Licensed VPF Address
T.L.K Towing Ltd	T.L.K Towing Ltd	5	T.L.K Towing	100 Emby Dr, Mississauga
	<b>Total</b>	<b>5</b>	<b>Size of VPF</b>	<b>775 sq m (8342 sq ft)</b>
Lyons Auto Body Ltd	Lyons Auto Body Ltd	33	Lyons Auto Body Ltd	1020 Burnhamthorpe Rd, Mississauga
Mohammed Jamil Qureshi	Ali's Towing	1	Lyons Auto Body Ltd	1020 Burnhamthorpe Rd, Mississauga
	<b>Total</b>	<b>34</b>	<b>Size of VPF</b>	<b>10889 sq m (117208 sq ft)</b>
1843538 Ontario Inc	MC Towing	10	MC Towing	1095 Fewster Dr, Mississauga
	<b>Total</b>	<b>10</b>	<b>Size of VPF</b>	<b>1884 sq m (20279 sq ft)</b>
Seneca Towing Inc	Seneca Towing Inc	17	Seneca Towing Inc	1109 Seneca Ave, Mississauga
	<b>Total</b>	<b>17</b>	<b>Size of VPF</b>	<b>3721 sq m (40053 sq ft)</b>
Khurasan Inc	Empire Towing	1	Profix Auto Collision Inc	1180 Crestlawn Dr, Mississauga
Profix Auto Collision Inc	J.D. Roadside Assistance	13	Profix Auto Collision Inc	1180 Crestlawn Dr, Mississauga
	<b>Total</b>	<b>14</b>	<b>Size of VPF</b>	<b>927 sq m (9978 sq ft)</b>
668796 Ontario Inc	Elite Towing	5	Haarak Auto Collision and Sales	1190 Crestlawn Dr, Mississauga
	<b>Total</b>	<b>5</b>	<b>Size of VPF</b>	<b>927 sq m (9978 sq ft)</b>
7626975 Canada Inc	Affordable Towing/ M.V.C Towing and Storage Inc	27	7626975 Canada Inc	1202 Crestlawn Dr, Mississauga
M.V.C. Towing and Storage Inc	M.V.C. Towing and Storage Inc	8	7626975 Canada Inc	1202 Crestlawn Dr, Mississauga
	<b>Total</b>	<b>35</b>	<b>Size of VPF</b>	<b>846 sq m (9106 sq ft)</b>
Atlas Auto Collision Towing Ltd	Dixie Towing	8	Taurus Auto Collision	1232 Crestlawn Dr, Mississauga
Taurus Auto Collision Inc	Dynamic Towing	5	Taurus Auto Collision Inc	1232 Crestlawn Dr, Mississauga
	<b>Total</b>	<b>13</b>	<b>Size of VPF</b>	<b>604 sq m (6501 sq ft)</b>
Pro Painting & Towing Inc	Dynamic Towing	2	Tolfa Auto Work Ltd	1611 Trinity Drive, Mississauga
	<b>Total</b>	<b>2</b>	<b>Size of VPF</b>	<b>10120 sq m (108931 sq ft)</b>
1479873 Ontario Ltd	Peel Region Towing	7	Peel Region Pound	1690 Sismet Rd, Mississauga
Future Auto Collision Centre Ltd	Millenium Towing	2	Peel Region Pound	1690 Sismet Rd, Mississauga
Millenium Towing Inc	Millenium Towing Inc	1	Peel Region Pound	1690 Sismet Rd, Mississauga
Sanker, Krishendaye	Peel Region Towing	1	Peel Region Pound	1690 Sismet Rd, Mississauga
West Side Towing & Recovery Inc	West Side Towing & Recovery Inc	8	Peel Region Pound	1690 Sismet Rd, Mississauga
	<b>Total</b>	<b>19</b>	<b>Size of VPF</b>	<b>1675 sq m (18030 sq ft)</b>

