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## **Council Subcommittee of Towing**

### **Date**

2016/09/26

### **Time**

10:00 AM

### **Location**

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

### **Members**

Councillor Ron Starr	Ward 6 (Chair)
Mayor Bonnie Crombie	
Councillor Carolyn Parrish	Ward 5
Councillor Nando Iannicca	Ward 7
Councillor Matt Mahoney	Ward 8 (Vice Chair)

### **Contact**

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### **Find it Online**

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

- 
1. Call to Order
  2. Approval of Agenda
  3. Declaration of Conflict of Interest
  4. Minutes of Previous Meeting
  - 4.1. Council Subcommittee of Towing Minutes - May 30, 2016
  5. Matters to be Considered
  - 5.1. Report on Tow Truck Chasing in the City of Mississauga
  6. Adjournment

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## **Council Subcommittee of Towing**

### **Date**

2016/05/30

### **Time**

3:32 PM

### **Location**

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

### **Members Present**

Councillor Ron Starr, Ward 6 (Chair)  
Mayor Bonnie Crombie  
Councillor Carolyn Parrish, Ward 5  
Councillor Nando Iannicca, Ward 7  
Councillor Matt Mahoney, Ward 8 (Vice Chair)

### **Staff Present**

Mickey Frost, Director, Enforcement  
Daryl Bell, Manager, Mobile Licensing Enforcement  
Michael Foley, Supervisory of Compliance and Licensing Enforcement  
Robert Genoway, Legal Council  
Stephanie Smith, Legislative Coordinator, Legislative Services

### **Find it online**

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

1. Call to Order - 3:32 PM

2. Approval of Agenda

Approved (Mayor Crombie)

3. Declaration of Conflict of Interest - Nil

4. Matters to be Considered

4.1. Preliminary Report On Tow Truck "Chasing" In The City Of Mississauga

Michael Foley, Supervisor of Compliance and Licensing Enforcement spoke to the Preliminary Report on Tow Truck Chasing in the City of Mississauga and the purpose of the subcommittee.

Councillor Parrish spoke to the need for a simpler definition of non-dispatch towing and tow truck chasing. Daryl Bell, Manager, Mobile Licensing Enforcement noted that tow trucks are not dispatched in the City of Mississauga.

Mayor Crombie enquired if tow truck drivers sit in locations with proven high volumes of accidents and if drivers monitor accidents over the Peel Regional Police (PRP) radio. Mr. Foley noted that drivers do sit in high volume locations and that they do not have the capability to listen into the PRP radio channel.

Mr. Foley spoke to previous questions raised by the subcommittee and outlined data received from the OPP and PRP, the number of tow trucks plates, authorized vehicle licensed pounds and the number of body shops in the City of Mississauga. He further outlined strategies to address chasing that could include; a rotational dispatch system, enhanced enforcement and fleet management technology. Mr. Foley concluded that chasing in the City of Mississauga is currently not an issue.

Councillor Parrish spoke to the number of traffic accidents that require tows. Mr. Bell noted that the data outlining the number of traffic accidents in the City of Mississauga was received from the PRP and the OPP and that the data does not show tows that did not require the services of the PRP and OPP.

Councillor Iannicca spoke to privately-run centralized pounds in four quadrants of the City and the need for tenders to be tendered out on a rotational bases. He noted that



chasing is still a problem in the industry.

Mayor Crombie spoke to staffs inconclusive finding that chasing is not an issue in the City. She further expressed support of authorized pounds using standards that the City of Mississauga would set out and noted that she does not agree with the proposed quadrant pound system. Mayor Crombie enquired if staff had looked at the operational model of the vehicle reporting centres as in the City of Toronto. Mr. Bell noted that staff did look into the operation model of the City of Toronto and that they were unable to acquire information.

Councillor Mahoney noted that implementing quadrants could increase chasing in the City of Mississauga. Mickey Frost, Director, Enforcement spoke to the challenges of implementing quadrants and that more information gathering would need to be done from surrounding municipalities who have implemented quadrants.

Councillor Parrish spoke to the number of tow truck licences in the City of Mississauga and expressed support of dividing the City into multiple areas and dispatch only towing. Mr. Bell noted that a moratorium has been in place since 2012 on the issuance of any new tow truck license.

Councillor Nando spoke to the need for a fulsome review of the industry to ensure that the right model is in place.

Councillor Starr outlined the current system in place, regulations added to the industry, the need to review other successful and non- successful industry models and the lack of chasing complaints received. He expressed support of needing more information before making any decisions.

Members of the Committee engaged in discussion around Bill 15, a virtual pound, consumer choice and the need to protect the consumers.

Brad Butt, Building Stronger Communities on behalf of Atlantic Towing spoke a centralized vehicle pound facility and indicated that Atlantic Towing believes a centralized vehicle pound could assist in eliminating chasing. He further spoke to the centralized vehicle pound facility and that it should be regulated by the City of Mississauga but privately operated.

Members of the Subcommittee instructed staff to bring back more information on various towing models in September.

5. Adjournment - 4:42 PM (Mayor Crombie)

DRAFT

City of Mississauga

# Corporate Report



Date: 2016/09/13

Originator's files:

To: Chair and Members of Council Subcommittee of  
Towing

From: Geoff Wright, P.Eng, MBA, Commissioner of  
Transportation and Works

Meeting date:  
2016/09/26

## Subject

**Report on Tow Truck Chasing in the City of Mississauga**

## Recommendation

1. That the report from the Commissioner of Transportation and Works dated September 13, 2016 entitled "Report on Tow Truck Chasing in the City of Mississauga" be received for information.
2. That the Council Subcommittee on Chasing direct staff to produce a supplementary report in two years identifying trends in tow truck driver behaviour as measured by assessing the driver's abstracts and reported complaints of driver behaviour of licensed drivers, to measure the effectiveness of amendments to the City of Mississauga Tow Truck Licensing By-law, which was adopted in 2016 and in prior years.

## Report Highlights

- The driving abstracts submitted by tow truck driver applicants to the City of Mississauga indicate that there has been a substantial reduction in the number of *Highway Traffic Act* (HTA) violations committed by licensees.
- A review of the historic abstract submissions of drivers that are no longer licensed by the City of Mississauga indicates that the tow truck drivers leaving the industry had significantly worse driving records than those who are currently licensed.
- Enforcement staff believe that the overall improvement in tow truck driver performance is closely linked to amendments that have been developed, approved and enforced by the Towing Industry Advisory Committee, Enforcement staff, and Mayor and Council.
- New proposals designed to improve tow truck driver behaviour as a group would have a far reaching impact, cause significant disruption within the tow industry and would be met with significant resistance and would be difficult to evaluate for effectiveness in light of the recent approval of the Virtual Pound initiative.

## Background

The Council Subcommittee of Towing was created for the purpose of addressing concerns related to the practice of tow truck chasing. For the purpose of this report, staff were asked to expand the definition of “chasing” to include not only the behaviour of tow truck drivers as they attempt to reach the scene of a motor vehicle accident, but also the presence of licensed tow truck drivers at an accident scene who have not been dispatched there by a vehicle owner or an authority recognized to do so on the vehicle owners behalf.

Based on this request, staff have identified traditional chasing as being behaviour that would expedite a driver reaching an accident scene, but would also pose a threat to public safety. Behaviours that include:

- speeding;
- inappropriate lane changes;
- reversing in a live lane of traffic; and,
- failing to obey traffic signals.

Expanded Definition Chasing (EDC) is more problematic to research, in that currently the activity does not represent a violation of the Tow Truck Licensing By-law, is commonplace and would not be something identified in a complaint, which could be tracked for frequency.

## Why Chasing Takes Place

Automotive collision repair is capital intensive, requiring significant investment in building, equipment and highly skilled labour, for a service that many people will require infrequently, if ever. With the exception of a small number of national brands, most collision repair centres are locally owned and have a limited budget for advertising or brand promotion.

Chasing arose out of a desire to generate increased business and in many cases this was achieved through the re-tasking of assets often already owned by the auto body shop, that being a tow truck. Initially used to service the needs of existing customers, it became evident to those in the repair industry that these trucks could also drive business to a repair facility by responding to accident scenes and offering their services to those involved; a service model similar to the taxi industry.

This level of service was attractive to the public who often had no inkling as to who to call after being involved in an accident and often welcomed the presence of a person both willing and capable of assisting them.

As is often the case when there is a consumer lacking in knowledge who is attempting to make a decision during a period of intense stress, unscrupulous operators began to make their presence felt.

A variety of strategies have been employed in order to first get the tow and second to commit the vehicle owner to a specific facility to have the repair work completed. Strategies that included:

- inducements including free towing or rental vehicle;
- inability to deliver the vehicle to the requested location, resulting in the vehicle being taken to the tower's repair facility;
- accepting only cash as payment for a tow and when the vehicle owner is unable to pay as required, the vehicle is again taken to the tower's repair facility;
- signing a blank work order for a tow instead of an authorization to tow form; and,
- signing a blank work order for the purpose of providing an estimate.

The result being that subsequent to the initial tow, after speaking to their insurance carrier, or having had the time to do their own independent research, the vehicle owner wishing to have their vehicle moved to a different location for repairs might find themselves in difficulty. They may discover that in addition to the towing charge, there is also an exorbitant amount required for storage or for a "tear down" of the vehicle to identify the extent of the damages. They may also be faced with a charge for a breach of the contract implied by a signed work order.

Faced with an invoice that often ran into the thousands of dollars, the repair facility owner could then offer to waive these charges if the repair work was assigned to the shop. Customers would often choose the path of least resistance and simply agree to have the vehicle repaired where it was.

In some cases, insurance adjusters would negotiate for the removal of the vehicle to the desired repair facility by paying out the invoice or a negotiated portion of the invoice. Some might choose to seek redress in civil court, but this was often an expensive and time consuming proposition.

But the key to employing any of these strategies was the tow truck driver. The critical element to obtaining the tow was to arrive first; a situation that rewarded aggressive driving and aggressive salesmanship once on the scene. The tow truck driver would not only be compensated for the tow itself, but would also be rewarded by the repair shop in the form of a commission.

For the tow truck driver, the commission reflected between 5 and 10% of the total repair bill of the vehicle involved in an accident. For an accident vehicle, which may require \$10,000 in repairs, an additional \$500 to \$1000 in commissions from the repair facility would certainly be enticing.

In the 1998 study conducted by the Peel Regional Police “Towing in the Region of Peel”, as outlined in the “Amendments to the Tow Truck Licensing By-law 635-93-General Committee Report November 18, 1998” (Appendix 1), 86% of the stakeholders surveyed identified their belief that tow trucks would be less likely to speed to collision scenes “if repair shops did not offer commissions on the repairs”.

### **Who Engages In Chasing**

A concern identified at the Council Subcommittee of Towing meeting held on May 26, 2016 was that the number of collisions identified by Peel Regional Police and the Ontario Provincial Police was insufficient to sustain the number of tow truck operators that are currently licensed.

The 1998 Peel Regional Police study identified that 64% of tow truck owners or managers and 73% of tow truck drivers, considered the payment of a commission or “finder’s fee” by the repair shop to be an ethical practice. The study also concluded that amongst all stakeholders surveyed, 71% identified the belief that the rate of compensation should be between 5 to 10%. It is common knowledge amongst industry members that some repair facilities pay incentives to tow truck drivers for vehicles requiring collision repairs.

However, even allowing for the existence of commissions being paid by body shops at a rate of between 5 and 10% of the total repair bill, it would be difficult to sustain the entire towing industry entirely on motor vehicle accidents.

In 2014, there were approximately 10,400 motor vehicle accidents in Mississauga requiring the services of a tow truck as reported by the Peel Regional Police and the Ontario Provincial Police as identified in the “Preliminary Report on Tow Truck Chasing in the City of Mississauga, Council Subcommittee of Towing, May 30, 2016” (Appendix 2). Using the assumption that every one of these vehicles was towed to a repair facility where a commission of between 5 and 10% was paid and based on an average collision repair cost of \$5000, this would only translate to approximately \$12,000 to \$18,000 per tow truck licence, including the tow charges. Clearly insufficient to sustain the equipment and overhead associated with the number of tow trucks licensed.

The reason for this is that some tow trucks drivers have no involvement in responding to accidents, while others only engage in the activity when the opportunity arises. Many drivers derive the most substantial portion of their income from activities that involve other aspects of the towing industry including:

- road side assistance;
- contract towing;
- daily duties as assigned by the Tow Company Owner; and,
- movement of vehicles already under repair.

It is therefore difficult to establish to any degree of certainty, the number of tow truck drivers that derive a significant portion of their income from only wreck chasing.

The implementation of the Virtual Pound initiative should allow staff, in future, to gather and analyze data regarding this and determine conclusively whether there is strong correlation between poor driving behaviour and involvement in wreck chasing.

### **Amendments to the By-law to Address Chasing**

1997 was a watershed year for the tow industry. In November of that year, a crash involving a tow truck licensed by the City of Mississauga, resulted in one fatality. Allegations arose that the driver of the vehicle was speeding towards an accident scene in hopes of obtaining a tow, when his truck struck a second vehicle killing one of the occupants. The driver of the tow truck was eventually convicted of dangerous driving causing death.

Former Mayor Hazel McCallion held an emergency meeting of tow truck operators on November 12, 1997 to address tow truck safety. One year later a report was brought forward, identifying specific recommendations to improve the safety of tow truck operators. The report identified a number of issues within the tow industry and provided the basis for some of the earliest amendments adopted to curtail chasing.

### **Vehicle Size**

Based on recommendations from the Police Service Board's Report on Towing, the City of Mississauga Truck Licensing By-law 638-93 (Rescinded) was amended to require all new and replacement tow trucks to meet a minimum gross vehicle weight rating of not less than 4536 kg (10,000 lbs), with all tow licensed tow trucks required to meet the standard by June of 2000).

The amendment was identified as a mechanism to reduce aggressive driving, in that the vehicle's increased weight would reduce its maneuverability and make it less likely that the drivers would speed. The vehicle's increased gas/diesel consumption would also serve as a deterrent to chasing, where the operator had a lower probability to be first on the scene.

### **Tow Trucks on Scene**

The Tow Truck Licensing By-law 638-93 (Rescinded) (Appendix 3) required that tow trucks remain 60 metres away from an accident, where sufficient tow trucks were already on scene to deal with the apparent number of vehicles involved. Police and enforcement staff identified their concern that congestion at the scene remained an issue, though to a lesser extent. It was the impression of those attending these scenes, that the 60 metre distance still allowed tow drivers to exit their vehicles and approach the accident scene on foot in order to solicit business.

In April of 2001 the by-law was amended pursuant to a recommendation from staff found in the “Tow Truck Licensing By-law, General Committee Report April 9, 2001” (Appendix 4), to increase the distance to 200 metres, which was identified to be sufficient to discourage additional trucks from speeding to a scene in the hopes of soliciting business.

### **Criminal Record Searches**

While criminal record searches were required under the by-law previously, amendments brought forward in 2013 provided clarity as to the response of the Licensing Authority when the criminal record check was returned, showing that convictions had been registered.

The City of Mississauga Tow Truck Licensing By-law 521-04, as amended, now requires that applicants for an initial licence or a renewal supply:

*A criminal record search issued within the past sixty (60) days by the Peel Regional Police, or other police service in Ontario, which contains no convictions for five (5) years prior to the date of application or renewal. (130-13)*

Provisions were made for currently licensed drivers to maintain their status by providing documentation confirming that the renewal applicant was pursuing a Record Suspension through the Parole Board of Canada.

The amendments also affected drivers with criminal record searches older than five years, by prohibiting licensure when the criminal acts identified included offences deemed to be of a more serious nature and identified in Schedule 4 of the By-law as outlined in “Recommended Changes to the Tow Truck Licensing By-law 521-04, as amended, for the Licensing of Tow Trucks” dated March 13, 2013 (Appendix 5).

### **Drivers Records**

The City of Mississauga Tow Truck Licensing By-law 521-04, as amended, was further amended in 2013 to require that applicants for a Tow Truck Drivers Licence, new or renewal submit:

*a driver’s abstract issued within the past sixty (60) days which contains not more than six (6) demerit points or any one Ontario Highway Traffic Act conviction with a value of four (4) or more demerit points or similar convictions from outside of the Province of Ontario. (130-13)*

This represented a significant shift in the licensing of tow drivers from the earlier iteration. Drivers were now subject to unambiguous expectations regarding their driving behaviour with meaningful consequences; licence revocation, being attached to issues of non-compliance.



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## Driver Experience

A further amendment to the City of Mississauga Tow Truck Licensing By-law 521-04, as amended, enacted in 2014 required that new applicants for a tow truck drivers licence are required to have a minimum of seven years driving experience, after having obtained a full G Province of Ontario.

This substantially increased the age and driving experience of applicants for new tow truck drivers licences.

## Driver Professionalism

Improving not only the professional appearance of the tow truck drivers, but also the safety of the licensees and concomitantly other individuals at an accident scene, an amendment to the City of Mississauga Tow Truck Licensing By-law 521-04, as amended, in 2014 requires:

*3) At all times be neat and clean in personal appearance and properly dressed which must include but is not limited to: (11-14)*

- a) a blaze orange, a blaze yellow or a combination of both orange and yellow safety vest with two fluorescent stripes, five centimetres in length in the shape of an "X" on both the front and the back of the vest;*
- b) patch green safety boots;*
- c) pants with a silver reflective stripe down the side of both legs or a silver reflective band encircling each leg; and*
- d) an identification badge showing the Driver's first initial and last name.*

An amendment enacted in 2015 requires that all drivers complete a training course and pass a test based on course content. The amendment further requires that retraining of all licensed drivers take place every five years.

This training provides tow truck drivers with detailed information regarding the requirements of the City of Mississauga Tow Truck Licensing By-law 521-04, as amended, and the expectations regarding their conduct when operating a tow truck.

## Driver Responsibility

A 2015 amendment to the City of Mississauga Tow Truck Licensing By-law 521-04, as amended, requires that the tow truck driver photograph all vehicles being towed prior to initiating the tow.

An amendment the following year (2016) changed the requirements surrounding Permission to Tow forms. Drivers are now required to submit copies of these forms to the Mobile Licensing

Manager within 30 days of the tow taking place, as recommended in “Amendments to the Tow Truck Licensing By-law 521-04, as amended, Requirements for the use of Permission to Tow Vehicle Form” dated March 14, 2016 (Appendix 6).

### **Improvements to the Existing Vehicle Pound System**

In 2016 staff were directed, pursuant to the Central Vehicle Pound report, to develop and 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 towing industry. This Virtual Pound system will serve to address issues that arise after a vehicle has been towed and provide greater consumer protection to the vehicle owners (Appendix 7).

## **Comments**

### **Analysis**

While amendments to by-laws seek to address issues of significant municipal interest, there is often little quantifiable evidence available through which to measure impact.

With regards to tow truck driver behaviour, there is data available that can be utilized to provide insight. All tow truck drivers, when seeking either a new licence or the renewal of an existing licence, are required to submit a current driver's abstract issued by the Province of Ontario, identifying recent HTA convictions, current demerit points and licence status. Ostensibly, this requirement allows the licensing authority to establish that the applicant has the requisite class of Ontario Drivers Licence needed and that there are no impediments to a licence being issued, such as accumulated points.

These abstracts are maintained in each driver's file and when examined collectively, provide a record of driver behaviour over an extended period of time.

It was postulated that if amendments made to the by-law were designed to improve driver performance, then some evidence of this should be reflected in the collective records.

### **Methodology**

The drivers' abstracts of all tow truck drivers whose files were currently available in the Mobile Licensing Enforcement Section were reviewed and were initially broken down into two groups; Licensed and Unlicensed.

These abstracts were then examined and a record made of HTA offences for which a conviction was entered for the period between 2004 and 2015 for Licensed Driver. The Unlicensed group provided reliable information only until 2014, due to insufficient data for the year 2015.

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In that the purpose of this report deals with the issue of “chasing”, only offences related to moving violations were recorded. Offences related to documentation such as lacking an insurance card are not reflected in the totals.

Drivers with less than one full year of licensed activity were excluded from the calculations, due to the fact that the abstract supplied shows only behaviour prior to being licensed as a tow truck driver and while useful in determining whether a candidate meets the requirements to be granted a licence, provides little insight into their activity as a tow truck driver.

It should be noted, that the abstracts supplied could not identify whether the infractions occurred while the driver was actually operating a tow truck. This is identified as a limitation, but is a limitation shared by the control group as well. This limitation is further mitigated by the fact that the by-law itself does not make a distinction between infractions taking place while driving a tow truck or a personal vehicle in its proscriptions regarding demerit points accumulated on the drivers licence.

In order to establish a point of comparison, the inquiry also examined the driving records of a control group, that being licensed taxicab drivers. The taxi drivers were identified as the ideal control group by the fact that they:

- drive similar long hours;
- drive on the same streets;
- are subject to the same police authorities; and,
- are predominantly male.

All new applicants for a Taxi Drivers licence receive mandatory training in defensive driving and periodic mandated “refresher” training”. There is a general consensus that Mississauga’s taxi drivers, as a group, provide consistently good service to the general public and operate in a safe manner.

The key difference between the licence groups being that taxi drivers do not “chase”; the success of their endeavours are not dependant on getting to a fare first as their calls are dispatched, based on a physical queue, on random chance ( i.e. street hail) and there is no direct competitive force at play.

Approximately 100 taxi drivers were selected at random from the files maintained by Mobile Licensing Enforcement to be included in the control group. The file had to indicate that the driver was currently licensed as a taxi driver and that their licence did not include the “Not Driving” designation, which is assigned to drivers who wish to keep their licence from lapsing, but are not active within the industry at present. The drivers abstracts were then reviewed in the same manner as those of the tow truck drivers

The number of drivers licensed in each category, in each calendar year were determined and then compared with the number of HTA violations that were issued to these drivers in that year. This provided a “rate of violation”, or “ROV”. For example, a result of 35% in a given year, would indicate 35 HTA convictions of various types were registered against every 100 drivers operating during that period.

From an enforcement perspective, staff would wish to see a rate of violation that is small, as this is the best indication that licence holders are driving in a responsible manner, both while driving a personal vehicle and while driving in their capacity as a City of Mississauga Licensee. There is, however, no stated target rate. No previous attempt has been made to attempt to measure driver behaviour collectively.

### **The Control Group**

The randomly selected control group of 107 licensed taxi drivers provided a median ROV of 28.5% (28.5 violations per 100 drivers). With the highest rate of violation occurring in 2008 at 39% and the lowest rate occurring in 2014 when it fell to 20%.

Noteworthy, is the consistency across time for the group with a low standard deviation (5.7); a desirable characteristic for a control group. This group has been relatively stable and there have been few amendments to the Taxi Licensing By-law during the surveyed years, which were intended to directly impact driving behaviour. This information is illustrated in the attached graph (Appendix 8).

### **Unlicensed Tow Truck Drivers**

The second group identified are tow truck drivers who have chosen not to renew their licence, have allowed their licence to lapse or have become ineligible for a Mississauga licence through failure to meet current requirements or through revocation. The files related to these drivers indicate a median ROV of 45%, significantly higher than that of the control group.

This group also achieved the highest single ROVs recorded, in 2004 (70%), 2007 (58%), 2010 (49%) and 2011 (48%) with rates that were almost double those of the control group. The ROV for this group began a steady decline in 2011 with the rate of violation for unlicensed drivers at 22% in 2014.

As a group, the unlicensed tow truck drivers showed the highest variations in findings with a standard deviation of 15.75. This information is illustrated in the attached graph (Appendix 9).

### **Currently Licensed Tow Truck Drivers**

The group exhibited ROV consistently higher than the control group but never reaching the extreme of the unlicensed group. The median ROV for this group was calculated at 37.

This group also shows a similar decline in the years following 2011, with reported ROV for 2015 being 10%, (less than half the ROV of the control group.) This current ROV also represents a 78% reduction in ROV from 2011. This information is illustrated in the attached graph (Appendix 10).

### **Interpretation**

The review of driving records would strongly indicate that measures undertaken to address the issues of Tow Truck Driver operational behaviour have had an impact and that the impact has been positive, with current drivers engaging in significantly fewer violations now than during peak periods.

It might be interpreted that the decline in the ROV for tow truck drivers who are unlicensed, is the result of many of the drivers with the highest rates of violations have withdrawn from the towing industry in Mississauga. Whether they have changed professions entirely or moved to other jurisdictions cannot be identified by the records.

The licensed group also shows a similar decline from a high point that approached 50% in 2011 to approximately 10% in 2015.

Similar regulatory measures were not imposed upon the control group and the findings are consistent with expectations for a control group of this type. They exhibit a consistent rate of violation over a period of 10 plus years.

It would be difficult to establish which by-law amendments have had the most impact. There are multiple amendments in some years, so isolating the effect of one from another would be problematic.

Some stakeholders have identified the threat of licence revocation as having the greatest effect. Revocation of licence has traditionally been identified in the By-law as a possible outcome for multiple serious convictions under the HTA, but actual revocations have previously been rare. The fact that a number of revocations have occurred and survived review at the Licence Appeal Tribunal, may have had a chilling effect on the industry as a whole.

Other stakeholders have indicated that as the most aggressive of the wreck chasers have been weaned out of the industry there is a greater amount of work available, which has reduced the incentive to engage in higher risk driving behaviour.

Still other stakeholders have identified a shift in tenor, that occurred within the Mobile Licensing Enforcement section as partially responsible. This shift has included more rigorous enforcement of the by-laws and a more consistent response to violations that occur.

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## **Proposed Initiatives to Reduce Chasing**

In the second portion of the report, staff were directed to investigate the feasibility of two proposals raised as possible responses to the issues of chasing; both the traditional definition and the expanded definition of chasing.

The proposals were evaluated based on the following criteria:

- effectiveness at reduction of chasing;
- cost;
- integration with the approved Virtual Pound initiative; and,
- potential impact on Tow Truck Industry.

### **Proposal #1 - Fleet Management Technology**

A variety of fleet management solutions are commercially available “off the shelf” that permit the management of a large number of vehicles, simultaneously, through constant monitoring. This is achieved through the use of the Global Positioning System (GPS) and real time telemetry being uploaded from the vehicle to a centralized tracking location. The link to the tracking site is established through hardware connected to the vehicles diagnostic port.

The tracking station collects data related to a variety of factors that would be of interest to enforcement staff including:

- speed of the vehicle;
- direction traveled;
- turn by turn logging of each trip; and,
- use of the winching system on the vehicle.

### **Effectiveness**

Through automated monitoring of every vehicle operating as a licensed tow truck, enforcement staff would be made aware of drivers engaging in a variety of activities that would meet the traditional definition of “chasing.” Activities that include:

- travelling at rates of speed higher than posted limits;
- sudden or erratic directional changes;
- cutting through private property to avoid traffic lights;
- sudden reductions in speed; and,
- presence of a passenger in vehicle.

This information could then be evaluated as a result of a complaint or ongoing audit of the industry, by enforcement staff, and used as the basis for actions against the licence holder, both owner and the driver. The technology also permits cautioning the driver in real time audibly of undesired practices including over speed warnings and idling alerts.

Fleet management technology would also be effective in eliminating Expanded Definition Chasing, which at its highest level has been described as tow trucks towing vehicles from accident scenes where they have not been dispatched, either by the vehicle owner or a competent authority.

This activity however is currently not a violation of the City of Mississauga Tow Truck Licensing By-law, which does allow for licensed tow trucks to stop at the scene of an accident, as long as the number of tow trucks does not exceed the number of vehicles “apparently requiring the services of a tow truck.” Elimination of EDC would necessitate amending this section of the by-law.

With an amended by-law prohibiting licensed tow vehicles from stopping at the scene of an accident, fleet management could provide the data required to determine if each tow is in compliance. In that dispatch would in most cases occur based on a telephone call from the vehicle owner, a call that would be time stamped by the telephone and issues arising over a disputed dispatch could be easily confirmed.

Attempts to circumvent the system by stopping at an accident scene and soliciting a vehicle owner to call for the dispatch of his/her truck, would be easily countered by the fact that the vehicle would be identified by the fleet management system as having arrived at the scene prior to the dispatch call.

### **Costs**

The costs associated with the monitoring and storage of data for a fleet management system, all in the range of \$600 per year, per vehicle.

Typically large fleets of vehicles will recover all or a portion of these fees through efficiencies gained through the systems use;

- fuel saving through reduced idling time;
- better route management; and,
- reduced wear and tear on vehicles due to improved driving maintenance practices.

While the information collected for each vehicle could be supplied to the vehicle owner for their own use, it is unlikely that significant savings would accrue to the vehicle owners.

### **Virtual Pound Integration**

The technology would provide a level of enhanced support to the approved Virtual Pound Initiative, in that it could provide confirmation of the location of pick-up and drop-off of each vehicle that is entered into the Virtual Pound system. It would also serve to discourage licensees from attempting to circumvent the Virtual Pound, by failing to report tow activity.

### **Potential Impact on Towing Industry**

Stakeholders have identified that there would be significant resistance to the implementation of a system that constantly tracks every licensed tow truck. Privacy issues have been raised, as well as the expense that is attached to the system, an expense which would be borne by the licensees.

Some privacy concerns could be addressed through the ability to geofence the system limiting the tracking ability to a defined geographic area, but within the municipality and within the surrounding municipalities the system would be active.

### **Proposal #2 - Multiple Privately Operated Vehicle Pound Facilities**

This proposal would require the City of Mississauga be divided into multiple geographic zones, with each zone maintaining one vehicle pound facility from which tow trucks would be dispatched to any motor vehicle accident taking place within the borders of the prescribed zone. Tow trucks wishing to engage in accident towing would be sequestered within the pound until such time that they were dispatched to the scene of an accident where vehicles require their services.

Once engaged, the tow truck operator would remove the vehicle to the originating vehicle pound facility where it would be held until such time that the vehicle owner decided, either on their own or through consultation, where the vehicle should be moved.

The selected operators of each pound would be required to segregate the vehicle pound operation from any vehicle repair facility that may be operating on the same property. This would likely require a separate office space, separate entrances and unambiguous signage.

Vehicles that were impounded at each location would incur a minimum charge for the service.

### **Effectiveness**

In order for a multi-zone vehicle pound system to provide a positive impact on traditional chasing it would be necessary that the existing Tow Truck Licensing By-law be amended to restrict any tow truck from stopping at the scene of an accident, unless it was dispatched from the vehicle pound facility in that zone.



A failure to implement an amendment of this type would likely lead to situations whereby, licensed tow trucks choosing not to wait in the zoned queue and continue the current practice of staking out a limited area, would then be placed with a distinct advantage in arriving at a scene first, with the possibility of being directed by the motorist to assist, the equivalent of a hailed tow truck.

The amendment would include the removal of the section which permits a number of tow trucks to stop within 200 metres equal to the number of vehicles that appear to be involved in the accident. Essentially, the proposal would make it necessary to eliminate any tow truck from stopping to render assistance at a motor vehicle accident, unless it was dispatched there through the pound system.

The issue would then become one where the definition of “dispatched” would have to be closely examined. While trucks would be dispatched from the zoned pound, this would not negate the ability of the motorist to request a tow vehicle of their own through cellular phone. A vehicle owner choosing to do this could easily call for a tow, which would then be ‘dispatched’ to the scene. In order to circumvent this scenario, it would become necessary to amend the by-law to require that the vehicle owner utilize the services of the tow truck dispatched from the zoned pound.

The proposal would have a positive effect on expanded definition chasing at the scene of accidents. The requirement that the vehicle initially be taken to the approved pound for initial release, would eliminate ploys such as work orders being signed in place of a permission to tow form and the requirement for cash to release the vehicle at the vehicle owners requested location.

This result would be predicated on significant amendments to the existing Tow Truck Licensing By-law.

### **Integration with the Approved Virtual Pound**

The multiple private pound concept was reviewed with Mobile Licensing staff who are currently developing the approved Virtual Pound system. It was determined that it would be difficult to integrate the two proposals in a meaningful manner.

The Virtual Pound system is designed to work closely with the tow truck industry and the City of Mississauga Tow Truck By-law as currently configured. The adoption now of a multi-pound system, with the requisite changes to the by-law that would be required, would undermine the Virtual Pound initiative.

For example, one component of virtual pound requires that the location of the vehicle be recorded and that this be consistent with the wishes of the vehicle owner. This would not be the

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case with the multi-pound system, which would rely on the vehicle being taken to a predetermined drop off location for storage irrespective of consumer choice.

The proposed multiple pound concept also presents a number of other challenges that are not addressed in the approved Virtual Pound Initiative including:

**Dispatch** - The proposal was clear in its position that the tow trucks wishing to attend motor vehicle collisions would be sequestered at the pound within the zone they wished to operate. It remains unclear as to how these vehicles would be dispatched to the scene of an accident.

Consultation with representatives of Peel Regional Police identified concerns as to whether private “for hire” vehicles staffed by non- first responders could be dispatched to the scene of accidents through the 911 system. They are currently exploring other options that may exist.

**Complexity** - a system of four, eight or more privately operated vehicle pound facilities servicing a defined area could give rise to significant confusion amongst both the public and the tow industry. Zones would vary in the amount of activity and high levels of activity in a single area would necessitate secondary and tertiary protocols for response to a demand that is difficult to predict.

**Industry Resistance** - the requirement that tow truck operators wait in a queue at a vehicle pound to be dispatched to an accident scene where they would then be compelled to tow the customers vehicle back to the same pound, a vehicle pound that is associated with a competitor’s auto repair shop, would likely generate high levels of mistrust and the perception amongst licensees, that the City has favoured certain auto body shops to the detriment of others.

The perception that the City has “approved” certain repair facilities because of their association with designated vehicle pound facilities might also be transmitted to the public by the selected pound operators.

Resistance to the component of the proposal which would require trucks to queue up in compounds for an opportunity to respond to a motor vehicle accident was also highlighted. It has been identified in previous reports that the largest component of towing work is servicing vehicles that have experienced mechanical failure. Sequestration in a zoned pound would prohibit the tow truck from being assigned other work duties while in the queue.

Finally, it was noted that the same benefit related to EDC could be achieved by amending the by-law to prohibit any tow truck from stopping at an accident scene, unless dispatched there by a person with the authority to do so.

This would require that a tow truck driver be able to demonstrate that they had a valid reason to attend at a motor vehicle accident, other than proximity. This option is currently in place in

Ottawa. It would require that motor vehicle owners make greater preparations in the event that they are involved in an accident, including contacting their insurance agents to identify preferred responders or preselecting tow truck brokerages to provide service.

### **Cost**

The initial cost to set up the system of pounds needed would be substantial, but would be borne primarily by the industry. The establishment of each zone would be based on stakeholder feedback. There would be some increase in staffing resources required to co-ordinate “approved” Vehicle Pound activities.

## **Financial Impact**

No direct impact would be experienced by the City of Mississauga.

## **Conclusion**

The City of Mississauga, through the efforts of the Compliance and Licensing Enforcement Section and the Towing Industry Advisory Committee have developed and brought forward a number of amendments to City of Mississauga Tow Truck Licensing By-law. There is both anecdotal and empirical evidence that these amendments have shown positive results with regards to the behaviour exhibited by licensed tow truck drivers operating in the City.

The empirical evidence indicates that licensed tow truck drivers records currently show historically low numbers of highway traffic offences being committed.

The review of driving records of those who are no longer licensed by the City of Mississauga indicates that drivers with poorer driving records are over represented in this group. It can be inferred from this data that these drivers are not only modifying their behaviour but are leaving the industry.

The proposed strategies for reducing traditional chasing, and expanded definition chasing, were reviewed and evaluated. Based on the evaluation, the use of fleet management technology would provide the most effective method of regulating a large number of vehicles engaged in the towing industry and would be the easiest to implement. It was, however, also identified as being the most intrusive, and as such likely to meet significant resistance from the industry. It was also noted that, based on the current low rate of violation, the impact of fleet management technology may not be large enough to offset the disruption to the industry that it would cause.

## **Attachments**

Appendix 1: Amendments to the Tow Truck Licensing By-law 638-93, General Committee Report November 18, 1998

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- Appendix 2: Preliminary Report on Tow Truck Chasing in the City of Mississauga, Council Subcommittee of Towing May 30, 2016
- Appendix 3: The Corporation of the City of Mississauga, The Tow Truck Licensing By-law 638-93 (rescinded)
- Appendix 4: Tow Truck Licensing By-law, General Committee Report April 9, 2001
- Appendix 5: Recommended Changes to the Tow Truck Licensing By-law 521-04, as amended, for the Licensing of Tow Trucks
- Appendix 6: Amendments to the Tow Truck Licensing By-law 521-04, as amended, requirements for the use of Permission to Tow Vehicle Form
- Appendix 7: Centralized Vehicle Pound Facility Feasibility Study – Recommendation Report
- Appendix 8: Control Group Graph
- Appendix 9: Unlicensed Tow Truck Drivers Graph
- Appendix 10: Licensed Tow Truck Drivers Graph



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Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works

Prepared by: Michael Foley, Acting Manager, Compliance and Licensing Enforcement



# Corporate Report

APPENDIX 1

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GENERAL COMMITTEE AGENDA

NOV 18 1998

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**DATE:** November 6, 1998

**TO:** Chairman and Members of the  
General Committee

**FROM:** W.H. Munden, CMA  
Commissioner of Corporate Services and Clerk/Treasurer

**SUBJECT:** Amendments to the Tow Truck Licensing By-law 638-93

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**ORIGIN:** Enforcement Division

**BACKGROUND:** On November 12, 1997, Mayor McCallion held an emergency meeting of tow truck operators to address tow truck safety. This meeting was held in response to a fatal accident in Mississauga on November 10, 1997.

Many concerns and suggestions were brought forward to the Mayor's attention during the meeting and staff were asked to work with the industry and enforcement agencies to bring forward solutions to eliminate the aggressive driving and speeding of tow truck drivers to accident scenes.

During the past year, Peel Regional Police have also reviewed these issues with municipal staff and the industry, and conducted a survey of the numerous concerns of the public, government officials and towing industry. A report by the Peel Police Services Board entitled "Towing, Region of Peel" dated September, 1998 is a comprehensive examination of these issues (Appendix A).

The purpose of this report is to concentrate on the recommendations directed to the municipal authorities and identify actions that are already underway or require further direction from Council.

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It should be noted that the Police Services Board (hereinafter "the Board") received the report but deferred any discussion until its November 27, 1998 meeting. It also requested that the Chairman arrange a Special Meeting of the towing industry to deal with the Board's towing contract, which is planned for Tuesday, November 10, 1998. at the Region of Peel Building in Brampton.

As well, Vehicle Licensing staff have continued to participate in the work of the Peel Tow Truck Advisory Committee, formed in 1995 to respond to industry members and public concerns within the industry. During the past year, the Committee has taken steps to address concerns on tow truck driver training and on the minimum standard size of tow trucks. The recommendations of this Committee are also addressed in this report.

**COMMENTS:**

Since November 1997, the Peel Vehicle Repair Association (PVRA), the Tow Operators That Care Association (TOTCA) and Jack Lyons of Lyons Autobody have each made deputations to the Police Services Board. Each deputation addressed the need for safer tow truck operators and all offered suggestions that would create a safer industry in towing. The aforementioned report from the Peel Police Services Board makes reference to these deputations and comments, starting at page 6. The PVRA has not made a presentation to the local municipalities. The TOTCA has brought forward its initiatives to the Peel Tow Truck Advisory Committee.

There are seven recommendations addressed to the area municipal authorities, in the Police Services Board Report on Towing found at page 13. The recommendations and staff's comments are outlined below:

- 1. That the options presented to the Board as a means by which to reduce aggressive driving by tow truck operators be considered.**

The Police Services Board authorized the Police to undertake a comprehensive towing survey of stakeholders to the towing industry. A copy of this survey is found as Appendix "C" to the Board's report and is referenced throughout this report. Many of its questions focus on the issue of aggressive driving.

With the approval of the Police Services Board, a six month pilot project commenced June 1, 1998 which allows Peel Regional Police to provide verbal dispatch of accident locations over the two-way radio. Mr. Steve Hiles of the TOTCA suggested that such a system would reduce aggressive driving by tow truck drivers because they would be advised of the actual accident location, rather than only the zone. Staff are advised that a report on the impact of this procedural alteration will be forwarded by the Police Chief to the Board in January, 1999.

Many of the recommendations contained in the Board's Report were discussed with Enforcement Division staff and reflect many of the initiatives already underway or under active consideration as will be outlined in this report. Aggressive driving will continue to be the recommended focus for the work of the Towing Advisory Committee in 1999.

**2. That a minimum standard for authorized tow trucks more in line with the results of question no. 3 in the police towing survey be considered for inclusion in the by-laws.**

*Question 3 of the stakeholder's survey asked, "Tests have revealed that tow vehicles smaller than a 1 ton truck do not always meet the manufacturers suggested safety regulations. To ensure safety standards are being met, should the minimum standard for a tow truck be raised? If YES, to what level?"*

On average, 83% of all stakeholders agree that the minimum standard for tow trucks should be raised, and support was unanimous within all stakeholder groups. It should be noted, however, that the current by-law does not set a minimum weight for a licensed tow truck so any standard would be new to the industry. The survey summary notes that 51% of all stakeholders indicate that a reasonable standard for the minimum weight for tow trucks would be a one (1) ton truck. Within the towing industry, support is strongest (83%) for a one (1) ton truck as the minimum standard, as opposed to a .75 or 1.5 ton truck.

The Peel Tow Truck Advisory Committee struck a sub-committee in early 1998 to develop an industry standard. The sub-committee members tested many of the tow trucks currently licensed under the by-law and found that when tow trucks with a Gross Vehicle Weight Rating (GVWR) of less than 10,000 lbs. (1 ton) lifted vehicles, the manufacturers' recommended rear axle weight rating was exceeded by 20-50%.

The GVWR is defined by the Society of Automotive Engineers (SAE) as the maximum total vehicle rated capacity, measured at the tire ground interface, as rated by the chassis manufacturer. Staff also found that the SAE recommended in a February, 1994 report that a tow sling and wheel lift equipment should be installed on a minimum of a 4536 kg (10,000lb) GVWR chassis.

The Peel Tow Truck Advisory Committee accepted a recommendation from the sub-committee:

- that the minimum standard for a tow truck be defined as a one (1) ton cab and chassis, dual rear wheel, with a 10,000 lbs. Gross Vehicle Weight Rating, and
- that the standard be met by all existing licensed trucks by June 30, 2000 and for any new or replacement trucks, as of the enactment of the by-law.

The towing industry is in support of this recommendation and believes that by standardizing the size requirement of the vehicle, the drivers would be less likely to speed due to the decreased maneuverability and the increased gas\diesel consumption.

3. **That a demerit point system be considered to work in conjunction with the provincial demerit system that would result in the suspension of a towing licence should the required number of demerit points be reached.**

The stakeholder's survey showed that 86% of respondents agreed that if a tow truck driver had accumulated six (6) demerit points on his/hers provincial driver's licence, the municipal tow truck driver's licence should be suspended.

The TOTCA stated in its report to the Police Services Board that it wanted to lobby the municipal Councils of Brampton and Mississauga to make changes to the by-law to create, "a 9 point demerit rule, which would require that any tow truck operator that has lost more than 9 demerit points be prohibited from driving a tow truck until such time as his licence has reflected that his point total has dropped back down to 9 demerit points or less."

The current Tow Truck Licensing By-law 638-93, as amended, gives the Licence Manager discretion in recommending the suspension of a tow truck driver licence through, for example, consideration of section 10(6):



10. *An applicant for a licence who complies with the provisions of this by-law is, subject to the provisions of this By-law, entitled to be issued a licence, except where:*

- (6) *the conduct of the applicant or of one or more of the persons referred to in paragraph (2) of this section affords reasonable grounds for belief that the carrying on of the business in respect of which the licence is sought would infringe the rights, or endanger the health or safety, of one or more members of the public.*

The Licence Manager currently relies upon the applicant's criminal record and his provincial driver's record to make this decision. The proposed amendment for a demerit point system would provide the Licence Manager with an additional objective standard in order to assess the municipality's desire to license the driver. It will require ongoing, coordinated review with Peel Regional Police to obtain the information, as it exists today.

