
Towing Industry Advisory Committee

Date

2016/02/29

Time

1:00 PM

Location

Civic Centre, Council Chamber,
300 City Centre Drive, Mississauga, Ontario, L5B 3C1 Ontario

Members Present

Councillor Ron Starr, Ward 6 (Chair)
Councillor Matt Mahoney, Ward 8 (Vice-Chair)
Mark Bell, Citizen Member
Robert Fluney, Citizen Member
Daniel Ghanime, Citizen Member
John C. Lyons, Citizen Member
Tullio (Tony) Pento, Citizen Member
Armando Tallarico, Citizen Member

Staff Present

Mickey Frost, Director, Enforcement
Daryl Bell, Manager, Mobile Licensing Enforcement
Chris Rouse, Project Manager, Licensing Enforcement
Stephanie Smith, Legislative Coordinator, Legislative Services

Find it online

<http://www.mississauga.ca/portal/cityhall/towingindustryadvisory>

1. CALL TO ORDER

2. APPROVAL OF AGENDA

Approved (M. Bell)

3. DECLARATION OF CONFLICT OF INTEREST - Nil

4. MINUTES OF PREVIOUS MEETING

Approved (T.Pento)

5. DEPUTATIONS

6. Paul Falcao, Classic Towing and Ed Hall, Classic Towing with respect to licencing provisions.
Paul Falcao, Classic Towing spoke to the current moratorium for issuing new tow truck licenses. He spoke to his need for new licenses due to contractual agreements with a garbage truck company. Councillor Starr noted that he and the vice-chair would review the matter.

Daryl Bell, Manager, Mobile Licensing Enforcement spoke to the current moratorium in place for issuing new tow truck licensing.

Ed Hall, Classic Towing spoke to existing towing customers who now operate in the City of Mississauga. He noted that Classic Towing needs the new licenses to service commercial companies. Councillor Starr noted that he and the vice-chair would review the matter.

RECOMMENDATION

That the deputation by Paul Falcao, Classic Towing and Ed Hall, Classic Towing with respect to licencing provisions be referred to staff for further review.

Referred (T.Pinto)

Recommendation TIAC-0001-2016

7. MATTERS TO BE CONSIDERED

8. Centralized Vehicle Pound Facility Feasibility Study - Recommendation Report
Chris Rouse, Project Manager, spoke to Councils direction to review a Central Vehicle Pound Facility (CVPF) model. He noted that today's meeting is to hear comments from the industry and that all comments would be incorporated into a corporate report that would be brought back to the April 9, 2016 General Committee meeting. Mr. Rouse spoke to why vehicles are towed, complaints received regarding vehicle pound facilities and he outlined existing towing regulations.

Mr. Rouse outlined two operating scenarios for a City Owned and Operated CVPF. Scenario one would require all inoperable vehicles to be brought to the CVPF, while scenario two would not force all vehicle towed to go first to the CVPF. He outlined the financial implication for both scenarios as well as potential revenues.

He further spoke to 3 alternative considered options;

1. Maintain the status quo;
2. Establish privately owned and operated CVPF's; and,
3. Implementing Additional Regulations and Operating Procedures

Mr. Rouse noted that staff recommends implementing Alternative Option 3 – Additional Regulations and Operating Procedures. He spoke to implementing a public communication program to educate the residents of Mississauga on their rights.

Allan McConnell, Eastgate Towing inquired when the report would be approved by Council. Councillor Starr noted that comments received would be incorporate in a corporate report going to General Committee on April 6, 2016.

Robert Fluney, Citizen Member spoke to the less than 100 complaints received by staff. Daryl Bell, Manager, Mobile Licensing Enforcement noted that not all complaints received were logged into the database and that a number of issues received were not included in the report. Mr. Fluney spoke to software that could be implemented to track the vehicle throughout the towing process.

Councillor Starr noted that the City is working on a model for an application that could be implemented to track the location of a vehicle.

Alias Oshour (sp) Towing Operator inquired if the number of complaints received were not correct in the report what other information was incorrect. Daryl Bell provided clarification and noted that the number of complaints listed in the report was correct but it did not incorporate concerns that were recorded through other avenues.

Roman (sp) Profix Auto Collison noted that at an accident site, Peel Regional Police

automatically record where the vehicle is being towed. He further spoke to the number of complaints received versus the capital cost of a CVRP and expressed concern with the amount of tax dollars being spent on the facility with such a small percentage of consumers complaints received. He noted the need to protect consumers from insurance companies. Councillor Starr noted that the City of Mississauga is trying to improve the industry.

Nick Terenzi, Elite Towing inquired if the concerns being raised are not going to be addressed in Bill 15. Councillor Starr spoke to the current towing forms and that staff are currently working on new numbered forms and the need for consumers to be more informed on their rights.

Mr. Rouse provided clarification that staff does not recommend a city owned CVPF and that they recommend implementing additional regulations and operating procedures.

Mickey Frost, Director, Enforcement noted that the report is here for comment and encouraged the industry to send their comments in to staff.

Robert Fluney noted his support of implementing additional technology.

Daniel Ghanime, Citizen Member spoke to consumers not being able to find their vehicles and that soliciting at an accident scene had been an issue with the industry when a driver hands out their business card. Mr. Ghanime expressed his support for implementing additional regulations and operating procedures

Armando Tallarico, Citizen Member expressed support with staff that the City of Mississauga does not own a central pound facility.

RECOMMENDATION

1. That the Towing Industry Advisory Committee provide comments for inclusion in a future report to General Committee on the report from the Commissioner of Transportation and Works, dated February 12, 2016 entitled "City of Mississauga Centralized Vehicle Pound Facility Feasibility Study – Recommendation Report", particularly the following recommendations:
 - a. That Council amend the Tow Truck Licensing By-law 0521-2004, as amended, and Schedule 27 of Business Licensing By-law 0001-2006, as amended, to implement the Additional Regulations and Operating Procedures Alternative Option to a City owned and operated Centralized Vehicle Pound Facility to improve consumer protection, ensure that City By-laws conform with Provincial *Bill 15 - Fighting Fraud and Reducing Automobile Insurance Rates Act* regulations, and to improve the City's monitoring and auditing capabilities of the vehicle towing and storage

industry;

- b. That City staff be directed to implement a mandatory on-line towing and storage software application to be used by the Enforcement Division of the Transportation and Works Department and the motor vehicle towing and storage industries in Mississauga, and that the development of the mandatory on-line towing and storage software application be included in the 2017 Transportation and Works Technology Workplan.
- c. That Peel Regional Police and the local detachment of the Ontario Provincial Police be fully informed of the mandatory on-line towing and storage software application and that they be invited to assist in its planning, development and utilization; and,
- d. That Enforcement Division staff work with the Communications Division to implement a public communication plan to inform Mississauga residents about consumer rights when interacting with the towing and storage industry.

Received (A. Tallarico)

Recommendation TIAC-0002-2016

9. INFORMATION ITEMS

9.1. Fighting Fraud and Reducing Automobile Insurance Rates Act, 2014

RECOMMENDATION

That the letter dated December 17, 2015 entitled Fighting Fraud and Reducing Automobile Insurance Rates Act, 2014 be received.

Received (M. Bell)

Recommendation TIAC-0003-2016

10. OTHER BUSINESS

Mark Bell, Citizen Member inquired if there was any update for the new tow truck driver

training.

Daryl Bell, Citizen Member noted that the program is finally complete and notices will be sent out shortly. He noted that the training session would be offered once a month and must be completed within a 90 day period.

11. DATE OF NEXT MEETING - March 22, 2016

12. ADJOURNMENT – 2:06 p.m.