**City of Mississauga  
Tow Trucks and Affiliated Vehicle Pound Facility (VPF)**

<b>Tow Truck Owner</b>	<b>Business Name</b>	<b># of Tow Trucks</b>	<b>Pound Being Used</b>	<b>Licensed VPF Address</b>
2102696 Ontario Ltd	AZ Towing	2	Paragon Collision	1889 Gage Court, Mississauga
2187518 Ontario Inc	KBC Towing	2	Paragon Collision	1889 Gage Court, Mississauga
GN Towing Inc	G.N Towing	2	Paragon Collision	1889 Gage Court, Mississauga
1387238 Ontario Ltd	G.N Towing	2	Paragon Collision	1889 Gage, Mississauga
	<b>Total</b>	<b>8</b>	<b>Size of VPF</b>	<b>3169 sq m (34111 sq ft)</b>
Sulyn Enterprise Inc	Abrams	1	Abrams Towing Services Inc	2458 Haines Rd, Mississauga
1512081 Ontario Ltd	Abrams	20	Abrams Towing Services Inc	2458 Haines Rd, Mississauga
Green Team Towing Ltd	Abrams	15	Abrams Towing Services Inc	2458 Haines Rd, Mississauga
	<b>Total</b>	<b>36</b>	<b>Size of VPF</b>	<b>3591 sq m (38653 sq ft)</b>
2312066 Ontario Inc	Big Rig Towing	1	Action Auto Collision	2662 Drew Rd, Mississauga
1473273 Ontario Inc	S.D Towing	2	Action Auto Collision	2662 Drew Rd, Mississauga
1629665 Ontario Inc	S.D Transport and Recovery	3	Action Auto Collision	2662 Drew Rd, Mississauga
6227678 Canada Inc	Famous Towing	3	Action Auto Collision	2662 Drew Rd, Mississauga
Ajmer Singh Dhaliwal	A.S.D. Towing	1	Action Auto Collision	2662 Drew Rd, Mississauga
	<b>Total</b>	<b>10</b>	<b>Size of VPF</b>	<b>3745 sq m (40311 sq ft)</b>
Atlantic Showcase Auto Collision Inc	Atlantic Towing	1	Atlantic Showcase Auto Collision Inc	3229 Wolfdale Rd, Mississauga
Mississauga Towing and Collision Inc	Mississauga Towing and Collision Inc	6	Atlantic Showcase Auto Collision Inc	3229 Wolfdale Rd, Mississauga
Towtal Roadside Solutions Inc	CAA Central Ontario	19	Atlantic Showcase Auto Collision Inc	3229 Wolfdale Rd, Mississauga
	<b>Total</b>	<b>26</b>	<b>Size of VPF</b>	<b>2542 sq m (27362 sq ft)</b>
The Golden Mine Ltd	A.S.A.P. Towing	1	Skyway Transport Inc	3473 Wolfedale Rd, Mississauga
	<b>Total</b>	<b>1</b>	<b>Size of VPF</b>	<b>1494 sq m (16081 sq ft)</b>
Maurizio's Towing Ltd	Maurizio's Towing Ltd	4	Assured Auto	3535 Hawkstone Rd, Mississauga
	<b>Total</b>	<b>4</b>	<b>Size of VPF</b>	<b>2187 sq m (23541 sq ft)</b>
1532099 Ontario Ltd	Eastgate Towing and Storage	9	Eastgate Towing and Storage	5916 Shawson Dr, Mississauga
Roadside Towing 2001 Inc	Roadside Towing 2001 Inc	1	Eastgate Towing and Storage	5916 Shawson Dr, Mississauga
	<b>Total</b>	<b>10</b>	<b>Size of VPF</b>	<b>3060 sq m (32938 sq ft)</b>
944427 Ontario Ltd	First Canadian Auto Collision	15	Atlantic Auto Body	6121 Atlantic Dr, Mississauga
Toffa Auto Work Ltd	Atlantic Towing	59	Atlantic Auto Body	6121 Atlantic Dr, Mississauga
Dominik Lukachko	Gone Towing	1	Atlantic Towing	6121 Atlantic Dr, Mississauga
Trinity Auto Service Inc	Atlantic Towing	13	Atlantic Towing	6121 Atlantic Dr, Mississauga
	<b>Total</b>	<b>88</b>	<b>Size of VPF</b>	<b>7530 sq m (81052 sq ft)</b>
<b>Total Number of Licensed Tow Trucks Operating with Mississauga Licensed Pound Facility</b>		<b>337</b>		

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**City of Mississauga  
Tow Trucks and Affiliated Vehicle Pound Facility (VPF)**