Staff suggest that the by-law be amended to provide that if a new applicant presents a driving record with nine (9) points on his/her provincial driving record, that the Licence Manager refuse to issue the licence. Should a licensed driver accumulate nine (9) points on his/her provincial driving record, then the Licence Manager will suspend the tow truck driver's licence until such time as the accumulated point total is less than nine (9) points. The applicant or licensee would continue to have the right to appeal the Licence Manager's decision to the Licensing Appeal Committee.

- 4. **That licensed tow trucks be clearly identified with the appropriate signage to allow for easy identification by the police and drivers in case of inappropriate driving behaviour.**

Sub-section 32(8) of By-law 638-93, as amended requires that the municipal plate be firmly affixed to the vehicle in a location approved by the Licence Manager. This location is the front grill of the vehicle. A similar provision is found in the City of Brampton's by-law. The industry also uses a numbering sequence to identify its own fleet of vehicles.

The former Metropolitan Toronto Licensing Commission did not use a municipal plate but instead required that its tow truck licence number be affixed to the side of the truck through the use of lettering,

in a size of not less than six (6) inches in height on both sides of the vehicle. Staff currently record the Metro licence number on its tow truck inspection reports for complaint identification purposes.

Given the similar requirements of area municipalities for a licence number as a visual identifier, and the fact that a single truck may be licensed in two or more municipalities, staff suggest that the licence number of municipality in which the plate owner's business is located be used for identifier purposes on all sides of the vehicle. Each municipality will continue to issue its own plate, but the identifying number used on the sides of the vehicle, six (6) inches in height, will be the licence number of the vehicle's "home" municipality. Staff will discuss this recommendation with the industry, Brampton, Toronto and other GTA licensing staff to attempt a co-ordinated approach.

**5. That the Towing Advisory Committee continue to be the appropriate group to consider ongoing developments to towing issues in the Region of Peel.**

As noted previously, the Towing Advisory Committee was formed in 1995 and has been an effective vehicle for consultation on improvements to the towing industry in the Cities of Mississauga and Brampton. In the Spring of 1998, the Town of Caledon requested representation on the Committee as it was considering the implementation of a tow truck licensing by-law. The Committee welcomed Caledon into its group by adding three new members to the Committee (a member of the licensing staff, a member of the O.P.P. and an owner representative of the towing industry). Many regulatory issues have been handled by the Committee, and it is the members' desire to focus the Committee's work on safety issues for the year ahead.

**6. That the Board encourage the two cities, and the Town of Caledon, to maintain a consistent approach on towing by-laws and enforcement, to allow for an equally consistent approach to police practice and enforcement.**

The City of Brampton's By-law remains consistent in most areas of enforcement with that of the City of Mississauga. For example, both municipalities have now enacted provisions which set the towing rate for accidents at \$185.00 and prevent the driver's from carrying passengers as "ride along" other than for training purposes when not

conveying customers and their vehicles. The Town of Caledon staff have worked with Mississauga staff in developing a by-law which is scheduled for presentation to Town Council later this month. The City of Mississauga's Enforcement Division staff have been asked to participate in this presentation.

- 7. That, in conjunction or independent of the police service, at a minimum, the by-law enforcement officers annually conduct targeted enforcement of tow truck vehicles.**

Staff currently manage mandatory vehicle inspections of all licensed tow trucks on an annual basis and conduct random inspections throughout the year. In addition, staff have participated with Peel Regional Police and Ministry of Transportation officials in safety blitz operations for tow trucks in the Region of Peel. In response to this recommendation, staff recommend that these targeted enforcement projects be undertaken in conjunction with Peel Regional Police.

It is important to note that in order for staff to attend accident scenes on a routine basis so as to provide more enforcement of the tow truck by-law, enforcement in other areas would suffer without additional inspectors available on the road. There are a number of initiatives underway within the Vehicle Licensing section and these will be reviewed and presented in a future report dealing with an analysis of current staffing needs.

Staff found that the former centralized Traffic Unit particularly helpful to municipal licensing staff in the conduct of their joint duties. The police members dedicated to traffic enforcement were known to the staff and could be quickly contacted for any specialized investigations or targeted enforcement needs.

### **Provincial Changes**

The Board's report also makes recommendations to the Provincial Government in regard to results taken from the stakeholder's survey. Although these recommendations are not directed to the area municipalities, municipal input may be of assistance.

- 1. That all existing and new tow truck drivers complete provincially authorized training in order to operate a tow truck.**

The Peel Tow Truck Advisory Committee has reviewed this issue and suggested that the area municipalities conduct a driver training program, since each municipality has different by-laws that govern the industry. Staff have advised the Committee of the training school program that exists in the City of Mississauga for all applicants to the taxicab industry.

Staff propose that with Council approval, the City of Mississauga could provide a training facility and program for the three municipalities. Each would agree to require all licensed drivers and applicants to complete the training program as a condition of licence renewal or approval. Costs would be covered by the fees charged to each driver.

Staff are reviewing an accredited course from the United States that could be adopted for this purpose. It has been made available through the Provincial Towing Association and some local drivers and owners have participated. Any driver who has received this accreditation would be exempt from that portion of the future training program. Staff propose to work with the Towing Advisory Committee and other area municipal staff in developing an appropriate program. A location for the classes and budget for the instructor and materials will be researched and considered in a future report.

2. **That the provincial government abolish the exemption for tow trucks contained in Section 16 (1) of the Highway Traffic Act which will result in tow trucks being considered as commercial vehicles for the purposes of the Act.**

*Section 16(1):*

*"In this section... "a commercial motor vehicle" does not include,*

- (a) *a commercial motor vehicle, other than a bus, having a registered gross weight of not more than 4,500 kilograms; an ambulance, a fire apparatus, a hearse, a casket wagon, a mobile crane, a motor home, a vehicle commonly known as a tow truck,*

The Police Services Board recommends that tow trucks be considered as commercial vehicles for the purposes of the *Highway Traffic Act*. The operation of commercial motor vehicles is controlled through the *Highway Traffic Act*. Infractions under this Act affect the owner and

driver in obtaining a Commercial Vehicle Operator's Registration (CVOR) certificate. This recommendation should be supported by Council at the appropriate time through a resolution to the Minister of Transportation.

Question #2 of the stakeholder's survey asked the following question:

*"Should towing business operators be held responsible for the actions of their drivers by establishing a point system for provincial and by-law offenses and substantiated complaints that could result in the suspension of the plate for a period of time? This would actually take the truck off the road".*

The survey results revealed that 84% of all stakeholders agree that towing business operators should be held responsible for the actions of their drivers by establishing a point system.

The current by-law allows for the Licence Manager to refuse, revoke or suspend a licence based on the past and present conduct of the applicant (owner or driver). The by-law does not set out an objective standard or number of convictions under the by-law which would be considered as unethical practice or poor conduct. The Towing Advisory Committee has agreed that a point system should be implemented that assesses points to drivers when public complaints are substantiated or convictions registered under the tow truck by-law. Staff suggest that cumulative points could result in the suspension of an owner's licence for one truck for a graduated period of time, such as 30 to 60 days. In this way, staff believe that the vehicle owners will take additional responsibility to ensure that the drivers who operate their vehicles conduct themselves in accordance with the By-law and in an ethical manner.

### **Peel Regional Police**

The following recommendations directed to the Police also suggest comment from the area municipalities:

- 1. The Board directs that all necessary actions, including appropriate training for personnel, be undertaken to ensure the Peel Regional Police directive for vehicle towing, seizure and release, and the area municipalities by-laws on towing, be consistently applied and enforced.**

Enforcement staff will offer their assistance in the training of police personnel relating to the tow truck licensing by-law and set fines. Vehicle Licensing will assist in providing information on the towing by-law requirements to the Divisional platoon leaders, Traffic Unit or the Training Bureau, as may be required.

**3. The Board directs that, at a minimum, the police service annually conduct targeted enforcement of tow truck operators and vehicles.**

This suggestion was previously addressed at recommendation #7 to the Municipal Authorities. A joint, targeted enforcement program by Peel Regional Police and City of Mississauga Vehicle Licensing staff is preferred by City staff. Question #10 of the stakeholder's survey asked:

*“One strategy that has been suggested to address enforcement of the towing industry is to establish a protocol of mutual support between the By-law offices and the Police. Do you feel this could be a successful strategy?”*

This question received over-whelming support from each of the stakeholder groups involved in the survey. The municipal licensing/enforcement group unanimously supported this statement, the Police to 79%. Through improved communication between the Police and staff, the effectiveness of the enforcement of the tow truck by-laws could be greatly increased with regard to random inspections, charges laid, court attendance and convictions.

**5. The Board direct that annually, and not later than June of each year, the police service present a public report on the state of towing issues in the Region, such a report to include statistics on the number of charges laid, and their disposition, and other information as deemed appropriate by the Chief of Police.**

Statistics and information in regard to the towing industry can be provided by the Enforcement Division, Vehicle Licensing section as assistance for the Board's report.

In addition to the recommendations of the Police Services Board directed to the area Municipalities, the Police and the Province of Ontario in its Report, the Enforcement Division staff wish to provide further comments on the following issues:

### Authorization to Tow Form

By-law 638-93, as amended requires each driver to ensure that an Authorization to Tow form is completed with the vehicle driver. It provides the customer's verification of the vehicle's destination, the identity of the tow truck owner and driver, and the municipal plate number of the tow truck. Tow truck drivers have advised the Police Services Board that drivers race to accident scenes in order to have the Authorization to Tow forms signed so that their company is assured to tow the vehicle. However, staff's experience with public complaints indicates that these forms are often not completed as required. Charges have been laid in such instances.

The stakeholder's survey asked the following questions relating to the Authorization to Tow form. The results of these questions were of particular interest to staff.

- *Question 4(a) "Does the form effectively protect the customer's best interest?"*

Results were divided on this question whether the form protects the customer's best interests. Only 42% agreed with the question, 37% disagreed, and 21% of the stakeholder were uncertain. Staff find that these results reflect that the form and its use are widely unknown to the Police and the general public, thereby allowing the drivers to ignore the required use of the form.

An additional question was asked related to the use of the Authorization to Tow form. Question 4(b): *Should this form be expanded to include a customer satisfaction survey that could be easily completed and returned to the City?*

The results show 71% of all stakeholder agree with the suggestion to include a customer satisfaction survey with the form. The input received by the City could provide an overall assessment on the state of the towing industry. However, the use of the form is paramount and staff will work with the Towing Advisory Committee, TOTCA and plate owners to redevelop the form and promote its use. As well, discussions will be held with members of the local insurance brokers industry to seek their input and support for the communication of the use of the Authorization form to their members. Staff will also include information about the form and its use on the Enforcement Division's website.

**Public Communications: What to do when involved in a Collision**

Staff have found that the general public are not fully aware of their rights when involved in a collision. A brochure which could explain their rights, the requirements under the *Highway Traffic Act* and other information regarding towing, distributed by local insurance brokers is suggested by staff as an additional method to educate the public. Staff will initiate these discussions with the insurance industry members in Mississauga.

**Accident Tow Rate**

Question 25 of the survey asked: *"What would you consider to be a reasonable fee for tow? (e.g. a collision scene in Mississauga to a pound, reporting centre or body shop located in Mississauga.)"*

- 48% of the respondents felt the fee should be \$100.00
- 19% felt the fee should be \$150.00

The current fee set by Council in 1997 is \$185.00 for an accident tow, all inclusive of the required services. Since the rate was set there have been very few complaints received by the staff concerning the amount. This fee is supported by the Towing Advisory Committee. The survey shows that although the towing operators and drivers are satisfied with the fee being \$185.00, community, police, insurance companies and the autobody repair shops without tow trucks, believe that the fee should be reduced to \$100.00. Staff will review rates from around the G.T.A. and bring the results to the Towing Advisory Committee for its further input.

**Collision Reporting Centres**

The stakeholder survey also asked questions relating to the establishment of collision reporting centres in the Region of Peel. The Police Services Board Report does not make a recommendation either to the Board or to the area municipalities, but does suggest that the Board's towing contract for seized vehicles should allow the Board to consider the use of a central pound should one be established under City control. This issue was raised as a solution to the Board, and the stakeholder survey addressed the concept in general terms. When questioned about the use of a collision reporting centre (Question #22) 50% of all stakeholders agreed that such centres should be established in Peel; however, owners and drivers in the towing industry and auto repair shops with tow trucks disagreed.



Also of interest is the result of Question #27 where stakeholders were asked which scenario of three choices represented the highest quality service. Forty-four (44%) said that "identification of the towing service of their choice directed to the auto repair shop of their choice" would represent the highest quality service. This choice is preferred by owners in the towing industry, tow truck drivers, auto repair shops with and without tow trucks and the community. Another 34% said they would prefer to have the vehicle towed to a Collision Reporting Centre. These respondents are primarily from the police, municipal licensing and the insurance industry. Only 18% of respondents preferred what may be the most prevalent option practiced on city streets today; where, "a police officer is asked to arrange for the removal of the vehicle to the police storage pound until further decisions are made and arrangements become necessary to have the vehicle moved in concert with the insurance company."

It would appear that much more work can be done to improve the mechanisms currently in place to ensure that the highest quality service is provided by the towing industry in Mississauga. Staff will continue to seek improvements to the towing regulations in Peel as may be directed by City Council and represented by the Police Services Board.

## CONCLUSION:

The Police Services Board Report on Towing in the Region of Peel dated September, 1998 contains a number of recommendations to the area municipal authorities which could effectively address the issues of aggressive driving by tow truck operators and improve customer service by the industry and by the local municipal administration.

The Board's report recommends the establishment of a minimum standard size for a tow truck. This issue has been reviewed by staff and the Towing Advisory Committee. The minimum standard size of a tow truck should be set as a one (1) ton truck, with a 10,000 lb GVWR. This standard should be met by all new or replacement tow trucks as of the enactment of the by-law, and by June 30, 2000 for all existing tow trucks. A by-law will be available for the next Council meeting.

The towing industry supports an amendment to the by-law to create a nine (9) demerit point rule, whereby the Licence Manager will suspend or refuse to issue a tow truck driver's licence should a driver or applicant hold nine (9) points on his/her provincial driving record.

In order to clearly identify tow truck operators in the case of inappropriate driving behaviour, staff will work with other area municipalities to develop a regulation whereby the licence plate number of the municipality in which the plate owner's business is located is displayed on all sides of the truck.

The Towing Advisory Committee continues to be the appropriate group to consider ongoing developments with the towing industry. The Town of Caledon plans to introduce a tow truck licensing by-law consistent with the enforcement provisions of the two cities of the Region of Peel. Its members have also joined the Committee. It should continue to focus its future efforts on issues of towing safety throughout the Region of Peel.

The Board's report has directed a recommendation to the Province to consider including tow trucks within the definition of a commercial motor vehicle. This amendment will allow a tow truck registration to be suspended thereby reducing the number of vehicles allowed to operate for a period of time. While staff support this recommendation, staff further recommend that the issue of responsibility of the plate owner for their drivers' unethical behaviour and convictions under the Tow Truck Licensing By-law should be developed through a similar demerit point system as described above, at least until the matter is addressed by the Province.

The Town of Caledon and the City of Brampton's staff have agreed with City Staff that if the Council of the City of Mississauga approves the establishment of a training location and program for tow truck drivers, all such drivers would be trained at the Mississauga school and costs would be funded through the drivers' fees. Staff will research this issue in further detail and bring a future report to General Committee within six (6) months.

- RECOMMENDATIONS:**
1. That the Tow Truck Licensing By-law 638-93, as amended be further amended to prohibit a licensed owner or driver from operating a tow truck with a gross vehicle weight rating of less than 4,536 kg (10,000 lbs); to add the appropriate definition sections, and be effective upon enactment for all new or replacement vehicles, and by June 30, 2000 for all existing licensed tow trucks.

2. That the Enforcement Division review the feasibility of operating a tow truck drivers' education program for all licensed tow truck drivers and applicants for licences to all municipalities within the Region of Peel and report back to General Committee within six (6) months.
3. That the balance of the recommendations in the Report entitled "Towing, Region of Peel" by the Regional Municipality of Peel Police Services Board dated September, 1998, be considered by staff and the Towing Advisory Committee and any further recommendations be brought to General Committee.



W.H. Munden, CMA

Commissioner of Corporate Services and Clerk/Treasurer

 JB/lb

NOV 18 1998



Regional Municipality of Peel  
POLICE SERVICES BOARD  
10 Peel Centre Drive  
Brampton, Ontario  
L6T 4B9

# **TOWING**

## **Region of Peel**

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*September 1998*

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## *Introduction*

The Peel Regional Police have two primary interests in towing operations in the Region of Peel. The first relates to its responsibilities to ensure adequate and effective enforcement of the Highway Traffic Act, part of its mandate to maintain a safe environment for the residents and workers in the Region of Peel. To satisfy this requirement, the Peel Regional Police enforces the Act and related by-laws, and is involved in partnership with other agencies and organizations, including municipal by-law officials, the insurance industry and towing owners and operators, to develop measures to improve the performance of the towing industry in Peel.

The second interest is in having the ability to seize and store vehicles when required for investigative or enforcement reasons, or to clear collision scenes in a timely fashion when the owner and/or driver is unable to provide sufficient instruction.

The Regional Municipality of Peel Police Services Board (the Board), as the employer for the police service, has a direct interest in providing the Peel Regional Police with the capacity it needs for seizure tows. The Board has historically 'contracted' with a number of private towing owners to provide this service. As provided for in the Police Services Act, the Board is also responsible for the provision of adequate and effective police services for the Region. It discharges this duty in part by establishing the priorities for the police service, and by giving direction to the Chief of Police.

In early 1997, the Board began commenced receiving the latest round of delegations from various interests on the towing contracts, which were coming up for renewal, and also on broader issues on the operation of the towing industry in the Region. A decision was made to extend the existing contracts for a one-year period to allow for wider consultation and review. The Board also authorized a task force to visit a number of jurisdictions to examine the manner in which other police services administered 'contract' tows.

In November 1997, a tragic incident occurred when a young person traveling in a vehicle in Mississauga was struck and killed by a tow truck. Charges were laid and are pending. Several days later, another collision involving a tow truck occurred in Brampton, resulting in a serious personal injury to a motorist. These events highlighted the perceived public need to critically assess the activities of the towing industry and to formulate recommendations to improve its operation. The subsequent debate engaged municipal politicians, by-law enforcement staff,

industry-related organizations and the police in a series of reviews, reports and fact-finding efforts.

The Board, giving its dual role, and especially as the status and nature of the towing contracts was being analyzed, continued to receive delegations and reports throughout 1998. It authorized a comprehensive towing survey, undertaken by Field Operations, Peel Regional Police, which was completed in the late Spring, 1998. A number of Board meetings were held in the subsequent months, solely to review towing issues. In late August 1998, direction was given that a final report be prepared to respond to the information gathered.

## *Contract Tows*

Police contract tows are utilized in the following situations: Recovery of stolen automobiles; Highway Traffic Act offences where the vehicle is seized; impaired charges; driving while under suspension and other criminal code offences; abandoned vehicles, fail to remain motor vehicle collisions and motor vehicle collisions where a personal injury is involved and the driver cannot express a preference as to the choice of towing operator. To a far lesser extent, other types of seized property may also be stored on the secured sites maintained by the contract tow operators.

For 1997, a breakdown of police seizure tows indicates that only three per cent of all seizures involved motor vehicle collisions. The majority of seizures involve stolen vehicles (*Appendix A*).

In spite of this, the perception within the industry is that the manner in which the towing contracts are tendered and awarded has created a monopolistic situation in the Region.

Mr. Steve Hiles, Seneca Auto Body, in minutes from a meeting hosted by the City of Mississauga on November 12, 1997, is quoted as saying: *(Mr. Hiles) advised that currently three companies are contracted by the Peel Regional Police in Mississauga which is monopolizing the industry....Mr. Hiles advised that it appears that only the large towing companies are awarded the police contracts because of the criteria which eliminates the smaller companies and the independents.*<sup>1</sup>

The Peel Vehicle Repair Association (PVRA) report, dated February 1998, states in its introductory remarks: *What's the problem? Essentially, two things. First, the existing towing contract administered by the Peel Police Services Board has unintentionally created, for all practical purposes, a monopoly within the towing industry in Peel.*<sup>2</sup>

This observation has been made before. Past critics of the current system have stated the issue is not the number of contract tows resulting from collisions. They state the problem occurs with non-contract tows when owners of vehicles do not state a preference for a towing operator. In those situations, police officers will refer the vehicle owner to a tow vehicle operated by one of the contract tow companies. Critics state this alleged favouritism has added to the number of 'chasers' who believe they must be first at a scene and obtain the tow prior to police involvement.



Notwithstanding the view of some industry representatives, some system to direct the individual police officer must be in place. A strictly neutral stance is not an option. Vehicles that cannot operate because of a collision have to be removed to assist traffic flow. Vehicle owners, already upset by the collision, will often look to the police for advice or assistance.

The relevant directive from the police service is attached (*Appendix B*). It describes the procedure to be followed and the circumstances under which a police officer will refer a vehicle owner to a tow operator.

A number of solutions have been proposed by industry representatives to eliminate the chasers and the perceived monopoly. Chief among them is a collision reporting centre with a mandatory drop, combined with a rotating system for the call out of authorized towing operators.

These are valid options and will be discussed later in this report. However, they are directed first and foremost to respond to what some see as a perceived monopoly in the industry. They are not designed primarily to improve the police service's ability to have ready access, within established parameters and at a reasonable cost, to tow operators for contract tow situations.

The Board and police service must be responsive and sensitive to the consequences of any of its actions. However, within the context of police needs, the Board must ensure it provides the necessary tools for the task at hand.

The police survey undertaken in the Spring, 1998, included a number of questions about the contract tow scheme. A majority of police respondents, and a half of the municipal licensing and enforcement personnel, favoured the current system of three contract zones (*Appendix C - page 24*).

Police staff has not identified any specific shortfalls in terms of service provided to the police. They reiterate the vast number of seized vehicles relate to non-collision situations where there is limited opportunity to generate any additional income not detailed in the actual contract.

While there is little impetus to alter the current system of contract tows, as stated before, the Board and the police service must be sensitive to the impact of decisions made.

The Board is also cognizant that, while it is the employer, it lacks the expertise to set every parameter of the contract to respond to the myriad of issues outlined in this report.

Therefore, consistent with its governance role, it is recommended the Board adopt the following policy statement to guide the process to set the terms and conditions of the contract tows:

*That the Board continue to contract with tow operators to provide the services needed for the Peel Regional Police for seizure tows;*

*Further, that in doing so, the Board direct that the general terms and conditions of the tow contracts be established so that once the exigencies of the police service as they relate to the timely, professional and cost effective delivery of towing services are met, the terms and conditions be designed to ensure the maximum degree of competition among eligible towing operators and owners.*

In addition, it is recommended that the term of the contracts be for three years, from the date of their renewal, that being March 1, 1999, or later depending on how soon the contracts can be tendered, reviewed and awarded.

There will be other recommendations concerning the towing contract in subsequent sections of this report.

## *Community Safety/Enforcement*

A review of the various presentations made to the Board reveal a stated, shared commitment to safety. The industry group, Towing Operators That Care Association (T.O.T.C.A.) commenced its presentation by stating: *Our goals are to provide a safe quality service to our customers while respecting and abiding by all of our existing laws and regulations, to conduct ourselves in a professional, ethical manner.*<sup>3</sup> Mr. Jack Lyons, Lyons Auto Body Ltd., made similar comments in his presentation to the Board on March 27, 1998. The PVRA brief states as its first principle: *The PVRA has prepared this report to address three fundamental issues: First, SAFETY on our streets -- we do not want speeding tow trucks racing to accident scenes.*<sup>4</sup>

While there may be unanimity on the issue of safety, there is a lack of agreement on solutions, including the possibility or even the need to eliminate chasers, and sharp disagreements on the extent and level of competition. This perhaps is not surprising. A short extract from the meeting held November 12, 1997 in the City of Mississauga is instructive in revealing the range of views:

Mr. Daniel Sanderson, (Boss Towing and Local 847 Teamsters) advised that a rotating system could work.....He advised that fees for a service call have changed very little over the years and that the tow truck industry is hurting due to the insurance business and reporting centres. He advised that the 'chaser' is part of the service and will always be there.

Mr. Joe Ganier, Abrams Towing, advised that he has been in the industry for 30 years and the problems have not changed. He advised that he agreed that the areas are too large to cover by the police contract and that to be fair to the industry, the areas should be downsized to give the independents an opportunity to bid on the contract. He suggested that the authorization form should also be eliminated to prevent speeding to the scene of an accident.<sup>5</sup>

## *Proposed Solutions*

There has been a range of remedies proposed.

The PVRA believe the solution is to eliminate chasing and level the playing field by the introduction of a collision centre combined with a rotating tow system.

What's the solution? The most effective solution is elegantly simple. First, establish a neutral, central vehicle drop centre(s) for all cars towed within the boundaries of Peel. Second, dispatch towing assignments to approved, licensed tow truck operators on a rotational basis. Licensed tow truck operators must meet a minimum set of municipal requirements to be eligible for rotational towing duty.

How will this make our streets safer? Simple, it eliminates the incentive that encourages tow truck operators to race to the accident scenes by requiring all towed vehicles to go to a neutral drop centre. This removes the financial bonus for towing the car to an affiliated body shop. And, by assigning towing duties on a rotational basis, all approved vehicle recovery operators have an equal opportunity to prosper.<sup>6</sup>

Mr. Jack Lyons proposed a different solution. After detailing the merits of the current tow contract system, he stated:

My simple views on eliminating chasers and speeders is not to alter the existing tow contract but to increase the enforcement and penalties for speeders and introduce a demerit system, which would prevent tow operators with demerit points above an agreed number from holding onto their municipal license. Such systems would ensure that the few bad operators are kept off the streets, which would increase safety on our streets and eventually customer satisfaction.

In addition, the Region of Peel Towing Committee, which includes representatives from the Cities of Brampton, Mississauga and Caledon as well as industry representatives such as myself, have been working diligently over the past two years to improve safety and service, as it relates to towing, within Peel.<sup>7</sup>

Mr. Steve Hiles, T.O.T.C.A., spoke favourably about the regulation of tow truck activities by municipal by-law. He was equally positive about the initiatives undertaken by the Towing Advisory Committee made up by members of the

industry, municipal officials, the Peel Regional Police, the Ontario Provincial Police, and insurance industry representatives. This is the same group that agreed on the institution of the authorization form, to be signed by the owner of a vehicle to be towed, criticized months earlier by Mr. Ganier of Abrahms Towing.

Mr. Hiles did make suggestions for improvement.

The problem is the by-law is not enforced, we seem to have selective enforcement of the City of Mississauga by-laws. If we are to adopt by-laws to help govern our industry then they must be enforced all the time, for everyone.

There can not be rules for some and not for others, we cannot overlook infractions one day and impose fines the next. This is a big part of the problem.<sup>8</sup>

The issue of enforcement has been raised by other observers, not just in terms of by-law enforcement, but also about the extent and level of enforcement of Highway Traffic Act offences by the Peel Regional Police concerning speeding or aggressive driving by tow truck drivers.

There is some anecdotal evidence in support of this view. Former Inspector Barry Turnbull, O-I-C Field Support Services, at the City of Mississauga meeting was quoted as follows:

Inspector Barry Turnbull, Peel Regional Police, advised that safety is of primary concern with the Peel Regional Police and that traffic enforcement is one of the key policing priorities. Inspector Turnbull advised that tow truck enforcement ranks with impaired driving, aggressive driving, seat belt enforcement and commercial vehicle safety concerns. He advised that in 1996, there were 199 charges regarding the actions of tow truck drivers on the highways and faulty equipment in Brampton and Mississauga. In 1997 only 63 charges were laid. During 1996, the police conducted two tow truck campaigns...<sup>9</sup>

Statistics compiled by Mississauga by-law enforcement indicate there were a total of 60 charges laid for violations to the City's towing by-law by both by-law enforcement officers and police officers. Of these, 24 were withdrawn because the police officer did not attend court.

Police enforcement and court attendance can in part be attributed to less targeted enforcement in 1997, and a general shortage in human resources. The additional hiring approved in 1998 by the Board and Regional Council is in part designed to meet this shortfall.

## *Other Jurisdictions*

There are many models in large urban centres structured to create an effective and safe towing industry. Each tends to be based on unique needs and historical practices. Several examples are cited below.

The Edmonton Police Service operates a central seizure pound. It does so in large part because the City is also responsible for parking infractions, with seized vehicles towed to the pound. The lot is operated in conjunction with a rotating tow system for the authorized tow operators. However, there is no mandatory drop at the pound for collision tows, nor is the rotating system utilized except in those circumstances where the owner of the vehicle does not indicate a preference for a tow operator.

Officials from the Edmonton Police Service state the change from a privately run pound to a public facility was made to, at a bare minimum, recover costs associated with towing. However, they anticipate generating revenue of over \$250,000 in excess of costs. The greatest percentage of revenues is generated by lot fees from the parking seizures.

The City of Calgary contracts with one tow operator for its seizure tows and for the operation of a central pound. The same tow operator provides service to the Calgary Police Service for its seizure tows. Officials from the police commission in the city indicate the issues surrounding the so-called 'monopolistic' practices of the Peel Police contract tows have not surfaced in Calgary.

The City of Toronto has aggressively moved to a system of privately operated Collision Reporting Centres. The Toronto model has been duplicated in other Ontario jurisdictions, namely London, Barrie and Thunder Bay.

In a report dated June 1998, the Ad Hoc Collision Reporting Centre Committee of the Insurance Bureau of Canada, expressed serious reservations about the Toronto model, in large part because of private sector involvement. In its Executive Summary, the Committee states:

The first privately operated CRCs opened in Toronto in response to the unique circumstances of Canada's largest metropolitan area. What was originally conceived as a community-based policing initiative, designed to meet the needs of Police Services, the driving public and automobile insurers, has regrettably become a method for Police Services to

download costs and channel the savings to higher profile areas of policing.<sup>10</sup>

The report goes on to comment about changes made to the relevant by-law by the Council:

On July 2, 1998, the “mandatory drop” provisions of the by-law take effect, requiring that all vehicles towed from an accident scene be “dropped” at the nearest CRC. By combining “rate capping” with “mandatory drops at CRCs”, the by-law may deliver the elusive towing savings that insurers hoped for when the CRCs first opened....The By-Law also...clearly moves into areas of regulation that the city’s own Legal Department advised were beyond the authority of the City.<sup>11</sup>

As a consequence of its findings, the Committee served notice it will no longer routinely or uncritically support new CRCs. As part of its final analysis the Committee recommended:

Police Services Boards and Police Services no longer contract with CRC operators to be the exclusive providers of Police Reports to the public or insurers.<sup>12</sup>

A legal opinion obtained by the Board would substantiate that mandatory drops at a central site in non-seizure situations is not legally enforceable. Nor is a mandatory rotating list for all non-seizure collisions, as an individual’s right to choose his/her own tow operator would be infringed.

It is worthy of note that a key difference between the CRCs as they operate in Toronto, and the models suggested by some proponents in Peel is the operation of a centralized lot by a public authority instead of a private operator.

## *Partners In Safety/Enforcement*

The police role in enforcement has been identified in this report and by numerous other sources. It will be addressed shortly in the recommendations to follow.

Municipal authorities have a significant role to play through the development of effective and similar towing by-laws. Enforcement of the by-laws must also be consistent. Over the course of the past number of years, the area cities, Brampton and Mississauga, have revisited and revised portions of their by-laws. The Town of Caledon is considering adopting towing by-law. The work of the area municipalities is an ongoing process in conjunction with the police and industry representatives.

The activities of the Towing Advisory Committee has been commented upon favourably. It appears to be a forum where all participants can meet and attempt to establish common ground to achieve the shared, stated goal of a safe community. A number of practical initiatives, such as the introduction of the authorization form, are concrete examples of its work.

The towing industry, while it is comprised of divergent and diverse views, has a key role to play in self-regulation and the policing of its activities. The 'experts' in the field, it is in their interest to have a strong voice at the Towing Advisory Committee. As an example, in his presentation to the Board, Mr. Hiles of the T.O.T.C.A., suggested a six month pilot project involving verbal dispatch by the police to collision scenes as a means by which to reduce chasing.

The pilot project was agreed to by the Board and commenced June 1, 1998. Anecdotal evidence indicates this initiative has had a calming effect on chasing.

The provincial government has a key role to play in the introduction of enabling legislation that will both serve to increase the professionalism of the industry, and increase penalties for aggressive driving and traffic violations. Provincial involvement would also ensure province-wide consistency in approach.

It is the strong view of the Board that all partners must work together to achieve the shared goal of a towing industry that is safe, efficient, and satisfies the requirements of the individuals in the industry and the users of the service.



## ***Board Recommendations***

The Board has examined the plethora of issues surrounding towing, and specifically the police contracts, numerous times over the past number of years. It has met with industry representatives, municipal officials, and hosted community meetings. It has examined various models and heard representations in support of most positions.

The Board, however, has direct authority over only the development and awarding of the contract tows, and, through the Chief of Police, the resources to be dedicated to any police priority. In other areas, it must work with the partners identified above to achieve meaningful results.

Just as the Board's involvement can be separated, so too can the issue being addressed. The Board, along with the other partners, has a commitment to a safe environment for the residents and workers of the Region. Clearly, it should be mindful of the impact its decisions have on the 'level playing field' referenced by a number of observers. However, the first priority is safety. It is on that basis that the following recommendations are made.

### **Peel Regional Police**

- 1) The Board directs that all necessary actions, including appropriate training for personnel, be undertaken to ensure the Peel Regional Police directive on vehicle towing, seizure and release, and the area municipalities by-laws on towing, be consistently applied and enforced.
- 2) The Board directs that the police service treat towing charges under the Highway Traffic Act and the City by-laws as a priority in terms of court attendance.
- 3) The Board directs that, at a minimum, the police service annually conduct targeted enforcement of tow truck operators and vehicles.
- 4) The Board directs that the police service continue to provide the level of support required to municipal officials in the City of Brampton, Mississauga, and the Town of Caledon to assist in the amendment and formation of effective towing and related by-laws.
- 5) The Board direct that annually, and no later than June of each year, the police service present a public report on the state of towing issues in the

Region, such a report to include statistics on the number of charges laid, and their disposition, and other information as deemed appropriate by the Chief of Police.

### **The Towing Contract**

- 6) The Board direct that the towing contracts include a performance clause, providing for appropriate action should a police contract tower not meet the standard of performance expected by the Board.

### **Municipal Authorities**

The following recommendations are made to the area municipal authorities:

- 1) That the options presented to the Board as a means by which to reduce aggressive driving by tow truck operators be considered.
- 2) That a minimum standard for authorized tow trucks more in line with the results of question no. 3 in the police towing survey (Appendix C) be considered for inclusion in the by-laws.
- 3) That a demerit system be considered to work in conjunction with the provincial demerit system that would result in the suspension of a towing license should the required number of demerit points be reached.
- 4) That licensed tow trucks be clearly identified with the appropriate signage to allow for easy identification by the police and drivers in case of inappropriate driving behaviour.
- 5) That the Towing Advisory Committee continue to be the appropriate group to consider ongoing developments to towing issues in the Region of Peel.
- 6) That the Board encourage the two cities, and the Town of Caledon, to maintain a consistent approach on towing by-laws and enforcement, to allow for an equally consistent approach to police practice and enforcement.
- 7) That, in conjunction or independent of the police service, at a minimum, the by-law enforcement officers annually conduct targeted enforcement of tow truck vehicles.

### **Towing Contract**

- 8) That the police towing contract include an 'opener' that would allow the Board to consider terminating the existing contract(s) to utilize a central towing pound should either or both of the cities choose to either directly operate, or contract to have such a compound established under City control.
- 9) Should any of the area municipalities commence with an examination of a central towing pound, the police service shall advise of its standards for a secure pound for seized vehicles as set out in the contract.

### **Provincial Changes**

The Board recommends to the Honourable Tony Clement, Minister of Transportation, that the following changes be considered:

- 1) That all existing and new tow truck drivers complete provincially authorized training in order to operate a tow truck.
- 2) That this training be a prerequisite to obtain a new provincial category of drivers' license required to operate tow trucks.
- 3) That every two years, tow truck drivers undergo a mandatory medical examination.
- 4) That the provincial government abolish the exemption for tow trucks contained in Section 16(1) of the Highway Traffic Act which will result in tow trucks being considered as commercial vehicles for the purposes of the Act.

## Endnotes

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<sup>1</sup> City of Mississauga, “Minutes of the Corporation of the City of Mississauga Tow Truck Safety Meeting”; (November 12, 1997): 6

<sup>2</sup> “A Review of the Vehicle Recovery Industry in Peel Region,” *Peel Vehicle Repair Association (PVRA) Report* (February 1998): 1

<sup>3</sup> “Proposal To Better Our Towing System,” *Tow Operators That Care Association (TOTCA)* (April 24, 1998): 1

<sup>4</sup> “A Review of the Vehicle Recovery Industry in Peel Region,” *Peel Vehicle Repair Association (PVRA) Report* (February 1998): 1

<sup>5</sup> City of Mississauga, “Minutes of the Corporation of the City of Mississauga Tow Truck Safety Meeting”; (November 12, 1997): 6

<sup>6</sup> “A Review of the Vehicle Recovery Industry in Peel Region,” *Peel Vehicle Repair Association (PVRA) Report* (February 1998): 1

<sup>7</sup> Jack Lyons, Lyons Auto Body Ltd., “*Region of Peel Police Services Board Meeting Presentation*,” (March 27, 1998): 6

<sup>8</sup> “Proposal To Better Our Towing System,” *Tow Operators That Care Association (TOTCA)* (April 24, 1998): 1

<sup>9</sup> City of Mississauga, “Minutes of the Corporation of the City of Mississauga Tow Truck Safety Meeting”; (November 12, 1997): 3

<sup>10</sup> Ad Hoc Collision Reporting Centre Committee, “*Report on Ontario Collision Reporting Centres*,” *Insurance Bureau of Canada* (June 1998): 2

<sup>11</sup> Ad Hoc Collision Reporting Centre Committee, “*Report on Ontario Collision Reporting Centres*,” *Insurance Bureau of Canada* (June 1998): 5

<sup>12</sup> Ad Hoc Collision Reporting Centre Committee, “*Report on Ontario Collision Reporting Centres*,” *Insurance Bureau of Canada* (June 1998): 7

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## *Appendix A*

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# *Appendix A*

BREAKDOWN OF POLICE SEIZURES FOR 1997		
REASON	TOTAL NUMBER	PERCENTAGE (%) OF TOTAL
Recovered Stolen	1,662	38%
Highway Traffic Act	649	15%
Impaired (Includes Excess or Refuse)	633	14%
Driving While Under Suspension	610	14%
Other Criminal Code Investigations	310	7%
Abandoned Vehicles	267	6%
Fail to Remain MVC's	151	3%
MCV Pls	146	3%
<b>TOTAL</b>	<b>4,428</b>	<b>100%</b>

## ***Appendix B***



## Peel Regional Police Directive

Directive Type General Procedure		Issue Number I-B-19
Distribution All Members	Subject Vehicle Towing, Seizure and Release	
Replaces I-B-19 (95/06/20)	Effective Date 97/12/17	Re-evaluation Date Annually
Related Standards - CALEA  3rd Edition: 61.2.5; 61.4.1; 61.4.3 O.P.S. Standard: 0503.01		Expiration Date
Special Instructions Extensive changes, please review entire document.		Originator  Traffic Services

### A. Purpose

- The purpose of this directive is to establish guidelines and set procedures for members dealing with the towing, seizure and release of vehicles, and to set out the duties of the Regional Pounds Officer.

the owner or operator has made no immediate attempt to remove it or arrange for its removal;

### 61.4.3

- "contract tow" - means a private company in contract with this service to provide towing services under circumstances specified by this directive (see Appendix "A" for list/areas of responsibility); and,

### B. Policy

- It is the policy of this service to deal, in a consistent and efficient manner, with vehicles that come into its care or custody and to provide the public with unbiased access to towing services.

- "D.D.E." - is the acronym referring to the "Direct Data Entry" reporting system of this service.

### C. Definitions

- For the purposes of this directive, the following definitions shall apply:
  - "abandoned vehicle" - means a vehicle which has been left unattended on or near a highway (as defined in the Highway Traffic Act, H.T.A.) at such a location or in such condition that it appears

### D. General

- For the purposes of this procedure, a "hard copy" report may be substituted for a D.D.E. Report where the originator is assigned to an area not utilizing D.D.E..



2. Officers must:
  - (a) be seen to be above reproach in their dealings with the towing industry;
  - (b) not attend the premises of tow companies while on duty, other than in the performance of their duties; and,
  - (c) notify the on duty Staff Sergeant or Detective Sergeant prior to attending the premises of a tow company.
3. Vehicles may be caused to be moved by officers of this service for two (2) reasons:  
61.4.1
  - (a) those towed for safekeeping; and,
  - (b) those towed after being seized under statutory authority.
4. Only a contract tow service shall be used for purposes of towing and seizing when such action is initiated by an officer.
5. The foregoing does not preclude a vehicle operator requesting another towing service if no seizure is involved. Where an officer encounters a motorist who requires towing service, the officer shall:  
61.4.1
  - (a) render reasonable assistance to contact a towing service of the motorist's choosing; and,
  - (b) not indicate any preference towards, nor recommend any particular towing service, including contract tow companies.
6. Except when actually being employed in accordance with this directive, contract tow companies operate on the same competitive basis as other towing companies and officers shall not control access to accident scenes or victims in any preferential way. Officers shall control access at accident scenes by tow companies in accordance with the City of Mississauga and the City of Brampton's towing related by-laws.
7. When the driver of a vehicle has been arrested and no statutory authority exists to seize the vehicle, officers shall:
  - (a) permit such persons to make their own arrangements for removal of the vehicle;
  - (b) provide such persons with reasonable assistance in removing their vehicle;
  - (c) in instances where the removal cannot be immediately effected, advise the Communications Centre of any vehicle left unattended due to police action; and,
  - (d) conduct C.P.I.C. checks on both the vehicle's VIN and licence number prior to completing the investigation.
8. Except where an abandoned vehicle is required to be seized for evidence or where it presents an immediate hazard or obstruction, the investigating officer shall make reasonable attempts to contact the registered owner of the vehicle and allow them the opportunity to remove the vehicle.  
61.4.3
- E. Vehicles Towed For Safekeeping
  1. An officer may tow vehicles for safekeeping where the person having lawful care or custody of the vehicle refuses, or is rendered incompetent to

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make a decision through injury, intoxication or other circumstance.

#### 61.4.3

2. When a vehicle is towed for safekeeping (e.g. towed from an accident, not seized), the investigating officer shall:

(a) check the vehicle for any valuables, noting same in the officer's note book and ensuring proper provision is made for their safekeeping, as required;

#### 61.2.5

(b) request the Communications Centre to dispatch the appropriate contract tow service;

#### 61.4.3

(c) generate an Incident Number, where one has not already been generated, and include in the Incident:

(i) the name of the contract tow company utilized;

(ii) the vehicle identifiers available (e.g. licence plate number or vehicle identification number); and,

(iii) the reason the driver was unable to select a tow company (e.g. taken to hospital); and,

(d) complete a Towed Vehicle Card, P.R.P. #164, distributing same as follows:

(i) original (white) to driver or registered owner (in these circumstances it is provided for information purposes only and is not required in order to obtain the release of the vehicle);

(ii) second copy (pink) to the tow truck driver; and,

(iii) third copy (buff) to the Regional Pounds Officer.

3. When a vehicle requires towing, but the driver declines to select a specific tow company, the investigating officer shall:

#### 61.4.1

(a) arrange for a tow as prescribed in section E.1 and E.2 of this directive; and,

(b) advise the driver that although an officer of this service arranged for towing on their behalf, we assume no responsibility for its handling, storage or repair.

4. When the driver of a vehicle requests that police call a specific tow company on their behalf, the responding officer shall generate an Incident Number including the following information:

#### 61.4.1

(a) the licence plate number and/or vehicle identification number of the towed vehicle;

(b) the name of the towing company; and,

(c) that the tow was done on the "driver's request".