Appendix 1

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Tow Truck Owner	Business Name	# of Tow Trucks	VPF Being Used	VPF Outside City Boundary
Mega Auto Service & Parts Inc	NPG Towing and Collision	2	NPG Towing and Collision	110 Advance Blvd, Brampton
Saral Carriers Inc	Bali's Towing Ltd	1	Bali's Towing Limited	12544 Highway 50, Bolton
Walsh's Auto Service Ltd	Bill and Son Towing	13	Bill and Son Towing	15 Atomic Ave & 147 Belfield Rd, Etobicoke
1873537 Ontario Inc	Prostar Towing	6	Prostar Towing	18 Hale Rd, Brampton
1873538 Ontario Inc	TS Towing	2	TS Towing	18 Hale Rd, Brampton
1571519 Ontario Incorporated	CAA	6	1st Action Collision	19 Haas Road, Etobicoke
1659020 Ontario Inc	n/a	3	1st Action Collision	19 Haas Road, Etobicoke
2251760 Ontario Inc	King Towing	3	Discount Autobody Shop	27 Mass Road, Rexdale
2160566 Ontario Ltd	Assured Roadside	1	Victoria Towing Inc	28 Rutherford Rd. S, Brampton
Victoria Towing Inc	Victoria Towing	2	Victoria Towing Inc	28 Rutherford Road S, Brampton
2181473 Ontario Inc	Navi Towing	3	Navi Towing	30 Racing Road, Toronto
546627 Ontraio Ltd	K.B.W. Towing	28	Humberview Motors	56 Fieldway Ave, Etobicoke
Sibia Towing & Storage Ltd	Sibia Towing & Storage Ltd	2	Atlantic Autobody North	60 Advance Blvd, Brampton
J.A. Towing (Brampton) Limited	J.A. Towing	12	J.A. Towing (Brampton) Limited	69 Eastern Ave, Brampton
1179640 Ontario Ltd	First Choice Auto Centre	4	First Choice Auto Centre	7800 Hurontario St, Brampton
Soloviov, Sergii	Freeway Towing	1	Freeway Auto Service Inc.	79 Racine Road, Rexdale
Freeway Auto Service Inc	Freeway Auto Service Inc	19	Freeway Auto Service Inc.	79 Racine Road, Rexdale
Freeway Towing Inc	Freeway Towing	2	Freeway Towing	79 Racine Road, Rexdale
1475347 Ontario Inc	Autobahn Towing & Recovery	1	No VPF	No VPF
1630958 Ontario Inc	CAA	1	No VPF	No VPF
2076428 Ontario Inc	CAA	1	No VPF	No VPF
J P Towing Service and Storage Ltd	J P Towing Service and Storage Ltd	20	No VPF	No VPF
MMEI Inc	CAA	2	No VPF	No VPF
Neel's Lube and Auto Detailing Centre Ltd	Neel's Lube and Auto Detailing Centre Ltd	2	No VPF	No VPF
Professional Recovery Equipment Inc	CAA Central	22	No VPF	No VPF
Bali's Towing Ltd	Bali's Towing Ltd	1	Bali's Towing Limited	12544 Highway 50, Bolton
Soloviov, Sergii	Freeway Towing	1	Freeway Auto Service Inc.	79 Racine Road, Rexdale

**Total Number of Licensed Tow Trucks Operating without a Mississauga Licensed Vehicle Pound Facility 161**

**Grand Total Number of Licensed Tow Trucks 498**



# Corporate Report

Towing Industry Advisory Committee  
Clerk's Files **APR 15 2014**

Originator's  
Files

Towing Industry Advisory Committee  
**DEC 16 2013**

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**DATE:** December 4, 2013

**TO:** Chair and Members of the Towing Industry Advisory Committee  
Meeting Date: December 16, 2013

**FROM:** Martin Powell, P. Eng.  
Commissioner of Transportation and Works

**SUBJECT:** **Amendments to the Tow Truck Licensing By-law 521-04, as amended, to include a two tier tow truck licensing system**

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**RECOMMENDATION:** That a by-law be enacted to amend the Tow Truck Licensing By-law 521-04, as amended, effective February 1, 2014, to include a two tier tow truck licensing system, more specifically "General Towing for Hire" and "Contract Towing Not for Hire" as outlined in the report from the Commissioner of Transportation and Works dated December 4, 2013.

**REPORT  
HIGHLIGHTS:**

- Issues have been raised as a result of tow truck companies operating in the city without a registered vehicle pound facility (VPF) in the City of Mississauga.
- The Canadian Automobile Association (CAA) requested a licence so that they could perform their business, which is a "not for hire" industry related to dispatched calls and not to chasing accidents.
- Mobile Licensing Enforcement previously started a process to accept a letter to set the terms for tows conducted by towing companies located outside the City of Mississauga, notwithstanding the requirements of the Tow Truck Licensing By-law 521-04, as amended.

- A two tier licence system provides protection for the public, will more effectively regulate chase and contract tow trucks, and will address concerns with unlicensed and possibly unsafe tow trucks operating on Mississauga roads.

**BACKGROUND:**

Concerns have been raised by staff and the insurance industry regarding the issue of tow truck companies who are not located in Mississauga and do not have a registered VPF in the City of Mississauga, which contravenes the requirements of the Tow Truck Licensing By-law 521-04, as amended. The by-law requires that the tow truck driver take the vehicle to their registered VPF located in the City of Mississauga or to a location at the direction of the hirer.

Notwithstanding the requirements of the by-law, past practice by previous management was to accept a letter from tow truck companies located outside the boundaries of the City of Mississauga stating that the tow rates they would charge would not be more than what is permitted within the City of Mississauga in accordance with the by-law. This practice was originally put in place to allow contract tow truck companies, including the CAA, to operate in the City of Mississauga. However, a number of general towing companies with chase trucks were granted the same permission.

CAA and other contract tow truck companies operate on a dispatch call system for their customers under prearranged contracts to service their clients. The contract tow trucks are not permitted to attend accident scenes or other random towing situations except if they maintain a registered VPF in the City of Mississauga in accordance with the requirements of the by-law.

In early 2013, the present Manager of Mobile Licensing Enforcement recognized this issue and began to remedy the situation due to the number of non-contract tow truck companies which were operating in the City of Mississauga from cities such as Brampton and as far away as Orillia, which did not maintain a registered VPF in the City of Mississauga. Moreover, staff streamlined the licensing process to license the tow trucks in compliance with the licensing by-law and insisted that to be licensed they must have a registered VPF in the City of Mississauga. This caused concerns for a number of contract tow

truck companies who operate without a registered VPF and only tow the vehicle following the owner's directions. Due to the concerns caused by the change, staff granted conditional licences to the tow truck companies that operate within the City without a registered VPF in the City of Mississauga.

A representative for CAA attended the Public Vehicle Advisory Committee (PVAC) meeting of June 11, 2013 to raise their concerns and PVAC directed staff to bring forward a report on this issue. Staff met with representatives of the CAA on September 25, 2013 and discussed their concerns, including staff's proposal to consider a two tier licence system for "contract" also known as "not for hire" tow trucks and "general" tow trucks also known as "chase" tow trucks. CAA representatives agreed that this would be an acceptable solution as this would ensure that the CAA could continue to serve their customers in the City of Mississauga and that the tow truck drivers that operate for the CAA would be prohibited from operating as a chase tow truck.

Staff also met with representatives from various licensed tow truck companies that operate in the City of Mississauga and maintain VPF's in the City. The consensus was that this change would benefit both sides of the industry.

**COMMENTS:**

Staff reviewed the surrounding municipalities and found that none have specific licence types for the operation of contract tow trucks versus general tow trucks. Staff carefully reviewed all of the industry concerns and found that the best solution would be a separate licence type to allow contract towing which for the most part are companies which are located outside of the City of Mississauga; do not have a VPF in the City of Mississauga, and, operate under pre-arranged contracts for their customers and only take the vehicles to locations as directed by the hirer. This type of operation does not meet the current requirements of the by-law but the addition of a "Contract Towing Not For Hire" licence type would permit the business to continue to service their clientele in the City of Mississauga.

Furthermore, the addition of the "Contract Towing Not For Hire" licence type would capture private tow trucks which are not chasing accident scenes but are towing for small shops and private individuals

for the purpose of moving vehicles from one location to another and scrap vehicle businesses which are operating on public roads. This has become a safety concern in recent years due to the lack of regulation. In particular, many of the towing vehicles are simply underrated as they are using towing vehicles such as half ton pickup trucks with towing apparatus attached. The vehicles may not meet the requirements of the Ministry of Transportation, or city by-laws, for tow trucks and hence create a safety hazard due to underrated steering, braking and handling with the addition of a second vehicle attached to the towing apparatus. The towing vehicles often lack proper safety equipment, insurance and driver training.

The current by-law covers the requirements for "General Towing For Hire" and provides all the responsibilities for a tow truck driver to operate in the City of Mississauga. As a result, it is recommended that the Tow Truck Licensing By-law 521-04, as amended, be amended effective February 1, 2014 to create a new tow truck driver licence class for "Contract Towing Not For Hire". Staff further recommend that the fees for the new class be the same as for the "General Towing For Hire" class.