#### F. Seizure

1. An officer may seize a vehicle when:

#### 61.4.3

(a) it is found on or near a highway (as defined by the H.T.A.) abandoned or bearing no licence plates or improper licence plates (authority section 221(1) H.T.A.);

- (b) the driver is arrested without warrant, and the vehicle was used in the commission of the offence for which the arrest is made, (e.g. where the vehicle is evidence or to prevent continuance or re-commission of the offence, Authority section 217 (4) H.T.A.);
- (c) it is parked or left unattended in such a location that it interferes with traffic or snow removal (authority section 170 (15) H.T.A.);
- (d) it is parked or left unattended in contravention of a Municipal By-Law, where the By-Law provides for seizure (authority section 155 (13) H.T.A. - refer to the appropriate By-Law for specific authorities);
- (e) the driver's licence is suspended following a Roadside Screening Test, and in the officer's opinion the vehicle should be removed and no other person who may lawfully remove the vehicle is readily available (authority Section 48 (11) H.T.A.); or,

(f) pursuant to a lawful warrant.

2. Where a vehicle is seized:  
**61.4.3**

(a) the investigating officer shall:

- (i) check the vehicle for any valuables, noting same in the officer's note book and ensuring proper provision is made for their safekeeping, as required;  
**61.2.5**
- (ii) have a contract tow for that area dispatched to the scene;

- (iii) complete a P.R.P. #164, for each vehicle seized (e.g.....two separate P.R.P. #164s are required for a tractor-trailer motor vehicle), ensuring all copies are legible;
- (iv) give the tow truck driver the second (pink) copy of the P.R.P. #164;
- (v) prior to reporting off-duty, forward the third (buff) copy of the P.R.P. #164 and copies of any applicable reports to the Regional Pounds Officer;
- (vi) enter a report of the seizure on D.D.E., attach the original P.R.P. #164 to the D.D.E. copy and forward to the Divisional Staff Sergeant for placement in the divisional file;  
**61.4.3**
- (vii) notify the registered owner of the seizure, as soon as practicable, and ensure that the printout of the D.D.E. Vehicle Template in the divisional file contains this information; and,

- (viii) when unable to notify the owner immediately, apprise the Divisional Staff Sergeant or the Bureau/Unit Head of the action taken to make notification and submit a Follow-Up Report on D.D.E. detailing same; and,
- (b) the Communicator shall supply the Records Services C.P.I.C. Operator with details, as required for inclusion on the C.P.I.C. Vehicle File - Abandoned category for a Bailiff or By-Law vehicle seizure;

- 15mm
- (c) the Records Services C.P.I.C. Operator shall enter the particulars of all seized vehicles on the C.P.I.C. Vehicle File - "Abandoned";

**61.4.3**

- (d) the Review Officer shall ensure a copy of the report is forwarded to:

- (i) the Auto Theft Bureau where the identification or circumstances are suspicious; and,
- (ii) the Divisional Criminal Investigation Bureau, where the identification or the circumstances are suspicious; and,
- (iii) the Pounds work list whenever the registered owner is not notified, and,

- (e) the Divisional Staff Sergeant or Bureau/Unit Head shall:

- (i) ensure a report of the seized vehicle is entered on D.D.E.;
- (ii) attach the original copy of the P.R.P. #164 to an up-to-date printout of the D.D.E. Vehicle Template and retain at the division in a file accessible to the front desk until the vehicle is released; and,
- (iii) where the investigating officer is unable to notify the vehicle's registered owner of the seizure immediately, ensure efforts to do so continue, as soon as practicable, until all reasonable means are exhausted and that this is documented as D.D.E. Follow-Up reports to the original Occurrence and printouts of same are attached

to the Vehicle Template contained in the divisional file.

**61.4.3****G. Recovered Stolen Vehicles****61.4.3**

1. When a vehicle, which was reported stolen within the jurisdiction of this service, is recovered in our jurisdiction:

- (a) the investigating officer shall:

- (i) request the Communications Centre to confirm the status of the vehicle as stolen;
- (ii) if the vehicle can be released, giving consideration to the time of day and the location of the vehicle, request the owner or their agent attend, claim and sign for the vehicle (in the appropriate area of the P.R.P. #164), at the scene;
- (iii) if the vehicle is to be seized, follow the prescribed procedure, as outlined in section F.2.(a) of this directive;
- (iv) if the vehicle is to be held for expert examination, advise the tow truck driver that it is to be taken directly to the pound, secure area or other designated location, and remain secured until arrival of Forensic Identification Bureau personnel;
- (v) submit a Follow-Up report to the original Occurrence to D.D.E., updating vehicle and other property status, and requesting a copy be directed to the Auto Theft Bureau for statistical purposes (where a hard copy report is submitted, deliver a

copy of the report to the Manager, Record Services, as soon as practicable);

- (vi) where the vehicle is claimed at the scene, forward all three copies of the P.R.P. #164 to the Regional Pounds Officer; and,
- (vii) when the vehicle is seized and the registered owner cannot be immediately notified, continue efforts to make the notification as soon as possible and indicate via D.D.E. if the registered owner was notified; and,
- (b) upon completion of the expert examination, the investigating Forensic Identification officer shall inform the on duty Staff Sergeant at the division from which the vehicle was seized, that the expert examination of the vehicle is complete;
- (c) once notified as outlined in Section G.1.(b) of this directive, the on duty Staff Sergeant shall ensure that the registered owner of the vehicle is made aware of the vehicle's status (i.e....is ready for return or being held pending investigation);

**Note:** Officers are to be aware of the reciprocal agreement that exists between the Peel Regional Police and the Metro Toronto Police Service as it relates to forensic examinations of seized vehicles.

*"Please be advised that Peel and Metro Toronto Identification Services have a reciprocal agreement regarding the fingerprinting of stolen, recovered vehicles.*

*In all situations, where a stolen vehicle from Peel is recovered in*

*Toronto, the investigating officer must directly contact the Metro Toronto Police Identification Bureau to arrange fingerprinting of the vehicle. Metro Toronto Police internal procedures are such that only Metro Identification Officers of that service can authorize towing and printing of a vehicle. If a stolen car is used in a more serious crime (i.e...Robbery, Break and Enter, etc.) and is later recovered in Peel or Toronto, the Police Service responsible for policing the area where the theft of the vehicle occurred is responsible for fingerprinting the recovered auto."*

- (d) the Review Officer shall:
  - (i) immediately upon receipt of a Recovered Stolen Vehicle Report, forward a copy of the report to the Records Services C.P.I.C. Operator regardless of the report being accepted;
  - (ii) direct a copy of the Recovered Stolen Vehicle Report to: - the Auto Theft Bureau for statistical purposes, and,
  - (iii) forward "chaser requests" to the Divisional Staff Sergeant or Bureau/Unit Head, listing all Occurrences submitted by officers in their area which do not indicate that the owner has been notified of the vehicle's recovery, at least twice monthly; and
- (e) the Records Services C.P.I.C. Operator shall:
  - (i) immediately upon the receipt of a report indicating

- 1500
- recovery of a stolen vehicle, ensure the vehicle is removed from the C.P.I.C. "Stolen Vehicle" category; and,
- (ii) if the registered owner has not been notified of the recovery, ensure the vehicle is added to the C.P.I.C. Abandoned Vehicle category; and,
- (f) the Divisional Staff Sergeant or Bureau/Unit Head shall ensure that:
- (i) the registered owner has been notified of the recovery of the vehicle or that efforts to do so are continuing; and,
- (ii) the appropriate reports are submitted and all necessary action outlined previously is taken, giving priority to the approval and forwarding of hard copy reports to the Record Services Bureau Head.
2. Where a vehicle, which was reported stolen elsewhere, is recovered in our jurisdiction:
- (a) the investigating officer shall:
- (i) provide Communications Centre personnel with the licence plate and/or the vehicle identification number;
- (ii) request that the C.P.I.C. operator confirm the status of the vehicle as stolen, with the reporting police agency;
- (iii) if the vehicle is to be held for expert examination, ascertain if the reporting agency intends to provide their own towing facilities;
- (iv) if the reporting agency is going to tow the vehicle, remain at the scene until the vehicle is removed;
- (v) if the reporting agency is not going to tow the vehicle, seize the vehicle according to the prescribed procedure;
- (vi) subject to continuity of possession, if this service is going to hold the vehicle for expert examination, advise the tow truck driver that it is to be taken directly to the pound, secure area or other designated location, and remain secure until the arrival of Forensic Identification Bureau personnel; and,
- (vii) submit an Occurrence Report on D.D.E.; and,
- (b) upon completion of the expert examination, the investigating Forensic Identification Officer shall inform the on duty Staff Sergeant at the division from which the vehicle was seized, that the expert examination of the vehicle is complete;
- (c) the on duty Staff Sergeant shall ensure that the registered owner of the vehicle is made aware of the vehicle's status (i.e... is ready for return or being held pending investigation);
- (d) the Communicator shall ensure that the Records Services C.P.I.C. Operator is provided with all details required to inform the originating police agency where the owner should report in order to obtain their vehicle; and,

- (e) the Records Services, C.P.I.C. Operator shall:
    - (i) confirm the status of the vehicle as stolen, with the originating police agency via a "Hit Confirmation" request; and,
    - (ii) relay all necessary information between the investigating officer who recovers the vehicle and the originating agency, as may be required, including where the owner should report in order to obtain their vehicle; and,
  - (f) the Review Officer shall direct a copy of the Recovered Vehicle for Outside Agency report to:
    - (i) the Auto Theft Bureau for statistical purposes;
    - (ii) the Divisional Criminal Investigation Bureau where the vehicle was recovered; and,
    - (iii) the Division where the vehicle was recovered; and,
3. When a vehicle, which was reported stolen in our jurisdiction, is recovered elsewhere:
- (a) the Records Services, C.P.I.C. Operator shall, upon receiving a hit confirmation request from another police agency with respect to a recovered vehicle:
    - (i) ensure that the appropriate hit confirmation message is sent to the requesting police agency, confirming the vehicle as outstanding;
  - (b) the Divisional Staff Sergeant or Bureau/Unit Head shall:
    - (i) ensure that the owner is notified of the recovery of the vehicle, as soon as practicable; and,
    - (ii) ensure that a Follow-Up Report detailing the recovery and notification of its owner is submitted on D.D.E.; and,
  - (c) the Review officer shall direct a copy of the Recovered Vehicle Report to:
    - (i) the originating division for final disposition (registered owner notification, property update etc....);
- (ii) ensure that the requesting agency is informed of any special requirements relating to expert examination, seizure etc.;
  - (iii) upon receipt of full recovery details from another police agency, as listed in section G.2.(a)(i) of this directive, remove the vehicle from the C.P.I.C. system;
  - (iv) include full recovery details received from the other police agency as the supporting document to the occurrence as "Quote" "Unquote", updating involvement's as applicable;
  - (v) ensure that full recovery details are printed at the originating division/bureau /unit; and,
  - (vi) forward the occurrence to the Review Office for originating divisions/bureau /unit recovery, notification and assignment for final disposition; and

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- (ii) to the Auto Theft Bureau for statistical purposes; and,
  - (iii) to the appropriate Divisional Criminal Investigation Bureau.

- (c) direct a copy of the report to the Criminal Investigation Bureau investigating the vehicle; and,
- (d) direct a copy of the report to the division investigating the occurrence.

#### H. Vehicles Seized in Other Jurisdictions

1. When it is necessary to seize a vehicle in another police jurisdiction, on the authority of a Divisional Staff Sergeant or Bureau/ Unit Head, the investigating officer shall:
  - (a) unless impractical, notify the local police agency of the circumstances and invite their participation;
  - (b) seize the vehicle in the prescribed manner, utilizing the most appropriate "contract tow", where possible, given the location of the seizure and the circumstances, returning the vehicle to a pound or secure storage facility in our jurisdiction or elsewhere, as required (e.g. the Centre of Forensic Sciences);  
**61.4.3**
  - (c) notify the registered owner of the seizure and when the vehicle can be released, as soon as practicable;  
**61.4.3**
  - (d) submit the necessary reports to D.D.E., as required; and,
2. the Review Officer shall:
  - (a) notify C.P.I.C. for inclusion on the system, if required; and
  - (b) direct a copy of the report to the Auto Theft Bureau for information purposes;

#### I. Release of Seized Vehicles

1. Vehicles under seizure by this service shall be released **only** when the owner or their agent attends at the division to claim the vehicle and provides evidence sufficient to satisfy the releasing officer that they may take lawful custody of the vehicle.
2. In circumstances as outlined in section I.1. of this directive, the releasing officer shall:
  - (a) ensure that there is no evidentiary need or lawful requirement to retain the vehicle;
  - (b) where possible, return any property seized from the vehicle for safe-keeping and store separately, in accordance with Peel Regional Police Directives relating to "Property";
  - (c) obtain the claimant's signature on the divisional file copy of the D.D.E. Vehicle Template and forward to the Regional Pounds Officer;
  - (d) complete the applicable portions of the original P.R.P. #164, giving same to claimant;
  - (e) advise the claimant:
    - (i) to present the P.R.P. #164 to the Person-in-Charge of the Pound in which the vehicle is stored; and,



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- (ii) that the procedure outlined in section 1.2.(e)(i) of this directive, is the only method by which the vehicle will be released; and,
- (f) for release from a location other than a pound, ensure that any costs related to the vehicle (e.g. tow charges) have already been paid, if applicable; and,
- (g) where applicable, notify Records Services via D.D.E. in order that the C.P.I.C. entry may be removed from the system.
- (f) ensure that the full description of the vehicle is obtained including:
  - (i) make;
  - (ii) model;
  - (iii) style;
  - (iv) colour;
  - (v) year;
  - (vi) licence plate number and/or identification number; and,
  - (vii) vehicle identification number; and,

#### J. Regional Pounds Officer Duties

##### 1. The Regional Pounds Officer shall:

- (a) visit each Peel Regional Police Division on a bi-weekly basis to check and update their files on all seized vehicles;  
**61.4.3**
- (b) visit each police pound authorized by the Peel Regional Police Services Board, on a weekly basis, to ascertain a complete list of all vehicles seized or released in that time period;  
**61.4.3**
- (c) act as liaison agent between towing companies and this service;
- (d) maintain a complete file on all seized vehicles;  
**61.4.3**
- (e) ensure that the pound copy of the Towed Vehicle Card, P.R.P. #164 is complete and all details pertaining to the vehicle are entered in the Pound Register;  
**61.4.3**
- (g) check with the original report for any discrepancies;
- (h) report to the Auto Theft Bureau any suspicious circumstances;
- (i) in all cases, where necessary, in order to establish ownership of seized vehicles:
  - (i) obtain the registered owner's name and address;
  - (ii) check for any previous owners to determine the whereabouts of the present owner; and
  - (iii) when a vehicle with foreign plates is seized, notify Canada Customs and ensure that the vehicle is not released without their authority; and,
- (j) when final disposition of unclaimed vehicles is ordered by the Officer-in-Charge of Traffic Services:

(i) dispose of the vehicle; and,

J.1.(j)(i) of this directive;  
and,

(ii) perform a hardcopy follow-up to the original Occurrence, reporting the final disposition of the vehicle.

(b) at the expiration of the time period, as outlined in section K.1.(a)(v) of this directive, advise the Chief of Police, of the details.

Note: The Review Officer shall notify Records Services C.P.I.C. Operator for the final disposition in order that the vehicle may be removed from C.P.I.C.

2. The Chief of Police shall ensure that the vehicle is disposed of in one of the following ways:

(a) sold by public auction (authority Section 18 (1) and (2) Police Services Act); or

**K. Disposal of Unclaimed Vehicles**

1. Where a seized vehicle is unclaimed the Officer-in-Charge of Traffic Services shall:

(a) ensure that a registered letter is forwarded to the last known registered address of the vehicle owner, including:

**61.4.3**

(i) a section stating that the vehicle was seized;

(ii) the reason for the seizure;

(iii) where the vehicle is stored;

(iv) the location of the police division where release can be arranged;

(v) notification that if the vehicle is not claimed by a stated date, this date to be a minimum of thirty (30) days and a maximum of ninety (90) days from the date of seizure, it shall be disposed of by legal process; and,

(vi) direct the Regional Pounds Officer to dispose of the vehicle as outlined in section

(b) released to the possession of the pound where it is being stored for disposal, (authority Part III, Repair and Storers Liens Act, 1989).

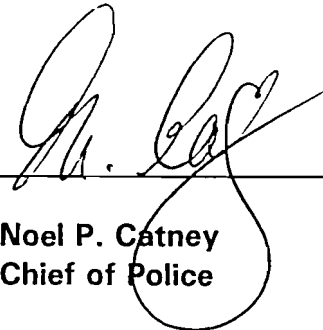
3. When in receipt of a vehicle as outlined in section K.2.(b) of this directive, the pound operator shall:

(a) dispose of the vehicle in accordance with the Repair and Storers Liens Act, 1989;

(b) supply an accounting of such disposal to the Chief of Police; and,

(c) deposit, with the Chief of Police, any monetary surplus from such disposal, such funds to be placed in a trust account.

**By Order Of:**



**Noel P. Catney  
Chief of Police**

**A. Area One**

North - Brampton/Mississauga Municipal Boundary  
 East - Metropolitan Toronto  
 South - Lake Ontario  
 West - Highway #10, including Highway #10 from Highway #403 south to Lake Ontario

**Atlantic Auto Body  
 6121 Atlantic Avenue  
 Mississauga, Ontario  
 564-7072**

**B. Area Two**

North - Brampton/Mississauga Municipal Boundary  
 East - Halton Region  
 South - Lake Ontario  
 West - Highway #10, including Highway #10 from Highway #403, north to Municipal Boundary.

**Lyons Auto Body Limited  
 1020 Burnhamthorpe Road West  
 Mississauga, Ontario  
 277-1457**

**C. Area Three**

North - No. 17 Sideroad  
 East - York Region  
 South - Brampton/Mississauga Municipal Boundary  
 West - Halton Region

**Hansen's Towing  
 80 Stafford Drive  
 Brampton, Ontario  
 459-1011**

## *Appendix C*



## *Appendix C*

# **Towing In The Region of Peel**

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*1998  
Stakeholders' Opinions*



**Towing Project Manager:**

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May, 1998

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# *Executive Summary*

## **Regulations / Legislation**

- Tow Trucks Attending Collisions: 78% of all stakeholders agree that tow trucks should be prohibited from attending collisions unless requested by police or the driver / owner of the vehicle. The majority of tow truck drivers (60%) agree with this statement.
- Tow Truck Licenses: Legislating a limit on the number of tow truck licenses issued is supported by a strong majority of most stakeholder groups. The exception to this consensus is the respondents from the municipal licensing group, where half of all respondents indicate that they do not support placing a limit on the volume of tow truck licenses issued.
- Governor to Control Speed Limit: 60% of all tow truck drivers support the installation of a governor on all licensed tow trucks that would limit the maximum possible speed to 100 km per hour. In fact, most stakeholder groups support the installation of a governor with the exception of the following groups: owners/managers of the towing industry; auto repair shops with tow trucks and municipal licensing respondents.

## **Commissions**

- Motivation to Speed: The majority of stakeholders (86%) agree that tow trucks would be less likely to speed to collisions if repair shops did not offer commissions on the repairs. The community members show the highest level of agreement, with 93% agreeing with the statement. The only stakeholder group that disagrees with this statement is the auto repair shops with tow trucks, with 55% disagreeing with the statement.

**Tow Truck Drivers**

- **Demerit Points:** When the average of all stakeholders is analyzed, 86% agree that tow truck drivers should be suspended from operating a tow truck if they accumulate more than six demerit points on their drivers licence. The level of agreement was in the majority for all stakeholder groups. 68% of all owners and managers in the towing industry and 74% of tow truck drivers support this proposal.
- **Driver Training:** Overwhelming support (93% of all stakeholders) is shown for the requirement of tow truck drivers to successfully complete an accredited Driver Training Program prior to obtaining their towing licence.
- **Criminal Convictions:** When the average of all stakeholder groups is analyzed, 66% of respondents agree that tow truck drivers should lose their licence if they are convicted of a criminal offence; however, 63% of municipal licensing and enforcement disagree with this statement.

**Enforcement**

- Stakeholders identified the following five issues as enforcement priorities:
  1. Impaired Driving
  2. Aggressive Driving
  3. Tow Truck Enforcement
  4. Heavy Truck Safety
  5. School Zone Speeding
- Most stakeholder groups feel that the level of enforcement currently directed at the towing industry is too lenient. The two stakeholder groups that are exceptions to this trend are the tow truck drivers who are divided with 47% reporting “too lenient” and 47% reporting “adequate”. Similarly, the auto repair shops with tow trucks predominantly indicate (56%) that the current amount of enforcement has been “adequate”, with 44% responding that the amount of enforcement is “too lenient”.
- **Protocol:** The over-riding majority of each of the stakeholder groups agree that establishing a protocol of mutual support between the By-Law Offices and the Police could be a successful strategy to address enforcement of the towing industry. On average, 72% of stakeholders support this proposal.
- **By-Law Personnel Should Attend Collision Scenes:** The unanimous majority within all stakeholder groups agree that By-Law Enforcement Officers should be routinely dispatched to attend collisions for the purpose of enforcing the Tow Truck By-Law and any others that may be breached. On average, 62% of all stakeholders support this proposal.

**Towing Businesses**

- **Unethical Practices:** Support was strong from all stakeholder groups that towing business operators should be suspended from operating their business if they are found guilty of unethical practices or behaviour as would be outlined in the Municipal Tow Truck By-Law. Towing industry members indicate strong support for suspension with 68% of owners / managers agreeing; 87% of tow truck drivers agreeing; and 88% of auto repair shops with tow trucks agreeing. On average, 97% of all responding stakeholders agree that tow truck drivers should be suspended from operating a tow truck if they are guilty of unethical practices or behaviour. The consensus is strong among all stakeholder groups.



- **Minimum Standard For Tow Trucks:** On average, 83% of all stakeholders agree that the minimum standard for tow trucks should be raised. Support was unanimous within all stakeholder groups. Just over half (51%) of all stakeholders indicate that a reasonable standard for the minimum weight for tow trucks would be a 1 ton truck. Within the towing industry, support is strongest for 1 ton as being enacted as the minimum standard, as opposed to a 1.5 ton or .75 ton standard.
- **Towing Fees:** 35% of community members indicate that a fee less than \$100 would be reasonable. Members of the towing industry support a fee of \$185 as being reasonable. 50% of municipal licensing respondents indicate that \$150 is a reasonable fee. A \$100 towing fee is supported by auto repair shops without tow trucks (54%); community members (46%); police (63%); and insurance industry members (56%).
- **Customer Service:** Out of 405 survey respondents, 215 (53%) indicate that they have actually experienced having their vehicle towed to an Auto Repair shop in Peel. The vast majority of stakeholder groups report not encountering resistance to releasing their vehicle to another auto repair shop. The two groups that report having experiencing resistance are the respondents from auto repair shops without tow trucks and insurance industry respondents.

### Police Response

- **Police Attendance At Collisions:** The stakeholder groups that agree that police should attend collision scenes and complete an investigation for all reportable collisions are: community members (59%); towing industry owners / managers (52%); tow truck drivers (60%); auto repair shops with tow trucks (56%); and auto repair shops without tow trucks (51%). Based on the respondents that completed this question, the general consensus is that a response time by 30 minutes is acceptable. The following stakeholders responded “no” that they do not believe that police should be attending collisions: police (80% no); municipal licensing and enforcement (63% no); and insurance members (50% no).

### Police Contract & Other Options

- The status quo (one contract for three zones) is strongly supported by the following stakeholder groups: auto repair shops with tow trucks (56%); police (60%) and municipal licensing stakeholders (50%).
- Establishing six zones and allowing each company to earn the contract for up to two adjoining zones is supported most strongly by towing industry owners and managers (60%); auto repair shops without tow trucks (30%); and insurance industry stakeholders (41%).
- Community members and tow truck drivers are evenly divided between the status quo and the 6 zone arrangements.

### Rotational Callout System

- **Rotational Callout System:** The consensus among most stakeholder groups is that a Rotational Callout System should be adopted for both collisions and Police Contract situations, with 52% of all stakeholders, on average, agreeing with this concept; however; there are two exceptions to this consensus. 54% of the police indicate that a Rotational Callout System should be established primarily for collision situations (not seizures



etc.). 33% of tow truck drivers and 32% of police members recommend that the system should remain the same as it currently is.

- Heavy Trucks: The general consensus within the stakeholders is if a Rotational Callout System were implemented, a separate contract with a tow company should be established to provide Heavy Truck towing service.

#### **Collision Reporting Centres / Central Pound**

- Combination Reporting Centre and Pound: Overall, most stakeholders support establishing a combination Collision Reporting Centre and Central Pound. On average, 54% of responding stakeholders agree with this proposal. Opposition to this idea is being voiced by owners & managers within the towing industry and respondents from auto repair shops with tow trucks. Tow truck drivers were divided equally between opposition and support of this proposal.
- Location: All stakeholders predominantly support a Collision Reporting Centre being established in both cities.
- Self-Reporting Efficient and Effective: With the exception of auto repair shops with tow trucks, the majority of all other stakeholder groups agree that self-reporting property damage motor vehicle collisions at a Central Reporting Centre would be an effective and efficient use of police resources.
- By-Laws: Responses were divided regarding whether by-laws should be changed to require vehicles to be towed and dropped at Collision Reporting Centres. The following stakeholders agree that by-laws should be changed: auto repair shops without tow trucks, community members, police and insurance industry members. The remainder of stakeholder respondents do not agree with establishing a new by-law.
- Central Storage Compound: Overall, most stakeholders support establishing one Central Storage Compound where all police contract and collision tows will be taken, unless otherwise directed. Opposition to this idea is being voiced by owners & managers within the towing industry and respondents from auto repair shops with tow trucks. Tow truck drivers were divided equally between opposition and support of this proposal. Preference regarding who would be responsible for operating the Central Pound is diverse between all stakeholder groups.



# 1

## *Introduction*

**R**ecently, there have been a number of disturbing incidents involving the operation of local tow trucks. As a result of a growing interest in the practices within the towing industry, the Peel Regional Police have committed to conducting a thorough review of the industry with input from all affiliated stakeholders.

Areas that have been explored include legislation and regulations of the towing industry; tow truck drivers; by-laws; enforcement procedures and options; reporting procedures and options as well as alternatives for the future.

This report is a culmination of this scanning process and the input from 405 respondents, representing key stakeholders from the cities of Brampton and Mississauga.



## TOWING In the Region of Peel

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# 2

## *Methodology*

**I**n February, 1998, Towing Surveys were distributed in a stakeholder scanning process designed to involve a cross-section of the community. The towing industry was surveyed whereby towing businesses were offered the opportunity to submit 2 surveys, one to be completed by a tow truck driver and the other to be completed by the owner or manager. Auto repair shops (with and without tow trucks) were given the opportunity to complete the questionnaire as well as insurance companies and municipal licensing and enforcement employees. Peel Regional Police officers were provided with surveys to complete. Community members were selected from a database of residents of Mississauga and Brampton who were involved in reportable motor vehicle collisions during the month of January 1997. Politicians and members of the Police Services Board were also polled. (These responses are aggregated within the community members stakeholder group, due to the small sample size.)

In total, 1,348 questionnaires were distributed to the identified key stakeholder groups. The overall response rate was 30%, resulting in a sample of 405 completed surveys. Overall, the aggregated findings ensure a 90% confidence level and a margin of error of +/-10%. Response rates from each of the stakeholder groups ranged from 17% from community members to 90% from Peel Regional Police officers. See page 39 for Stakeholder Statistics.





## 3

*Findings*

1. Please indicate your level of agreement / disagreement with the following statements:

### Regulations

(a) Local by-laws should prohibit the possession of electronic scanning equipment in tow trucks and in towing businesses.

STAKEHOLDERS	Strongly Agree		Disagree	Strongly Disagree		Don't Know	Blank
	Agree	Agree		Disagree	Disagree		
Towing Industry - Owner / Manager	32%	4%	8%	44%	4%	8%	
Towing Industry - Driver	27%	13%	27%	27%	7%	0%	
Auto Repair Shop with Tow Trucks	11%	22%	22%	33%	11%	0%	
Auto Repair Shop without Tow Trucks	63%	16%	10%	5%	5%	1%	
Community Member	50%	16%	17%	7%	8%	3%	
Police	63%	17%	16%	2%	2%	0%	
Municipal Licencing / Enforcement	38%	50%	0%	13%	0%	0%	
Insurance	66%	9%	19%	3%	3%	0%	
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>55%</b>	<b>16%</b>	<b>15%</b>	<b>9%</b>	<b>5%</b>	<b>1%</b>	

- When responses from all stakeholders are analyzed, 71% agree that scanning equipment should be prohibited in tow trucks and in towing businesses.
- Individuals in the towing industry report the strongest level of disagreement: towing industry owners / managers (52% disagree); tow truck drivers (54% disagree); and auto repair shops with tow trucks (55% disagree).



1. (b) Local by-laws should prohibit tow trucks from attending collisions unless requested by police or the driver/owner of the vehicle.

STAKEHOLDERS	Strongly Agree		Disagree		Don't Know	
	Agree	Agree	Disagree	Disagree	Know	Blank
Towing Industry - Owner / Manager	44%	0%	8%	44%	0%	4%
Towing Industry - Driver	47%	13%	13%	27%	0%	0%
Auto Repair Shop with Tow Trucks	11%	22%	11%	56%	0%	0%
Auto Repair Shop without Tow Trucks	67%	21%	8%	3%	1%	0%
Community Member	64%	16%	14%	4%	2%	0%
Police	48%	32%	19%	1%	1%	0%
Municipal Licencing / Enforcement	25%	38%	38%	0%	0%	0%
Insurance	63%	25%	13%	0%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>57%</b>	<b>21%</b>	<b>14%</b>	<b>7%</b>	<b>1%</b>	<b>0%</b>

- 78% of all stakeholders agree that tow trucks should be prohibited from attending collisions unless requested by police or the driver / owner of the vehicle.
- The majority of tow truck drivers (60%) agree with this statement.
- Stakeholders that indicate the strongest level of disagreement with this statement include towing industry owners / managers (52% disagree) and auto repair shops with tow trucks (67% disagree).

1. (c) Tow companies should operate completely independently from auto repair shops.

STAKEHOLDERS	Strongly Agree		Disagree		Don't Know	
	Agree	Agree	Disagree	Disagree	Know	Blank
Towing Industry - Owner / Manager	52%	8%	8%	28%	0%	4%
Towing Industry - Driver	47%	13%	20%	20%	0%	0%
Auto Repair Shop with Tow Trucks	22%	11%	33%	33%	0%	0%
Auto Repair Shop without Tow Trucks	60%	13%	19%	6%	2%	0%
Community Member	67%	16%	8%	4%	4%	1%
Police	47%	27%	21%	1%	4%	1%
Municipal Licencing / Enforcement	13%	13%	62%	0%	13%	0%
Insurance	53%	19%	22%	3%	3%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>55%</b>	<b>17%</b>	<b>17%</b>	<b>7%</b>	<b>3%</b>	<b>1%</b>

- 72% of all stakeholders agree that tow companies should operate completely independently from auto repair shops. 83% of community members and 74% of police officers agree with this statement.
- The strongest level of disagreement with this statement came from the auto repair shops with tow trucks (66% disagree) and the municipal licensing and enforcement stakeholders (62% disagree).



1. (d) Tow trucks would be less likely to speed to collision scenes if auto repair shops did not offer commissions on the repairs.

STAKEHOLDERS	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Blank
Towing Industry - Owner / Manager	44%	8%	8%	28%	8%	4%
Towing Industry - Driver	47%	7%	33%	13%	0%	0%
Auto Repair Shop with Tow Trucks	33%	11%	33%	22%	0%	0%
Auto Repair Shop without Tow Trucks	77%	12%	4%	4%	2%	0%
Community Member	74%	19%	4%	2%	2%	0%
Police	67%	21%	7%	3%	1%	1%
Municipal Licencing / Enforcement	38%	25%	38%	0%	0%	0%
Insurance	88%	9%	0%	3%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>70%</b>	<b>16%</b>	<b>7%</b>	<b>5%</b>	<b>2%</b>	<b>1%</b>

- On average, 86% of stakeholder respondents overwhelming support the idea that tow trucks would be less likely to speed to collision scenes if auto repair shops did not offer commissions on repairs.

1. (e) The Municipal Licence Plate number should be prominently displayed on both sides of the tow trucks.

STAKEHOLDERS	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Blank
Towing Industry - Owner / Manager	12%	36%	32%	12%	4%	4%
Towing Industry - Driver	53%	40%	7%	0%	0%	0%
Auto Repair Shop with Tow Trucks	33%	44%	11%	0%	11%	0%
Auto Repair Shop without Tow Trucks	57%	33%	3%	2%	5%	0%
Community Member	64%	30%	1%	1%	3%	1%
Police	56%	31%	4%	1%	8%	0%
Municipal Licencing / Enforcement	25%	37%	25%	0%	0%	13%
Insurance	53%	38%	3%	0%	6%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>55%</b>	<b>33%</b>	<b>5%</b>	<b>2%</b>	<b>5%</b>	<b>1%</b>

- When the average of all stakeholder groups is analyzed, the majority agree (88%) that the Municipal Licence Plate number should be prominently displayed on both sides of the tow trucks.
- 48% of towing industry owners and managers agree with the prominent display of the Municipal Licence Plate; however, 44% disagree with the prominent display of the Plate.

**Drivers / Operators**

1. (f) Tow truck drivers who accumulate more than six demerit points on their drivers licence should be suspended from operating a tow truck until the point total is less than six.

STAKEHOLDERS	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Blank
Towing Industry - Owner / Manager	44%	24%	16%	12%	0%	4%
Towing Industry - Driver	47%	27%	20%	7%	0%	0%
Auto Repair Shop with Tow Trucks	33%	56%	11%	0%	0%	0%
Auto Repair Shop without Tow Trucks	61%	24%	8%	3%	4%	0%
Community Member	69%	19%	10%	1%	1%	0%
Police	58%	33%	5%	3%	1%	0%
Municipal Licencing / Enforcement	25%	50%	25%	0%	0%	0%
Insurance	66%	25%	9%	0%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>60%</b>	<b>26%</b>	<b>9%</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>

- When the average of all stakeholders is analyzed, 86% of respondents agree that tow truck drivers should be suspended from operating a tow truck if they accumulate more than six demerit points on their drivers licence.
- The level of agreement was in the majority for all stakeholder groups. 68% of all owners and managers in the towing industry support this statement and 74% of all tow truck drivers support this statement.

1. (g) Tow truck drivers should be required to successfully complete an accredited Driver Training Program prior to obtaining their towing licence.

STAKEHOLDERS	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Blank
Towing Industry - Owner / Manager	40%	44%	0%	8%	4%	4%
Towing Industry - Driver	60%	40%	0%	0%	0%	0%
Auto Repair Shop with Tow Trucks	22%	67%	0%	0%	11%	0%
Auto Repair Shop without Tow Trucks	68%	26%	3%	0%	3%	0%
Community Member	77%	18%	2%	1%	2%	0%
Police	55%	39%	6%	0%	1%	0%
Municipal Licencing / Enforcement	38%	50%	0%	0%	13%	0%
Insurance	75%	19%	6%	0%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>64%</b>	<b>29%</b>	<b>3%</b>	<b>1%</b>	<b>2%</b>	<b>1%</b>

- Overwhelming support (93% of all stakeholders) is shown for the requirement of tow truck drivers to successfully complete an accredited Driver Training Program prior to obtaining their towing licence.



## 1. (h) A criminal conviction should result in tow truck drivers losing their licence.

STAKEHOLDERS	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Blank
Towing Industry - Owner / Manager	32%	32%	20%	4%	8%	4%
Towing Industry - Driver	47%	20%	13%	20%	0%	0%
Auto Repair Shop with Tow Trucks	11%	22%	33%	0%	33%	0%
Auto Repair Shop without Tow Trucks	50%	17%	23%	1%	10%	0%
Community Member	50%	23%	16%	2%	9%	1%
Police	32%	27%	35%	2%	5%	0%
Municipal Licencing / Enforcement	25%	13%	50%	13%	0%	0%
Insurance	69%	13%	19%	0%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>44%</b>	<b>22%</b>	<b>24%</b>	<b>3%</b>	<b>7%</b>	<b>1%</b>

- When the average of all stakeholder groups is analyzed, 66% of respondents agree that tow truck drivers should lose their licence if they are convicted of a criminal offence.
- 63% of municipal licensing and enforcement respondents disagree with this statement.

## 1. (i) Tow truck drivers should be suspended from operating a tow truck if they are found guilty of unethical practices or behaviour, as would be described in the Municipal Tow Truck By-Law.

STAKEHOLDERS	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	Blank
Towing Industry - Owner / Manager	44%	40%	8%	0%	4%	4%
Towing Industry - Driver	60%	33%	7%	0%	0%	0%
Auto Repair Shop with Tow Trucks	44%	56%	0%	0%	0%	0%
Auto Repair Shop without Tow Trucks	71%	29%	0%	0%	0%	0%
Community Member	76%	23%	0%	1%	1%	0%
Police	70%	29%	1%	0%	0%	0%
Municipal Licencing / Enforcement	63%	25%	13%	0%	0%	0%
Insurance	84%	12%	0%	0%	0%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>70%</b>	<b>27%</b>	<b>1%</b>	<b>0%</b>	<b>1%</b>	<b>1%</b>

- On average, 97% of all responding stakeholders agree that tow truck drivers should be suspended from operating a tow truck if they are guilty of unethical practices or behaviour. The consensus is strong among all stakeholder groups.



1. (j) Towing business operators should be suspended from operating their business if they are found guilty of unethical practices or behaviour, as would be described in the Municipal Tow Truck By-Law.

STAKEHOLDERS	Strongly Agree		Disagree	Strongly Disagree		Don't Know	Blank
	Agree	Agree		Disagree	Disagree		
Towing Industry - Owner / Manager	40%	28%	8%	8%	12%	4%	
Towing Industry - Driver	60%	27%	13%	0%	0%	0%	
Auto Repair Shop with Tow Trucks	44%	44%	11%	0%	0%	0%	
Auto Repair Shop without Tow Trucks	70%	23%	3%	4%	0%	0%	
Community Member	75%	19%	2%	2%	2%	1%	
Police	68%	27%	4%	0%	0%	1%	
Municipal Licencing / Enforcement	38%	50%	13%	0%	0%	0%	
Insurance	84%	13%	0%	0%	3%	0%	
AVERAGE OF ALL STAKEHOLDERS	69%	24%	4%	1%	2%	1%	

- On average, 93% of all stakeholders agree that towing business operators should be suspended from operating their business if they are found guilty of unethical practices or behaviour as would be outlined in the Municipal Tow Truck By-Law. Support was strong from all stakeholder groups.
- Towing industry members indicate strong support for suspension with 68% of owners / managers agreeing; 87% of tow truck drivers agreeing; and 88% of auto repair shops with tow trucks agreeing.



2. Should towing business operators be held responsible for the actions of their drivers by establishing a point system for provincial & by-law offences and substantiated complaints that could result in the suspension of the plate for a period of time? This would actually take the truck off the road.

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	48%	40%	12%	0%
Towing Industry - Driver	60%	20%	13%	7%
Auto Repair Shop with Tow Trucks	33%	44%	22%	0%
Auto Repair Shop without Tow Trucks	80%	10%	8%	1%
Community Member	89%	8%	4%	0%
Police	93%	5%	1%	1%
Municipal Licencing / Enforcement	75%	25%	0%	0%
Insurance	100%	0%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>84%</b>	<b>11%</b>	<b>5%</b>	<b>1%</b>

- On average, 84% of all stakeholders agree that towing business operators should be held responsible for the actions of their drivers by establishing a point system.
- The support for establishing a point system for provincial and by-law offences and substantiated complaints was stronger by stakeholders who were not directly in the towing industry.
- Agreement is high for establishing a point system by community members (89%); police (93%); municipal licensing members (75%); insurance members (100%) and auto repair shops without tow trucks (80%).
- Agreement levels within the towing industry varied with 60% of tow truck drivers supporting the establishment of a point system and 48% of owners / managers indicating agreement.
- 44% of auto repair shop stakeholders (with tow trucks) did not support establishing a point system.



3. (a) Tests have revealed that tow vehicles smaller than a 1 ton truck do not always meet the manufacturers suggested safety regulations. To ensure safety standards are being met should the minimum standard for a tow truck be raised?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	76%	20%	4%	0%
Towing Industry - Driver	73%	7%	20%	0%
Auto Repair Shop with Tow Trucks	89%	0%	11%	0%
Auto Repair Shop without Tow Trucks	84%	7%	9%	0%
Community Member	78%	2%	19%	1%
Police	89%	2%	9%	0%
Municipal Licencing / Enforcement	88%	13%	0%	0%
Insurance	78%	22%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>83%</b>	<b>4%</b>	<b>13%</b>	<b>0%</b>

- On average, 83% of all stakeholders agree that the minimum standard for tow trucks should be raised. Support was unanimous within all stakeholder groups.

3. (b) If YES, to what level?

STAKEHOLDERS	0.75	1 ton	1.5 ton	Blank
Towing Industry - Owner / Manager	0%	95%	5%	0%
Towing Industry - Driver	18%	64%	18%	0%
Auto Repair Shop with Tow Trucks	12%	88%	0%	0%
Auto Repair Shop without Tow Trucks	1%	55%	37%	6%
Community Member	9%	40%	52%	0%
Police	11%	43%	47%	0%
Municipal Licencing / Enforcement	1%	57%	43%	0%
Insurance	12%	48%	40%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>7%</b>	<b>51%</b>	<b>41%</b>	<b>0%</b>

- Just over half (51%) of all stakeholders indicate that a reasonable standard for the minimum weight for tow trucks would be a 1 ton truck. Within the towing industry, support is strongest for 1 ton as being enacted as the minimum standard, as opposed to a 1.5 ton or .75 ton standard.





**4. Before a vehicle can be towed from a collision scene an Authorization to Tow form must be completed and signed by the tow truck driver and customer.**

**(a) Does this form effectively protect the customer's best interests?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	48%	48%	4%	0%
Towing Industry - Driver	73%	13%	13%	0%
Auto Repair Shop with Tow Trucks	33%	33%	33%	0%
Auto Repair Shop without Tow Trucks	44%	41%	14%	0%
Community Member	37%	37%	26%	1%
Police	41%	38%	22%	0%
Municipal Licencing / Enforcement	100%	0%	0%	0%
Insurance	25%	34%	38%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>42%</b>	<b>37%</b>	<b>21%</b>	<b>0%</b>

- Responses were relatively divided regarding whether the Authorization to Tow form protects the customer's best interests.
- 42% of all stakeholders agree that the Authorization to Tow form effectively protects the customers best interests, while 37% of all stakeholders do not feel the customers best interests are protected. Most groups were evenly split with the exceptions of tow truck drivers (73% agree) and municipal licensing members (100% agree).
- 34% of members of the insurance industry do not feel the form protects customers, while 25% indicate that the form does protect customers.

**4. (b) Should this form be expanded to include a customer satisfaction survey that could be easily completed and returned to the City?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	60%	36%	4%	0%
Towing Industry - Driver	67%	33%	0%	0%
Auto Repair Shop with Tow Trucks	44%	22%	33%	0%
Auto Repair Shop without Tow Trucks	64%	19%	16%	2%
Community Member	77%	11%	10%	2%
Police	72%	17%	10%	1%
Municipal Licencing / Enforcement	63%	38%	0%	0%
Insurance	84%	9%	3%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>71%</b>	<b>17%</b>	<b>10%</b>	<b>2%</b>

- 71% of all stakeholders agree that including a customer satisfaction survey would be a good idea.
- When individual stakeholder groups were analyzed, the majority of respondents agree within each group.

5. *Many business professionals like travel agents, insurance brokers, and financial planners rely on commissions / finders fees to form part of their income.*

(a) If tow truck drivers receive a commission or finders fee for providing Auto Repair Shops with business (and they report the income to Revenue Canada), is this practice ethical?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	64%	32%	4%	0%
Towing Industry - Driver	73%	13%	7%	7%
Auto Repair Shop with Tow Trucks	67%	22%	11%	0%
Auto Repair Shop without Tow Trucks	37%	55%	6%	2%
Community Member	49%	39%	10%	3%
Police	43%	51%	7%	0%
Municipal Licencing / Enforcement	63%	38%	0%	0%
Insurance	28%	66%	3%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>45%</b>	<b>46%</b>	<b>7%</b>	<b>2%</b>

- The majority of individual stakeholder groups indicate that they believe the practice of giving commissions for providing Auto Repair Shops with business is ethical. Three stakeholder groups do not feel the practice of giving commissions is ethical (auto repair shops without tow trucks, police and members of the insurance industry).