This would further assist with enforcement of the by-laws for both Mobile Licensing Enforcement staff and police services as it would be clearly defined which licence type would be permitted to attend accident scenes, police seizures or highway break downs. This would assist in regulating the tow truck industry to ensure that all "General Towing For Hire" tow trucks maintain a registered VPF within the City of Mississauga.

**FINANCIAL IMPACT:** This recommendation may increase tow truck licensing revenues.

**CONCLUSION:** Following consultation with representatives from the CAA and from the Mississauga towing industry, staff recommend that the Tow Truck Licensing By-law 521-04, as amended, be amended to include two licence types: "General Towing For Hire" and "Contract Towing Not For Hire".

The current by-law provides clear direction for the licensing of "General Towing For Hire" towing and requires amendments to allow

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for inclusion of a new licence class: "Contract Towing Not For Hire" with similar licensing fees. This amendment will assist in regulating the tow truck industry by ensuring that tow truck drivers chasing accidents in the city have the appropriate licence to do so.



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Martin Powell, P. Eng.  
Commissioner of Transportation and Works

*Prepared By: Daryl Bell, Manager, Mobile Licensing Enforcement*

Towing Industry Advisory Committee  
APR 15 2014

**Stephanie Smith**

**Subject:** FW: Consultation on oversight of the towing industry and vehicle storage issues

**From:** Mickey Frost  
**Sent:** 2014/04/01 11:08 AM

**Subject:** RE: Consultation on oversight of the towing industry and vehicle storage issues

TIAC Members:

Further to my preceding email and if you have not yet done so, this is a friendly reminder to you to download the document entitled "Towing and Storage Advisory Group – Report Recommendations to the Ministry of Consumer Affairs" (see the link in the first email in this stream) and provide your input on this important matter directly to the Ministry of Consumer Affairs.

Staff are preparing a Corporate Report for consideration by the General Committee on April 16<sup>th</sup> and by Council on April 23<sup>rd</sup> providing staff's comments on the document and seeking Council's endorsement of them.

Once again, given the importance of this matter I would encourage you to provide your comments directly to the Ministry of Consumer Affairs, as well.

Thank you,

*Mickey Frost*  
*Director, Enforcement*  
*City of Mississauga*  
T:905-615-3200 ext. 4020 / F:905-615-3374



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**From:** Mickey Frost  
**Sent:** 2014/03/25 11:55 AM  
**To:** 'armando@collisiongroup.com'; 'mvc.tns@gmail.com'; 'johnlyons@lyonsautobody.com'; 'tony@collisiongroup.com'; 'mystikalcobra@hotmail.com'  
**Cc:** Daryl Bell; Ron Starr; Nando Iannicca  
**Subject:** FW: Consultation on oversight of the towing industry and vehicle storage issues

TIAC Members:

See the preceding email from the Ministry of Consumer Services requesting feedback on provincial oversight of the towing industry and vehicle storage issues.

You may wish to use the link and access the document entitled "Towing and Storage Advisory Group – Report Recommendations to the Ministry of Consumer Affairs" and provide your input directly to the Ministry of Consumer Affairs given your interest in the towing industry.

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Also, please note that staff will be preparing a report, which is targeted for consideration by the General Committee, seeking endorsement of staff's comments on the document and seeking direction to forward the staff comments to the Ministry.

*Mickey Frost  
Director, Enforcement  
City of Mississauga  
T:905-615-3200 ext. 4020 / F:905-615-3374*

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**From:** Bonofiglio, Robert (MCS) [<mailto:Robert.Bonofiglio@ontario.ca>]  
**Sent:** 2014/03/20 10:24 AM  
**Subject:** Consultation on oversight of the towing industry and vehicle storage issues

Good morning,

The Ministry of Consumer Services is consulting on provincial oversight of the towing industry and vehicle storage issues to:

- strengthen consumer protection;
- improve business practices;
- increase road safety; and
- reduce auto insurance fraud.

The ministry established two stakeholder advisory groups, one on towing and the other on vehicle storage, comprised of a broad cross-section of advisors and experts to identify issues, develop solutions and prepare a final report with recommendations.