5. (b) If YES, what would be an appropriate commission rate, expressed as a % of the repair bill?

STAKEHOLDERS	0.05	0.1	0.15	0.2	Other
Towing Industry - Owner / Manager	12%	50%	30%	0%	8%
Towing Industry - Driver	18%	64%	0%	0%	18%
Auto Repair Shop with Tow Trucks	34%	34%	16%	0%	16%
Auto Repair Shop without Tow Trucks	44%	25%	6%	6%	19%
Community Member	47%	23%	4%	2%	27%
Police	65%	23%	5%	0%	7%
Municipal Licencing / Enforcement	25%	25%	0%	0%	50%
Insurance	30%	10%	0%	0%	60%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>43%</b>	<b>28%</b>	<b>7%</b>	<b>2%</b>	<b>20%</b>

- The majority of stakeholders indicate that 5% would be a reasonable finders fee for the industry.
- The towing industry indicates a slightly higher frequency of responses for the fee of 10% with 50% of owners and 64% of drivers indicating that 10% would be a fair fee.
- Most of the respondents who indicate "other" noted a fee of less than 5%.



## 5. (c) Should the commission be regulated?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	24%	36%	20%	20%
Towing Industry - Driver	40%	40%	13%	7%
Auto Repair Shop with Tow Trucks	44%	11%	22%	22%
Auto Repair Shop without Tow Trucks	36%	17%	7%	40%
Community Member	54%	8%	10%	28%
Police	61%	8%	5%	26%
Municipal Licencing / Enforcement	38%	25%	0%	38%
Insurance	50%	16%	0%	34%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>48%</b>	<b>14%</b>	<b>8%</b>	<b>30%</b>

- 48% of all responding stakeholders agree that the towing industry should be regulated. However, 8% of respondents indicate “don’t know” and 30% of respondents left this question blank meaning either the respondents did not understand the question or had no strong feeling to solicit a response to this question.

## 6. Within Mississauga and Brampton, the number of plates issued to taxis in any given year is limited or “capped”. This ensures that there is enough employment for all licenced taxis. Should the number of tow truck plates issued be capped in both cities like they are for taxis?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	72%	28%	0%	0%
Towing Industry - Driver	87%	0%	7%	7%
Auto Repair Shop with Tow Trucks	67%	33%	0%	0%
Auto Repair Shop without Tow Trucks	81%	14%	2%	2%
Community Member	81%	14%	4%	1%
Police	92%	7%	1%	0%
Municipal Licencing / Enforcement	38%	50%	13%	0%
Insurance	56%	31%	9%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>80%</b>	<b>15%</b>	<b>4%</b>	<b>1%</b>

- Legislating a limit on the number of tow truck licenses issued is supported by a strong majority of most stakeholder groups. The exception to this consensus is the municipal licensing stakeholder group, where half of all respondents (50%) indicate that they do not support placing a limit on the volume of tow truck licenses issued.



7. Since the maximum speed a tow truck can be legally driven in Ontario is 100 km. per hour, should the by-laws require the installation and use of a governor on all licensed tow trucks that would limit the maximum possible speed to 100 km per hour?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	32%	60%	8%	0%
Towing Industry - Driver	60%	40%	0%	0%
Auto Repair Shop with Tow Trucks	33%	56%	11%	0%
Auto Repair Shop without Tow Trucks	49%	41%	9%	1%
Community Member	58%	27%	14%	1%
Police	74%	21%	3%	1%
Municipal Licencing / Enforcement	38%	50%	13%	0%
Insurance	56%	28%	13%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>57%</b>	<b>33%</b>	<b>9%</b>	<b>1%</b>

- 60% of all tow truck drivers support the installation of a governor on all licensed tow trucks that would limit the maximum possible speed to 100 km per hour. In fact, most stakeholder groups support the installation of a governor with the exception of the following groups: owners/managers of the towing industry; auto repair shops with tow trucks and municipal licensing respondents.



## Enforcement

*Peel Regional Police recognize Traffic Enforcement as an important Policing Priority that contributes to public safety. Within this Priority, tow truck enforcement is addressed as one of several strategies to address the whole issue of Traffic Enforcement.*

8. Please itemize the top five most important enforcement activities. Place #1 beside the most important, #2 beside the second most important, etc.

- \_\_\_\_\_ Aggressive driving (speeding, red lights, tailgating, etc.)
- \_\_\_\_\_ Bicycles
- \_\_\_\_\_ Heavy truck safety
- \_\_\_\_\_ Impaired driving
- \_\_\_\_\_ Off road vehicles
- \_\_\_\_\_ School bus / Crossing guards
- \_\_\_\_\_ School zone (speeding)
- \_\_\_\_\_ Seat belts
- \_\_\_\_\_ Tow trucks (speeding, driving aggressively, by-law offences)

STAKEHOLDERS	Agg.	Hvy Truck			Off	Bus/	School	Tow	
	Drive	Bicycles	Safety	Impaired	Road	Guards	Zones	Seatbelts	Trucks
Towing Industry - Owner / Manager	2			1		4	5		3
Towing Industry - Driver	3	5		1			4		2
Auto Repair Shop with Tow Trucks	2		5	1			3	4	
Auto Repair Shop without Tow Trucks	2		4	1			5		3
Community Member	2		4	1			5		3
Police	1			2		5	3		4
Municipal Licencing / Enforcement	1	5	2	3			4		
Insurance	2		4	1		5	3		
AVERAGE OF ALL STAKEHOLDERS	2		4	1			5		3

- Overall, the average of all stakeholder responses identify the following issues, in order, as the top five, most important enforcement activities:
  1. Impaired Driving
  2. Aggressive Driving
  3. Tow Truck Enforcement
  4. Heavy Truck Safety
  5. School Zone Speeding
- The table outlines the various responses received by each of the stakeholder groups. Off road vehicles did not make the top five ranking by any of the groups.

9. **Regarding the level of enforcement that police are currently directing at the towing industry, is this level considered to be: (Too Lenient – Police should increase enforcement. Adequate – Police should not change the level of enforcement. Too Harsh – Police should decrease the level of enforcement targeted at the towing industry.)**

STAKEHOLDERS	Too Lenient	Adequate	Too Harsh	Missing
Towing Industry - Owner / Manager	48%	40%	8%	4%
Towing Industry - Driver	47%	47%	7%	0%
Auto Repair Shop with Tow Trucks	44%	56%	0%	0%
Auto Repair Shop without Tow Trucks	87%	6%	2%	5%
Community Member	76%	19%	1%	4%
Police	79%	20%	0%	1%
Municipal Licencing / Enforcement	100%	0%	0%	0%
Insurance	91%	6%	3%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>77%</b>	<b>18%</b>	<b>2%</b>	<b>3%</b>

- Most stakeholder groups feel that the level of enforcement currently directed at the towing industry is too lenient. The two stakeholder groups that are exceptions to this trend are the tow truck drivers who are divided with 47% reporting “too lenient” and 47% reporting “adequate”. Similarly, the auto repair shops with tow trucks predominantly indicate (56%) that the current amount of enforcement has been “adequate”, with 44% responding that the amount of enforcement is “too lenient”.

10. **One strategy that has been suggested to address enforcement of the towing industry is to establish a protocol of mutual support between the By-Law Offices and the Police. Do you feel this could be a successful strategy?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	88%	0%	12%	0%
Towing Industry - Driver	80%	0%	20%	0%
Auto Repair Shop with Tow Trucks	89%	0%	11%	0%
Auto Repair Shop without Tow Trucks	58%	20%	22%	1%
Community Member	71%	7%	21%	1%
Police	79%	12%	9%	0%
Municipal Licencing / Enforcement	100%	0%	0%	0%
Insurance	59%	16%	22%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>72%</b>	<b>11%</b>	<b>17%</b>	<b>1%</b>

- The over-riding majority of each of the stakeholder groups agree that establishing a protocol of mutual support between the By-Law Offices and the Police could be a successful strategy to address enforcement of the towing industry.



**11. How would you improve the enforcement of the towing industry?**

- Increasing self-regulation as well as random & scheduled spot checks focusing on g the towing industry would be beneficial. Fines and suspensions should be issued as culprits are identified.
- In addition, resources (both by-law and police) should be increased to facilitate the enforcement initiatives.
- Towing Contract companies should not be affiliated with any body shops.
- A Central Pound would be an enhancement.
- If commission fees were removed, there would be less of an incentive to speed to scenes.

**12. Should By-Law Enforcement Officers be routinely dispatched to attend collisions for the purpose of enforcing the Tow Truck By-Law and any others that may be breached?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	68%	24%	8%	0%
Towing Industry - Driver	80%	13%	7%	0%
Auto Repair Shop with Tow Trucks	56%	11%	22%	11%
Auto Repair Shop without Tow Trucks	57%	33%	7%	3%
Community Member	59%	26%	14%	1%
Police	70%	27%	2%	1%
Municipal Licencing / Enforcement	75%	13%	0%	13%
Insurance	47%	38%	16%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>62%</b>	<b>28%</b>	<b>9%</b>	<b>2%</b>

- The unanimous majority within all stakeholder groups agree that By-Law Enforcement Officers should be routinely dispatched to attend collisions for the purpose of enforcing the Tow Truck By-Law and any others that may be breached. On average, 62% of all stakeholders support this proposal.



**Police Contract**

*The current Police Contract is based on the policing area being divided into three zones (Brampton, East Mississauga, West Mississauga). Towing companies who meet fleet size, provide secure storage compounds and whose staff are security cleared bid for the Police Contract in each of the zones. The Contract goes to tender every three to five years.*

*A Police Contract Tow is a tow resulting from one of the following situations:*

- (a) Police lawfully seize a vehicle, e.g. recovered stolen auto, abandoned auto, crime vehicle.*
- (b) A police or other regional vehicle breaks down and requires towing.*
- (c) Vehicles involved in collisions that are undriveable and where the driver/owner requests a contract tow company or has left the scene (injured) and not provided any instruction with regards to the removal of the vehicle.*

13. Would the Police and public needs be better served by: ☐ Contracting with one tow company to provide Region-wide towing and pound service. ☐ Status Quo. Continue with current three zone contract set-up. ☐ Establish six zones and allow each company to earn the contract for up to two adjoining zones. ☐ Don't know. )

STAKEHOLDERS	1 Contract 1 Company	3 Zone Contract	6 Zone Setup	Don't Know	Blank
Towing Industry - Owner / Manager	8%	20%	60%	8%	4%
Towing Industry - Driver	13%	33%	33%	7%	13%
Auto Repair Shop with Tow Trucks	0%	56%	22%	22%	0%
Auto Repair Shop without Tow Trucks	11%	27%	30%	19%	13%
Community Member	11%	31%	31%	21%	5%
Police	13%	60%	17%	8%	2%
Municipal Licencing / Enforcement	13%	50%	38%	0%	0%
Insurance	6%	25%	41%	22%	6%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>11%</b>	<b>37%</b>	<b>30%</b>	<b>15%</b>	<b>6%</b>

- The status quo (one contract for three zones) is strongly supported by the following stakeholder groups: auto repair shops with tow trucks (56%); police (60%) and municipal licensing stakeholders (50%).
- Establishing six zones and allowing each company to earn the contract for up to two adjoining zones is supported most strongly by towing industry owners and managers (60%); auto repair shops without tow trucks (30%); and insurance industry stakeholders (41%).
- Community members and tow truck drivers are evenly divided between the status quo and the 6 zone arrangements.





14. Should the Police Contract be awarded on the basis of: (Price; Performance; or Both Price & Performance)

STAKEHOLDERS	Price	Performance	Both	Blank
Towing Industry - Owner / Manager	4%	24%	<b>72%</b>	0%
Towing Industry - Driver	7%	13%	<b>67%</b>	13%
Auto Repair Shop with Tow Trucks	11%	<b>78%</b>	0%	11%
Auto Repair Shop without Tow Trucks	0%	16%	<b>73%</b>	11%
Community Member	3%	8%	<b>86%</b>	4%
Police	20%	<b>76%</b>	0%	4%
Municipal Licencing / Enforcement	13%	<b>88%</b>	0%	0%
Insurance	0%	0%	<b>91%</b>	9%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>1%</b>	<b>13%</b>	<b>79%</b>	<b>6%</b>

- Both price and performance are seen as being the crucial criteria to base awarding the Police Contract on by towing industry owners & managers (72%); tow truck drivers (67%); auto repair shops without tow trucks (73%); community members (86%); and insurance members (91%).
- Responses from the following stakeholder groups indicate that performance should be the basis of awarding the Police Contract: auto repair shops with tow trucks (78%); police (76%); and municipal licensing and enforcement members (88%).



### Rotational Callout System

A “rotational callout system” consists of a system where the police call a dispatch centre which then dispatches the company or tow truck(s) next in line for callout to have the required tow truck(s) sent to the scene of a collision or vehicle seizure. In order for towing companies to get on the rotational callout list they must meet certain criteria pertaining to the quantity and quality of their equipment, personnel and premises. Such a system can work with a central storage compound or with each participating company operating their own storage compound.

15. Instead of the present arrangement, should a Rotational Callout System be adopted for: Collision Tows; Police Contract Tows; Both Collision and Police Contract Tows; and

Percentage That Indicated YES STAKEHOLDERS	Collisions	Police Contract	Both	No Rotational Leave Same
Towing Industry - Owner / Manager	40%	52%	56%	36%
Towing Industry - Driver	13%	20%	27%	33%
Auto Repair Shop with Tow Trucks	22%	33%	44%	22%
Auto Repair Shop without Tow Trucks	39%	39%	62%	12%
Community Member	45%	49%	68%	7%
Police	54%	20%	28%	32%
Municipal Licencing / Enforcement	38%	50%	63%	13%
Insurance	38%	38%	56%	6%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>43%</b>	<b>37%</b>	<b>52%</b>	<b>18%</b>

### No Rotational Callout System - Leave Present Arrangement.

- The consensus among most stakeholder groups is that a Rotational Callout System should be adopted for both collisions and Police Contract situations, with 52% of all stakeholders, on average, agreeing with this concept.
- There are two exceptions to this consensus. 54% of the police indicate that a Rotational Callout System should be established primarily for collision situations. 33% of tow truck drivers and 32% of police members recommend that no Rotational Callout System should be established, the system should remain the same as it currently is.



**16. (a) If a Rotational Callout System were implemented, should police establish a separate contract with a tow company to provide a Heavy Truck towing service?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	64%	32%	0%	4%
Towing Industry - Driver	60%	20%	13%	7%
Auto Repair Shop with Tow Trucks	67%	22%	11%	0%
Auto Repair Shop without Tow Trucks	47%	21%	24%	8%
Community Member	44%	17%	32%	6%
Police	45%	36%	16%	4%
Municipal Licencing / Enforcement	63%	25%	13%	0%
Insurance	72%	3%	25%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>50%</b>	<b>23%</b>	<b>22%</b>	<b>5%</b>

- The general consensus within the stakeholders is if a Rotational Callout System were implemented, a separate contract with a tow company should be established to provide Heavy Truck towing service.

### Reporting Collisions

*Ontario law requires persons involved in collisions, where the total damage exceeds \$1000 or where an injury has occurred, to report the collision to the police.*

**17. Should people continue to self report non-injury collisions at Police Stations?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	30%	12%	8%	0%
Towing Industry - Driver	67%	20%	13%	0%
Auto Repair Shop with Tow Trucks	78%	22%	0%	0%
Auto Repair Shop without Tow Trucks	72%	21%	5%	2%
Community Member	67%	19%	13%	1%
Police	81%	10%	1%	0%
Municipal Licencing / Enforcement	75%	25%	0%	0%
Insurance	78%	19%	3%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>76%</b>	<b>17%</b>	<b>6%</b>	<b>1%</b>

- The overall consensus within all stakeholder groups is that people should continue to self-report non-injury collisions at Police Stations, with an average of 76% of all stakeholders agreeing with this concept.



**18. (a) Should Police attend collision scenes and complete a collision investigation for all reportable collisions?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	52%	48%	0%	0%
Towing Industry - Driver	60%	33%	7%	0%
Auto Repair Shop with Tow Trucks	56%	22%	11%	11%
Auto Repair Shop without Tow Trucks	51%	35%	13%	1%
Community Member	59%	35%	4%	2%
Police	17%	80%	2%	1%
Municipal Licencing / Enforcement	38%	63%	0%	0%
Insurance	47%	50%	3%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>44%</b>	<b>49%</b>	<b>6%</b>	<b>1%</b>

- The stakeholder groups that predominantly agree that police should attend collision scenes and complete an investigation for all reportable collisions are: community members (59%); towing industry owners / managers (52%); tow truck drivers (60%); auto repair shops with tow trucks (56%); and auto repair shops without tow trucks (51%).
- The following stakeholders have responded “no” that they do not believe that police should be attending collisions: police (80% no); municipal licensing and enforcement (63% no); and insurance members (50% no).

**18. (b) If YES, what would be an acceptable time for collision victims to wait for Police to attend the scene?**

STAKEHOLDERS	Minutes						Blank
	15	30	45	60	75	90	
Towing Industry - Owner / Manager	24%	24%	8%	0%	0%	4%	40%
Towing Industry - Driver	13%	40%	0%	7%	7%	7%	27%
Auto Repair Shop with Tow Trucks	33%	33%	11%	0%	0%	0%	22%
Auto Repair Shop without Tow Trucks	19%	34%	3%	3%	0%	0%	41%
Community Member	28%	30%	4%	3%	0%	0%	36%
Police	8%	11%	3%	11%	2%	0%	65%
Municipal Licencing / Enforcement	38%	13%	0%	0%	0%	0%	50%
Insurance	22%	38%	3%	3%	0%	0%	34%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>20%</b>	<b>27%</b>	<b>4%</b>	<b>5%</b>	<b>1%</b>	<b>1%</b>	<b>44%</b>

- Based on the respondents that completed this question, the general consensus is that a response time by 30 minutes is acceptable.



19. (a) Should persons involved in a property damage collision, where the damage is less than \$1000, be required to file a report for insurance purposes?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	36%	48%	16%	0%
Towing Industry - Driver	67%	20%	7%	7%
Auto Repair Shop with Tow Trucks	56%	33%	11%	0%
Auto Repair Shop without Tow Trucks	61%	32%	7%	0%
Community Member	59%	30%	10%	0%
Police	32%	65%	1%	2%
Municipal Licencing / Enforcement	75%	25%	0%	0%
Insurance	88%	13%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>54%</b>	<b>39%</b>	<b>6%</b>	<b>1%</b>

- With the exception of police respondents and towing industry owners & managers, all other stakeholders agree that persons involved in a property damage collision where the damage is less than \$1,000 should be required to file a report for insurance purposes.

19. (b) If YES, where should they file the report?

STAKEHOLDERS	Insurance Company	Police	Both	Blank
Towing Industry - Owner / Manager	12%	12%	77%	0%
Towing Industry - Driver	10%	0%	90%	0%
Auto Repair Shop with Tow Trucks	20%	20%	60%	0%
Auto Repair Shop without Tow Trucks	19%	12%	69%	0%
Community Member	19%	10%	75%	0%
Police	64%	12%	24%	0%
Municipal Licencing / Enforcement	50%	0%	50%	0%
Insurance	28%	3%	69%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>29%</b>	<b>11%</b>	<b>60%</b>	<b>0%</b>

- 64% of the police respondents indicate that a report for insurance purposes should be filed with the insurance company. All other stakeholders predominantly indicate that the report should be filed with both the police and the insurance company.



**Collision Reporting Centres**

*In several Ontario cities, Collision Reporting Centres have been established. Drivers who have been involved in collisions where the damage exceeds \$1,000 report the details of the collision at the Centre. The Reporting Centre has Police Officers and insurance company representatives on site so that both agencies provide the appropriate service.*

*Currently in Peel, reportable property damage collisions, where the vehicles are driveable, are reported at Peel Regional Police Stations.*

**20. (a) Should a Collision Reporting Centre(s) as described above be established in Peel?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	32%	64%	4%	0%
Towing Industry - Driver	60%	33%	7%	0%
Auto Repair Shop with Tow Trucks	33%	56%	11%	0%
Auto Repair Shop without Tow Trucks	70%	21%	8%	1%
Community Member	64%	28%	8%	0%
Police	81%	16%	1%	2%
Municipal Licencing / Enforcement	75%	13%	13%	0%
Insurance	78%	22%	0%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>68%</b>	<b>26%</b>	<b>5%</b>	<b>1%</b>

- The consensus among most stakeholders is that Collision Reporting Centres should be established in Peel; however, owners & managers in the towing industry as well as respondents from auto repair shops with tow trucks did not agree.

**20. (b) If YES, should the location(s) be: (one Centre: North Mississauga; two Centres: one in Mississauga & one in Brampton).**

STAKEHOLDERS	One Centre	Two Centres	Blank
Towing Industry - Owner / Manager	12%	88%	0%
Towing Industry - Driver	11%	89%	0%
Auto Repair Shop with Tow Trucks	0%	100%	0%
Auto Repair Shop without Tow Trucks	17%	83%	0%
Community Member	20%	80%	0%
Police	11%	89%	0%
Municipal Licencing / Enforcement	17%	83%	0%
Insurance	0%	100%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>7%</b>	<b>93%</b>	<b>0%</b>

- All stakeholders predominantly support a Collision Reporting Centre being established in both cities.



**20. (c) If NO, what do you suggest as an improvement over the present system?****SUMMARY****Police**

- *Community Stations should be utilized as a Reporting Centre for motor vehicle collisions, but public awareness needs to be increased as well.*
- *Police should not be involved in taking a report if a criminal offense has not taken place.*
- *More resources are required.*

**Auto Repair**

- *Many respondents from this stakeholder group are satisfied that the current system is working well.*
- *Drivers should be allowed to decide which repair shop to tow their vehicle to.*
- *Auto repair stakeholders indicate that police officers attending the scene of a collision has always been beneficial.*

**Community Members**

- *Police stations should be utilized as Reporting Centres.*
- *The community should be able to file their report at any police station of their choice, rather than the station closest to the scene of the collision.*
- *Some community members express a preference for having officers attend the scene, but they recognize the manpower constraints as well.*

**Insurance Industry**

- *Respondents suggest filing reports at police stations with clerks and involve officers if charges need to be laid.*

**Towing Industry**

- *The towing industry comments reflect that they are generally satisfied with the present system.*
- *Some additional enforcement directed at the towing industry would be beneficial for all parties.*

**EXPANDED****Police Comments:**

- The other centers are private owned, these should be police operated and the 24 hour time limit is unacceptable for enforcement i.e. impaired, no insurance, etc. (2)
- More trained officers to deal solely with collision reports on days and afternoons. (5)
- Exclude the insurance company - we should not be "in bed" with insurance companies. (6)
- An area at each police division - even a trailer in the parking lot if necessary. (15)
- Have officers attend scene and complete report. (19)
- Not sure we could provide the manpower. (20)
- Use local community stations and police stations as present. (22)
- Police should not be performing the work of insurance companies - let insurance companies take reports. (25)
- All collisions reported currently. (32)
- I don't care as long as it's not at the airport. (93)
- Report over phone. (98)
- Remove police from the reporting system unless a criminal offense has occurred. (170)



- We have community stations. Use them to full potential. (191)
- Persons report forthwith and together. (265)
- I don't think we need an improvement, just need to educate the public. (284)
- Central center avoid one driver reporting Brampton other Mississauga. Paper chase. (352)
- Citizens directly report collisions to insurance company. ((393)
- All accidents that are not P.I.'s should be reported at division including those not driveable. (397)

#### Auto Repair Comments:

- Have your car taken to your own repair shop and leave it for Insurance company to look after. (42).
- Takes too long, too much waiting around for tow truck and owner of vehicle. Let the people decide what they want to do. (45)
- Allow body shops to report property damage collisions. (Give them the business). (64)
- Insurance companies should have a pre-agreement with the customer as to where the vehicle will be towed. (178)
- If not, should take to garage of customer's choice for repair and have appraisers inspect. (181)
- Police at accident scene. (195)
- Fine the way it is. Reporting stations just cause more problems. (277)
- Reporting system without insurance reps - otherwise target for commission. (321)
- Smaller bureaucracy is better for business. (323)
- System seems OK. (333)
- The current system has proven to be effective in the past. A change in system is not necessary for improvement. (341)
- Have vehicles towed to existing police station. (368)
- Police attending the scene solves the report and makes it easier for insurance to establish who is at fault. Police on the scene can hand a fine, at the same time discipline more for future. There is no charge direct in centers. (369)
- Tow truck guys force the people to tow their cars and they pick up to xxxxx towing pound and they charge too much. (405)

#### Community Comments:

- Report at nearest police station. (51)
- Police more attentive/helpful with accident reports. (52)
- File with insurance company and then a copy be sent to the police. (54)
- Reporting centers will reduce further corruptions. (70)
- Only go to police if both parties cannot mutually agree to report, to insurance companies or solve themselves. (72)
- Allow our present method to continue. (74)
- There really is no better system. Maybe tow truck drivers could be trained for smaller collisions to mediate between parties. (128)
- Should be, or police station if the vehicle can be driven. If it cannot be driven, police should attend the scene. (184)
- Police should be present at scene of accident regardless. (205)
- Collision reporting centers are not good in my estimation - poorly run. I think police should take good looks at accident to see if any fraud. (211)
- If damage exceeds \$1,000, it has most likely been reported and police should be dispatched to the scene within 30 minutes. (210)
- Why create in Mississauga only? (217)
- Report to police stations. (221)
- Officers at the scene, but do we have the money and the man power? (239)
- Don't know - Don't particularly like collision reporting centers. (253)
- Report at any police station rather than where accident took place. (316)





**Insurance Industry Comments:**

- I was unaware there was any problem and if there is, what is the problem? (75)
- Why do police have to attend the accident scene? Set up an employee, clerk, or other cheaper service to investigate and complete reports. Have police lay charges based on reports. Send police to bodily injury accidents only. (89)
- Or in certain stations if more economical. (115)
- Have forums, as mentioned. (120)

**Towing Industry Comments:**

- More people working with higher education (292)
- 6 zones for police contract with up to 2 companies per zone. (297)
- Collision reporting centers are a good idea but no need for insurance companies to solicit body shops. (324)
- The current system has proven to be effective in the past. Present a change in system is not necessary for improvement. (340)
- Do the present system. (342)
- Enforce first come first serve. Charges laid if more than 2 trucks on scene. (343)
- The system we have is good now, just needs to be fine tuned. (348)
- Should continue our current system. (350)
- Police should enforce the by-laws at the stations when drivers come in, lights, chains, licenses, etc. (363)
- Police attendance at the collisions scene solves the report and makes it easier for insurance to establish who is at fault. (370)
- System right now looks like it's working, as far as reporting goes. (371)
- Present system is still working. (372)
- All non-injury but towable accidents should be reported at the nearest police station or sub-station. (381)

**Municipal / Enforcement Comments:**

- No insurance companies. No drop. One fee to center and back to where customer wants vehicle brought. (375)



21. Do you think that self-reporting property damage motor vehicle collisions at a Central Reporting Centre would be a more effective and efficient use of police resources than dispatching an officer to attend the scene of a collision?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	52%	48%	0%	0%
Towing Industry - Driver	53%	33%	13%	0%
Auto Repair Shop with Tow Trucks	22%	56%	22%	0%
Auto Repair Shop without Tow Trucks	69%	22%	8%	1%
Community Member	52%	33%	10%	5%
Police	87%	4%	7%	2%
Municipal Licencing / Enforcement	75%	13%	13%	0%
Insurance	72%	16%	9%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>66%</b>	<b>23%</b>	<b>9%</b>	<b>3%</b>

- With the exception of auto repair shops with tow trucks, the majority of all other stakeholder groups agree that self-reporting property damage motor vehicle collisions at a Central Reporting Centre would be a more effective and efficient use of police resources.

22. If Collision Reporting Centres are established, should by-laws be changed to require vehicles to be towed and dropped at the Centres, like in Toronto?

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	24%	68%	8%	0%
Towing Industry - Driver	27%	53%	13%	7%
Auto Repair Shop with Tow Trucks	11%	78%	11%	0%
Auto Repair Shop without Tow Trucks	54%	34%	10%	2%
Community Member	48%	36%	11%	5%
Police	65%	22%	10%	3%
Municipal Licencing / Enforcement	38%	50%	13%	0%
Insurance	47%	28%	22%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>50%</b>	<b>35%</b>	<b>12%</b>	<b>3%</b>

- Responses were divided regarding whether by-laws should be changed to require vehicles to be towed and dropped at Collision Reporting Centres. The following stakeholders agree that by-laws should be changed: auto repair shops without tow trucks, community members, police and insurance industry members. The remainder of stakeholder respondents do not agree with establishing a new by-law.



**23. (a) Should one secure Central Storage Compound (pound) be established where all collision tows (unless otherwise directed by the driver) and all Police Contract Tows be taken?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	36%	60%	4%	0%
Towing Industry - Driver	40%	40%	13%	7%
Auto Repair Shop with Tow Trucks	11%	67%	22%	0%
Auto Repair Shop without Tow Trucks	63%	28%	8%	1%
Community Member	56%	23%	19%	3%
Police	60%	30%	8%	2%
Municipal Licencing / Enforcement	63%	25%	13%	0%
Insurance	59%	25%	13%	3%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>56%</b>	<b>30%</b>	<b>12%</b>	<b>2%</b>

- Overall, most stakeholders support establishing one Central Storage Compound where all Police Contract and collision tows will be taken, unless otherwise directed. Opposition to this idea is being voiced by owners & managers within the towing industry and respondents from auto repair shops with tow trucks. Tow truck drivers were divided equally between opposition and support of this proposal.

**23. (b) If YES, who should operate this Central Pound?**

STAKEHOLDERS	Regional Staff	City Staff	Police	Private Contractor	Blank
Towing Industry - Owner / Manager	11%	25%	25%	38%	0%
Towing Industry - Driver	10%	20%	50%	20%	0%
Auto Repair Shop with Tow Trucks	0%	0%	0%	100%	0%
Auto Repair Shop without Tow Trucks	25%	25%	34%	16%	0%
Community Member	38%	10%	38%	14%	0%
Police	39%	11%	27%	23%	0%
Municipal Licencing / Enforcement	0%	80%	0%	20%	0%
Insurance	21%	16%	16%	47%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>30%</b>	<b>18%</b>	<b>30%</b>	<b>23%</b>	<b>0%</b>

- Preference regarding who would be responsible for operating the Central Pound is diverse between all stakeholder group.
- Support for regional staff operating the Central Pound is strongest from police (39%) and community members (38%).
- Support for city staff is strongest from municipal licensing respondents (80%).
- The proposal for police operating the Central Pound is supported by the tow truck drivers (50%), auto repair shops without tow trucks (34%); community members (38%); and police (27%).
- A private contractor operating the Central Pound is the preference of owners & managers in the towing industry (38%); auto repair shops with tow trucks (100%); and insurance members (47%).



**24. Should a combination Collision Reporting Centre and Central Pound be established in Peel?**

STAKEHOLDERS	Yes	No	Don't Know	Blank
Towing Industry - Owner / Manager	24%	64%	8%	4%
Towing Industry - Driver	47%	47%	7%	0%
Auto Repair Shop with Tow Trucks	33%	56%	11%	0%
Auto Repair Shop without Tow Trucks	53%	18%	25%	5%
Community Member	57%	23%	19%	2%
Police	62%	23%	12%	3%
Municipal Licencing / Enforcement	50%	38%	13%	0%
Insurance	56%	19%	16%	9%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>54%</b>	<b>26%</b>	<b>17%</b>	<b>4%</b>

- Overall, most stakeholders support establishing a combination Collision Reporting Centre and Central Pound. Opposition to this idea is being voiced by owners & managers within the towing industry and respondents from auto repair shops with tow trucks. Tow truck drivers were divided equally between opposition and support of this proposal.

**Miscellaneous****25. What would you consider to be a reasonable fee for a routine tow? (e.g. a collision scene in Mississauga to a pound, reporting centre or body shop located in Mississauga.)**

STAKEHOLDERS	\$100	\$150	\$185	\$200	\$250	Other	Blank
Towing Industry - Owner / Manager	4%	28%	56%	4%	4%	4%	0%
Towing Industry - Driver	20%	7%	47%	0%	0%	20%	7%
Auto Repair Shop with Tow Trucks	33%	11%	56%	0%	0%	0%	0%
Auto Repair Shop without Tow Trucks	54%	29%	5%	1%	9%	2%	0%
Community Member	46%	10%	2%	1%	4%	35%	3%
Police	63%	18%	3%	1%	10%	5%	0%
Municipal Licencing / Enforcement	13%	50%	25%	0%	13%	0%	0%
Insurance	56%	22%	0%	0%	0%	16%	6%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>48%</b>	<b>19%</b>	<b>10%</b>	<b>1%</b>	<b>1%</b>	<b>17%</b>	<b>3%</b>

- Members of the towing industry predominantly support a fee of \$185 as being reasonable.
- 50% of municipal licensing respondents indicate that \$150 is a reasonable fee.
- A \$100 towing fee is supported by auto repair shops without tow trucks (54%); community members (46%); police (63%); and insurance industry members (56%).
- 35% of community members indicate that a fee less than \$100 would be reasonable.



**26. Have you ever had your vehicle towed to an Auto Repair Shop in Peel?**

STAKEHOLDERS	Yes	No	Blank
Towing Industry - Owner / Manager	56%	40%	4%
Towing Industry - Driver	60%	33%	7%
Auto Repair Shop with Tow Trucks	56%	44%	0%
Auto Repair Shop without Tow Trucks	55%	41%	4%
Community Member	77%	24%	0%
Police	33%	66%	1%
Municipal Licencing / Enforcement	13%	88%	0%
Insurance	34%	56%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>53%</b>	<b>45%</b>	<b>2%</b>

- Out of 405 survey respondents, 215 (53%) indicate that they have actually experienced having their vehicle towed to an Auto Repair shop in Peel.

**26. (a) If YES, have you or your agent encountered resistance to getting your vehicle released for repair to another Auto Repair Shop?**

STAKEHOLDERS	Yes	No	Blank
Towing Industry - Owner / Manager	29%	71%	0%
Towing Industry - Driver	11%	89%	0%
Auto Repair Shop with Tow Trucks	0%	100%	0%
Auto Repair Shop without Tow Trucks	87%	13%	0%
Community Member	32%	67%	0%
Police	10%	90%	0%
Municipal Licencing / Enforcement	13%	87%	0%
Insurance	73%	27%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>41%</b>	<b>59%</b>	<b>0%</b>

- As illustrated in the table above, the vast majority of stakeholder groups report not encountering resistance to releasing their vehicle to another auto repair shop. The two groups that report having experiencing resistance are the respondents from auto repair shops without tow trucks and insurance industry respondents.



**26. (b) If YES, please describe the nature of the resistance:**

- Numerous delay tactics are described in comments submitted by respondents. Resistance strategies include losing owner's set of keys; unreasonable waiting time; coercion to choose their preferred auto repair shop; and inflated towing and storage charges if the preferred shop not used.

**27. In your opinion, which of the following scenarios would represent the highest quality service if you were involved in a collision and your vehicle required towing?**

- ☐ You identify a towing service of your choice, and direct the driver to tow the vehicle to an Auto Repair Shop of your choice.
- ☐ You ask the investigating police officer to arrange for the removal of your vehicle by the Police Contract Towing service which then tows your vehicle to a police pound where it is stored until you decide where you want it repaired. Then, if repairs are to be done at a different location, you arrange for the vehicle to be moved in concert with your insurance company.
- ☐ Whatever towing service is chosen, either by you or the police, your vehicle is towed to a Collision Reporting Centre and dropped in the compound. You attend and complete all the required reports and then make arrangements for repairs through the on-site insurance agents and your vehicle is then towed to the selected Auto Repair Shop.

STAKEHOLDERS	One	Two	Three	Blank
Towing Industry - Owner / Manager	68%	20%	12%	0%
Towing Industry - Driver	60%	13%	20%	7%
Auto Repair Shop with Tow Trucks	78%	22%	0%	0%
Auto Repair Shop without Tow Trucks	49%	14%	31%	6%
Community Member	50%	19%	27%	4%
Police	27%	22%	50%	2%
Municipal Licensing / Enforcement	25%	25%	50%	0%
Insurance	38%	16%	47%	0%
<b>AVERAGE OF ALL STAKEHOLDERS</b>	<b>44%</b>	<b>18%</b>	<b>34%</b>	<b>4%</b>

- Scenario One is preferred by owners and managers in the towing industry (68%); tow truck drivers (60%); respondents from auto repair shops with tow trucks (78%); auto repair shops without tow trucks (49%) and community members (50%).
- Scenario Three is the option of choice by respondents from the police (50%), municipal licensing / enforcement (50%) and insurance industry (47%).



**Stakeholders**

*Please indicate which group you belong to. Your selection will be utilized to categorize responses in the survey report.*

- ☐ **Member of Towing Industry**  
☐ **Owner / Manager**    ☐ **Driver**  
☐ **Member of Auto Repair Shop with Tow Trucks**  
☐ **Member of Auto Repair Shop without Tow Trucks**  
☐ **Community Member**  
☐ **Police Member**  
☐ **Politician**  
☐ **Member of the Police Services Board**  
☐ **Municipal Licencing / Enforcement Member**  
☐ **Other:** \_\_\_\_\_

STAKEHOLDER GROUPS	Estimated Population	Number Distributed	Completed Surveys	Response Rate
Towing Industry (2 each)	67	134	<b>41</b>	31%
Auto Repair Shops	344	344	<b>108</b>	31%
Insurance Companies	70	70	<b>32</b>	46%
Community Members **	13,323	673	<b>115</b>	17%
Police Members	1,100	112	<b>101</b>	90%
Municipal Licencing / Enforcement	15	15	<b>8</b>	53%
<b>TOTAL</b>	<b>14,919</b>	<b>1,348</b>	<b>405</b>	<b>30%</b>

\*\* Due to small sample sizes, Politicians and Police Services Board Members have been included within this Stakeholder Group.

- These sample sizes will ensure a 90% confidence level and a margin of error of +/- 10%.
- Within the towing industry stakeholders, 25 respondents were owners/managers and 16 respondents were tow truck drivers.
- Within the stakeholder group of auto repair shops, 11 respondents had tow trucks and 97 respondents did not have tow trucks.



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City of Mississauga  
**Corporate Report**



Date: 2016/05/26  To: Council Subcommittee of Towing  From: Geoff Wright, P. Eng, MBA, Commissioner of Transportation and Works	Originator's files:
	Meeting date: 2016/05/30

## Subject

Preliminary Report on Tow Truck Chasing in the City Of Mississauga

## Recommendation

That the Council Subcommittee of Towing instruct staff to proceed with further investigation on the issue of tow truck chasing in the City of Mississauga as outlined in the report from the Commissioner of Transportation and Works, dated May 26, 2016 and entitled "Preliminary Report on Tow Truck Chasing In the City of Mississauga".

## Report Highlights

- Information provided by staff and police services is inconclusive in determining whether chasing remains a pervasive issue in the tow truck industry in Mississauga.
- A more thorough study of driver records would provide better insight into current driver performance.
- Mississauga has previously implemented many of the strategies employed by other municipalities including distance restrictions, number of tow trucks permitted at an accident scene, and vehicle size limitations.
- An expanded study of available strategies to provide enhanced regulation of chasing may be warranted.

## Background

The Council Subcommittee of Towing was created for the purpose of addressing concerns related to the practice of tow truck chasing. For the purpose of this report, staff have defined tow truck chasing as the behaviour on the part of licensed tow truck drivers that consists of excessive speed, manoeuvres such as U-turns, passing on the right, passing on the median, failing to observe street signs or signals, and reversing against traffic direction to reach an accident scene in advance of other tow truck operators.

Council Subcommittee of Towing	2016/05/26	2
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At its meeting of April 27, 2016 Council approved the following recommendation:

*"GC-0279-2016*

*That questions submitted by Councillor Parrish regarding the tow truck industry be received and referred to Enforcement Division staff for a response."*

A copy of the questions from Councillor Parrish are attached as Appendix 1.

Also during the Council Subcommittee of Towing meeting of April 26, 2016 Councillor Parrish directed a question to Mr. Mickey Frost, Director of Enforcement, requesting that he identify in writing why it was his belief that a system of four privately operated vehicle pound facilities would not mitigate chasing.

The purpose of this report is to:

- respond to the questions raised by Councillor Parrish;
- propose general strategies for consideration by the Council Subcommittee of Towing to address the issue of tow truck chasing; and,
- seek the Council Subcommittee of Towing's approval to pursue these strategies further.

## Comments

In response to the questions submitted by Councillor Parrish, staff provide the following information:

### **Number of traffic accidents that require tows, within our boundaries, per day, per month, per year since 2010**

Information provided by Peel Regional Police (PRP) identified the number of motor vehicle accidents requiring tow trucks in 2015 as 7,230 and in 2014 as 7,666.

The Ontario Provincial Police (OPP) identified a further 3,179 collisions requiring tow trucks in 2014. OPP statistics are not available for 2015.

A detailed breakdown of the information provided by both police services is provided in Appendix 2.

### **Number of tow truck plates in current inventory and dates issued**

There are 457 tow truck plates that are currently issued by the City of Mississauga. Of these, there are 19 plates that expired on May 1, 2016 but are within the 60 days during which renewal is possible without reapplying as a new applicant. A detailed list identifying the Mississauga plate number and the licensee's identity is attached as Appendix 3.

#### **Number of authorized pounds and date licences were issued**

There are currently 20 licensed vehicle pound facilities located in Mississauga. A detailed breakdown identifying their locations is attached as Appendix 4. All licences were issued in 2016 and staff continue to investigate when the initial licences were issued.

#### **Number of body shops, dates of permit issuance for each**

There are a total of 131 licensed body shops in Mississauga as outlined in Appendix 5, which shows the company names and addresses.

#### **Map showing each pound and body shop licensed in Mississauga**

A map showing the location of each pound is attached as Appendix 6a. A map showing the location of each body shop is attached as Appendix 6b. Two maps have been provided given the number of body shops and lack of detail on the map. Larger versions of the map shown in Appendix 6b will be distributed at the meeting.

#### **Known affiliations between body shops under shared ownership.**

Affiliations between body shop owners is not currently tracked in Mississauga. Staff continue to work on this request and are attempting to extract the names of all directors who are identified in the corporate records of the applicants for a body shop licence.

#### **Number of charges, and against whom, for Mississauga towing/pound offences**

Information on by-law charges relating to tow trucks and vehicle pound facilities is shown in the following appendices:

Appendix 7a - By-law charges related to vehicle pound facilities

Appendix 7b - By-law charges related to Tow Truck Drivers

Appendix 7c - By-law charges related to Tow Truck Owners

#### **Number and details of incidents relating to offences for towing outside City Boundaries, for overcharging for storage/ towing**

Between 2011 and 2016 there have been 46 complaints related to vehicles being moved to facilities outside of the City of Mississauga. Approximately 25 of the complaints were closed as a result of the complainant being unwilling or unavailable to assist with the information required to pursue a charge under the by-law. Seven of the complaints resulted in a total of 13 by-law charges. Detailed information regarding the complaints and outcomes are contained in Appendix 8.

### **Police reports on third truck on scene, for accidents in last twelve months**

PRP have identified that they do not track this information.

### **Record of all accidents, fatalities and personal injuries as secondary incidents of initial vehicle accidents**

PRP have identified that this depth of analysis is labour intensive. As a result, PRP are only available to provide information regarding secondary accidents for one month that being January 2015. 1,320 motor vehicle collisions were reviewed by PRP based on geographic and temporal proximity: criteria being that the secondary accident had to take place within one kilometer and within three hours of the first.

The analysis identified 18 motor vehicle collisions that may have contributed to a secondary accident, which represents a rate of 1.3%. Potential causes of the second accident were identified as possibly being from obstruction, distraction or increased traffic congestion triggered by the initial accident.

Based on PRP's analysis of the accident reports, none of the secondary accidents, could be attributed to tow trucks responding to the scene.