We are now inviting the public and stakeholders to read the advisory groups' recommendations and submit comments. The report can be accessed by clicking on the following link:

English link:  
<http://www.ontariocanada.com/registry/view.do?postingId=15664&language=en>

French link:  
<http://www.ontariocanada.com/registry/view.do?language=fr&postingId=15664>

We look forward to receiving your feedback.

**Robert Bonofiglio**  
Senior Policy Advisor, Consumer Policy and Liaison Branch  
Ministry of Consumer Services  
[robert.bonofiglio@ontario.ca](mailto:robert.bonofiglio@ontario.ca)  
416-326-8874

**Proposal**

# Oversight of the Towing Industry and Vehicle Storage Issues

**Ministry:** Ministry of Consumer Services

**Regulation Number(s):**

**Bill or Act:** N/A

**Summary of Proposal:** In the fall of 2013, the Ministry of Consumer Services (MCS) requested that a group of industry stakeholders come together to form the Towing Advisory and Storage Advisory groups. These groups were asked to provide input and advice on issues and factors associated with the oversight of the towing and vehicle storage industries.

The purpose of the report linked below is to summarize the work and recommendations of the Towing and Storage Advisory Groups resulting from consultation sessions held in January and February 2014 on the topic of towing and vehicle storage practices in Ontario.

The Advisory Groups were established to address towing and vehicle storage related issues identified in the Ontario Automobile Insurance Anti-Fraud Task Force's final report. Specifically, the Task Force made recommendations relating to a province-wide licensing scheme, road safety, consumer protection, and unreasonable storage costs. The full report of the Task Force can be found at: <http://www.fin.gov.on.ca/en/autoinsurance/final-report.html>.

In response, the government's 2013 Fall Economic Statement committed to work towards developing a province-wide system to oversee the towing industry, and to consider issues of vehicle storage. Recommendations from a recent Coroner's Inquest also urged the government to address safety issues related to the towing industry.

MCS held a consultation kick-off meeting on towing and vehicle storage with stakeholders in December 2013. The purpose of the meeting was to start the discussion, raise interest in these issues, and secure participants for the next stage of consultations.

Additional consultation meetings on towing and vehicle storage, facilitated by KPMG, took place in late January and early February 2014 with two 18-member Advisory Groups representing diverse stakeholder communities. The Groups' primary objectives were to identify issues in the towing and storage industries, and provide consensus recommendations to government on how to address these issues, including the possibility of an oversight model.

The paper linked below explains and sets out the proposed recommendations in detail. Interested parties can respond by e-mail or mail.

The ministry welcomes feedback and encourages anyone interested to provide comments on its proposal.

**Further Information:**  Recommendations report (Download Adobe Reader)

**Proposal Number:** 14-MCS008

**Posting Date:** March 20, 2014

**Comments Due Date:** April 8, 2014

**Contact Address:** Ministry of Consumer Services  
Policy Branch  
777 Bay Street, 5th Floor  
Toronto, ON M7A 2J3  
Attention: Oversight of Towing

# Towing Industry Advisory Committee Action List- February 11, 2014

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<b>Issue</b>	<b>Last Discussed on</b>	<b>Who</b>	<b>Status</b>
Gross Vehicle Weight Rating (GVWR)	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Dual-Wheel Trucks	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Accident tow rate – amending flat rate	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Compliance and enforcement of Licensed Vehicle Impound Facilities (VPF)	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Bi-yearly Ontario Drivers Abstract and a Peel Regional Police criminal record search for all drivers	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Any company applying for a Tow Truck Owner's License must also show proof of an approved Vehicle Impound Facility which is located within the boundaries of the City of Mississauga	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Proof of insurance credentials	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Drivers complete the following – criminal record search every 6 months, drivers abstract every 6 months, and WSIB	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Towing Practices and Policies for the Peel Regional Police	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Capping the Number of Tow Truck Licenses	February 28, 2012	Enforcement Office	<b>COMPLETED</b>
Training/qualifications for drivers	December 10, 2012	Enforcement Office	<b>In progress</b>
Central City pound facility	February 19, 2013	Enforcement Office	<b>Enforcement staff to report back</b>
By-law review – Towing out of City boundaries	February 19, 2013	Enforcement Office	<b>Enforcement staff to report back</b>
By-law review – WSIB/Insurance requirements	February 19, 2013	Enforcement Office	<b>Enforcement staff to report back</b>
Auto clubs operating without owning a pound facility	June 11, 2013	Enforcement Office	<b>In progress</b>

Towing Industry Advisory Committee  
 APR 15 2014