### **All plans addressing chasing strategies in other Ontario jurisdictions that have been implemented and an update on their success**

13 Ontario jurisdictions were reviewed based on this request, including Brampton, Burlington, Hamilton, London, Markham, Milton, New Market, Oakville, Ottawa, Toronto, Vaughan, Region of Waterloo and Whitby. Of these, nine municipalities (Burlington, Markham, Milton, Oakville, Ottawa, Toronto, Vaughan, Region of Waterloo and Whitby) prohibit solicitation within a defined distance to the scene of a motor vehicle accident. Two jurisdictions (Brampton and Vaughan) also limit the number of trucks that may be at an accident scene to a number equal to the number of vehicles involved.

The Region of Waterloo identified that it had attempted to implement a rotating call-out system for the dispatch of tow trucks to accident scenes but that "bandit" trucks remained an issue, often arriving before the dispatched trucks.

The municipalities consulted could not provide definitive information on the success of their regulatory efforts on tow truck chasing.

Further details on the actions of the other municipalities consulted to prevent chasing are attached as Appendix 9.

### Privately-run Centralized Pounds in Four Quadrants

In an email response dated May 18, 2016 to the Mayor and Members of the Council Subcommittee of Towing, Mr. Frost identified that chasing behaviour takes place within narrow geographic confines and that tow truck drivers do not attempt to chase accidents outside of these narrow geographic areas. A copy of this email is attached as Appendix 10.

The division of the City into four quadrants would have little impact on chasing unless done in conjunction with other measures such as a rotational dispatch system and marshalling of on duty tow trucks at each pound. However it was also pointed out that a rotational dispatch system and the requirement that on duty tow trucks confine themselves to a privately operated centralized pound would likely be met with strong resistance from towing industry members.

### Driver Information

It was also identified that the City of Mississauga, through its business practices and regulatory requirements, collects a significant amount of data related to the driving history of tow truck drivers. As part of this preliminary report staff reviewed the records of a randomly selected group of currently licensed tow truck drivers. Each driver abstract was reviewed for demerit points (typically associated with more serious offences) and the number of *Highway Traffic Act* offences identified in the abstract. For the purpose of this review only moving violations were included (speeding, disobey signal, unsafe move, etc.)

A review of licensed tow truck drivers indicates that approximately 49% had some record of a driving violation that appeared on their submitted abstract. It was also determined that 9% of the sample had demerit points assigned to their driving record.

Mobile Licensing Enforcement also maintains the records of tow truck drivers who have exited the industry in recent years. A random sample of these records were examined to identify any trend in evidence related to tow truck drivers leaving the Mississauga towing industry. The sample indicated that of this group 48% had some record of a driving violation that appeared on their abstract. It was also determined that 22% of this group had demerit points assigned to their most recent driving record.

A control group made up of drivers for whom the City holds similar information, and for whom there is no allegation of chasing, was also examined. This randomly sampled group was made up of currently licensed taxi drivers. Of this group 40% were found to have some record of a driving violations with 4% of the group showing demerit points on their abstract.

A more detailed breakdown of the data can be found in Appendix 11.

### Strategies to Address Chasing

Staff propose a number of strategies that bear further investigation should the Council Subcommittee of Towing wish that further regulatory mechanisms be implemented to address chasing. These strategies include:

**1. Rotational Dispatch System**

Under this system all tow trucks that are on duty would be placed within a dispatch system that assigns motor vehicle collisions on a rotating basis to vehicles based on location and sequence. The benefits include an orderly response to motor vehicle accidents and a fairer distribution of work.

**2. Enhanced Enforcement**

The OPP have expressed interest in strategies that may be employed within the existing by-law. This would include an initiative whereby OPP officers would act as witnesses for charges laid by Mobile Licensing Enforcement officers under the existing by-law. Mobile Licensing Enforcement officers would reciprocate by acting as witnesses for matters related to *Highway Traffic Act* offences they observe for charges to be laid by OPP officers.

**3. Fleet Management Technology**

Technology currently exists that would allow the monitoring of all driving behaviour engaged in by licensed tow truck drivers. Similar technology is used by fleet operators in the trucking industry to monitor driver performance and safety. While operating, licensed tow trucks could be tracked for speed, direction, sudden stops and accelerations. While not typically used for enforcement purposes, it is likely that the technology could be adapted for this purpose.

Further investigation would be required to identify issues related to privacy, cost and whether data collection would be monitored directly by City staff or collected by the various tow companies as a condition of licensing and made available to Mobile Licensing Enforcement staff in response to complaints or on request.

## Financial Impact

No direct impact would be experienced by the City of Mississauga

## Conclusion

The information summarized in this report does not provide a definitive conclusion that chasing is a pervasive issue in the City of Mississauga. The limited data supplied by PRP would indicate that it is not. This is supported by the sampling of tow truck driver abstracts, which indicates that tow truck driver performance is improving over time.

It is noteworthy that many of the measures that are being undertaken to counteract chasing in other municipalities have already been implemented in the City of Mississauga including:

- Distance restrictions for tow trucks stopping at an accident scene.
- Limits on the number of tow trucks that may stop at an accident scene.
- Weight restrictions on tow trucks to eliminate the smaller, lighter, chase trucks.
- Placement of conditions on driver licences and revocation of driver licences by the Licensing Manager for repeated *Highway Traffic Act* offences.

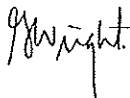
It is therefore the conclusion of the preliminary report that a more fulsome investigation be undertaken to provide the Council Subcommittee of Towing sufficient information to decide whether chasing remains an issue in the tow industry and whether increased regulatory mechanisms would be of value.

The investigation would include:

- Interviews with stakeholders including police and tow truck drivers.
- An in depth survey of the data collected by Mobile Licensing Enforcement related to tow truck drivers.
- A fuller examination of the chasing enforcement strategies proposed in this report.

## Attachments

- Appendix 1: Questions submitted by Councillor Parrish
- Appendix 2: Information provided by Police Services
- Appendix 3: List identifying the Mississauga plate number and licensees
- Appendix 4: Listing of pound facilities
- Appendix 5: Listing of body shops
- Appendix 6a: Map showing the location of each pound
- Appendix 6b: Map showing the location of each body shop
- Appendix 7a: By-law charges related to vehicle pound facilities
- Appendix 7b: By-law charges related to tow truck drivers
- Appendix 7C: By-law charges related to tow truck owners
- Appendix 8: Information regarding complaints and outcomes
- Appendix 9: Scan of other Ontario Municipalities
- Appendix 10: Response of the Director of Enforcement
- Appendix 11: Review of Drivers Abstracts



Geoff Wright, P. Eng., MBA, Commissioner of Transportation and Works

Prepared by: Michael Foley, Supervisor of Compliance and Licensing Enforcement

Mickey Frost

I would like a summary of:

Chamish  
April 20/16

- Number of traffic accidents that require tows, within our boundaries per day, per month, per year since 2010.
- Number of tow truck plates in current inventory and dates issued.
- Number of authorized pounds, and date licenses were issued.
- Number of body shops, dates of permit issuance for each.
- Map showing the locations of each pound and body shop licensed in Mississauga.
- Known affiliations between body shops, under shared ownership.
- Number of charges, and against whom, for Mississauga towing/pound offences.
- Number and details of incidents relating to offences for towing outside City boundaries, for over charging for storage/towing.
- Police reports on 3rd tow truck on scene, for accidents in last 12 months.
- Record of all accidents, fatalities and personal injuries as secondary incidents of initial vehicle accidents.
- All plans addressing "chasing" strategies in other Ontario jurisdictions that have been implemented and an update on their successes.



Motor Vehicle Collisions requiring a tow truck. (Upper Number in each month are OPP results. Lower are PRP)

	2010	2011	2012	2013	2014 *	2015
January	242	430	269	287	567	
					965	860
February	281	321	205	353	337	
					717	694
March	152	335	163	191	260	
					601	473
April	138	138	171	167	172	
					540	519
May	203	173	173	175	208	
					593	578
June	203	185	201	215	188	
					558	588
July	208	186	176	220	207	
					527	545
August	175	198	236	260	241	
					520	464
September	230	216	226	273	244	
					636	559
October	231	228	215	263	248	
					733	669
November	239	201	223	241	249	
					693	663
December	288	301	281	456	258	
					583	618

\*2014 is the only year in which statistics were supplied by both Peel Regional Police and the Ontario provincial Police. Based on these figures only the average number of collisions per month and per day was 804 and 30 respectively.

# APPENDIX 3

Plate #	expirydate	Status	foldername	people_organizationname
007	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
011	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
012	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
013	2016/06/30 00:00:00	New	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
014	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
015	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
016	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
017	2016/06/30 00:00:00	Renewal	FREEMWAY TOWING INC	FREEMWAY TOWING INC
018	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
019	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
021	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
022	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
023	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
024	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
025	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
026	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
027	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
029	2016/06/30 00:00:00	Renewal	TAURUS AUTO COLLISION INC	TAURUS AUTO COLLISION INC
030	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
031	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
033	2016/06/30 00:00:00	Renewal	FREEMWAY AUTO SERVICE INC	FREEMWAY AUTO SERVICE INC
034	2016/06/30 00:00:00	Renewal	1179640 ONTARIO LIMITED	1179640 ONTARIO LIMITED
035	2016/06/30 00:00:00	Renewal	1387238 ONTARIO LTD	1387238 ONTARIO LTD
038	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
039	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
040	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
041	2016/06/30 00:00:00	Renewal	T.L.K. TOWING LTD	T.L.K. TOWING LTD
042	2014/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
043	2016/06/30 00:00:00	Renewal	MISSISSAUGA TOWING & COLLISION INC.	MISSISSAUGA TOWING & COLLISION INC.
044	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
045	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED

048	2016/06/30 00:00:00	Renewal	2181473 ONTARIO INC.	2181473 ONTARIO INC.
049	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
050	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
051	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
053	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
054	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
056	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
057	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
059	2016/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
060	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
061	2016/06/30 00:00:00	Renewal	MISSISSAUGA TOWING & COLLISION INC.	MISSISSAUGA TOWING & COLLISION INC.
062	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
063	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
064	2016/06/30 00:00:00	Renewal	6227678 CANADA INC	6227678 CANADA INC
065	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
066	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
067	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
068	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
069	2016/06/30 00:00:00	Renewal	1479873 ONTARIO LTD	1479873 ONTARIO LTD
071	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
074	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
078	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
081	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
084	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
085	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
086	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
088	2016/06/30 00:00:00	Renewal	2102696 ONTARIO LTD	2102696 ONTARIO LTD
089	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
090	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
092	2016/06/30 00:00:00	Renewal	2251760 ONTARIO INC.	2251760 ONTARIO INC.
093	2016/06/30 00:00:00	Parked	1179640 ONTARIO LIMITED	1179640 ONTARIO LIMITED
094	2015/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED

095	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
098	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
099	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
100	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
103	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
106	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
107	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
109	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
110	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
111	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
112	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
113	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
114	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
116	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
119	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
120	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
122	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
123	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
124	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
128	2016/06/30 00:00:00	Renewal	2160566 ONTARIO LTD.	2160566 ONTARIO LTD.
130	2016/06/30 00:00:00	Renewal	BALI'S TOWING LTD	BALI'S TOWING LTD
132	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
133	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
135	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
136	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
137	2016/06/30 00:00:00	Renewal	VICTORIA TOWING INC.	VICTORIA TOWING INC.
138	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
140	2016/06/30 00:00:00	Renewal	1629665 ONTARIO INC.	1629665 ONTARIO INC.
141	2016/06/30 00:00:00	Renewal	VICTORIA TOWING INC.	VICTORIA TOWING INC.
142	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
143	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
144	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD

146	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
147	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
148	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
149	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
150	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
151	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
152	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
154	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
155	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
156	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
157	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
158	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
159	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
161	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
162	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
165	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
166	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
167	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
168	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
169	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
170	2016/06/30 00:00:00	Renewal	MMEI INC	MMEI INC
173	2016/06/30 00:00:00	Renewal	GN TOWING INC.	GN TOWING INC.
175	2016/06/30 00:00:00	Renewal	MOHAMMED JAMIL QURESHI	
176	2015/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
178	2016/06/30 00:00:00	Renewal	1532099 ONTARIO LTD	1532099 ONTARIO LTD
179	2016/06/30 00:00:00	Renewal	GN TOWING INC.	GN TOWING INC.
183	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
184	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
185	2016/06/30 00:00:00	New	MISSISSAUGA TOWING & COLLISION INC.	1843538 ONTARIO INC
186	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
187	2016/06/30 00:00:00	Renewal	NEEL'S LUBE AND AUTO DETAILING CENTRE	NEEL'S LUBE AND AUTO DETAILING CENTRE
188	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.

189	2016/06/30 00:00:00	Renewal	DOMINIK LUKACHKO	1475347 ONTARIO INC	1475347 ONTARIO INC
190	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
192	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
194	2016/06/30 00:00:00	Renewal	ROADSIDE TOWING 2001 INC.	ROADSIDE TOWING 2001 INC.	ROADSIDE TOWING 2001 INC.
195	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
196	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
198	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
200	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
201	2015/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
203	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
204	2015/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
205	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
206	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
207	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
208	2015/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
209	2016/06/30 00:00:00	Renewal	1387238 ONTARIO LTD	1387238 ONTARIO LTD	1387238 ONTARIO LTD
210	2016/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
211	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
212	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
213	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC	SENECA TOWING INC
214	2016/06/30 00:00:00	Renewal	2251760 ONTARIO INC.	2251760 ONTARIO INC.	2251760 ONTARIO INC.
216	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
217	2014/06/30 00:00:00	Parked	TOLFA AUTO WORKS LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
219	2016/06/30 00:00:00	Renewal	NPG COLLISION INC	NPG COLLISION INC	NPG COLLISION INC
220	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
221	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
223	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
224	2014/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
225	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
226	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
227	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
228	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED

229	2014/06/30 0:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
230	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
232	2016/06/30 00:00:00	Renewal	SIBIA TOWING & STORAGE LTD	SIBIA TOWING & STORAGE LTD
233	2015/06/30 0:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
234	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
238	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
241	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
242	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
243	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
244	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
245	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
246	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
247	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
250	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
251	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
253	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
255	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
256	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
257	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
258	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
259	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
260	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
263	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
264	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
265	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
267	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
268	2016/06/30 00:00:00	Renewal	MMEI INC	MMEI INC
269	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
270	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
271	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
273	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
274	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED

275	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
277	2016/06/30 0:00	Parked	546627 ONTARIO LTD	546627 ONTARIO LTD
278	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
279	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
280	2015/06/30 0:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
281	2016/06/30 00:00:00	New	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
283	2016/06/30 00:00:00	Renewal	SULYN ENTERPRISE INC	SULYN ENTERPRISE INC
284	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
286	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
287	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
289	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
290	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
291	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
292	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
293	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
294	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
295	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
296	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
299	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
301	2016/06/30 0:00	Parked	1532099 ONTARIO LTD	1532099 ONTARIO LTD
306	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
308	2015/06/30 0:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
309	2016/06/30 00:00:00	Renewal	1629665 ONTARIO INC.	1629665 ONTARIO INC.
314	2016/06/30 00:00:00	Renewal	MISSISSAUGA TOWING & COLLISION INC.	MISSISSAUGA TOWING & COLLISION INC.
315	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
316	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
317	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
321	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
323	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
326	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
327	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
328	2016/06/30 00:00:00	Renewal	MISSISSAUGA TOWING & COLLISION INC.	MISSISSAUGA TOWING & COLLISION INC.



330	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
331	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
332	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
333	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
335	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
338	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
339	2016/06/30 00:00:00	Renewal	1179640 ONTARIO LIMITED	1179640 ONTARIO LIMITED
340	2016/06/30 00:00:00	Renewal	TAURUS AUTO COLLISION INC	TAURUS AUTO COLLISION INC
341	2016/06/30 00:00:00	Renewal	1479873 ONTARIO LTD	1479873 ONTARIO LTD
342	2014/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
344	2016/06/30 00:00:00	Renewal	AJMER SINGH DHALIWAL	
346	2016/06/30 00:00:00	Renewal	MISSISSAUGA TOWING & COLLISION INC.	MISSISSAUGA TOWING & COLLISION INC.
349	2016/06/30 00:00:00	Renewal	1479873 ONTARIO LTD	1479873 ONTARIO LTD
350	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
351	2016/06/30 00:00:00	Renewal	PRO PAINTING & TOWING INC.	PRO PAINTING & TOWING INC.
352	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
353	2016/06/30 00:00:00	Renewal	1479873 ONTARIO LTD	1479873 ONTARIO LTD
354	2016/06/30 00:00:00	Renewal	1479873 ONTARIO LTD	1479873 ONTARIO LTD
355	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
356	2016/06/30 00:00:00	Renewal	1479873 ONTARIO LTD	1479873 ONTARIO LTD
357	2016/06/30 00:00:00	Renewal	1532099 ONTARIO LTD	1532099 ONTARIO LTD
359	2016/06/30 00:00:00	Renewal	1532099 ONTARIO LTD	1532099 ONTARIO LTD
360	2016/06/30 00:00:00	Renewal	6227678 CANADA INC	6227678 CANADA INC
361	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
362	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
371	2016/06/30 00:00:00	Renewal	1479873 ONTARIO LTD	1479873 ONTARIO LTD
373	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
374	2016/06/30 00:00:00	Renewal	WEST SIDE TOWING & RECOVERY INC	WEST SIDE TOWING & RECOVERY INC
375	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
376	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
377	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
378	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED

379	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
380	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
381	2015/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
384	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
388	2016/06/30 00:00:00	Renewal	T.L.K. TOWING LTD	T.L.K. TOWING LTD
389	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
390	2016/06/30 00:00:00	Renewal	1629665 ONTARIO INC.	1629665 ONTARIO INC.
391	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
393	2014/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
394	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
395	2016/06/30 00:00:00	Renewal	MISSISSAUGA TOWING & COLLISION INC.	MISSISSAUGA TOWING & COLLISION INC.
396	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
397	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
398	2016/06/30 00:00:00	Parked	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
399	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
400	2016/06/30 00:00:00	Renewal	WEST SIDE TOWING & RECOVERY INC	WEST SIDE TOWING & RECOVERY INC
401	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
403	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
405	2016/06/30 00:00:00	Renewal	FREEMWAY AUTO SERVICE INC	FREEMWAY AUTO SERVICE INC
406	2016/06/30 00:00:00	Renewal	WEST SIDE TOWING & RECOVERY INC	WEST SIDE TOWING & RECOVERY INC
407	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
409	2016/06/30 00:00:00	Renewal	SARAI CARRIERS INC	SARAI CARRIERS INC
410	2016/06/30 00:00:00	Renewal	WEST SIDE TOWING & RECOVERY INC	WEST SIDE TOWING & RECOVERY INC
411	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
416	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
417	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
418	2014/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
419	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
420	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
421	2016/06/30 00:00:00	Renewal	WEST SIDE TOWING & RECOVERY INC	WEST SIDE TOWING & RECOVERY INC
422	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
423	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED

424	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
425	2016/06/30 00:00:00	Renewal	6227678 CANADA INC	6227678 CANADA INC
428	2014/06/30 0:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
429	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
431	2016/06/30 00:00:00	Renewal	T.L.K TOWING LTD	T.L.K. TOWING LTD
432	2016/06/30 00:00:00	Renewal	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
433	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
434	2016/06/30 00:00:00	Renewal	2181473 ONTARIO INC.	2181473 ONTARIO INC.
435	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
436	2016/06/30 00:00:00	Renewal	1179640 ONTARIO LIMITED	1179640 ONTARIO LIMITED
438	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
440	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
441	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
444	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
445	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
446	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
453	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
457	2016/06/30 0:00	Parked	546627 ONTARIO LTD	546627 ONTARIO LTD
458	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
462	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
464	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
467	2016/06/30 00:00:00	Renewal	WEST SIDE TOWING & RECOVERY INC	WEST SIDE TOWING & RECOVERY INC
468	2015/06/30 0:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
469	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
473	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
476	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
478	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
480	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
482	2016/06/30 00:00:00	New	WEST SIDE TOWING & RECOVERY INC	WEST SIDE TOWING & RECOVERY INC
483	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
484	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
486	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD

489	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
490	2016/06/30 00:00:00	Renewal	1532099 ONTARIO LTD	1532099 ONTARIO LTD
491	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
492	2016/06/30 00:00:00	Renewal	TAURUS AUTO COLLISION INC	TAURUS AUTO COLLISION INC
493	2015/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
494	2016/06/30 00:00:00	Renewal	1532099 ONTARIO LTD	1532099 ONTARIO LTD
495	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
497	2016/06/30 00:00:00	Renewal	NPG COLLISION INC	NPG COLLISION INC
499	2016/06/30 00:00:00	Renewal	KRISHENDAYE SANKER	
500	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
501	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
502	2016/06/30 00:00:00	Renewal	T.L.K. TOWING LTD	T.L.K. TOWING LTD
503	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
505	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
506	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
507	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
508	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
511	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
512	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
514	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
515	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
518	2016/06/30 00:00:00	Renewal	SENECA TOWING INC	SENECA TOWING INC
520	2015/06/30 00:00:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
521	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
522	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
523	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
525	2016/06/30 00:00:00	Renewal	GREEN TEAM TOWING LTD.	GREEN TEAM TOWING LTD.
526	2016/06/30 00:00:00	Renewal	2181473 ONTARIO INC.	2181473 ONTARIO INC.
530	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
531	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
532	2016/06/30 00:00:00	Renewal	T.L.K. TOWING LTD	T.L.K. TOWING LTD
538	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.

540	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
541	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
543	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
544	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
545	2016/06/30 00:00:00	Renewal	546627 ONTARIO LTD	546627 ONTARIO LTD
546	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
547	2016/06/30 00:00:00	Renewal	2102696 ONTARIO LTD	2102696 ONTARIO LTD
548	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
549	2016/06/30 00:00:00	Renewal	2181473 ONTARIO INC.	2181473 ONTARIO INC.
550	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
552	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
553	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
555	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
556	2016/06/30 00:00:00	New	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
557	2016/06/30 00:00:00	Renewal	LYONS AUTO BODY LIMITED	LYONS AUTO BODY LIMITED
560	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
561	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
562	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
563	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
564	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
565	2016/06/30 00:00:00	New	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
566	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
568	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
569	2016/06/30 00:00:00	Renewal	SERGII SOLOVIOV	FREEWAY AUTO SERVICE INC
570	2016/06/30 00:00:00	New	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
571	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
572	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
574	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
575	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
576	2016/06/30 00:00:00	Renewal	PROFESSIONAL RECOVERY EQUIPMENT INC.	PROFESSIONAL RECOVERY EQUIPMENT INC.
577	2016/06/30 00:00:00	New	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
579	2016/06/30 00:00:00	New	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC

580	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
581	2016/06/30 00:00:00	New	TRINITY AUTO SERVICE INC	TRINITY AUTO SERVICE INC
584	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
586	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
587	2016/06/30 00:00:00	Renewal	1843538 ONTARIO INC	1843538 ONTARIO INC
589	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
591	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
592	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
593	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
594	2016/06/30 00:00:00	Parked	PRO PAINTING & TOWING INC.	PRO PAINTING & TOWING INC.
595	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
596	2016/06/30 00:00:00	Renewal	SIBIA TOWING & STORAGE LTD	SIBIA TOWING & STORAGE LTD
597	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
599	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
600	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
601	2016/06/30 00:00:00	Renewal	TAURUS AUTO COLLISION INC	TAURUS AUTO COLLISION INC
602	2016/06/30 00:00:00	Renewal	TAURUS AUTO COLLISION INC	TAURUS AUTO COLLISION INC
605	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
606	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
608	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
609	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
610	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
611	2016/06/30 00:00:00	Renewal	J. A. TOWING (BRAMPTON) LIMITED	J. A. TOWING (BRAMPTON) LIMITED
612	2016/06/30 00:00:00	Renewal	1532099 ONTARIO LTD	1532099 ONTARIO LTD
613	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
614	2016/06/30 00:00:00	Renewal	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
615	2016/06/30 00:00:00	New	WALSH'S AUTO SERVICE LIMITED	WALSH'S AUTO SERVICE LIMITED
617	2016/06/30 00:00:00	Renewal	1105729 ONT INC	1105729 ONT INC
618	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
619	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
620	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.
621	2016/06/30 00:00:00	Renewal	TOWTAL ROADSIDE SOLUTIONS INC.	TOWTAL ROADSIDE SOLUTIONS INC.

622	2016/06/30 0:00	Parked	1532099 ONTARIO LTD	1532099 ONTARIO LTD
624	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
625	2016/06/30 00:00:00	Renewal	668796 ONTARIO INC	668796 ONTARIO INC
626	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
627	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
628	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
629	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
630	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
631	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
632	2016/06/30 0:00	Parked	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
634	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
635	2016/06/30 00:00:00	Renewal	FREEWAY AUTO SERVICE INC	FREEWAY AUTO SERVICE INC
637	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
638	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
639	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
640	2016/06/30 00:00:00	Renewal	TOLFA AUTO WORK LIMITED	TOLFA AUTO WORK LIMITED
641	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
651	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
655	2016/06/30 00:00:00	Renewal	944427 ONTARIO LTD	944427 ONTARIO LTD
658	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
659	2016/06/30 00:00:00	Renewal	7626975 CANADA INC	7626975 CANADA INC
668	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
691	2016/06/30 00:00:00	Renewal	1512081 ONTARIO LIMITED	1512081 ONTARIO LIMITED
700	2016/06/30 00:00:00	Renewal	PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.
794	2016/06/30 00:00:00	Renewal	M.V.C. TOWING AND STORAGE INC	M.V.C. TOWING AND STORAGE INC
1009	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1010	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1012	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1013	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1014	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1015	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1016	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD

# APPENDIX 3

1017	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1018	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1019	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1020	2016/06/30 00:00:00	Renewal	J P TOWING SERVICE & STORAGE LTD	J P TOWING SERVICE & STORAGE LTD
1021	2016/06/30 00:00:00	Renewal	MAURIZIO'S TOWING LTD.	MAURIZIO'S TOWING LTD.
1022	2016/06/30 00:00:00	Renewal	MAURIZIO'S TOWING LTD.	MAURIZIO'S TOWING LTD.
1023	2016/06/30 00:00:00	Renewal	MAURIZIO'S TOWING LTD.	MAURIZIO'S TOWING LTD.
1024	2016/06/30 00:00:00	Renewal	MAURIZIO'S TOWING LTD.	MAURIZIO'S TOWING LTD.
1025	2016/06/30 00:00:00	Renewal	THE GOLDEN MINE LTD.	THE GOLDEN MINE LTD.

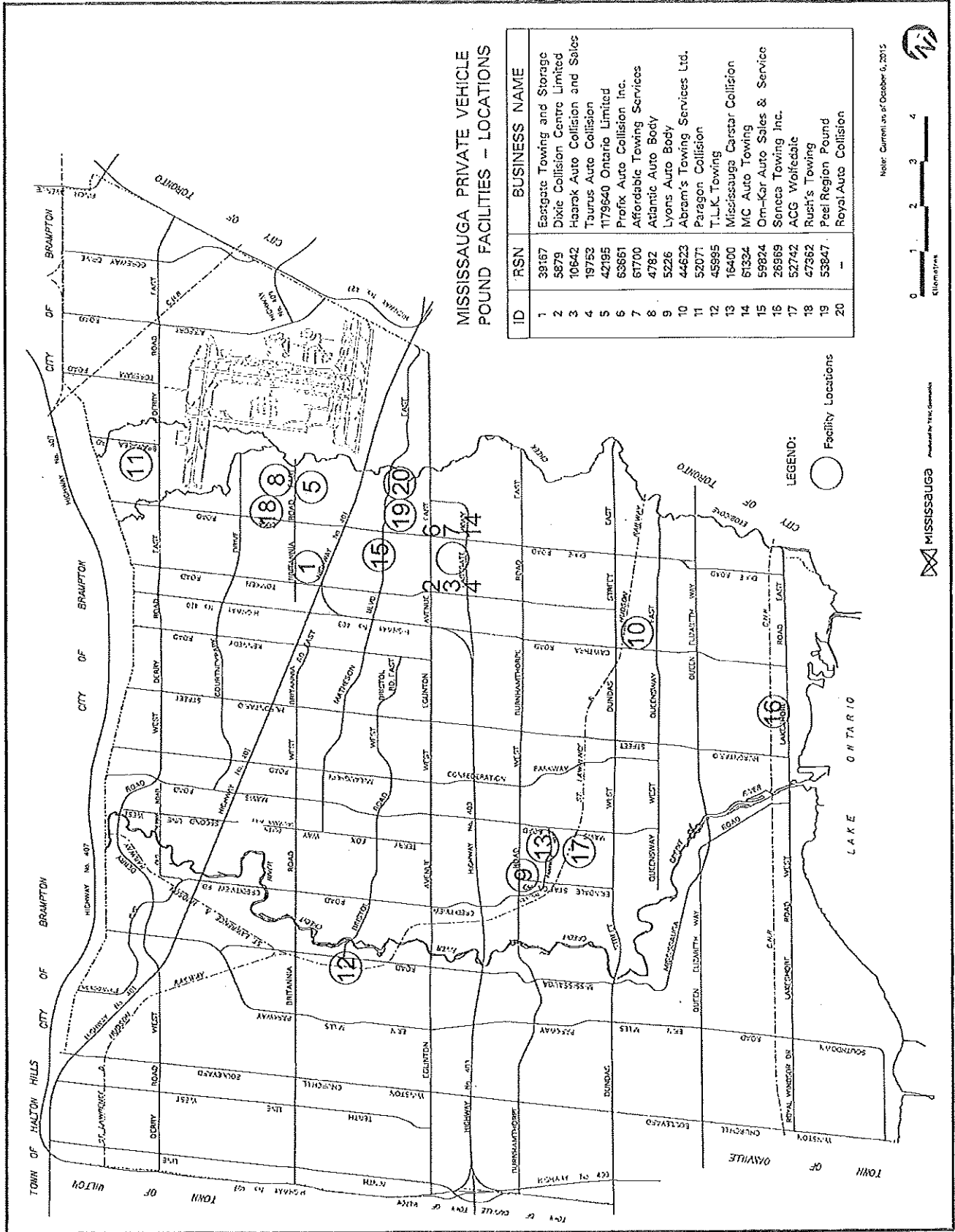


CORPORATION NAME	BUSINESS NAME	BUSINESS ADDRESS	ORIGINAL ISSUE DATE
T.L.K. TOWING LTD	T.L.K. TOWING	100 EMBY DR Unit A	2008/11/14
1512081 ONTARIO LIMITED	ABRAM'S TOWING SERVICES LTD	2458 HAINES RD Bldg A	2011/11/01
1729298 ONTARIO INC	PARAGON COLLISION	1889 GAGE CT	2009/09/14
1044160 ONTARIO LTD	MISSISSAUGA CARSTAR COLLISION	3575 HAWKESTONE RD	2009/05/08
1161672 ONTARIO LTD.	OM-KAR AUTO SALES AND SERVICE	1270 MATHESON BLVD E Unit B	2010/04/22
ALL-IN-ONE AUTOBODY INC.	ROYAL AUTO COLLISION	1725 SISMET RD	2015/11/18
1843538 ONTARIO INC	MC AUTO TOWING	1095 FEWSTER DR	2009/01/30
SENECA TOWING INC	SENECA TOWING INC	1109 SENECA AVE	2008/10/01
1076878 ONTARIO LTD	PEEL REGION POUND	1690 SISMET RD	2008/09/11
ATLANTIC SHOWCASE AUTO COLLISION INC	ACG WOLFEDALE	3229 WOLFEDALE RD	2008/10/03
1532099 ONTARIO LTD	EASTGATE TOWING AND STORAGE	5916 SHAWSON DR	2009/04/08
TOLFA AUTO WORK LIMITED	ATLANTIC AUTO BODY	6121 ATLANTIC DR	2008/10/03
DIXIE COLLISION CENTRE LTD.	DIXIE COLLISION CENTRE	1220 CRESTLAWN DR Front	2009/08/10
668796 ONTARIO INC.	HAAARAK AUTO COLLISION SERVICE & SALES	1190 CRESTLAWN DR	2009/01/15
TAURUS AUTO COLLISION INC	TAURUS AUTO COLLISION	1232 CRESTLAWN DR Unit 1	2009/03/26
858911 ONTARIO LTD	RUSH'S TOWING	1611 TRINITY DR	2009/03/02
1179640 ONTARIO LIMITED	1ST CHOICE AUTO CENTRE	1765 SHAWSON DR Unit 1&2	2015/04/22
LYONS AUTO BODY LIMITED	LYONS AUTO BODY	1020 BURNHAMTHORPE RD W	2008/04/01
PROFIX AUTO COLLISION INC.	PROFIX AUTO COLLISION INC.	1180 CRESTLAWN DR	2009/08/07
7626975 CANADA INC	AFFORDABLE TOWING	1202 CRESTLAWN DR Unit 1	2012/06/27

BUSINESS NAME	BUSINESS ADDRESS	APPLICANT/ORGANIZATION
MCLAREN COLLISION	1095 FEWSTER DR	1843538 ONTARIO INC.
JP AUTO SERVICE	392 GIBRALTAR DR Unit 8	
MISSISSAUGA HYUNDAI	3045 GLEN ERIN DR	982874 ONTARIO LIMITED
CO-UP AUTO BODY REPAIRS	7405 KIMBEL ST	949710 ONTARIO LIMITED
5 & 10 AUTO REPAIR	2458 HAINES RD	2386192 ONTARIO INC
BOYZ AUTO COLLISION	1135 FEWSTER DR	BOYZ AUTO COLLISION INC
A-1 MISSISSAUGA AUTO COLLISION	3505 HAWKESTONE RD	A-1 MISSISSAUGA AUTO COLLISION LIMITED
READY HONDA	430 HENSALL CIR	READY IMPORT LIMITED
RELANCE COLLISION CENTRE LTD.	5138 EVEREST DR	RELANCE COLLISION CENTRE LTD.
MID-WEST COLLISION DIVISION	6970 KENDERRY GATE	FLEET LUBE PLUS INC
MISSISSAUGA CARSTAR COLLISION	3575 HAWKESTONE RD	1044160 ONTARIO LTD
ADDISON CHEVROLET LIMITED	1220 EGLINTON AVE E	ADDISON CHEVROLET LIMITED
PARAGON COLLISION	1889 GAGE CRT	1729298 ONTARIO INC
VINA AUTO REPAIR	2570 HAINES RD Unit 12	1590168 ONTARIO LIMITED
PROGRESSIVE AUTO COLLISION	1801 NORTH SHERIDAN WAY	2224952 ONTARIO LIMITED
LITTLE BROTHERS SHOP INC	2525 HAINES RD	LITTLE BROTHERS SHOP INC
IMPERIAL AUTO COLLISION INC	3535 HAWKESTONE RD	IMPERIAL AUTO COLLISION INC
NORACK MOTORS AUTO PARTS SALES & SERVICE	1210 FEWSTER DR	
WHITEOAK FORD LINCOLN SALES LIMITED	3285 MAVIS RD	WHITEOAK FORD LINCOLN SALES LIMITED
WOODCHESTER INFINITI NISSAN	2560 MOTORWAY BLVD	WOODCHESTER NISSAN INC. & WOOD.INFINITI
NUMBER 1 MISSISSAUGA AUTO COLLISION LTD.	3300 MAVIS RD Unit 3	NUMBER 1 MISSISSAUGA AUTO COLLISION LTD.
410 & DERRY TRUCK AND TRAILER REPAIR INC	7120 PACIFIC CIR Unit B	410 & DERRY TRUCK AND TRAILER REPAIR INC
ERIN PARK LEXUS TOYOTA	2411 MOTORWAY BLVD	ERIN PARK AUTOMOTIVE PARTNERSHIP
ERIN DODGE CHRYSLER	2365 MOTORWAY BLVD	ERIN DODGE CHRYSLER LTD.
MODERN AUTO REPAIR AND BODY SHOP	1116 MIDWAY BL Suite 8	1140141 ONTARIO INC
PEEL CHRYSLER PLYMOUTH	212 LAKESHORE RD W	PEEL CHRYSLER PLYMOUTH (1991) INC.
MISSISSAUGA HONDA	2380 MOTORWAY BLVD	ERINMOTORWAY INVESTMENTS LTD
RUSH TRUCK TRAILER REPAIR LTD	5395 MAINGATE DR	RUSH TRUCK TRAILER REPAIR LTD
MERCEDES-BENZ	6120 MAVIS RD	MERCEDES-BENZ CANADA INC
MISSISSAUGA BUS, COACH & TRUCK REPAIRS INC	6625 KESTREL RD	MISSISSAUGA BUS, COACH & TRUCK REPAIRS INC
ERIN MILLS MAZDA	2400 MOTORWAY BL	QUEENSWAY AUTOMOTIVE GROUP INC
SAMRA TRUCK & TRAILER REPAIRS LTD.	1005 MIDWAY BLVD Unit B	SAMRA TRUCK & TRAILER REPAIRS LTD.
HEARTLAND B & B COLLISION CENTRE	875 PLYMOUTH DR Unit 1	2172332 ONTARIO INC
UNI-BODY COLLISION	1880 MEYERSIDE DR	UNI-BODY COLLISION LIMITED
P & C TRUCK & TRAILER REPAIR	1790 MEYERSIDE DR Unit 4	P & C TRUCK & TRAILER REPAIR LIMITED
LARRY'S AUTO & TRUCK REPAIR	3344 MAVIS RD Unit 2	LARRY'S AUTO & TRUCK REPAIR LTD
MISSISSAUGA VOLKSWAGEN	2420 MOTORWAY BL	905727 ONTARIO INC.
SHERWAY MOTORS	1019 LAKESHORE RD E	6889484 CANADA LIMITED
KERR'S AUTO BODY AND REPAIRS	3364 MAVIS RD Unit 5	1464135 ONTARIO INC.
INSIGHT TRUCK AND TRAILER INC	5395 MAINGATE DR Unit B-2	INSIGHT TRUCK AND TRAILER INC
PAINT-A-CAR COLLISION	3197 LENWORTH DR	301717 ONTARIO LIMITED
SUBARU OF MISSISSAUGA	6160 MAVIS RD	SOMI INC
OAKTOWN COLLISION MISSISSAUGA	5359 MAINGATE DR	OAKTOWN COLLISION (MISSISSAUGA) INC

ERINWOOD FORD SALES	2395 MOTORWAY BLVD Unit 1&2	ERINWOOD FORD SALES INC
BLACK DIAMOND AUTO REPAIRS & COLLISION	6160 NETHERHART RD Unit 15	
AUESTA AUTO COLLISION	1892 MATTAWA AVE	AUESTA INTERNATIONAL INC
M & D AUTO COLLISION INC.	1902 MATTAWA AVE UNIT A	M & D AUTO COLLISION INC.
ERIN MILLS MITSUBISHI	2477 MOTORWAY BLVD	1927283 ALBERTA LTD
BODYWORKS AUTO CENTRE	1765 SHAWSON DR Unit 16	
SAL'S AUTO SERVICE CENTRE LTD	526 SOUTH SERVICE RD	SAL'S AUTO SERVICE CENTRE LTD
SENECA AUTOBODY	1109 SENECA AVE	SENECA AUTOBODY COMPLETE RESTORATION & COLL. INC
PATRICIO AUTO COLLISION & SALES	3090 WOODCHESTER DR Unit 4B	PATRICIO AUTO COLLISION & SALES INC
RAI AUTO COLLISION	7171 TORBRAM RD Unit 30&31	765564 ONTARIO INC.
WOODCHESTER COLLISION	3089 WOODCHESTER DR	WOODCHESTER COLLISION LIMITED
ERIN MILLS ACURA	3025 WOODCHESTER DR	ERIN MILLS IMPORT INC
MISSISSAUGA KIA	2600 MOTORWAY BLVD	APPLEWOOD AUTO INC
APPLEWOOD CHEVROLET CADILLAC	3000 WOODCHESTER DR	APPLEWOOD HOLDINGS INC
PEEL CHRYSLER PLYMOUTH (1991) INC	140 QUEEN ST W	PEEL CHRYSLER PLYMOUTH (1991) INC.
ADDISON CHEVROLET BUICK GMC LIMITED	6600 TURNER VALLEY RD	ADDISON CHEVROLET BUICK GMC LIMITED
MEADOWVALE COLLISION	66 THOMAS ST Unit 18	TRINITY AUTO SERVICE INC
FRALOR COLLISION	1385 SHAWSON DR Unit 2	FRALOR COLLISION INC
ACG WOLFEDALE	6121 WOLFEDALE RD	ATLANTIC SHOWCASE AUTO COLLISION INC
IMPERIAL AUTO COLLISION (MEADOWVALE) INC.	2360 SOUTHFIELD RD Unit B	IMPERIAL AUTO COLLISION (MEADOWVALE) INC.
A-ONE AUTO COLLISION & REFINISHING	7090 TRANMERE DR 1	A-ONE AUTO COLLISION & REFINISHING LTD.
CANADIAN AUTOMOTIVE REFINISH	2355 ROYAL WINDSOR DR Unit 8	
VELOCITY COLLISION	7120 TRANMERE DR UNIT 1	VELOCITY TRUCK TRAILER CENTRE INC
S.T. AUTO REPAIRS LIMITED	3427 WOLFEDALE RD	S.T. AUTO REPAIRS LIMITED
B & G AUTO CENTRE LTD	3390 WOLFEDALE RD Unit 1	B & G AUTO CENTRE LTD
CHANDRO AUTO BODY	1885 SISMET RD Unit 5N	
1ST CHOICE AUTO CENTRE	1765 SHAWSON DR Unit 20&21	1179640 ONTARIO LTD
TESLA MOTORS CANADA ULC	7175 TRANMERE DR Unit 2	TESLA MOTORS CANADA ULC
IMPACT AUTO COLLISION	66 THOMAS ST 12	COR-TAR INDUSTRIES LIMITED
SUNPAC AUTO COLLISION	1102 WESTPORT CRES Unit B	2248711 ONTARIO INC
HT AUTO REPAIR AND BODY SHOP	7089 TORBRAM RD Unit 6	2355811 ONTARIO INC
B & M COLLISION ZONE	5916 SHAWSON DR Unit B	1532099 ONTARIO LTD
S. K. AUTO COLLISION & REPAIR	3390 WOLFEDALE RD Unit 3C	2244924 ONTARIO INC.
LOGAN'S AUTO COLLISION TLD	1765 SHAWSON DR Unit 3	LOGAN'S AUTO COLLISION TLD
WOLFEDALE AUTOBODY AND REPAIR	3560 WOLFEDALE RD	2365773 ONTARIO INC
ACTION AUTO & COLLISION	2677 DREW RD Unit A	1780385 ONTARIO INC
MAVIS AUTO COLLISION & AUTO GLASS LTD.	839 CENTRAL PKWY W Unit 2	MAVIS AUTO COLLISION & AUTO GLASS LTD.
READY HONDA	230 DUNDAS ST E	READY IMPORT LIMITED
401/DIXIE HYUNDAI	5515 AMBLER DR	AUTOCANADA DIXIE MOTORS GP INC.
HAARAK AUTO COLLISION SERVICE & SALES	1190 CRESTLAWN DR	668796 ONTARIO INC.
MEADOWVALE KIA	2960 ARGENTIA RD	7887744 CANADA INC
MASTER COLLISION AUTO SERVICES LIMITED	4600 BURGOYNE ST	MASTER COLLISION AUTO SERVICES LIMITED
MEADOWVALE TOYOTA	2950 ARGENTIA RD	4384741 CANADA INC
IDEAL HONDA	5500C DIXIE RD	4247744 CANADA INC

KENWORTH TORONTO	5475 DIXIE RD	KENWORTH TORONTO LIMITED
DIXIE TOYOTA	5500 E DIXIE RD	4247728 CANADA INC
TAURUS AUTO COLLISION	1232 CRESTLAWN DR Unit 1	TAURUS AUTO COLLISION INC
401 DIXIE MAZDA	5-5500 DIXIE RD Bldg F	765620 ONTARIO LIMITED
AIRPORT KIA	3295 DERRY RD E	2071540 ONTARIO INC
ONTARIO CHRYSLER JEEP DODGE INC	5280 DIXIE RD	ONTARIO CHRYSLER JEEP DODGE INC
401 DIXIE NISSAN / 401-DIXIE INFINITI	5500 DIXIE RD UNIT B	2343654 ONTARIO INC
COLUMBUS AUTOMOTIVE SERVICES INC	6741 COLUMBUS RD Unit 8	COLUMBUS AUTOMOTIVE SERVICES INC
ASSURED MISSISSAUGA SOUTH COLLISION	1104 ALEXANDRA AVE	IMPERIAL AUTO COLLISION INC
DIXIE MITSUBISHI	5525 AMBLER DR Bldg C	1809231 ONTARIO LIMITED
AUDI OF MISSISSAUGA	787 BANCROFT DR	BRAMGATE AUTOMOTIVE INC
MEADOWVALE HONDA	2210 BATTLEFORD RD	MISSISSAUGA AUTOMOTIVE INC.
MERCEDES-BENZ CANADA INC	765 BOYER BLVD	MERCEDES-BENZ CANADA INC
VOLVO OF MISSISSAUGA	797 BANCROFT DR	MC MILLAN & SAUNDERS INC.
401 DIXIE VOLKSWAGEN	5500 DIXIE RD Unit G	2248085 ONTARIO INC
401 DIXIE KIA	5505 AMBLER DR	KATRIC INC
COOKSVILLE DODGE CHRYSLER	290 DUNDAS ST E	COOKSVILLE DODGE CHRYSLER INC.
COOKSVILLE HYUNDAI	300 DUNDAS ST E	2096115 ONTARIO INC
ACG ATLANTIC	6121 ATLANTIC DR	TOLFA AUTO WORK LIMITED
COBRA TRAILER MANUFACTURING INC	1775 DREW RD	COBRA TRAILER MANUFACTURING INC
DIXIE COLLISION CENTRE	1220 CRESTLAWN DR	DIXIE COLLISION CENTRE LTD.
RF AUTO COLLISION & REPAIRS INC.	7089 TORBRAM RD Unit 7	RF AUTO COLLISION & REPAIRS INC.
EL MONO BODY SHOP AND AUTO REPAIRS	1076 CARDIFF BLVD Unit 1&3A	2375400 ONTARIO INC
BMW OF MISSISSAUGA	4505 DIXIE RD	2410147 ONTARIO INC
PARKWAY CHRYSLER DODGE JEEP RAM	2260 BATTLEFORD RD	PARKWAY PLYMOUTH CHRYSLER LTD
KYLE AUTO BODY & REPAIR	2676 DREW RD UNIT A	
STYLE AUTOBODY REPAIR LTD	1765 SHAWSON DR Unit 5	STYLE AUTOBODY REPAIR LTD
HAWLEY COLLISION CENTRE	2526 CAWTHRA RD	2185355 ONTARIO INC
CAR BUFFS AUTO COLLISION INC	5930 ATLANTIC DR UNIT D	CAR BUFFS AUTO COLLISION INC
MISSISSAUGA TOYOTA	2215 DUNDAS ST E	ASTA HOLDINGS (ONTARIO) INC
DIXIE FORD SALES	5495 DIXIE RD	DIXIE FORD SALES LIMITED
LYONS AUTO BODY	1020 BURNHAMTHORPE RD W	LYONS AUTO BODY LIMITED
A-1 MISSISSAUGA AUTO COLLISION LIMITED	875 CENTRAL PKWY W	A-1 MISSISSAUGA AUTO COLLISION LIMITED
MEADOWVALE FORD SALES & SERVICE	2230 BATTLEFORD RD	MEADOWVALE FORD SALES & SERVICE LIMITED
FAIR AND FAST AUTO BODY WORK	5900 DIXIE RD UNIT 7A	2405400 ONTARIO INC
BRITANNIA AUTO BODY	6087 NETHERHART RD Unit 1 & 2	376573 ONTARIO LTD.
401-DIXIE AUTO COLLISION	1232 AEROWOOD DR	401-DIXIE AUTO COLLISION LTD.
MK AUTOBODY REPAIRS	1767 DREW RD Unit BR& B2	2262085 ONTARIO INC.
G. T. AUTO SPECIALIST INC.	5900 DIXIE RD UNIT 8B	G. T. AUTO SPECIALIST INC.
ROYAL AUTO COLLISION	1725 SISMET RD Unit A & C	ALL-IN-ONE AUTOBODY INC.
PROFIX AUTO COLLISION INC.	1180 CRESTLAWN DR	PROFIX AUTO COLLISION INC.
TOWTAL CAR CARE CENTRE INC.	4626 BURGOYNE ST Unit 1	TOWTAL CAR CARE CENTRE INC
ROYAL SYNERGIES COLLISION MISSISSAUGA INC	1240 CRESTLAWN DR	ROYAL SYNERGIES COLLISION MISSISSAUGA INC
DIRECT COLLISION & RESTORATION	6731 COLUMBUS RD UNIT 2	



Revised: Current as of October 6, 2015



Year	#	Name	Offence
2011	1	2193332 ONT. INC. O/A MCTOWING	VPF - Fail to Present Invoice
2011	2	2193332 ONT. INC. O/A MCTOWING	VPF - Storage Invoice in Excess
2012	3	1843538 ONT. INC.	VPF - Licensing Bylaw
2012	4	2193332 ONT. INC. O/A MCTOWING	VPF - Fail to Present Invoice
2012	5	2193332 ONT. INC. O/A MCTOWING	VPF - Storage Invoice in Excess
2012	6	2193332 ONT. INC. O/A MCTOWING	VPF - Storage Invoice in Excess
2012	7	2193332 ONT. INC. O/A MCTOWING	VPF - Fail to Present Invoice
2013	8	Lyons Auto Body Limited	VPF - Fail to Ensure Release of Vehicle
2013	9	Lyons Auto Body Limited	VPF - Charge in Excess Fee of \$60 Storage Rate
2013	10	1532099 ONT. INC.	VPF - Ensure Vehicle Owner able to Obtain Vehicle 24/7
2013	11	1532099 ONT. INC.	VPF - Charge in Excess Fee of \$60 Storage Rate
2013	12	1843538 ONT. INC.	VPF - Fail to Have VPF Open
2013	13	Lyons Auto Body Limited	VPF - Fail to Ensure Release of Vehicle
2013	14	Lyons Auto Body Limited	VPF - Charge Storage Fee
2013	15	Lyons Auto Body Limited	VPF - Fail to Charge Flat Rate
2013	16	Lyons Auto Body Limited	VPF - Fail to Provide Itemized Invoice Bill
2013	17	1532099 ONT. INC.	VPF - Unlicensed Business
2013	18	1843538 ONT. INC.	VPF - Fail to Have VPF Open
2013	19	1843538 ONT. INC.	VPF - Fail to Have VPF Open
2013	20	Lyons Auto Body Limited	VPF - Fail to Ensure Release of Vehicle
2013	21	Lyons Auto Body Limited	VPF - Charge in Excess Fee of \$60 Storage Rate
2013	22	1532099 ONT. INC. O/A EASTGATE	VPF - Unlicensed Business
2013	23	Lyons Auto Body Limited	VPF - Fail to Ensure Release of Vehicle
2013	24	Lyons Auto Body Limited	VPF - Charge in Excess Fee of \$60 Storage Rate
2013	25	1843538 ONT. INC.	VPF - Licensing Bylaw
2014	26	Profix Auto Collision	VPF - Maintain Signage
2014	27	Profix Auto Collision	VPF - Maintain Signage
2014	28	1532099 ONT. INC.	VPF - Charge Storage Fee
2014	29	1532099 ONT. INC.	VPF - Ensure Vehicle Owner able to Obtain Vehicle 24/7
2014	30	Taurus Auto Collision	VPF - Keep Clean and Neat, free from Debris, Rubbish
2014	31	Profix Auto Collision	VPF - Maintain Signage
2014	32	Taurus Auto Collision	VPF - Keep Clean and Neat, free from Debris, Rubbish
2014	33	1532099 ONT. INC.	VPF - Ensure Vehicle Owner able to Obtain Vehicle 24/7
2014	34	1532099 ONT. INC.	VPF - Charge Storage Fee
2014	35	Lyons Auto Body Limited	VPF - Fail to Ensure Release of Vehicle
2014	36	Lyons Auto Body Limited	VPF - Charge Storage Fee

2014	37 Lyons Auto Body Limited	VPF - Fail to Provide Itemized Invoice Bill
2014	38 1532099 ONT. INC. O/A EASTGATE	VPF - Unlicensed Business
2014	39 1843538 ONT. INC.	VPF - Ensure Vehicle Owner able to Obtain Vehicle 24/7
2015	40 Morning Star Holdings	VPF - Unlicensed Business
2015	41 Profix Auto Collision	VPF - Fail to Provide Itemized Invoice Bill
2015	42 Profix Auto Collision	VPF - Charge Storage Fee
2015	43 Profix Auto Collision	VPF - Charge Storage Fee
2015	44 Profix Auto Collision	VPF - Fail to Provide Itemized Invoice Bill
2016	45 Morning Star Holdings	VPF - Unlicensed Business
	46	



Year	#	Offense	Fine
2011	1	Tow Truck - No Broom	
2011	2	Tow Truck - No Broom	
2011	3	Tow Truck - No Wheel Blocks	
2011	4	Tow Truck - No Wheel Blocks	
2011	5	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	6	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	7	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	8	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	9	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	10	Fail to complete permission to tow form	
2011	11	Unlicensed Tow Truck Driver	
2011	12	Unlicensed Tow Truck Driver	
2011	13	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	14	Stop within 200m. Of collision	
2011	15	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	16	Suggest to Hirer particular body shop unless requested by Hirer	
2011	17	Use Services of an Unlicensed Driver	
2011	18	Permit a person to be a passenger in a Tow Truck	
2011	19	Unlicensed Tow Truck Driver	
2011	20	Permit a person to be a passenger in a Tow Truck	
2011	21	Permit a person to be a passenger in a Tow Truck	
2011	22	Unlicensed Tow Truck Driver	
2011	23	Tow Unscheduled Rates	
2011	24	Tow Unscheduled Rates	
2011	25	Stop within 200m. Of collision	
2011	26	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	27	Tow Unscheduled Rates	
2011	28	Tow Unscheduled Rates	
2011	29	Stop within 200m. Of collision	
2011	30	Unlicensed Tow Truck Driver	
2011	31	Tow Truck - Operate tow truck w/o First Aid Kit	
2011	32	Tow Truck - Operate tow truck w/o Shovel	
2011	33	Tow Truck - No Broom	
2011	34	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	35	Fail to keep daily record	
2011	36	Tow Truck Charges	
2011	37	Tow from Outside City	
2011	38	Tow from Outside City	
2011	39	Unlicensed Tow Truck Driver	
2011	40	Permit a person to be a passenger in a Tow Truck	
2011	41	Fail to Produce Tow Truck	
2011	42	Stop within 200m. Of collision	
2011	43	Tow Truck - Operate tow truck w/o First Aid Kit	
2011	44	Drive Tow Truck without License	
2011	45	Drive Tow Truck without License	
2011	46	Park 200m. of Collision	
2011	47	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	48	Permit a person to be a passenger in a Tow Truck	
2011	49	Tow from Outside City	
2011	50	Tow from Outside City	
2011	51	Fail to Keep Schedule of Rates	
2011	52	Tow Truck - No Broom	
2011	53	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	54	Tow Truck - No Wheel Blocks	
2011	55	Unlicensed Tow Truck Driver	
2011	56	Permit to Tow	
2011	57	Permit to Tow	
2011	58	Tow from Outside City	
2011	59	Tow from Outside City	
2011	60	Fail to Keep Schedule of Rates	
2011	61	Tow from Outside City	
2011	62	Tow from Outside City	

2011	63	Fail to Keep Schedule of Rates	
2011	64	Tow Truck - No Broom	
2011	65	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	66	Tow Truck - No Wheel Blocks	
2011	67	Operate Tow Truck without Pylons	
2011	68	Unlicensed Tow Truck Driver	
2011	69	Permit to Tow	
2011	70	Permit to Tow	
2011	71	Fail to Produce Documents	
2011	72	Stop within 200m. Of collision	
2011	73	Fail to Complete Permission to Tow	
2011	74	Work Order	
2011	75	Stop within 200m. Of collision	
2011	76	Unlicensed Tow Truck Driver	
2011	77	Tow from Outside City	
2011	78	Tow from Outside City	
2011	79	Tow Unsheduled Rates	
2011	80	Tow Unsheduled Rates	
2011	81	Fail to Comply	
2011	82	Fail to Keep Records	
2011	83	Tow Truck Not Equipped with	
2011	84	Unlicensed Tow Truck Driver	
2011	85	Permit to Tow	
2011	86	Permit to Tow	
2011	87	Operate tow truck without Flares, Reflector Kit	
2011	88	Permit a person to be a passenger in a Tow Truck	
2011	89	Stop within 200m. Of collision	
2011	90	Permit a person to be a passenger in a Tow Truck	
2011	91	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	92	Operate tow truck without Flares, Reflector Kit	
2011	93	Permit a person to be a passenger in a Tow Truck	
2011	94	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	95	Use Services of an Unlicensed Driver	
2011	96	Fail to Keep Schedule of Rates	
2011	97	Fail to Complete Permission to Tow	
2011	98	Work Order	
2011	99	Unlicensed Tow Truck Driver	
2011	100	Fail to keep Daily Record	
2011	101	Permit a person to be a passenger in a Tow Truck	
2011	102	Permit a person to be a passenger in a Tow Truck	
2011	103	Park within 200m. Of collision	
2011	104	Unlicensed Tow Truck Driver	
2011	105	Stop within 200m. Of collision	
2011	106	Unlicensed Tow Truck Driver	
2011	107	Unlicensed Tow Truck Driver	
2011	108	Operate tow truck without Flares, Reflector Kit	
2011	109	Fail to Complete Permission to Tow	
2011	110	Operate Unlicensed Tow Truck	
2011	111	Operate Tow Truck without Renewal Sticker	
2011	112	Park within 200m. Of collision	
2011	113	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	
2011	114	Permit a person to be a passenger in a Tow Truck	
2011	115	Unlicensed Tow Truck Driver	
2011	116	Unlicensed Tow Truck Driver	
2011	117	Permit a person to be a passenger in a Tow Truck	
2011	118	Unlicensed Tow Truck Driver	
2011	119	Permit a person to be a passenger in a Tow Truck	
2011	120	Park within 200m. Of collision	
2012	121	Fail to Keep Schedule of Rates	\$35
2012	122	Fail to Produce Owner's License	\$70
2012	123	Unlicensed Tow Truck Driver	\$70
2012	124	Operate tow truck without Flares, Reflector Kit	\$0
2012	125	Tow Truck - No Broom	\$70

2012	126 Tow Truck Lacking Dolly	\$100
2012	127 Drive as Driver when Tow Truck owner is unlicensed	\$100
2012	128 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$40
2012	129 Mississauga Fire Ext.	\$70
2012	130 Act As Driver When Owner	\$200
2012	131 Fail to Keep Schedule of Rates	\$70
2012	132 Tow Truck Not equipped with Crowbar / Prybar	\$70
2012	133 Operate Tow Truck Without Shovel	\$40
2012	134 Fail to Keep Schedule of Rates	\$70
2012	135 Permit a person to be a passenger in a Tow Truck	\$90
2012	136 Stop within 200m. Of collision	\$200
2012	137 Tow Truck Not Equipped with Safety Pylons	\$70
2012	138 Permit a person to be a passenger in a Tow Truck	\$0
2012	139 Stop within 200m. Of collision	\$150
2012	140 Fail to Produce Tow Truck Driver's License	\$0
2012	141 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2012	142 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$150
2012	143 Stop within 200m. Of collision	\$0
2012	144 Fail to Keep Schedule of Rates	\$0
2012	145 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2012	146 Stop within 200m. Of collision	\$200
2012	147 Fail to Produce Owner's License	\$0
2012	148 Unlicensed Tow Truck Driver	\$0
2012	149 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$35
2012	150 Fail to Notify Change of Name	\$70
2012	151 Fail to Retain Permission to Tow Form	\$0
2012	152 Fail to Keep Daily Record	\$200
2012	153 Tow Truck - Operate tow truck w/o First Aid Kit	\$70
2012	154 Operate tow truck without Wheel Wrench	\$0
2012	155 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2012	156 Fail to Keep Schedule of Rates	\$0
2012	157 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2012	158 Permit a person to be a passenger in a Tow Truck	\$200
2012	159 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$40
2012	160 Tow Truck Not equipped with Crowbar / Prybar	\$70
2012	161 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$0
2012	162 Fail to Keep Records	\$150
2012	163 Stop within 200m. Of collision	\$0
2012	164 Fail to be Civil & Courteously	\$0
2012	165 Unlicensed Tow Truck Driver	\$100
2013	166 Unlicensed Tow Truck Driver	\$100
2013	167 Fail to Notify any Changes in Information to License	\$40
2013	168 Tow Outside Municipality w/o permission	\$0
2013	169 Making a False Representation to a	\$0
2013	170 Fail to Behave Civil & Courteously	\$100
2013	171 Fail to Provide Documents	\$0
2013	172 Stop within 200m. Of collision	\$0
2013	173 Induce Pressure to Sign Work Order	\$0
2013	174 Provide Work Order	\$0
2013	175 Tow Vehicle Without Permission to Tow Form Signed	\$0
2013	176 Fail to Provide Forms	\$0
2013	177 Fail to Keep Schedule of Rates	\$70
2013	178 Stop within 200m. Of collision	\$200
2013	179 Tow Truck Not equipped with Crowbar / Prybar	\$70
2013	180 Exterior Body Damage	\$0
2013	181 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2013	182 Tow Truck - Operate tow truck w/o First Aid Kit	\$70
2013	183 Tow Truck Not Equipped with Safety Pylons	\$70
2013	184 Operate tow truck without Flares, Reflector Kit	\$70
2013	185 Induce Pressure to Sign Work Order	\$0
2013	186 Not Completing Permission to Tow Form	\$0
2013	187 Operate Tow Truck without Renewal Sticker	\$0
2013	188 Stop within 200m. Of collision	\$0

2013	189 Stop within 200m. Of collision	\$0
2013	190 Recommend Body Shop	\$0
2013	191 Unlicensed Tow Truck Driver	\$0
2013	192 Fail to Take Due Care of Hirer's Vehicle	\$500
2013	193 Fail to Present Itemized Bill	\$205
2013	194 Fail to Behave Civil & Courteously	\$0
2013	195 Fail to Provide Documents	\$0
2013	196 Stop within 200m. Of collision	\$0
2013	197 Demand Payment for Service	\$150
2013	198 False Representation	\$100
2013	199 Suggest to Tow to any Body Shop	\$100
2013	200 Tow/ Convey Vehicle without Permission	\$100
2013	201 Tow Truck without two (2) Wheel Brakes	\$70
2013	202 Fail to Produce Documents	\$40
2013	203 Permit a person to be a passenger in a Tow Truck	\$200
2013	204 Demand Payment for Service	\$0
2013	205 False Representation	\$0
2013	206 Suggest to Tow to any Body Shop	\$0
2013	207 Tow/ Convey Vehicle without Permission	\$0
2013	208 Fail to Keep Schedule of Rates	\$70
2013	209 Fail to Clean Debris @ MVC Scene	\$0
2013	210 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$50
2013	211 Fail to Keep Schedule of Rates	\$70
2013	212 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2013	213 Tow Truck Not equipped with Wheel Blocks	\$70
2013	214 Keep Work Orders in Tow Truck	\$200
2013	215 Tow Truck Not Equipped With Amber Light System	\$50
2013	216 Tow Truck Not equipped with two (2) Wheel Blocks	\$50
2013	217 Tow Truck Not Equipped with Safety Pylons	\$50
2013	218 Fail to Have Permission to Tow Forms	\$70
2013	219 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2013	220 Stop within 200m. Of collision	\$0
2013	221 Stop within 200m. Of collision	\$200
2013	222 Tow Truck Not equipped with two (2) Wheel Blocks	\$50
2013	223 Fail to Produce Documents	\$40
2013	224 Stop within 200m. Of collision	\$0
2013	225 Unlicensed Tow Truck Driver	\$0
2013	226 Fail to Present Itemized Bill	\$0
2013	227 Fail to take Due Care	\$0
2013	228 Tow Truck Not equipped with two (2) Wheel Blocks	\$60
2013	229 No Broom	\$0
2013	230 No Safety Pylons	\$0
2013	231 No Wheel Wrench	\$0
2013	232 Use Services of an Unlicensed Driver	\$0
2013	233 No First Aid Kit	\$0
2013	234 Fail to Keep Schedule of Rates	\$0
2013	235 No Shovel	\$0
2013	236 No Flares / Reflector Kit	\$0
2013	237 Fail to Produce Tow Truck Driver's License	\$70
2013	238 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$40
2013	239 Fail to Produce Owner's Tow Truck License	\$40
2013	240 Recommend Body Shop	\$0
2013	241 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$90
2013	242 Unlicensed Tow Truck Driver	\$100
2013	243 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$45
2013	244 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$90
2013	245 Stop within 200m. Of collision	\$100
2013	246 Unlicensed Tow Truck	\$100
2013	247 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$90
2013	248 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$0
2013	249 Fail to Keep Schedule of Rates	\$150
2013	250 Stop within 200m. Of collision	\$60
2013	251 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$50

2013	252 Tow Truck Not equipped with Crowbar / Prybar	\$50
2013	253 Fail to Produce Documents	\$0
2013	254 Stop within 200m. Of collision	\$200
2013	255 Permit a person to be a passenger in a Tow Truck	\$0
2013	256 Fail to Behave Civil & Courteously	\$0
2013	257 Fail to Produce Documents	\$0
2013	258 Stop within 200m. Of collision	\$0
2013	259 Fail to Produce Owner's License	\$70
2013	260 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$35
2013	261 Unlicensed Tow Truck	\$100
2013	262 Unlicensed Tow Truck Driver	\$0
2013	263 Fail to Keep Schedule of Rates	\$70
2013	264 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2013	265 Tow Prior to Permission	\$0
2013	266 Fail to Keep Schedule of Rates	\$0
2013	267 Fail to Notify of any change of Information	\$50
2013	268 Fail to Produce Documents	\$0
2013	269 Fail to Behave Civil & Courteously	\$0
2013	270 Stop within 200m. Of collision	\$0
2013	271 Stop within 200m. Of collision	\$100
2013	272 Fail to Produce Tow Truck License	\$0
2013	273 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$0
2014	274 Tow Truck Not Equipped with Shovel	\$70
2014	275 Tow Truck Not Equipped with Light Bar	\$70
2014	276 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2014	277 Fail to Keep Free From Damage	\$70
2014	278 Suggestion to Hire	\$0
2014	279 Fail to Comply / Reasonable Instructions	\$0
2014	280 Fail to Comply / Reasonable Instructions	\$0
2014	281 Commence to Tow, No Permission	\$0
2014	282 Recommend Repair Facility / Body Shop to Hirer	\$0
2014	283 Unlicensed Tow Truck Driver	\$0
2014	284 Unlicensed Tow Truck Driver	\$0
2014	285 Permission to Tow Form Unavailable	\$0
2014	286 Provide Work Order	\$0
2014	287 Unlicensed Tow Truck Driver	\$100
2014	288 Tow Truck Not Equipped with Shovel	\$0
2014	289 Tow Truck Not Equipped with Broom	\$0
2014	290 Tow Truck Not Free from Exterior Body Damage	\$50
2014	291 Unlicensed Tow Truck Driver	\$100
2014	292 Fail to Charge Flat Rate	\$150
2014	293 Fail to Comply with Reasonable Instruction	\$250
2014	294 Fail to Convey Vehicle	\$0
2014	295 Fail to Present to the Hirer a Itemized Bill	\$0
2014	296 Recommend Tow to Specific Place without Consent	\$0
2014	297 Tow Truck Not Equipped with two (2) Wheel Blocks	\$35
2014	298 No Safety Pylons	\$90
2014	299 Tow Truck Not Free from Exterior Body Damage	\$90
2014	300 Permit a person to be a passenger in a Tow Truck	\$0
2014	301 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$50
2014	302 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2014	303 Fail to Comply with Reasonable Instruction	\$0
2014	304 Fail to Convey Vehicle	\$0
2014	305 Fail to Present to the Hirer a Itemized Bill	\$0
2014	306 Recommend Tow to Specific Place without Consent	\$0
2014	307 Unlicensed Tow Truck Driver	\$0
2014	308 Keep Work Orders in Tow Truck	\$100
2014	309 Tow Truck Not Free from Exterior Body Damage	\$0
2014	310 Unlicensed Tow Truck Driver	\$100
2014	311 Unlicensed Tow Truck Driver	\$200
2014	312 Fail to Keep Permission to Tow Form	\$70
2014	313 Stop within 200m. Of collision	\$100
2014	314 Provide Work Order	\$200

2014	315 Tow without Permission from Hirer	\$0
2014	316 Provide Work Order	\$0
2014	317 Induce / Pressure to Sign Work Order	\$0
2014	318 Fail to Charge Flat Rate	\$0
2014	319 Provide Work Order	\$0
2014	320 Unlicensed Tow Truck Driver	\$0
2014	321 Unlicensed Tow Truck Driver	\$200
2014	322 Tow Truck Not Equipped with Broom	\$70
2014	323 Tow Truck Not Equipped with Shovel	\$70
2014	324 Unlicensed Tow Truck Driver	\$200
2014	325 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2014	326 Fail to Produce Documents	\$70
2014	327 Tow Outside Municipality Without Permission	\$0
2014	328 Making False Representation to a Hirer	\$0
2014	329 Unlicensed Tow Truck Driver	\$1,500
2014	330 Provide Work Order	\$0
2014	331 Provide Work Order	\$0
2014	332 Tow Without Permission from Hirer	\$0
2014	333 Induce / Pressure to Sign Work Order	\$0
2014	334 Tow Outside Boundary	\$0
2014	335 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2014	336 Fail to Produce Documents	\$0
2014	337 Unlicensed Tow Truck Driver	\$0
2014	338 Induce / Pressure to Sign Work Order	\$200
2014	339 Fail to Complete a Permission to Tow Form	\$0
2014	340 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2014	341 Tow Truck Not equipped with Crowbar / Prybar	\$70
2014	342 Fail to Keep Schedule of Rates	\$70
2014	343 Stop within 200m. Of collision	\$200
2014	344 Unlicensed Tow Truck Driver	\$200
2014	345 Unlicensed Tow Truck Driver	\$0
2014	346 Tow Truck Not equipped with Crowbar / Prybar	\$70
2014	347 Tow Truck Not Equipped with First Aid Kit	\$70
2014	348 Tow Truck Not Equipped with Flares / Reflector Kit	\$70
2014	349 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2014	350 Fail to Keep Schedule of Rates	\$60
2014	351 Stop within 200m. Of collision	\$0
2014	352 Operate Tow Truck without Renewal Sticker	\$100
2014	353 Unlicensed Tow Truck Driver	\$0
2014	354 Tow Outside Boundary	\$0
2014	355 Fail to Produce Tow Truck License	\$70
2014	356 Fail to Produce Owner's License	\$70
2014	357 Permit a person to be a passenger in a Tow Truck	\$200
2014	358 Recommend Tow to Specific Place without Consent	\$0
2015	359 Stop within 200m. Of collision	\$0
2015	360 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	361 Unlicensed Tow Truck Driver	\$85
2015	362 Stop within 200m. Of collision	\$0
2015	363 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$50
2015	364 No Safety Pylons	\$0
2015	365 Tow Truck Not Equipped with Shovel	\$70
2015	366 Tow Truck Not Equipped with Broom	\$70
2015	367 Fail to Produce Tow Trucks Owner's License	\$70
2015	368 Fail to Produce Tow Truck Driver's License	\$0
2015	369 Tow Truck Not Free from Exterior Body Damage	\$70
2015	370 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	371 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$40
2015	372 Fail to Produce Tow Trucks Owner's License	\$0
2015	373 Fail to Produce Tow Truck Driver's License	\$0
2015	374 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	375 Permit a person to be a passenger in a Tow Truck	\$0
2015	376 Unlicensed Tow Truck Driver	\$200
2015	377 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$40

2015	378 Tow Truck Not Equipped with Broom	\$45
2015	379 Fail to Produce Documents	\$40
2015	380 Fail to Produce Tow Truck Driver's License	\$70
2015	381 Fail to Produce Photo Card	\$70
2015	382 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	383 Fail to Be Civil & Courteously	\$0
2015	384 Fail to Produce Licensed when Requested	\$50
2015	385 Unlicensed Tow Truck Driver	\$200
2015	386 Unlicensed Tow Truck Driver	\$0
2015	387 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	388 Tow Truck Not equipped with Crowbar / Prybar	\$35
2015	389 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	390 Permit a person to be a passenger in a Tow Truck	\$125
2015	391 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	392 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$35
2015	393 Tow Truck Not Equipped with First Aid Kit	\$35
2015	394 Tow Truck Not Equipped with Flares / Reflector Kit	\$0
2015	395 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	396 Unlicensed Tow Truck Driver	\$0
2015	397 Unlicensed Tow Truck Driver	\$0
2015	398 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$35
2015	399 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$35
2015	400 Fail to Produce License	\$0
2015	401 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	402 Fail to Make Permission to Tow	\$50
2015	403 Unlicensed Tow Truck Driver	\$200
2015	404 Unlicensed Tow Truck Driver	\$0
2015	405 Fail to Keep Daily Log	\$0
2015	406 Making False Representation to a Hrler	\$300
2015	407 Tow Truck Not Equipped with Safety Pylons	\$50
2015	408 Unlicensed Tow Truck Driver	\$100
2015	409 Unlicensed Tow Truck Driver	\$200
2015	410 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	411 Unlicensed Tow Truck Driver	\$0
2015	412 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	413 Stop within 200m. Of collision	\$200
2015	414 Unlicensed Tow Truck Driver	\$0
2015	415 Unlicensed Tow Truck Driver	\$200
2015	416 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	417 Unlicensed Tow Truck Driver	\$0
2015	418 Tow Truck Not Equipped with Broom	\$70
2015	419 Fail to Produce Photo Card	\$40
2015	420 Unlicensed Tow Truck Driver	\$0
2015	421 Fail to Produce Tow Truck Driver's License	\$40
2015	422 Unlicensed Tow Truck Driver	\$100
2015	423 Fail to Produce Tow Truck Owner's License	\$45
2015	424 Unlicensed Tow Truck Driver	\$200
2015	425 Fail to Produce License	\$0
2015	426 Fail to Be Civil & Courteously	\$0
2015	427 Fail to Keep Schedule of Rates	\$0
2015	428 Unlicensed Tow Truck Driver	\$100
2015	429 Tow Truck Not Equipped with Broom	\$0
2015	430 Tow Truck Not Equipped with Wheel Wrench	\$0
2015	431 Tow Truck Not Equipped with Shovel	\$0
2015	432 Tow Truck Not Equipped with Safety Pylons	\$0
2015	433 Tow Truck Not Equipped with Flares / Reflector Kit	\$0
2015	434 Tow Truck Not Equipped with First Aid Kit	\$0
2015	435 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$0
2015	436 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	437 Tow Truck Not Equipped with (2) Two Wheel Blocks	\$0
2015	438 Tow Truck Not Equipped with Broom	\$0
2015	439 Tow Truck Not Equipped Crowbar / Prybar	\$0
2015	440 Fail to Notify Any Change of Information	\$50

2015	441 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2015	442 Tow Truck Not Equipped with Wheel Wrench	\$70
2015	443 Fail to Comply With Instruction from Hirer	\$0
2015	444 Suggestion to Hire	\$0
2015	445 Fail to Keep Permit Record	\$0
2015	446 Unlicensed Tow Truck Driver	\$200
2015	447 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$30
2015	448 Fail to Keep Daily Log	\$0
2015	449 Suggestion to Hire	\$0
2015	450 Tow Truck Not Equipped with Broom	\$50
2015	451 Fail to Produce License	\$50
2015	452 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	453 Fail to Notify Any Change of Information	\$70
2015	454 Unlicensed Tow Truck Driver	\$200
2015	455 Unlicensed Tow Truck Driver	\$200
2015	456 Fail to Keep Vehicle In Good Repair / Exterior Body Damage	\$30
2015	457 Unlicensed Tow Truck Driver	\$100
2015	458 Tow Truck Not Equipped with Broom	\$50
2015	459 Fail to Produce License	\$50
2015	460 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2015	461 Fail to Notify Any Change of Information	\$70
2015	462 Unlicensed Tow Truck Driver	\$200
2015	463 Unlicensed Tow Truck Driver	\$200
2015	464 Fail to Keep Vehicle In Good Repair / Exterior Body Damage	\$30
2015	465 Unlicensed Tow Truck Driver	\$100
2015	466 Unlicensed Tow Truck Driver	\$200
2015	467 Tow Truck Not Equipped With Amber Warning Lights	\$70
2015	468 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$50
2015	469 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	470 Tow Truck Not Equipped with (2) Two Wheel Blocks	\$0
2015	471 Tow Truck Not Equipped With Amber Warning Lights	\$0
2015	472 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2015	473 Fail to Give Permission / Tow	\$50
2015	474 Unlicensed Tow Truck Driver	\$100
2015	475 Unlicensed Tow Truck Driver	\$200
2015	476 Unlicensed Tow Truck Driver	\$200
2015	477 Unlicensed Tow Truck Driver	\$700
2015	478 Unlicensed Tow Truck Driver	\$0
2015	479 Commence to Tow, No Permission to Tow Form Signed	\$700
2015	480 Recommend Repair Facility	\$700
2015	481 Cause a Hirer to Sign / Agree	\$200
2015	482 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$90
2015	483 Unlicensed Tow Truck Driver	\$200
2015	484 Cause a Hirer to Sign / Agree	\$0
2015	485 Provide Work Order	\$0
2015	486 Provide Work Order	\$0
2015	487 Permission to Tow Form not Available at Request	\$0
2015	488 Unlicensed Tow Truck Driver	\$0
2015	489 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2015	490 Fail to Produce Documents	\$70
2015	491 Fail to Comply With Instruction from Hirer	\$0
2015	492 Suggestion to Hire	\$0
2015	493 Unlicensed Tow Truck Driver	\$0
2015	494 Fail to Comply / Reasonable Instructions from Hirer	\$0
2015	495 Cause a Hirer to Sign / Agree	\$0
2015	496 Provide Work Orders	\$0
2016	497 Refuse Inspection on Request by Inspector	\$750
2016	498 Fail to be Civil & Courteously	\$0
2016	499 Stop within 200m. Of collision	\$0
2016	500 Stop within 200m. Of collision	\$0
2016	501 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2016	502 Fail to Keep Work Orders	\$0
2016	503 Fail to Keep Work Orders	\$0



2016	504 Fail to Keep Work Orders	\$0
2016	505 Fail to Produce License	\$0
2016	506 Keeping Work Orders in Tow Truck	\$0
2016	507 Fail to Produce License	\$0
2016	508 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2016	509 Keeping Work Orders in Tow Truck	\$0
2016	510 Unlicensed Tow Truck Driver	\$125
2016	511 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2016	512 Fail to Keep Daily Log	\$0
2016	513 Suggest Auto Repair / Garage / Body Shop to Hirer	\$0
2016	514 Unlicensed Tow Truck Driver	\$200
2016	515 Unlicensed Tow Truck Driver	\$60
2016	516 Keeping Work Orders in Tow Truck	\$0
2016	517 Fail to Produce Driver's Operating License	\$30
2016	518 Fail to Produce Driver's Operating License	\$70
2016	519 Tow Truck operating without Owner's Plate Affixed to Vehicle	\$0
2016	520 Unlicensed Tow Truck Driver	\$100
2016	521 Unlicensed Tow Truck Driver	\$200
2016	522 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2016	523 Stop within 200m. Of collision	\$0
2016	524 Unlicensed Tow Truck Driver	\$100
2016	525 Fail to Produce Documents	\$35
2016	526 Provide Work Order	\$0
2016	527 Tow Truck Not Equipped with Broom	\$0
2016	528 Tow Truck Not Equipped with Shovel	\$0
2016	529 Tow Truck Not Equipped with Broom	\$70
2016	530 Unlicensed Tow Truck Driver	\$200
2016	531 Unlicensed Tow Truck Driver	\$100
2016	532 Fail to Keep Daily Log	\$350
2016	533 Unlicensed Tow Truck Driver	\$150
2016	534 Tow Truck Charges	\$0
2016	535 Fail to Produce Owner's License	\$70
2016	536 Operate Tow Truck without Renewal Val Tag affixed	\$200
2016	537 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2016	538 Unlicensed Tow Truck Driver	\$200
2016	539 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$40
2016	540 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2016	541 Fail to Produce Documents	\$0
2016	542 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2016	543 Unlicensed Tow Truck Driver	\$0
2016	544 Fail to Keep Tow Truck Exterior Free From Body Damage	\$70
2016	545 Unlicensed Tow Truck Driver	\$200
2016	546 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2016	547 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2016	548 Tow Truck Not Equipped with Broom	\$70
2016	549 Tow Truck Not Equipped with Wheel Wrench	\$70
2016	550 Tow Truck Not Equipped with Shovel	\$70
2016	551 Tow Truck Not Equipped with Safety Pylons	\$70
2016	552 Tow Truck Not Equipped with Flares / Reflector Kit	\$70
2016	553 Tow Truck Not Equipped with First Aid Kit	\$70
2016	554 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$70
2016	555 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$70
2016	556 Tow Truck Not Equipped with (2) Wheel Blocks	\$70
2016	557 Tow Truck Not Equipped with Crowbar / Prybar	\$0
2016	558 Tow Truck - Operate tow truck w/o two (2) fire Extinguishers	\$50
2016	559 Tow Truck Not Equipped with Flares / Reflector Kit	\$50
2016	560 Refuse Inspection on request of Inspector	\$0
2016	561 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$0
2016	562 Fail to Produce License	\$70
2016	563 Permit a person to be a passenger in a Tow Truck	\$100
2016	564 Unlicensed Tow Truck Driver	\$75
2016	565 Suggest Auto Repair / Garage / Body Shop to Hirer	\$0
2016	566 Unlicensed Tow Truck Driver	\$100

2016	567 Unlicensed Tow Truck Driver	\$100
2016	568 Fail to Wear Safety Boots / Reflector Vest / Reflector Straps	\$35
2016	569 Fail to Keep in Good Repair	\$100
2016	570 Unlicensed Tow Truck Driver	\$100
2016	571 Unlicensed Tow Truck Driver	\$100
2016	572 Unlicensed Tow Truck Driver	\$0
		\$28,675

Year	#	Name	Offence
2012	36	Profix Auto Collision	Fail to Take Sep. License
2012	37	Tolfa Auto Works Ltd.	Tow Truck Lacking Dolly
2012	39	Lyons Auto Body Limited	Use Services of an Unlicensed Driver
2012	42	4JD Auto Collision Inc.	Demand Rates not in Schedule
2012	43	4JD Auto Collision Inc.	Fail to notify Licensing Manager
2012	44	4JD Auto Collision Inc.	Fail to notify Licensing Manager
2012	45	1843538 ONT. INC.	Fail to License Each Vehicle
2012	46	1843538 ONT. INC.	Fail to License Each Vehicle
2012	47	1387238 ONT. INC. O/A G.N. TOWING	Demand Rates not in Schedule
2013	49	Towtal Roadside Ltd.	Unlicensed Tow Truck Owner
2013	50	1126286 ONT. INC.	Use Services of an Unlicensed Driver
2013	53	1126286 ONT. INC.	Use Services of an Unlicensed Driver
2013	54	1873537 ONT. INC. O/A PROSTAR TOWING	Flat Rate For Collision Towing
2013	55	668796 ONT. INC. O/A Haarak Auto Collision	No Broom
2013	56	668796 ONT. INC. O/A Haarak Auto Collision	No First Aid Kit
2013	57	668796 ONT. INC. O/A Haarak Auto Collision	No Flares / Reflector Kit
2013	58	668796 ONT. INC. O/A Haarak Auto Collision	No Safety Pylons
2013	59	668796 ONT. INC. O/A Haarak Auto Collision	No Shovel
2013	60	668796 ONT. INC. O/A Haarak Auto Collision	No Wheel Wrench
2013	61	668796 ONT. INC. O/A Haarak Auto Collision	Fail to Keep Schedule of Rates
2013	62	668796 ONT. INC. O/A Haarak Auto Collision	Use Services of an Unlicensed Driver
2013	64	Mega Auto Service &, O/A NPG	Fail to Keep Schedule of Rates
2013	65	Tolfa Auto Works Ltd.	Fail to Keep Schedule of Rates
2013	66	1873537 ONT. INC. O/A PROSTAR TOWING	Flat Rate For Collision Towing
2013	69	Lyons Auto Body Limited	Tow Truck Not Equipped With Flares / Reflector Kit
2013	70	Lyons Auto Body Limited	Tow Truck Not Equipped with 4 Safety Pylons
2013	71	Lyons Auto Body Limited	Tow Truck Not Equipped with Light Bar
2013	72	Lyons Auto Body Limited	Tow Truck Not Equipped with Wheel Blocks
2013	74	668796 ONT. INC. O/A Haarak Auto Collision	No Broom
2013	75	668796 ONT. INC. O/A Haarak Auto Collision	No First Aid Kit
2013	76	668796 ONT. INC. O/A Haarak Auto Collision	No Flares / Reflector Kit
2013	77	668796 ONT. INC. O/A Haarak Auto Collision	No Safety Pylons
2013	78	668796 ONT. INC. O/A Haarak Auto Collision	No Shovel
2013	79	668796 ONT. INC. O/A Haarak Auto Collision	No Wheel Wrench
2013	80	668796 ONT. INC. O/A Haarak Auto Collision	Fail to Keep Schedule of Rates
2013	81	668796 ONT. INC. O/A Haarak Auto Collision	Use Services of an Unlicensed Driver
2013	86	Trinity Auto Service	No First Aid Kit
2013	88	389259 ONT. INC. O/A HANSON TOWING	Unlicensed Tow truck
2013	90	1532099 ONT. INC.	Use Services of an Unlicensed Driver
2013	91	Profix Auto Collision	Fail to Take Sep. License
2013	92	Tolfa Auto Works Ltd.	Fail to Keep Schedule of Rates
2013	93	1126286 ONT. INC.	Unlicensed Tow Truck Driver
2013	94	1843538 ONT. INC.	No Phone Numbers Attached to Body of Tow Truck
2013	95	944327 ONT. INC. O/A First Canadian	Use Services of an Unlicensed Driver
2013	97	1126286 ONT. INC.	Unlicensed Tow Truck Driver
2013	98	7626975 ONT. INC. O/A Affordable Towing	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers
2013	99	7626975 ONT. INC. O/A Affordable Towing	No Broom
2013	100	Tolfa Auto Works Ltd.	Fail to Keep Schedule of Rates
2013	101	Trinity Auto Service	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers
2013	102	Trinity Auto Service	No First Aid Kit
2013	103	668796 ONT. INC. O/A Haarak Auto Collision	No Shovel
2013	104	MC AUTO TOWING	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers
2013	105	MC AUTO TOWING	No Pry bar / Crowbar
2013	106	MC AUTO TOWING	Fail to Keep Schedule of Rates
2013	107	Trinity Auto Service	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers
2013	108	Trinity Auto Service	No First Aid Kit
2013	109	MC AUTO TOWING	Fail to Keep Schedule of Rates
2013	110	MC AUTO TOWING	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers
2013	111	MC AUTO TOWING	No Pry bar / Crowbar

2013	113 Profix Auto Collision	Fail to Take Sep. License
2014	114 2251760 ONT. INC.	Fail to Attend Inspection Appointment
2014	115 7626975 ONT. INC. O/A Affordable Towing	Fail to Attend Inspection Appointment
2014	116 Tolfa Auto Works Ltd.	Unlicensed Tow Truck
2014	117 Towtal Roadside Ltd.	No Fender Numbers
2014	118 Future Auto Collision	Fail to Attend Inspection Appointment
2014	119 1571519 ONT. INC. O/A CAA Central Ontario	Unlicensed Tow Truck
2014	121 Tolfa Auto Works Ltd.	Unlicensed Tow Truck
2014	122 2131588 ONT. INC.	Tow Truck Owner - Unlicensed
2014	123 7626975 ONT. INC. O/A Affordable Towing	Tow Truck Owner without Municipal License
2014	124 7626975 ONT. INC. O/A Affordable Towing	No Fender Numbers
2014	125 MVC Towing & Storage	Use Services of an Unlicensed Driver
2014	128 2251760 ONT. INC.	Fail to Attend Inspection Appointment
2014	129 7626975 ONT. INC. O/A Affordable Towing	Fail to Attend Inspection Appointment
2014	130 Mississauga Towing & Storage	Fail to Attend Inspection Appointment
2014	133 7626975 ONT. INC. O/A Affordable Towing	No Fender Numbers
2014	134 MVC Towing & Storage	Use Services of an Unlicensed Driver
2014	135 Towtal Roadside Ltd.	No Fender Numbers
2014	136 Pro Painting O/A Dyanmic Towing	Fail to Attend Inspection Appointment
2014	137 Tolfa Auto Works Ltd.	Fail to Keep Schedule of Rates
2014	139 2251760 ONT. INC.	Fail to Attend Inspection Appointment
2014	140 7626975 CANADA INC.	Fail to Attend Inspection Appointment
2014	141 Future Auto Collision	Fail to Attend Inspection Appointment
2014	143 MVC Towing & Storage	Use Services of an Unlicensed Driver
2014	144 Mississauga Towing & Storage	Fail to Attend Inspection Appointment
2014	145 Pro Painting O/A Dyanmic Towing	Fail to Attend Inspection Appointment
2014	146 Profix Auto Collision	Tow Truck Not Free from Exterior Body Damage
2014	147 Walsh's Auto Services O/A Bill & Son	Fail to Attend Inspection Appointment
2014	148 Walsh's Auto Services O/A Bill & Son	Fail to Attend Inspection Appointment
2014	150 Tolfa Auto Works Ltd.	No Fender Numbers
2014	153 Tolfa Auto Works Ltd.	Fail to Keep Schedule of Rates
2014	155 668796 ONT. INC. O/A Haarak Auto Collision	No First Aid Kit
2014	156 668796 ONT. INC. O/A Haarak Auto Collision	No Flares / Reflector Kit
2014	158 668796 ONT. INC. O/A Haarak Auto Collision	No Shovel
2014	159 668796 ONT. INC. O/A Haarak Auto Collision	No Wheel Wrench
2014	160 668796 ONT. INC. O/A Haarak Auto Collision	Fail to Keep Schedule of Rates
2014	161 668796 ONT. INC. O/A Haarak Auto Collision	Use Services of an Unlicensed Driver
2014	162 Trinity Auto Service	Use Services of an Unlicensed Driver
2014	163 1126286 ONT. INC.	Unlicensed Tow Truck Driver
2014	164 Lyons Auto Body Limited	No Fender Numbers
2014	165 Lyons Auto Body Limited	Fail to Charge Flat Rate Tow
2014	168 668796 ONT. INC. O/A Haarak Auto Collision	No Broom
2014	169 668796 ONT. INC. O/A Haarak Auto Collision	No First Aid Kit
2014	170 668796 ONT. INC. O/A Haarak Auto Collision	No Flares / Reflector Kit
2014	171 668796 ONT. INC. O/A Haarak Auto Collision	No Safety Pylons
2014	172 668796 ONT. INC. O/A Haarak Auto Collision	No Shovel
2014	173 668796 ONT. INC. O/A Haarak Auto Collision	No Wheel Wrench
2014	174 668796 ONT. INC. O/A Haarak Auto Collision	Fail to Keep Schedule of Rates
2014	175 668796 ONT. INC. O/A Haarak Auto Collision	Use Services of an Unlicensed Driver
2014	176 Mega Auto Service &, O/A NPG	Fail to Keep Schedule of Rates
2014	177 Tolfa Auto Works Ltd.	Fail to Keep Schedule of Rates
2015	179 Taurus Auto Collision	Fail to Submit Vehicle For Inspection
2015	180 Taurus Auto Collision	Fail to Produce Permit
2015	182 1105729 ONT. INC.	Unlicensed Tow Truck Owner
2015	184 1843538 ONT. INC.	No Fender Numbers
2015	185 1843538 ONT. INC.	No Fender Numbers
2015	186 1843538 ONT. INC.	Use Services of an Unlicensed Driver
2015	187 2102696 ONT. INC.	Use Services of an Unlicensed Driver
2015	189 Sibla Towing & Storage Inc.	Use Services of an Unlicensed Driver
2015	191 Trinity Auto Service	Use Services of an Unlicensed Driver
2015	192 West Side Towing & Recovery Inc.	Unlicensed Tow Truck

2015	193 West Side Towing & Recovery Inc.	Unlicensed Tow Truck
2015	195 1571519 ONT. INC. O/A CAA Central Ontario	Unlicensed Tow Truck Owner
2015	196 2251760 ONT. INC.	Fail to Attend Inspection Appointment
2015	197 8662355 ONT. INC.	Unlicensed Tow Truck Owner
2015	198 Lyons Auto Body Limited	Fail to Charge Flat Rate Tow
2015	201 MMEI INC. O/A CAA	Use Services of an Unlicensed Driver
2015	204 Tolfa Auto Works Ltd.	Use Services of an Unlicensed Driver
2015	205 1843538 ONT. INC.	No Fender Numbers
2015	206 1843538 ONT. INC.	No Fender Numbers
2015	207 1843538 ONT. INC.	Use Services of an Unlicensed Driver
2015	209 Tolfa Auto Works Ltd.	Use Services of an Unlicensed Driver
2015	211 Freeway Auto Services	Use Services of an Unlicensed Driver
2015	212 MMEI INC. O/A CAA	Unlicensed Tow Truck Driver
2015	213 MMEI INC. O/A CAA	Unlicensed Tow Truck Driver
2015	214 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	215 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	216 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	217 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	218 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	219 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	220 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	221 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	225 Atlas Auto & Towing	Fail to Attend Inspection Appointment
2015	226 Millennium Towing Inc.	Fail to Attend Inspection Appointment
2015	227 Towtal Roadside Ltd.	Unlicensed Tow Truck Owner
2015	228 West Side Towing & Recovery Inc.	Fail to Attend Inspection Appointment
2015	229 West Side Towing & Recovery Inc.	Unlicensed Tow Truck Owner
2015	232 Atlas Auto & Towing	Fail to Attend Inspection Appointment
2015	233 Millennium Towing Inc.	Fail to Attend Inspection Appointment
2015	234 Towtal Roadside Ltd.	Unlicensed Tow Truck Owner
2015	235 West Side Towing & Recovery Inc.	Fail to Attend Inspection Appointment
2015	236 West Side Towing & Recovery Inc.	Unlicensed Tow Truck Owner
2015	238 1571519 ONT. INC. O/A CAA Central Ontario	Unlicensed Tow Truck Owner
2015	240 Lyons Auto Body Limited	Use Services of an Unlicensed Driver
2015	241 Lyons Auto Body Limited	No Fender Numbers
2015	243 MMEI INC. O/A CAA	Unlicensed Tow Truck Owner
2015	244 MMEI INC. O/A CAA	Unlicensed Tow Truck Owner
2015	245 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	246 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	247 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	250 1512081 ONT. INC.	Use Services of an Unlicensed Driver
2015	251 2102696 ONT. INC.	Use Services of an Unlicensed Driver
2015	252 944427 ONT. INC. O/A FIRST	Fail to Notify Any Change of Information
2015	253 944427 ONT. INC. O/A FIRST	Use Services of an Unlicensed Driver
2015	254 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	255 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	256 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	257 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	258 Trinity Auto Service	Use Services of an Unlicensed Driver
2015	259 Walsh's Auto Services O/A Bill & Son	Unlicensed Tow Truck
2015	260 1512081 ONT. INC.	Use Services of an Unlicensed Driver
2015	261 2102696 ONT. INC.	Use Services of an Unlicensed Driver
2015	262 944427 ONT. INC. O/A FIRST	Fail to Notify Any Change of Information
2015	263 944427 ONT. INC. O/A FIRST	Use Services of an Unlicensed Driver
2015	264 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	265 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	266 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	267 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	268 Trinity Auto Service	Use Services of an Unlicensed Driver
2015	269 Walsh's Auto Services O/A Bill & Son	Unlicensed Tow Truck
2015	271 1532099 ONT. INC. O/A EASTGATE TOWING	Unlicensed Tow Truck Owner

2015	272 2251760 ONT. INC.	Use Services of an Unlicensed Driver
2015	273 Freeway Auto Services	Use Services of an Unlicensed Driver
2015	274 Lyons Auto Body Limited	No Fender Numbers
2015	277 Towtal Roadside Ltd.	Unlicensed Tow Truck Owner
2015	278 West Side Towing & Recovery Inc.	Unlicensed Tow Truck Owner
2015	279 1571519 ONT. INC. O/A CAA Central Ontario	Unlicensed Tow Truck Owner
2015	280 1843538 ONT. INC.	No Fender Numbers
2015	281 1843538 ONT. INC.	No Fender Numbers
2015	282 1843538 ONT. INC.	Use Services of an Unlicensed Driver
2015	283 2304530 ONT. INC.	Unlicensed Tow Truck Driver
2015	284 Lyons Auto Body Limited	No Fender Numbers
2015	285 MVC Towing & Storage	No Fender Numbers
2015	286 1571519 ONT. INC. O/A CAA Central Ontario	Unlicensed Tow Truck Owner
2015	287 1771062 ONT. INC. O/A REDLINE TOWING	Unlicensed Tow Truck Owner
2015	288 2251760 ONT. INC.	Fail to Attend Inspection Appointment
2015	289 Lyons Auto Body Limited	Fail to Charge Flat Rate Tow
2015	290 Mississauga Towing & Storage	Use Services of an Unlicensed Driver
2015	291 MMEI INC. O/A CAA	Unlicensed Tow Truck Driver
2015	292 MMEI INC. O/A CAA	Unlicensed Tow Truck Driver
2015	293 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	294 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	295 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	296 Tolfa Auto Works Ltd.	No Fender Numbers
2015	299 M. Towing Services Inc.	Unlicensed Tow Truck Owner
2015	300 Lyons Auto Body Limited	No Fender Numbers
2015	301 Profix Auto Collision	No Fender Numbers
2015	302 389259 ONT. INC.	Unlicensed Tow Truck Owner
2015	303 7626975 ONT. INC. O/A Affordable Towing	Fail to Attend Inspection Appointment
2015	304 Lyons Auto Body Limited	No Fender Numbers
2015	305 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	306 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	308 1571519 ONT. INC. O/A CAA Central Ontario	Unlicensed Tow Truck Owner
2015	309 1843538 ONT. INC.	No Fender Numbers
2015	310 1843538 ONT. INC.	Use Services of an Unlicensed Driver
2015	311 2304530 ONT. INC.	Unlicensed Tow Truck Driver
2015	312 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	313 Tolfa Auto Works Ltd.	No Fender Numbers
2015	314 Freeway Auto Services	Use Services of an Unlicensed Driver
2015	315 Lyons Auto Body Limited	No Fender Numbers
2015	316 Tolfa Auto Works Ltd.	Use Services of an Unlicensed Driver
2015	317 1512081 ONT. INC.	Use Services of an Unlicensed Driver
2015	318 2251760 ONT. INC.	Use Services of an Unlicensed Driver
2015	319 M. Towing Services Inc.	Unlicensed Tow Truck Owner
2015	320 Tolfa Auto Works Ltd.	Tow Truck Not Equipped With Amber Warning Lights
2015	321 Tolfa Auto Works Ltd.	No Fender Numbers
2015	322 2251760 ONT. INC.	Fail to Attend Inspection Appointment
2015	327 Tolfa Auto Works Ltd.	Unlicensed Tow Truck
2015	328 Lyons Auto Body Limited	Unlicensed Tow Truck Driver
2015	329 Taurus Auto Collision	Use Services of an Unlicensed Driver
2015	330 Tolfa Auto Works Ltd.	Use Services of an Unlicensed Driver
2015	332 389259 ONT. INC.	Unlicensed Tow Truck Owner
2015	334 7626975 ONT. INC. O/A Affordable Towing	No Fender Numbers
2016	335 2102696 ONT. INC.	Use Services of an Unlicensed Driver
2016	338 8662355 CAN. INC.	Unlicensed Tow Truck Owner
2016	340 1387238 ONT. INC. O/A G.N. TOWING	Use Services of an Unlicensed Driver
2016	341 1448895 ONT. INC.	Use Services of an Unlicensed Driver
2016	342 1843538 ONT. INC.	Work Orders Provided in Tow Truck
2016	343 2251760 ONT. INC.	Unlicensed Tow Truck Owner
2016	344 7626975 ONT. INC. O/A Affordable Towing	Keeping Work Orders in Tow Truck
2016	345 7626975 ONT. INC. O/A Affordable Towing	Keeping Work Orders in Tow Truck
2016	346 GREEN TEAM TOWING O/A ABRAMS TOWING	Unlicensed Tow Truck Owner

2016	347 Mississauga Towing & Storage	Keeping Work Orders in Tow Truck
2016	348 Profix Auto Collision	Keeping Work Orders in Tow Truck
2016	350 Towtal Roadside Ltd.	Use Services of an Unlicensed Driver
2016	351 1387238 ONT. INC. O/A G.N. TOWING	Use Services of an Unlicensed Driver
2016	352 2251760 ONT. INC.	Fail to have Attached Business Name on Body of Truck
2016	353 2251760 ONT. INC.	Work Orders Provided in Tow Truck
2016	354 Walsh's Auto Services O/A Bill & Son	Use Services of an Unlicensed Driver
2016	355 1571519 ONT. INC. O/A CAA Central Ontario	Unlicensed Tow Truck Owner
2016	356 Atlas Auto & Towing	Fail to Attend Inspection Appointment
2016	358 Millennium Towing Inc.	Fail to Attend Inspection Appointment
2016	360 Trinity Auto Service	Use Services of an Unlicensed Driver
2016	362 West Side Towing & Recovery Inc.	Unlicensed Tow Truck
2016	363 Tolfa Auto Works Ltd.	Use Services of an Unlicensed Driver
2016	365 1st Action Collision	Unlicensed Tow Truck
2016	366 1st Action Inc.	Unlicensed Tow Truck Owner
2016	367 MMEI INC. O/A CAA	Unlicensed Tow Truck Owner
2016	368 West Side Towing & Recovery Inc.	Operate Tow Truck without Owner's Plate affixed
2016	369 1105729 ONT. INC.	Unlicensed Tow Truck Owner
2016	376 Lyons Auto Body Limited	No Fender Numbers
2016	378 Sibla Towing & Storage Inc.	Use Services of an Unlicensed Driver
2016	379 Tolfa Auto Works Ltd.	Use Services of an Unlicensed Driver
2016	380 Trinity Auto Service	Use Services of an Unlicensed Driver
2016	382 West Side Towing & Recovery Inc.	Unlicensed Tow Truck
2016	383 1843538 ONT. INC.	Use Services of an Unlicensed Driver
2016	384 1387238 ONT. INC. O/A G.N. TOWING	Fail to Attend Inspection Appointment
2016	385 2102696 ONT. INC.	Use Services of an Unlicensed Driver
2016	386 2251760 ONT. INC.	Fail to Attend Inspection Appointment
2016	387 Ball's Towing Ltd.	Fail to Attend Inspection Appointment
2016	388 Professional Recovery Equipment O/A CAA	No Fender Numbers
2016	389 1512081 ONT. INC.	Use Services of an Unlicensed Driver
2016	390 Lyons Auto Body Limited	Fail to Charge Flat Rate Tow
2016	391 MMEI INC. O/A CAA	Unlicensed Tow Truck Driver
2016	393 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2016	395 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2016	396 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2016	401 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2013	68 Lyons Auto Body Limited	Fail to Notify Any Change of Information
2013	73 Seneca Towing Inc.	Fail to have Attached Business Name on Body of Truck
2014	154 668796 ONT. INC. O/A Haarak Auto Collision	No Broom
2015	270 Towtal Roadside Ltd.	Tow Truck Not Equipped With Shovel
2014	152 Towtal Roadside Ltd.	Unlicensed Tow Truck Owner
2013	48 1843538 ONT. INC.	Operate Tow Truck without Renewal Sticker
2013	51 389259 ONT. INC.	Unlicensed Tow Truck Owner
2013	85 Trinity Auto Service	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers
2013	89 668796 ONT. INC. O/A Haarak Auto Collision	Unlicensed Tow Truck Owner
2014	131 Walsh's Auto Services O/A Bill & Son	Fail to Attend Inspection Appointment
2014	132 Walsh's Auto Services O/A Bill & Son	Fail to Attend Inspection Appointment
2015	199 MVC Towing & Storage	No Fender Numbers
2012	40 Profix Auto Collision	Unlicensed Tow Truck Owner
2013	63 668796 ONT. INC. O/A Haarak Auto Collision	Use Services of an Unlicensed Driver
2013	82 7626975 ONT. INC. O/A Affordable Towing	Tow Truck - Operate tow truck w/o two (2) fire Extinguishers
2013	83 7626975 ONT. INC. O/A Affordable Towing	No Broom
2013	87 668796 ONT. INC. O/A Haarak Auto Collision	No Shovel
2015	323 MVC Towing & Storage	Use Services of an Unlicensed Driver
2016	349 Sibla Towing & Storage Inc.	Keeping Work Orders in Tow Truck
2016	392 MMEI INC. O/A CAA	Unlicensed Tow Truck Driver
2016	394 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2016	397 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2016	398 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2016	399 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2016	400 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver

2012	41 1387238 ONT. INC. O/A G.N. TOWING	Demand Rates not In Schedule
2013	84 Trinity Auto Service	No First Aid Kit
2013	96 Tolfa Auto Works Ltd.	Tow Truck Lacking Dolly
2013	112 Lyons Auto Body Limited	Use Services of an Unlicensed Driver
2014	126 TLK TOWING	Use Services of an Unlicensed Driver
2014	157 668796 ONT. INC. O/A Haarak Auto Collision	No Safety Pylons
2015	178 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	181 Taurus Auto Collision	Owner's Plate Affixed to Unlicensed Tow Truck
2015	194 Professional Recovery Equipment O/A CAA	Use Services of an Unlicensed Driver
2015	222 Sibla Towing & Storage Inc.	Use Services of an Unlicensed Driver
2015	237 TLK TOWING	Unlicensed Tow Truck Owner
2015	297 Towtal Roadside Ltd.	Unlicensed Tow Truck Driver
2015	324 Taurus Auto Collision	Use Services of an Unlicensed Driver
2016	364 1512081 ONT. INC.	Use Services of an Unlicensed Driver
2016	371 1843538 ONT. INC.	No Fender Numbers
2016	372 1843538 ONT. INC.	No Fender Numbers
2016	373 1843538 ONT. INC.	Use Services of an Unlicensed Driver
2016	375 Lyons Auto Body Limited	No Fender Numbers
2016	377 Lyons Auto Body Limited	Fail to have Attached Business Name on Body of Truck
2015	203 Tolfa Auto Works Ltd.	No Fender Numbers
2016	361 Walsh's Auto Services O/A Bill & Son	Fail to Attend Inspection Appointment
2014	151 Towtal Roadside Ltd.	Unlicensed Tow Truck Owner
2015	223 944427 ONT. INC. O/A FIRST	Use Services of an Unlicensed Driver
2015	224 944427 ONT. INC. O/A FIRST	Fail to Notify Any Change of Information
2015	230 944427 ONT. INC. O/A FIRST	Fail to Notify Any Change of Information
2015	231 944427 ONT. INC. O/A FIRST	Use Services of an Unlicensed Driver
2016	357 Lyons Auto Body Limited	Use Services of an Unlicensed Driver
2012	32 1843538 ONT. INC.	Fail to License Each Vehicle
2012	33 1843538 ONT. INC.	Fail to License Each Vehicle
2014	142 Lyons Auto Body Limited	Fail to Charge Flat Rate Tow
2015	208 2304530 ONT. INC.	Unlicensed Tow Truck Driver
2015	298 1512081 ONT. INC.	Unlicensed Tow Truck Driver
2015	248 Profix Auto Collision	No Fender Numbers
2015	326 Future Auto Collision	Fail to Attend Inspection Appointment
2016	374 Freeway Auto Services	Use Services of an Unlicensed Driver
2012	38 Millennium Towing Inc.	Own Tow Truck without License
2013	52 1532099 ONT. INC.	Use Services of an Unlicensed Driver
2014	120 Tolfa Auto Works Ltd.	Fail to Keep Schedule of Rates
2015	188 2251760 ONT. INC.	Use Services of an Unlicensed Driver
2015	190 Towtal Roadside Ltd.	Use Services of an Unlicensed Driver
2015	242 M. Towing Services Inc.	Unlicensed Tow Truck Owner
2015	249 Tolfa Auto Works Ltd.	No Fender Numbers
2015	275 Tolfa Auto Works Ltd.	No Fender Numbers
2015	276 Tolfa Auto Works Ltd.	Tow Truck Not Equipped With Amber Warning Lights
2015	333 7626975 ONT. INC. O/A Affordable Towing	Fail to have Attached Business Name on Body of Truck
2016	359 Towtal Roadside Ltd.	Unlicensed Tow Truck Owner
2016	336 West Side Towing & Recovery Inc.	Fail to Attend Inspection Appointment
2016	337 West Side Towing & Recovery Inc.	Unlicensed Tow Truck Owner
2013	67 944327 ONT. INC. O/A First Canadian	Use Services of an Unlicensed Driver
2015	200 Mississauga Towing & Storage	Use Services of an Unlicensed Driver
2015	307 Tolfa Auto Works Ltd.	Unlicensed Tow Truck
2016	370 1512081 ONT. INC.	Use Services of an Unlicensed Driver
2016	381 Walsh's Auto Services O/A Bill & Son	Unlicensed Tow Truck
2014	127 Trinity Auto Service	Unlicensed Tow Truck Driver
2014	138 Trinity Auto Service	Tow Truck Owner - Service of Tow Truck Driver
2015	239 389259 ONT. INC. O/A HANSON TOWING	Unlicensed Tow Truck Owner
2015	325 Tolfa Auto Works Ltd.	Unlicensed Tow Truck
2015	331 2181473 ONT. INC.	Unlicensed Tow Truck Owner
2015	202 Professional Recovery Equipment O/A CAA	Fail to Keep Vehicle In Good Repair
2014	167 1532099 ONT. INC.	Flat Rate For Collision Towing
2015	183 1771062 ONT. INC. O/A REDLINE TOWING	Unlicensed Tow Truck Owner



2016	339 MMEI INC. O/A CAA	Use Services of an Unlicensed Driver
2014	149 1126286 ONT. INC.	Unlicensed Tow Truck Driver
2014	166 1873537 ONT. INC. O/A PROSTAR TOWING	Flat Rate For Collision Towing
2015	210 1532099 ONT. INC. O/A EASTGATE TOWING	Unlicensed Tow Truck Owner
2012	31 4JD Auto Collision Inc.	Rate Charges / Excess Storage
2012	34 4JD Auto Collision Inc.	Fail to notify Licensing Manager
2012	35 4JD Auto Collision Inc.	Fail to notify Licensing Manager
2011	1 1659020 ONT. INC. O/A 1st Action	Use Services of an Unlicensed Driver
2011	2 1659020 ONT. INC. O/A 1st Action	Use Services of an Unlicensed Driver
2011	3 1843538 ONT. INC.	Tow Truck Owner - Unlicensed
2011	4 1629665 ONT. INC.	Operate Tow Truck without Renewal Sticker
2011	5 4JD Auto Collision Inc.	Rate Charges / Excess Storage
2011	6 Millennium Towing Inc.	Own Tow Truck without License
2011	7 2094493 ONT. INC.	Operate Tow Truck Lacking Fire Extinguisher
2011	8 Everest Collision Centre	Use Services of an Unlicensed Driver
2011	9 4JD Auto Collision Inc.	Rate Charges / Excess Storage
2011	10 1387238 ONT. INC. O/A G.N. TOWING	Demand Rates not in Schedule
2011	11 2091647 ONT. INC.	Unlicensed Tow Truck Driver
2011	12 1387238 ONT. INC. O/A G.N. TOWING	Demand Rates not in Schedule
2011	13 4JD Auto Collision Inc.	Rate Charges / Excess Storage
2011	14 1629665 ONT. INC.	Operate Tow Truck without Renewal Sticker
2011	15 1659020 ONT. INC. O/A 1st Action	Use Services of an Unlicensed Driver
2011	16 1659020 ONT. INC. O/A 1st Action	Use Services of an Unlicensed Driver
2011	17 2094493 ONT. INC.	Permit a person to be a passenger in a Tow Truck
2011	18 2094493 ONT. INC.	Permit a person to be a passenger in a Tow Truck
2011	19 668796 ONT. INC. O/A Haarak Auto Collision	Operate a Tow Truck Not Equipped with
2011	20 944427 ONT. INC. O/A FIRST	Use Services of an Unlicensed Driver
2011	21 Lyons Auto Body Limited	Permit Plate Affixed to Unlicensed Vehicle
2011	22 2193332 ONT. INC.	Permit a person to be a passenger in a Tow Truck
2011	23 2193332 ONT. INC.	Permit a person to be a passenger in a Tow Truck
2011	24 2193332 ONT. INC.	Permit a person to be a passenger in a Tow Truck
2011	25 Everest Collision Centre	Use Services of an Unlicensed Driver
2011	26 2091647 ONT. INC.	Use Services of an Unlicensed Driver
2011	27 Everest Collision Centre	Use Services of an Unlicensed Driver
2011	28 2094493 ONT. INC.	Use Services of an Unlicensed Driver
2011	29 2094493 ONT. INC.	Use Services of an Unlicensed Driver
2011	30 4JD Auto Collision Inc.	Unlicensed Tow Truck

Year	# of Location Towed to	Charges Laid	Enforcement Action
2011	1 3049 1st Choice Towing - 7800 Hurontario St, Brampton	0 Investigation commenced, complainant ceased communication, complaint closed.	0
2011	2 3059 Eureka Auto Centre - 14 Howden Rd, Toronto	0 Investigation commenced, insurance company complained however driver/owner witness never came forward, Complaint closed.	0
2011	3 3060 Halton Region Towing	0 Generic complaint regarding Halton Region, no specific details provided.	0
2011	4 3070 19 Haas Rd, Toronto	1 \$50/day for storage. Tow driver unlicensed, charged.	1
2011	5 3073 2247 Royal Windsor Dr Oakville	2 \$1000 towing/ storage bill 3 days. 2 charges laid under by-law	2
2011	6 3083 Unknown	0 Towed legally, no jurisdiction for over charge in Milton	0
2011	7 3083 584 McGeech Rd, Milton	0 Complainant unwilling to provide statement/ attend court. Complaint closed.	0
2011	8 3093 Halton Pound Facility	0 Over charges, however no witness to lay charges. Complaint closed.	0
2011	9 3098 1st Canadian, Brampton	0 Generic complaint regarding shops in Bolton, ON. No specifics provided.	0
2011	10 3100 Diamond Auto Collision, Bolton, ON	0 Investigation commenced, complainant ceased communication, complaint closed.	0
2011	11 3106 Halton Pound Facility	0 Investigation revealed that car owner requested the car go to that location	0
2011	12 3107 Autostar Repair - 37 Fina Crest, Toronto	0 Generic complaint from RAC, no witness available.	0
2011	13 3118 Diamond Auto Collision, Bolton, ON	0 Investigation commenced but witness did not provide required information, complaint closed.	0
2011	14 3127 75 Peru Rd, Milton	0 Complaint by insurance on behalf of client who did not provide statement. Complaint closed.	0
2011	15 3130 Oakville	0 Complainant did not want to provide statement/ attend court. Complaint closed.	0
2011	16 3149 Orangeville	0 Complaint withdrawn by insurance complainant after compliance received.	0
2011	17 3177 Royal Atlantic - Oakville, ON	0 Possible suggestion/ including infraction, not proven, no charges laid.	0
2011	18 3210 Smart Choice, Oakville, ON	0 Generic complaint regarding vehicles being towed from Mississauga to Halton	0
2011	19 3241 Halton Pound Facility	0 Complainant determined to be out of jurisdiction, unable to pursue charges.	0
2011	20 3313 Halton Pound Facility	0 Insurance resolved with tow company, no further action taken.	0
2011	21 3319 Vaughan, ON	0 Complainant did not provide further information as requested. Complaint closed.	0
2011	22 3355 Halton Pound Facility	0 Complainant did not provide further information as requested. Complaint closed.	0
2011	23 3336 Halton Pound Facility	0 Complainant did not provide further information as requested. Complaint closed.	0
2012	24 3356 Halton Pound Facility	0 Complainant did not provide further information as requested. Complaint closed.	0
2012	25 3368 Toronto, ON	0 Complainant did not provide further information as requested. Complaint closed.	0
2012	26 3565 Oakville	0 Complainant did not provide further information as requested. Complaint closed.	0
2012	27 3566 Oakville	0 Complainant did not provide further information as requested. Complaint closed.	0
2012	28 3584 Halton Pound Facility	0 VPF resolved, complainant did not wish to pursue.	0
2012	29 3619 Halton Pound Facility	0 Complainant did not provide further information as requested. Complaint closed.	0
2013	30 3687 Brampton, ON	0 Complainant did not provide further information as requested. Complaint closed.	0
2013	31 3706 Brampton, ON	1 1 charge laid	1
2013	32 3756 1st Canadian Towing, Brampton	1 1 charge laid	1
2013	33 3860 Oakville	0 Complainant did not provide further information as requested. Complaint closed.	0
2013	34 3866 Brampton, ON	0 VPF resolved, complainant did not wish to pursue.	0
2013	35 3904 Halton Pound Facility	0 Complainant did not provide further information as requested. Complaint closed.	0
2013	36 3905 Halton Pound Facility	0 VPF resolved, complainant did not wish to pursue.	0
2013	37 3911 Halton Pound Facility	1 1 charge laid	1
2013	38 3954 Brampton, ON	0 No infractions found. Complaint closed.	0
2013	39 3958 Brampton, ON	0 Complainant did not provide further information as requested. Complaint closed.	0
2013	40 4042 Oakville	0 Generic complaint re towing out of Mississauga	0
2013	41 4050 Brampton, ON	0 Complainant did not provide further information as requested. Complaint closed.	0
2013	42 4068 Brampton, ON	0 Complainant out of 6 month statute of limitations	0
2014	43 4188 Woodbridge, ON	0 VPF resolved, complainant did not wish to pursue.	0
2014	44 4373 Royal Windsor Collision	2 2 charges laid	2
2015	45 4771 Royal Windsor Collision	5 5 charges laid, including VPF and towing offences	5
2016	46 4875 Royal Windsor Collision	Ongoing	

Municipality	Chasing	Accident Scene Collision	Comments
<i>Brampton</i>	Dealt with by OPP or PRP.	Permit only the number of tow trucks required on the scene of the collision (i.e. 2 vehicles, 2 tow trucks)	Towing matters are not an issue for the municipality. Will be monitoring actions taken by the Province/surrounding municipalities.
<i>Burlington</i>		Prohibit a tow truck from soliciting within 200 m (656 ft.) of an accident scene. Enforced by Halton Regional Police.	Do not license or regulate tow truck vehicles or operators.
<i>Hamilton</i>	Enforced by Hamilton Police Service.	Prohibit a tow truck from soliciting within 200 m (656 ft.) of an accident scene. Enforced by Hamilton Police Service.	Vehicle owners are offered the option of a police dispatched tow truck or to use an un-dispatched truck on scene. They are cautioned that the Police have no authority over the regulation of un-dispatched trucks.
<i>London</i>	Do not presently regulate tow trucks		They will be licensing tow trucks in the future.
<i>Markham</i>	Chasing is a major issue for Markham. Considering: splitting roadside assistance (CAA) tow trucks and chasers and introducing higher fees for "Chasers"	Prohibit a tow truck from soliciting within 200 m (656 ft.) of an accident scene. Enforced by Halton Regional Police.	Challenges in obtaining a conviction due to not being on the scene in time to interview witnesses/witnesses not willing to provide court testimony. Recommends public education exercise/helpline.
<i>Milton</i>	Regulate through Anti-Chasing/Tow Truck By-law	Prohibit a tow truck from soliciting within 200 m (656 ft.) of an accident scene. Enforced by Halton Regional Police.	Town of Milton does not license tow truck vehicles or operators.
<i>Newmarket</i>	Do not regulate tow trucks	N/A	N/A

"Chasing"/Accident Scene Collision

Municipality	Chasing	Accident Scene Collision	Comments
<i>Oakville</i>		Prohibit a tow truck from soliciting or importune any person to hire/use their services while on a highway/public place within 200 m (656 ft.) of an accident scene. Enforced by Halton Regional Police.	No plans to enact additional regulations.
<i>Ottawa</i>	No plans to address "chasing" issue.	Prohibit a tow truck from parking, or offering service within 100 m (328 ft.) of an accident scene. Enforced by Ottawa Police.	Accident scene collision issues have existed for many years. A higher fine may be a deterrent.
<i>Toronto</i>		Prohibit soliciting within 60 m (197 ft.) of the scene of an accident or apparent accident.	Still in early stages of reviewing their Tow Truck By-law. Overcharging is the main issue.
<i>Vaughan</i>		No solicitation within 30 m (98 ft.) of an accident and no more trucks than required permitted on the scene.	Excessive trucks asked to leave; successful enforcement; few fines.
<i>Region Waterloo</i>		Prohibit any tow truck, unless called by police/by-law or vehicle driver; cannot station the truck within 200 m (656 ft.) of the accident. If this does not work they will look at a by-law to regulate. Enforced by the Police.	Police use a rotating call-out system for local towing companies that are in an association. The rotating call-out system is failing; bandit trucks are unregulated and chase calls ahead of association trucks.
<i>Whitby</i>		Prohibit a tow truck from soliciting within 200 m (656 ft.) of an accident scene. Enforced by Durham Regional Police.	

**Mickey Frost**

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**From:** Mickey Frost  
**Sent:** 2016/05/18 4:43 PM  
**To:** Mayor Bonnie Crombie; Ron Starr; Matt Mahoney; Carolyn Parrish; Nando Iannicca  
**Cc:** Michael Foley; Daryl Bell; Robert Genoway; Geoff Wright; Stephanie Smith  
**Subject:** Tow Truck Chasing and Privately-run Centralized Pounds in Four Quadrants

Madam Mayor and Members of the Council Subcommittee of Towing:

At the Council Subcommittee of Towing meeting of April 26, 2016 Councillor Parrish requested that I provide a written response outlining why the division of the City into four quadrants with four privately-operated, centralized vehicle pound facilities would have minimal effect on the practice of chasing. In response to this request, I can provide the following information:

Currently, tow truck drivers “chase” in narrowly defined geographic areas. Due to the number of tow trucks working in the City and the level of traffic congestion, it is not practical for a tow truck driver in one area of the City to chase a collision to tow in a second area since competitors will have responded to the scene long before the tow truck driver could arrive. “Chasing” takes place in smaller geographic areas where the tow truck drivers responding to a collision all originate from close proximity. These tow truck drivers tend to congregate in areas where there is a higher frequency of accidents or where road conditions are traditionally poor.

Centralized vehicle pound facilities that are privately operated would likely face considerable resistance on the part of some tow truck drivers who would be highly suspicious of any requirements to use a facility that is even rumoured to be associated with an existing auto body shop and may actually exacerbate the problem of chasing including:

- increased attempts to convert tow customers into auto body shop customers prior to depositing the vehicle in the privately-operated pound in the quadrant;
- increased “chasing” activity by tow truck drivers attempting to circumvent the entire process in order to deliver the tow to their pound and not the privately-operated, centralized pound in the quadrant;
- increased levels of hostility at accident scenes; and,
- possible litigation against the City from tow truck companies that are restricted in how they conduct towing operations.

In staff's opinion to eliminate chasing using a system where the City is divided into four quadrants with a privately run, centralized pound in each quadrant, the following would have to be undertaken:

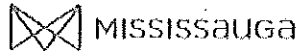
- Tow trucks would have to be required to marshal at the privately run centralized pound in each quadrant and dispatched, on a rotational basis, to the required tows in that quadrant.

Given the dynamics of the various industry stakeholders, staff are not optimistic that privately-operated, centralized pounds in four quadrants could be set up, nor are staff convinced that tow truck drivers from competing companies would marshal at the respective quadrant vehicle pound and be dispatched on a rotational basis. Staff anticipate strong resistance from the towing industry to both of these concepts.

Staff are confident that other strategies exist to address the issue of tow truck chasing. Staff are investigating these other strategies at this time with a preliminary report scheduled for consideration by the Council Subcommittee of Towing at its meeting of May 30, 2016.

In the meantime, please contact me if you have any questions on this response.

Thank you,



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City of Mississauga | Transportation and Works Department  
Enforcement Division

## Review of Drivers Abstracts

Driver Type	1 infraction	2 Infractions	3 infractions or more	Demerit Points
Currently Licensed Tow Truck Drivers	32%	10%	7.5%	9%
Unlicensed Tow Truck Drivers	22%	13%	13%	22%
Control Group	30%	6%	4%	4%

**THE CORPORATION OF THE CITY OF MISSISSAUGA**  
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( amended by by-law 140-94, 143-94, 367-95, 307-96, 498-97, 598-98, 404-99, 209-01, 531-02, 538-02)

WHEREAS The Corporation of the City of Mississauga was established under the Regional Municipality of Peel Act and under section 38 of the aforesaid Act is empowered to pass any by-law that a Board of Commissioners of Police are authorized to pass under the Municipal Act.

AND WHEREAS under paragraph 1 of section 232 of the Municipal Act, R.S.O. 1990, c.M.45 the Board of Commissioners of Police may pass by-laws for licensing, regulating and governing the owners and drivers of motor or other vehicles used for hire or any class or classes thereof and for revoking any such licence.

AND WHEREAS under Section 105 of the Municipal Act, R.S.O. 1990, c.R.45 Council may provide by by-law for a committee of Council to hear interested parties before making a decision;

AND WHEREAS the Council of The Corporation of the City of Mississauga is desirous of enacting such by-laws;

NOW THEREFORE the Council of The Corporation of the City of Mississauga ENACTS as follows:

**DEFINITION**

1. (1) In this by-law,(498-97, 598-98, 404-99, 209-01)

"Appeal Committee" means a committee of Council duly appointed by by-law to conduct hearings under this by-law;

"City" means the City of Mississauga in the Regional Municipality of Peel;

"Collision" means the unintended contact resulting from the motion of a motor vehicle and/or its load. (404-99)

"Collision Scene" means the general location or place where a collision occurred; (404-99)

"Collision Towing" means the towing of a disabled vehicle as the result of a collision; (404-99)



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**"Commercial Motor Vehicle" means a motor vehicle having permanently attached thereto a truck or delivery body and includes an ambulance, hearse, casket wagon, fire apparatus, bus and tractors used for hauling purposes on the highway;**

**"Corporation" means The Corporation of the City of Mississauga;**

**"Council" means the Council for The Corporation of the City of Mississauga;**

**"Driver" means any person who drives or operates a tow truck;**

**"Dolly" means a four-wheeled carriage used in towing to support the trailing end of the towed vehicle.(598-98)**

**"Drop Fee" means any fee or commission paid to the owner or driver of a tow truck or to a tow truck broker in return for the towing or otherwise conveying of a vehicle to a particular place, which fee is in addition to the amount which the owner or driver of the tow truck is authorized to charge to the hirer.**

**"Flatbed" means a platform body with a winch for loading.(598-98)**

**"Gross Vehicle Weight Rating(GVWR)" means the maximum total vehicle rated capacity, measured at the tire ground interface, as rated by the chassis manufacturer.(598-98)**

**"Hirer" means the registered owner of a vehicle, to be towed or being towed, his/her agent or any person lawfully in possession of the vehicle to be towed or being towed;**

**"Inspector" means a by-law enforcement officer duly appointed by the Corporation;**

**"Licence" means the certificate issued under this by-law as proof of licensing under this by-law;**

**"Licence Manager" means the manager of the licensing section, and includes his/her designate;**

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**"Licensing Section" means the vehicle licensing section of the Corporation's Corporate Services Department;**

**"Motor Vehicle" includes an automobile or any other vehicle propelled or driven otherwise than by muscular power, but does not include the cars of electric or steam railways or other motor vehicles running only upon rails, or a motorized snow vehicle, traction engine, farm tractor, self propelled implement of husbandry or road building machine within the meaning of the Highway Traffic Act;**

**"Municipal Boundary" means the boundary encompassing the City of Mississauga;**

**"Nuisance" means:**

- (a) the obstruction or interference with persons involved in a motor vehicle collision or otherwise in need of the service of a tow truck, (404-99)**
- (b) the obstruction or interference with emergency services personnel responding to a motor vehicle collision, which personnel would include, but not be limited to peace officers, members of a fire department and members of an ambulance service, and (404-99)**
- (c) the obstruction or interference with other tow truck drivers or owners and pedestrian or vehicular traffic; (404-99)**

**"Owner" means the holder of the plate portion of the permit issued under the Highway Traffic Act;**

**"Owner's Plate" means a metal number plate issued to an owner licensed under this by-law;**

**"Permission to Tow a Vehicle Form" means a two (2) part form, containing such information as is set out in Schedule 2 to this By-law, and supplied to a driver by the City which must be completed and signed by the tow truck driver and the hirer prior to a tow commencing from a collision scene where such tow is requested by the hirer and a copy of which is provided by the tow truck driver to the hirer. (209-01)**

**"Permit" means the licence or certificate issued under this by-law;**

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**"Person" includes a firm or corporation to whom the context can apply;**

**"Registered Owner" means the person shown to be the owner of a motor vehicle according to the records maintained by the Registrar of Motor Vehicle for the Province of Ontario;**

**"Tow Bar" means a device for positioning a towed vehicle behind a towing vehicle.(598-98)**

**"Tow Sling" means a device used for lifting and towing vehicles with a partial load supported on rubber belts.(598-98)**

**"Tow Truck" means a vehicle used for towing or otherwise conveying vehicle(s);**

**"Tow Truck Broker" means a person who in pursuance of a trade, calling business or occupation arranges for the provision for hire to a hirer of the services of a tow truck not owned by such person.**

**"Towed Vehicle" means a vehicle or any part thereof towed or otherwise conveyed by a tow truck, under an agreement between the owner of the vehicle to be towed and the driver or owner of a tow truck;**

**"Underlift" means a device used for towing vehicles by lifting one end of the towed vehicle from under the axle or structural member of the towed vehicle.(598-98)**

**"Vehicle" includes a motor vehicle, or commercial motor vehicle.**

**"Wheel lift" means a device used for towing vehicles by lifting one end of the towed vehicle by the wheels.(598-98)**

**"Wrecker Body" means a manufacturer's box designed to be attached to the frame of a cab and chassis and used with an underlift, tow bar or tow sling or wheel lift or flat bed carrier or other similar device and which is equipped and maintained in a manner to ensure the safe lifting and conveying of a vehicle to be towed.(598-98)**

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- (2) (a) For the purposes of this by-law a person shall be acting as the driver or owner of a tow truck if that person conveys or seeks to convey, for hire, or holds himself out, by his actions or words, as being available to convey, for hire, a vehicle from a point within the municipality of the City of Mississauga, to either a point also within the municipality of the City of Mississauga or to any point beyond its limits whether such conveyed vehicles are intact or inoperable;(367-95)
- (b) Section 1 (2) does not apply where a vehicle is towed from a point within the municipality of the City of Mississauga to a point beyond its limits with the prior consent of the owner of the vehicle or that person's authorized agent.(367-95)
- (c) In the absence of any evidence to the contrary, the tow will be deemed to originate in the City of Mississauga. (367-95)

**Licensing Section**

- 2. (1) The licensing section shall:
  - (a) receive, establish the material to be filed in support of an application for and process all applications for licences and for renewal of licences to be issued under this by-law;
  - (b) issue licences to and renew licences for persons who meet the requirements of this by-law;
  - (c) enforce the provisions of this by-law;
  - (d) generally perform all the administrative functions conferred upon it by this by-law.
- (2) When an owners plate is defaced, destroyed or lost, the licensed owner shall apply to the licensing section for a replacement and on payment of the appropriate fee under Schedule 1 the licensing section shall issue a replacement owner's plate as required.

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**Licensing**

3. (1) No person shall act as or be the owner of a tow truck in the City unless he/she is licensed as an owner under this by-law;
- (2) No person shall drive, or act as the driver of a tow truck in the City unless he is licensed as a driver under this by-law.
- (3) Unless provided otherwise in this by-law a person who is the owner of more than one vehicle shall take out a separate licence for each vehicle owned by him/her which is to be used in the City.

**Licence**

4. (1) No person shall be licensed under this by-law unless he/she is at least eighteen (18) years of age and a citizen of Canada or a landed immigrant, or has a valid employment authorization issued by the Government of Canada to work as a driver and has a working knowledge of English.
- (2) The provisions of subsection 1 do not apply to a corporation.
- (3) No person shall be licensed under this by-law as a driver unless:
- (i) a current valid Class 'A', 'B', 'C', 'D', 'E', 'F' and 'G' drivers license issued by the Province of Ontario which is in good standing according to the records of the Ministry of Transportation. (404-99)
  - (ii) he/she has his/her photograph taken by the licensing section;
- (4) No person shall be licensed as an owner unless:
- (i) he/she produces for each tow truck to be used, a current valid motor vehicle permit issued by the Ministry of Transportation issued in the applicant's name; or if a tow truck is a leased vehicle, provides a copy of the lease agreement for the tow truck;
  - (ii) he/she produces and files with the licensing section either:
    - (a) an Ontario Ministry Transportation Vehicle Inspection report showing that the tow truck has been accepted within the previous sixty (60) days of this submission or

**THE CORPORATION OF THE CITY OF MISSISSAUGA**  
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- (b) a Safety Standard Certificate issued under the Highway Traffic Act within sixty (60) days of this submission.
- (iii) he/she produces and files with the licensing section a copy of the certificate of insurance for the tow truck for which he/she is the owner endorsed to provide that the Licence Manager shall be given at least ten (10) days notice in writing of the cancellation or expiration or variation in the amount of the policy and insuring each such tow truck in at least the following amounts:
  - (a) in respect to any one claim the amount of at least two million (\$2,000,000) exclusive of interest and costs, against liability resulting from bodily injury to or the death of one or more persons and loss or damage to property;(538-02)
  - (b) in respect of any one claim in the amount of at least \$100,000 against liability for damage to a customer's motor vehicle while in his/her care, custody or control and caused by collision, upset, fire, lightning, theft or attempt thereof, malicious mischief, windstorm, hail, explosion, riot, civil commotion or rising water;
  - (c) in respect of any one claim cargo liability insurance in the amount of at least \$50,000 to indemnify the applicant against loss by reason of his/her legal liability indirect physical loss or damage to vehicles and other items of property accepted by the applicant for towing or conveyance;
- (iv) he/she states in writing whether he/she has any interest either directly or indirectly, in a vehicle pound, yard or building used for the storage or impounding of vehicles, a vehicle body shop or other kind of public garage or any other yard, shop, building or place used for the storage, repair or servicing of vehicles, provide and filed with the Licence Manager full information as to the location and the type of facilities in which he/she has an interest and the nature and extent of the interest.

**THE CORPORATION OF THE CITY OF MISSISSAUGA**  
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**Representation**

5. No person shall publish or cause to be published any representation that he/she is licensed under this by-law if he/she is not.

**Submission of Application to Licensing Section**

6. (1) Every person applying to obtain or renew for a licence under this By-law shall file with the licensing section a duly completed application form provided by the licensing section, in which the applicant shall provide all information sought in such application form.
- (2) The applicant shall, at the time of the filing of the application form required under subsection (1), deliver to the licensing section the following:
- (a) a non-refundable payment in the amount of ten (10) per cent of the total licence fee prescribed in Schedule I to this By-law. The minimum payment due at the time of filing a licence application shall be ten (10) dollars. The maximum payment due at the time of filing a licence application shall be one hundred and fifty (150) dollars;
  - (b) The balance of the fee prescribed in Section 1 to Schedule 1 of this By-law, that is the total licence fee minus the deposit made at the time of filing the licence application, plus all other applicable charges as established by Section 2 of Schedule 1 shall become due and payable prior to the issuance of the licence;
  - (c) if the applicant is a corporation, a copy of the incorporating document and a copy of the last annual information return which has been filed with the appropriate government department; and,
  - (d) if the applicant is a registered partnership, a copy of the registered declaration of partnership.

**THE CORPORATION OF THE CITY OF MISSISSAUGA**  
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- (3) Every application form shall include a requirement that the applicant provide at least the following information:
- (a) the name and address of the applicant;
  - (b) the address of the applicant to which the City or its licensing section may send or deliver any notice or other document required or authorized by law;
  - (c) any trade or business description to be used in relation to the business;
  - (d) the address and telephone number used in connection with such business;
  - (e) a record of all offences under any by-law, provincial statute or federal statute of which the applicant, if the applicant is an individual, any of the partners, if the applicant is a partnership, or any of the directors, shareholders and officers of a corporation, if the applicant is a corporation, has or have been convicted.
- (4) In addition to the provisions of subsection (1) of an application for renewal of a licence the previous years licence and, when required by the Licence Manager, the owner's plate, shall be returned to the licensing section.
7. (1) If the applicant is not an individual, the application form shall be completed and updated from time to time as this By-law requires, by an individual duly authorized by the applicant to execute such form on behalf of the applicant and binding upon it, and the individual completing such form shall sign the form, certifying the truth and completeness of the information provided therein.
- (2) The provisions of this by-law relating to an application for a licence shall apply, with necessary modifications, to an application for the renewal of a licence or to amend a licence or a condition of such licence, except that where the applicant notifies the licensing section that the information on file with the licensing section has not changed, the applicant shall not be required to complete a new application form or amendment thereto in respect of an application for renewal.



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8. (1) Upon the receipt of an application form by the licensing section, the Licence Manager shall carry out such investigation or verification relating to the application as he/she may deem necessary for the purposes of the administration of this By-law and shall, if the investigation or any other information available to the Licence Manager discloses no reasonable grounds to believe that the application is not in compliance with the By-law, or that the applicant may not be entitled to the issuance of a licence on the grounds referred to in the By-law, or by reason of any other provision of this By-law or other applicable law, issue the licence.
- (2) If the investigation or any other information available to the Licence Manager discloses reasonable grounds to believe that the applicant may not be entitled to the issuance of a licence on grounds referred to in this By-law, or by reason of any other provision of this By-law or other applicable law, the Licence Manager shall forthwith cause notice of this fact and the reasons therefor to be served upon the applicant at the address shown on the application form, and may refer the matter to the Council or to a committee established by by-law of the Council for the holding of hearings under this By-law.
- (3) The Licence Manager shall, in any notice served under subsection (2), include in such notice a statement that the applicant may require a hearing of the application by the Council or a committee of the Council, as the case may be, by serving a notice in writing to that effect upon the Licence Manager within 15 days of the date of the notice, and a statement that if no such notice is served by the applicant the application may not be granted and the applicant will not be entitled to any further notice in the proceedings.
- (4) Where the Licence Manager receives notice from an applicant requiring a hearing in accordance with this section and the requisite fee as set out in schedule 1, the Licence Manager shall forthwith refer the applicant to the Council or committee as the case may be, for a hearing.
- (5) Where the Licence Manager does not receive notice from an applicant requiring a hearing in accordance with this section, the Licence Manager need not process the application further, and no further notice is required to be served upon the applicant.

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- (6) Where an applicant has been referred to the Council or the committee for a hearing under this section, and the applicant does not attend before the Council or committee at the time and place of which notice has been served upon such applicant in accordance with this By-law, the Council or the committee may hold a hearing in the absence of the applicant or may decide to take no further action with respect to the application, and no further notice is required to be served upon the applicant.
9. Where the Licence Manager has referred an applicant to the Council or the committee for a hearing pursuant to section 8 of this By-law, the Council or the committee may, after a hearing, or after an opportunity for a hearing has been given to the applicant;
- (1) grant the applicant in whole or in part and direct that the licence be issued, subject to compliance with this By-law;
  - (2) grant the application subject to such conditions as the Council or the committee, as the case may be, in accordance with this by-law considers just and equitable in attaining the purposes of this By-law, and as are accepted by the applicant, and direct that the licence be issued subject to such conditions and to compliance with this By-law;
  - (3) refuse in whole or in part to grant the application upon grounds contained in this By-law or otherwise by law; or
  - (4) adjourn the application in accordance with this By-law, or make such other disposition as may be permitted under this By-law and is in accordance with law.
10. An applicant for a licence who complies with the provisions of this By-law is, subject to the provisions of this By-law, entitled to be issued a licence, except where:
- (1) there are reasonable grounds for belief that any application or other document provided to the licensing section by or on behalf of the applicant contains a false statement or provides false information; or

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- (2) the past or present conduct of the applicant, or of any partner, in the case of an applicant which is a partnership, or of any director, shareholder or officer of the corporation, if the applicant is a corporation, affords reasonable grounds for belief that the business in respect of which the application is made will not be carried on in accordance with the law and with integrity and honesty; or**
- (3) there are reasonable grounds for belief that the carrying on of the said business will result in a breach of this By-law or any other law, including any applicable zoning requirement; or**
- (4) the financial position of the applicant affords reasonable grounds to believe that the business will not be carried on in a financially responsible manner; or**
- (5) there are reasonable grounds for belief that the application does not meet all the requirements of this By-law, or that the business is carried on or intended to be carried on in area of the City where such business is prohibited by this By-law from being carried on, or in respect of which the issuing of a licence in respect of the business is not permitted by this By-law; or**
- (6) the conduct of the applicant or of one or more of the persons referred to in paragraph (2) of this section affords reasonable grounds for belief that the carrying on of the business in respect of which the licence is sought would infringe the rights, or endanger the health or safety, of one or more members of the public; or**
- (7) the amount payable in respect of the licence applied for has not been paid.**

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**Hearings**

11. (1) The provisions of sections 5 to 15 and 21 to 24 of the Statutory Powers Procedure Act shall apply to all hearings conducted by a committee under this By-law.
- (2) Upon the conclusion of a hearing conducted by a committee under this By-law, the committee shall as soon as practicable make a written report to the Council summarizing the evidence and arguments presented by the parties, the findings of fact made by the committee and the recommendations, if any, of the committee with reasons therefor on the merits of the application or matter in respect of which the hearing has been conducted.
- (3) After considering the report of the committee in respect of such application or matter, the Council may thereupon make any decision permitted under this By-law in respect of the granting or refusal of a licence, the imposing of conditions on a licence, or the revocation or suspension of a licence, that it might have made had it conducted the hearing itself.
- (4) Section 24 of the Statutory Powers Procedure Act shall apply to the Council in the exercise of a power under this By-law.

**Revocation, Suspension, Probation**

12. The Council may revoke or suspend any licence issued under this By-law, upon any of the grounds set out in section 10, provided that no licence shall be revoked or suspended except after a hearing by the Council, or a committee appointed by By-law for the holding of one or more hearings, or after an opportunity for such a hearing has been afforded to the licensee in accordance with law.
13. (1) Where the Council or a committee concludes that grounds exist upon which a licence may be refused, suspended or revoked, the Council may in lieu thereof issue a licence for any period up to a full licence period on probation, or without a term of probation, subject to such conditions as the Council may impose and the applicant or licensee accepts, and are in accordance with law.
- (2) The Licence Manager may, where he/she has reasonable grounds to believe that any one or more grounds exist upon which a licence could be revoked or suspended, provide written notice to the licensee and to the Council of such fact, and provide notice to the licensee of a right to a hearing in accordance with this By-law and other applicable law.

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14. A licence issued under this By-law is personal to the licensee, and cannot be transferred.
15. Where a licence has been revoked, the licensee is entitled to a refund of a part of the license fee proportionate to the unexpired part of the term for which it was granted.

**Notice**

16. (1) Any notice required to be given by the City under this By-law is sufficiently given if delivered personally or sent by registered mail addressed to the person to whom delivery is required to be made at the last address for delivery appearing on the records of the Licence Manager.
- (2) Where service is effected by registered mail, it shall be deemed to be made on the third day after the date of mailing, unless the person on whom service is being made establishes that he/she did not, acting in good faith, through absence, accident, illness or other cause beyond his or her control, receive the notice or order until a later date.

**Changes in Information**

17. (1) Every licensee shall notify the licensing section in writing within seven days after the event, of any change in any of the information contained in the application form.
- (2) Where a change has occurred in the name or business name of a licensee, the licensee shall attend within seven days of the date of the change at the office of the licensing section, to have the licence and licence records amended accordingly.

**Issue of Licence**

18. (1) Where an application for an owner's licence is made in accordance with the provisions of this By-law and the applicant meets all the requirements of this By-law, the Licence Manager shall issue a licence and an owner's plate both of which shall set out the expiry date of the licence and the applicant shall thereby be licensed.
- (2) Where an application for a driver's licence is made in accordance with the provisions of this By-law and the applicant meets all the requirements of this By-law, the Licence Manager shall issue a licence which shall set out the expiry date of the licence and the applicant shall thereby be licensed.

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**Renewal of Licence**

19. (1) Every application for renewal of a driver's licence, or an owner's licence must be delivered to the licensing section before the expiry of the term of licence.
- (2) Where a driver's licence is renewable, the Licence Manager shall issue a licence which shall set out the expiry date of the licence and the driver's licence is thereby renewed.
- (3) Where an owner's licence is renewable, the Licence Manager shall issue a licence and an owner's plate or if applicable a licence sticker, all of which shall set out the expiry date of the licence and the owner's licence is thereby renewed.
- (4) No licence may be renewed more than sixty (60) days after the date upon which it expires.

**Owner Lessee from Motor Vehicle Dealer or Leasing Company**

20. Where the applicant for an owner's licence has leased a vehicle to be used as a tow truck from a motor vehicle dealership or leasing company, the owner's licence shall be issued in the applicant lessee's name provided that a copy of the lease has been filed with the Licence Manager and the applicant shall thereby be licensed.

**Term of Licence**

21. (1) Every licence issued to a tow truck driver, shall be valid for a period of one year effective from the anniversary of his/her birth ("birthday") except where:
- (a) the initial licence issued to a driver, is issued within ninety-one(91) days prior to his/her birthday, such licence shall be valid until the next following birthday;(143-94)
- (b) the initial licence issued to a driver, is issued on a date which is greater than ninety-one(91) days prior to his/her birthday, such licence shall be valid until the next birthday;(143-94)

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- (c) the driver's birthday is February 29th, the expiry date for such driver's licence shall be February 28th, for licensing purposes only.
- (2) Section 21(1) does not apply to a driver who is also the owner of a tow truck, such driver's licence shall expire on the same date as the owner's licence.
- 22. Where the licensed owner is a corporation, the individual person holding the shares carrying at least 51% of the voting rights attached to all shares of the corporation, shall be deemed to be the owner and his/her driver's licence shall expire on the same date as the corporation's owner's licence.
- 23. Every licence issued to an owner of a tow truck shall be valid for a period of one year effective from the first (1st) day of July up to and including the last day of June of the following year.

**Return of the Licence After Revocation or Suspension**

- 24. (1) Where a licence has been revoked or suspended, the holder of the licence shall return the licence and if applicable owner's plate to the licensing section within twenty-four (24) hours of service of written notice of the decision of Council and, the Licence Manager, may enter upon the business premises or vehicles of the holder of the licence for the purpose of receiving, taking, or removing the said licence and owner's plate;
- (2) No revoked or suspended licence holder shall refuse to deliver or in any way obstruct or prevent the Licence Manager from obtaining the licence and/or owner's plate if applicable as provided in subsection (1).

**Right of Inspection of Licensed Premises or Vehicles**

- 25. (1) An inspector or the Licence Manager may at any reasonable time enter upon and inspect the business premises or vehicles of any licensee to insure that the provisions of this By-law have been complied with, and an inspector on completion of an inspection shall complete and file with the Licence Manager a written report on the inspection.

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- (2) Upon an inspection under subsection (1), the person inspecting is entitled access to the invoices, vouchers, appointment books or trip sheets or like documents of the person being inspected provided such documents are relevant for the purposes of the inspection and the person inspecting may remove with the licensee's consent any of the aforementioned documents for the purpose of photocopying provided a receipt is given the licensee and the documents are returned to the licensee within forty-eight (48) hours of removal.

**Vehicle Inspection**

26. (1) The Licence Manager may require an owner to submit his/her tow truck for inspection at any time and at an appointed place and the owner shall submit each tow truck for inspection when required to do so by the Licence Manager.
- (2) When a tow truck and its equipment have been examined by the Ministry of Transportation or licensed mechanic and the tow truck or its equipment is found to be mechanically defective, the tow truck owner shall not operate the tow truck or permit it to be operated, until the tow truck has been reinspected and approved by the Ministry of Transportation or other inspecting authority;
- (3) When a tow truck is examined by the Ministry of Transportation or licensed mechanic and a report states that the tow truck or equipment is dangerous or unsafe, the owner shall remove and return to the Licence Manager the owner's plate to be held until the tow truck and the equipment are certified to be safe by the Ministry of Transportation or licensed mechanic.
- (4) When an owner is unable to obtain a Safety Standard Certificate issued under the Highway Traffic Act for the tow truck following an inspection as required under subsection 1, the owner shall remove and return to the Licence Manager the owner's plate and the owner shall not operate the tow truck until he/she obtains and produces a Safety Standard Certificate.



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**Licence Production**

27. Every person licensed under this By-law, when requested by an inspector, the Licence Manager or a peace officer shall produce his/her licence, photograph and other relevant documents required under this by-law.

**II OWNERS AND DRIVERS**

**Owner and Driver Duties**

28. Every licensed owner and driver shall:
- (1) take due care of all vehicles and property delivered or entrusted to him/her for towing;
  - (2) comply with all reasonable instructions from the hirer;
  - (3) be civil and behave courteously;
  - (4) keep a permanent daily record of work performed by the tow truck owned or operated by him/her or his/her behalf either in a continuous log sheet or by consecutively numbered bills or invoices showing:
    - (i) the name and address of every hirer,
    - (ii) a description of the vehicle towed or conveyed including the Provincial Motor Vehicle Permit number of any such vehicle;
    - (iii) the rate charged, and,
    - (iv) the total fee collected.
  - (5) keep every tow truck and its equipment clean, in good repair, free from exterior body damage with a well maintained exterior paint finish;
  - (6) before demanding payment for services, present to the hirer an itemized bill for the services setting out the cost of all services and equipment provided or to be provided on the basis of the rate set out in the tariff of rates filed by the owner with the Licence Manager, or as set out in Schedule 3 under this By-law.(498-97)

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**Owner and Driver Prohibitions**

29. (1) No licensed owner or driver shall operate or permit to be operated a tow truck which lacks any of the following equipment which is in a good state of repair:
- (a) a winching or hoisting device of sufficient capacity to safely lift the vehicle to be towed;
  - (b) wheel lift or an underlift equipped and maintained in a manner to ensure the safe lifting and conveying of a vehicle to be towed.(598-98)
  - (c) one device for securing the steering wheel of a vehicle;
  - (d) two dry chemical fire extinguishers having an effective total rating equivalent to at least 4-B C, and at least each weighing 2.27 kg (approximately 5 lbs);
  - (e) a minimum of two tow safety chains having a minimum length of 2.7432 metres (approximately 9 feet) each with links of at least 7.9375mm steel (5/16 inches);
  - (f) four (4) safety pylons;
  - (g) an intermittent amber warning light system consisting of at least one light which would be clearly visible in all directions for a distance of least 100 metres (approximately 328 feet);
  - (h) a broom;
  - (i) a shovel;
  - (j) a general purpose first aid kit;
  - (k) a crowbar/prybar at least 152.4 cm (60 inches) in length;
  - (l) at least two wheel blocks;
  - (m) flares or reflector kits;

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- (n) wheel wrenches;
  - (o) light bar for a rear extension carrier;
  - (p) and any other provision as may be required under the Highway Traffic Act.
  - (q) a dolly (598-98)
- (2) No licensed owner or driver shall:
- (a) interfere with any contract for hiring of a tow truck where a person has hired or has indicated his/her intention to hire a tow truck;
  - (b) induce any person to employ or hire a tow truck by making any false representation to any person such as the location of or distance to any place or any other matter;
  - (c) use or permit to be used a tow truck which has been found to be unsafe or defective after examination and inspection as required under this By-law.
  - (d) demand or request payment for his/her services other than in accordance with the applicable schedule of rates filed with the Licence Manager;
  - (e) demand, request or receive a drop fee;
  - (f) charge a hirer for time lost through defects or inefficiency of the tow truck, or the incompetence of the tow truck owner or driver.
  - (g) suggest or recommend to any hirer that any motor vehicle in respect of which his/her services are to be given or requested, be towed, conveyed, driven or delivered to any particular salvage yard, body shop, storage yard or any other public garage, building or place, unless he/she has been requested to do so by the hirer;

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- (h) permit a person to be a passenger in a tow truck, except under the following circumstances:(498-97)
  - (i) the passenger is the hirer of the tow truck;(498-97)
  - (ii) the passenger is either the spouse, son, daughter or parent or similar relation in law of the tow truck driver and in such cases the driver is not to solicit a tow, engage in any form of towing or have his or her tow truck within 200 metres (approximately 653 feet) of the scene of a collision nor shall the driver cause or permit his or her passenger to solicit a tow or take any actions to engage in any form of towing while the passenger is in the tow truck;(498-97, 404-99, 209-01)
  - (iii) the passenger has filed any application with the Licensing Section for a tow truck driver's license, or has recently been issued his or her initial tow truck driver's license, and in either of these circumstances is receiving instructions on driver training as to the operation of a tow truck while a passenger.(498-97)
- (i) operate or permit to be operated a tow truck with a gross vehicle wight rating of less than 4,536 kg (10,00 lbs); and(598-98)
- (j) operate or permit to be operated a tow truck without a Wrecker Body.(598-98)

**NOTE:** This By-law shall come into effect immediately upon enactment of the By-law only for all new or replacement vehicles (598-98)

This By-law shall come into effect on July 1, 2000 for all vehicles which are or were licensed at the date of the enactment of this By-law.(598-98)

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**III DRIVERS**

**Drivers Duties**

**30. Every licensed driver shall:**

- (1) drive the tow truck which is towing or otherwise conveying a vehicle by the most direct route to the destination requested by the hirer, and in the most expeditious manner, unless otherwise directed by the hirer;**
- (2) clean up any debris, fragments of glass, vehicle parts or other materials (excluding loads dumped during the collision) and which may be a danger to the public from any highway or roadway prior to towing the vehicle from the collision scene; (404-99)**
- (3) be properly dressed, neat and clean in personal appearance.**
- (4) (a) retain all Permission to Tow a Vehicle Form for at least ninety (90) days from the tow date indicated on the Permission to Tow a Vehicle Form and make them available for inspection upon request by a Police Officer, the License Manager or a License Inspector.(307-96, 498-97, 209-01)**
- (b) where the hirer refuses to sign the Permission to Tow a Vehicle Form, the driver must indicate such on the form and retain this form for at least ninety (90) days from the tow date indicated on the Permission to Tow a Vehicle Form and make it available for inspection upon request by a Police Officer, License Manager or a License Inspector.(307-96, 498-97, 209-01)**

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**Driver Prohibition**

**31. No licensed driver shall:**

- (1) commence to tow or otherwise convey or move any vehicle, or hook, lift or connect the vehicle to the tow truck, or perform any other services unless first requested so to do by a hirer, or a peace officer or any member of a municipal fire department, or any person authorized by law to direct the removal of the vehicle from private or public property;**
  - (a) where the request to tow a vehicle outlined in Sub-Section (1) is from a hirer, and where the tow is required as a result of a motor vehicle collision, the driver shall not commence to tow or otherwise convey or move any vehicles, hook, lift or connect the vehicle to the tow truck unless the tow truck driver has a completed Permission to Tow a Vehicle Form and it has been dated and signed by the hirer and he/she has provided a copy thereof to the hirer.(307-96, 404-99, 209-01)**
  - (b) alter or provide any information on the Permission to Tow a Vehicle Form;(307-96, 209-01)**
- (2) stop, or park within 200 metres (approximately 653 feet) of a collision location but this does not apply where the tow truck driver has been summoned to the location of the collision by one of the persons referred to in sub-section (1) or where there are fewer tow trucks at the collision location than vehicles apparently requiring the services of a tow truck; (404-99, 209-01)**
- (3) ask or seek out a hirer or allow or direct an agent to ask or seek out a hirer, at a collision location or within 200 metres (approximately 653 feet) of a collision location, where the actions of the driver or agent constitutes a nuisance; (404-99, 209-01)**
- (4) tow or otherwise convey or move any vehicle which is to be towed outside the municipal boundary unless requested by the owner or operator of the vehicle or a peace officer or member of the municipal fire department;**

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- (5) drive or act as a driver unless the registered owner or where applicable, the lessee, of the tow truck is licensed under this by-law; and
- (6) commence to driver or act as a driver for any registered owner or, where applicable, any lessee, without first providing the licensing manager with a letter from that person stating that the owner or, where applicable, the lessee consents to the driver operating their licensed tow truck(s).

**IV OWNERS**

**Trainees-Training Instruction**

- 31A. Where a person who is permitted to be a passenger pursuant to Subsection 29(2)(h)(iii) of this By-law is receiving instructions on driver training such passenger shall not be:(498-97)
- (i) trained for more than one (1) thirty (30) day period commencing from the date the application for a driver's license was submitted to the Licensing Section;(498-97)
  - (ii) permitted more than one (1) such thirty (30) day training session regardless of the number of applications fro a driver's license the applicant may have made to the Licensing Section;(498-97)
  - (iii) a nuisance, hindrance or create a disturbance while in the process of receiving such training.(498-97)

**Owner Duties**

32. Every licensed owner shall:
- (1) immediately notify the Licence Manager in writing when he/she gives possession and control of the tow truck for which he/she is licensed under this By-law to another person or permits the use of said tow truck by another person other than through a bona fide contract of hiring for a period greater than one day;

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- (1a) charge a flat rate for collision towing as set out in Schedule 3.(498-97, 404-99)
- (2) file with the Licence Manager a schedule of rates to be charged to hirers for the towing or other conveyance of vehicles and for other services offered or to be performed by him/her or his/her driver for towing services other than collision towing. (404-99)
- (2a) charge the rates, as set out in the schedule of rates filed with the License Manager for towing and services other than collision towing.(498-98, 404-99)
- (3) keep in the tow truck and show to the hirer a copy of a tariff card showing the Schedule 3 flat rate, the applicable schedule of rates filed with the Licence Manager in accordance with section 34 of this By-law, and also showing, if applicable that the hirer may be charged additional fees for storage by the operator of any storage facility or business to which the hirer's vehicle is to be towed;(498-97)
- (4) in the carrying out his/her business use only stationery, forms, bills, invoices, statements and any other printed or written advertising material including any published advertisement in a newspaper, periodical, directory or other publication, which has printed therein in clearly legible figures and letters his/her name and address, and, if applicable, the name of any tow truck broker offering the services of the said tow truck;
- (5) retain for a period of sixty (60) days copies of all advertising matter used by him/her and shall produce the same to the Licence Manager if and when requested;
- (6) have attached to or painted on both sides of the body of the tow truck in a location approved by the Licence Manager, in letters and figures not less than eight centimetres (approximately three inches) in height the name and telephone number of the business as shown on the owner's licence, and where the owner owns more than one truck a number identifying each tow truck;



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- (7) only use the service of a tow truck driver who is licensed as a driver under this by-law;
- (8) have affixed to the tow truck in a location approved by the Licence Manager the metal owner's plate issued for that tow truck;
- (9) notify forthwith the Licence Manager in writing of the particulars of such agreement or arrangement to transfer possession and control of a tow truck for which he/she has an owner's plate to another person and where such agreement or arrangement is in writing shall file it with the Licence Manager;
- (10) give written notice of the sale or other disposition of a tow truck to the Licence Manager within seven (7) days of any such sale or disposition.

**Owner Prohibition**

**33. No owner shall:**

- (1) permit any owner's plate issued to him/her under this by-law to be affixed to any tow truck, other than the tow truck for which the licence was issued under this By-law;
- (2) alter or amend the schedule of rates filed with the Licence Manager under Section 34 without first giving at least 30 days written notice to the Licence Manager.

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**Schedule of Rates**

34. (1) The schedule of rates filed with the Licence Manager for all types of towing, except collision towing shall be based only on the following factors or a combination thereof:(498-97, 404-99)
- (a) Time:
    - (i) time required to reach collision location after hiring;(404-99)
    - (ii) time required to perform services;
    - (iii) standby time;
  - (b) Distances:
    - (i) distance to travel to reach scene after hiring;
    - (ii) distance vehicle is towed or conveyed;
  - (c) Additional Services:
    - (i) changing more than one wheel;
    - (ii) disconnecting drive shaft;
    - (iii) up righting overturned vehicle;
    - (iv) moving vehicle to towing position;
    - (v) opening locked vehicles without keys;
    - (vi) provision and use of dolly;
    - (vii) other specified services where a fee is charged.
- (2) Where rates vary according to time of day or geographical zones or a combination of different factors, the exact formula for determining the rate shall be set out in the schedule of rates filed with the Licence Manager.

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35. Notwithstanding the provisions of any other section of this By-law, where an estimate is given to the hirer of the cost of services or equipment to be provided by a tow truck owner or driver, the charge to the hirer shall not exceed the charges indicated in the schedule of rates filed with the Licence Manager under this By-law or the amount of the estimate, which ever is lower.
36. The provisions of Section 34 of this by-law do not prohibit the owner of a tow truck from entering into a written agreement with a tow truck broker, an automobile association, motor league, a government, government agency or local board thereof, or any limited corporation, for the provision of towing services (hereinafter described in this section as a "towing contract") provided that:
- (1) the tow truck owner provides a copy of all such towing contracts to the Licence Manager prior to supplying any services thereunder.(498-97)

**New and Replacement Vehicle Approval**

37. An applicant for an owner's licence or an owner licensed under this by-law who disposes of the tow truck or otherwise ceases to use his/her tow truck for the purpose permitted under this By-law, shall before using the newly acquired tow truck under this By-law:
- (1) attend at the licensing section and produce a copy of the current motor vehicle permit in good standing issued by the Ministry of Transportation issued in the plate owner's name, owner's licence, a copy of the current Motor Vehicle Liability Insurance Card endorsed to show the change of vehicle;(538-02)
  - (2) if an applicant, submit the newly acquired tow truck for inspection and approval by the licensing section forthwith;
  - (3) if a licensed owner, submit the newly acquired tow truck for inspection by the licensing section within 24 hours of replacement;
  - (4) produce and file with the licensing section either:
    - (i) an Ontario Ministry of Transportation Vehicle Inspection report showing that the tow truck has been accepted within the previous sixty (60) days, or

**THE CORPORATION OF THE CITY OF MISSISSAUGA**  
**THE TOW TRUCK LICENSING BY-LAW 638-93**

(ii) a Safety Standard Certificate issued under the Highway Traffic Act within sixty (60) days of this submission.

(5) before using the newly acquired tow truck, and immediately after obtaining approval from the licensing section, file with the licensing section all documents required to report the change.

37A. Notwithstanding the provisions of Sections 34,35 and 36, the Collision Tow Rates as set out in Schedule 3 to the By-law shall be the rate charged for vehicles being towed from the collision scene.(498-97, 404-99)

**V PENALTY**

38. Any person who contravenes any provision of this by-law is guilty of an offence and on conviction under Provincial Offences Act liable to a fine of not more than \$5,000.00.

**VI SHORT TITLE**

42. This By-law may be known as the Tow Truck Licensing By-law.

**ENACTED AND PASSED this 15th day of December, 1993.**

**Signed by: Hazel McCallion - Mayor Terence L. Julian - City Clerk**

**THE CORPORATION OF THE CITY OF MISSISSAUGA  
TOW TRUCK LICENSING BY-LAW 638-93**

**Schedule 1 to By-law 638-93, as amended  
relating to Fees**

1. <u>TYPE OF LICENCE</u>	2003		2004*		2005*	
	<u>Original</u>	<u>Renewal</u>	<u>Original</u>	<u>Renewal</u>	<u>Original</u>	<u>Renewal</u>
Tow Truck Driver's	\$75.00	\$74.00	\$110.00	\$108.00	\$143.00	\$141.00
Tow Truck Owner's	\$197.00	\$188.00	\$197.00	\$188.00	\$197.00	\$188.00
2. <u>Other Fees</u>	<u>2003-2005*</u>					
Appeal Hearing Fee	\$324.00					
Driver's photo identification card replacement	\$ 12.00					
Photographs	\$ 19.00					
Replacement fee for loss of driver's or owner's licence	\$ 12.00					
Replacement fee for lost owner's licence sticker	\$ 6.00					
Replacement fee for lost owner's licence renewal sticker	\$ 3.00					
Search of Ontario Driving Record	\$ 12.00					

\* NOTE: These rates shall automatically increase and be rounded to the nearest dollar on the first day of January in each year, starting in 2004, by the percentage increase in the All Items Index of the Consumer Price Index (not seasonally adjusted) for the Toronto Census Metropolitan Area, published by Statistics Canada, during the 12-month period ending on October 1 in the year immediately preceding the rate increase date.

**THE CORPORATION OF THE CITY OF MISSISSAUGA**  
**THE TOW TRUCK LICENSING BY-LAW 638-93**

**SCHEDULE 2 ( 307-96, 498-97, 404-99, 209-01)**

## Permission to Tow a Vehicle



APPENDIX A  
**City of Mississauga**  
 Enforcement Division  
 300 City Centre Drive  
 MISSISSAUGA ON L5B 3C1  
 (905) 896-5573

In accordance with the Municipal By-laws, the owner/operator of the vehicle to be towed from the collision scene and the authorized Tow Truck Operator **MUST BOTH SIGN THIS FORM** before the commencement of the tow.

The personal information on this form is collected pursuant to Section 232 of the Municipal Act, R.S.O. 1990, c.M.45 and City of Mississauga By-law 638-93 as amended, and will be used in connection with towing of vehicles from a collision scene. Questions about the collection of personal information should be directed to the City of Mississauga Freedom of Information Coordinator, 300 City Centre Drive, Mississauga, Ontario, L5B 3C1, Telephone: 905-896-5421 (FOI Info. ONLY).

### 1. Completed by vehicle owner or driver

*This permission is for towing only and is in no way approval to initiate repairs.*

I, \_\_\_\_\_ have authorized the said named tow truck operator,  
 to tow my vehicle bearing Provincial Permit number \_\_\_\_\_  
 to the location of \_\_\_\_\_ at the inclusive Collision Tow Rate (shown to me)  
 as set out in the City of Mississauga Tow Truck By-law.

Note: In the event that the vehicle cannot be towed directly to a location of your choice, the tow operator must disclose in advance any additional charges as set out in the tariff of rates as filed with the municipality.

### 2. Completed by tow truck operator

Date \_\_\_\_\_  
 Operator's Name \_\_\_\_\_ Municipal Plate \_\_\_\_\_  
 Tow Company \_\_\_\_\_  
 Collision Location \_\_\_\_\_

### 3. Permission to tow the vehicle

Signature (Vehicle Owner/Agent) \_\_\_\_\_

Signature (Tow Truck Operator) \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Form 2191 (00/05) Distribution: WHITE: Tow Truck Operator, WHITE CARD: Vehicle Owner (including survey)

### Vehicle Owner Survey

Your feedback is important to us. Your answers and comments will help us to serve you better in the future.  
 The towing industry in the Region of Peel thanks you for your participation with this survey.  
 Simply drop this card into a mailbox ... postage paid.

- Date of tow \_\_\_\_\_ Vehicle towed from: \_\_\_\_\_
- 1) How would you rate the service of the tow truck operator? ☹ ☐ 1 ☐ 2 ☺ ☐ 3 ☐ 4 ☺ ☐ 5
- 2) Did the operator show you the Collision Tow Rate Sheet? ☐ Yes ☐ No
- 3) Did the operator explain your options to you? ☐ Yes ☐ No
- 4) Any additional comments?  
 \_\_\_\_\_  
 \_\_\_\_\_

Name (optional) \_\_\_\_\_

Daytime Telephone (optional) \_\_\_\_\_

**THE CORPORATION OF THE CITY OF MISSISSAUGA  
TOW TRUCK LICENSING BY-LAW 638-93**

**SCHEDULE 3  
COLLISION TOW RATES  
(498-97, 404-99, 209-01)**

- 1. Every owner and driver of a tow truck who offers to tow or tows a passenger vehicle, light duty van or truck not exceeding six thousand (6000) pounds (2721 kg) in towing weight from a collision scene, shall only charge or cause to be charged an all inclusive flat rate towing fee of two hundred dollars (\$200.00), no more and no less, with no other additional charges other than the applicable federal and provincial taxes. (404-99, 209-01)**
- 2. The fee described in Section 1 above shall not be charged or caused to be charged when the vehicles are damaged as a result of: (404-99)**
  - (1) mechanical failure, or**
  - (2) non moving vehicle fires,**

**unless in either case the damage to the vehicle is considered to be a reportable incident to the vehicle owners insurance carrier.**
- 3. Where section 2 of this Schedule applies, an owner and driver of a tow truck may only charge or cause to be charged a fee in accordance with schedule of rates filed with the License Manager. (404-99)**



# Corporate Report

Received by  
Clerk's Dept. APR 9 2001

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Originator's  
Files

GENERAL COMMITTEE AGENDA

APR 18 2001

**DATE:** April 4, 2001

**TO:** Chairman and Members of General Committee

**FROM:** Janice M. Baker, C.A.  
Commissioner of Corporate Services and Treasurer

**SUBJECT:** Tow Truck Licensing By-law

**ORIGIN:** Enforcement Division

**BACKGROUND:** Enforcement Division staff has continued to work with the Tow Truck Advisory Committee and Peel Regional Police to bring forward changes for improvements to the towing industry for Mississauga residents. Staff provided its last update in September, 1999 and this report will further update Committee members.

**COMMENTS:** In December of 2000, a report on towing, authored by Constable D. Stansbury of the Regional Pounds Bureau of the Peel Region Police, entitled "The State of Towing - July 1999 to June 2000", summarized the activity of various enforcement agencies, results of these initiatives and the results of informal surveys from within the industry and recommendations for improvements.

Based upon the findings of Constable Stansbury and upon information gathered by the Vehicle Licensing Section itself, through informal discussions with enforcement agencies, industry members and the Tow Truck Advisory Committee, a number of areas should be addressed in order to improve service to the public, reduce congestion at accident scenes, improve compliance with the By-law which requires the completion of the "Permission to Tow" form and amendment of the current rate charged for towing from a collision scene. This report details the findings as follows:



- **Reduction of congestion at collision scenes**

Currently By-law 638-93 prohibits licensed tow truck drivers from stopping or parking within sixty (60) metres (approx. 197 ft) of a collision location, except where the tow truck driver has been summoned to the location by an officer or hirer, or where there are fewer tow trucks at the collision location than vehicles apparently requiring the services of a tow truck.

An informal survey of police officers by Constable Stansbury indicated that there was still some crowding occurring at collision scenes and that some charges had been laid when drivers refused to voluntarily vacate the scene. Vehicle Licensing staff concur that this situation, while improved over previous years, remains problematic. As a remedy, the Tow Truck Advisory Committee supports an alteration to the by-law to increase the distance between tow trucks and the collision scene to two hundred (200) metres (approx. 656 ft).

The current sixty (60) metre distance is still close enough to allow drivers to exit their vehicles, walk to the collision scene and attempt to convince those involved in the collision to avail themselves of towing services.

At two hundred (200) metres, the drivers are less likely to exit their vehicles and walk the extra distance, leaving their vehicles unaccompanied at the road side. As a result, all stakeholders agree there should be less congestion at collision scenes and less opportunity for drivers to engage in behaviour that may be interpreted as being a "nuisance" under the by-law.

This amendment to change the distance to two hundred (200) metres would also harmonize the municipal by-law with the Ontario *Highway Traffic Act* which requires tow trucks to park or stop their vehicles more than 200 metres from a scene of an accident on a King's Highway, unless there are an insufficient number of tow trucks already at the scene.

This amendment would therefore reduce confusion regarding differentials for distance based on municipal or provincial roadways, improve consistency of enforcement and limit congestion at the scene of the collision.

- **Permission to Tow Forms**

"Permission to Tow" forms were first introduced in 1996 as "Authorization to Tow" forms and to date have met with limited success. Staff believe that this is in part due to the content of the form itself which has led to some confusion on the part of consumers. It has been widely stated within the industry that many of those involved in collisions refuse to sign these forms due to the fact that they believe that the form commits them to repair services from the garage for which the tow truck is affiliated.

A replacement form has been developed through the Vehicle Licensing Section which is intended to remedy the concerns identified. A draft copy of this form is attached to this report as Appendix 'A'. This form clearly indicates that the approval is given for the express purpose of towing a vehicle and "is in no way approval to initiate repairs".

This "Permission to Tow" form also contains an integrated Vehicle Owner Survey and is designed to assist the City's Vehicle Licensing staff with general feedback on towing services. The card containing the survey information may be returned to the City at no charge to the consumer.

- **All Inclusive Collision Tow Rate**

The collision tow rate was established in 1997 and limits the fee which any driver may collect for towing from a collision to one hundred and eighty-five dollars (\$185.00), excluding any applicable provincial or federal taxes. Since its inception there have been a number of increases to the operating costs for tow truck owners including sharply increasing fuel costs which has climbed from an average of 50 cents a litre in 1997 to 70.5 cents per litre in 2000. As well, By-law amendments to require that vehicles licensed as tow trucks be equipped with a full wrecker body, a wheel lift and have a gross vehicle weight rating of not less than ten thousand pounds (10,000 lbs), (4535 kg) has increased operating costs.

The Tow Truck Advisory Committee has requested an increase in the flat rate for towing from a collision scene from one hundred and eighty-five dollars (\$185) to two hundred dollars (\$200) which staff support.

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- **Public Awareness**

In order to increase public awareness regarding the rights of the customer and the duties of the Tow Truck Operators, Vehicle Licensing staff has developed a new brochure in conjunction with an ad-hoc committee of the Tow Truck Advisory Committee and the Mississauga Insurance Broker's Association.

This brochure, "What to do if you have a collision", provides a form for a driver to complete with information related to the collision that will streamline responses to any claim made and answer frequently asked questions. The brochure also identifies those circumstances when a police officer must be called to attend at the scene of a collision and identifies with maps the locations of area Collision Reporting Centres. A sample of the brochure has been attached as Appendix 'B'.

The Mississauga Insurance Brokers Association has agreed to distribute it through direct mail to their subscribers. Copies will also be available through the joint efforts of City of Mississauga Vehicle Licensing and Communications staff.

**CONCLUSION:**

It is generally believed that compliance with the by-laws governing the tow truck industry has increased over the past few years. This result was driven by a number of factors including increased awareness amongst tow truck operators of their responsibilities, the consultative approach of the Tow Truck Advisory Committee and enhanced enforcement initiatives undertaken by both Police and Municipal By-law enforcement agencies. Informal surveys conducted by police personnel indicates that this view is shared by the industry itself, though many participants indicated a belief that a large majority of the remaining problems within the industry stem from the behaviour of a small number of drivers. The group identified as problematic focuses much of their attention on the chasing aspect of the towing industry whereby operators patrol the streets looking for accidents.

As a result, it is generally felt that enforcement efforts should monitor this area closely in the future. Some of the problems caused by this activity may be ameliorated by adjustment to the by-law, starting with an increase in the distance that superfluous trucks must remain distanced from the scene of a collision. The restructuring of the form

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used by Tow Truck operators to obtain permission to tow a vehicle is also felt to be a positive step to increase compliance with the By-law and assist members of the public who require towing services at a collision scene.

It is further concluded that an adjustment in the flat rate for towing from the scene of a collision is warranted based on increasing fuel costs and equipment requirements.

Finally, a new brochure intended to assist vehicle owners and drivers on their responsibilities and expectations in case of a collision should aid public education and awareness.

- RECOMMENDATIONS:**
1. That Section 31(2) and 31(3) of Mississauga By-law 638-93, as amended be further amended to increase the minimum distance from sixty metres (60m) (approx. 196 ft) to two hundred metres (200 m) (approx. 653 ft).
  2. That Schedule 3, section 1 of City of Mississauga By-law 638-93, as amended be amended to read, *"Every owner and driver of a tow truck who offers to tow or tows a passenger vehicle, light duty van or truck not exceeding six thousand (6000) pounds (2721 kg) in towing weight from a collision scene, shall only charge or cause to be charged an all inclusive flat rate towing fee of two hundred dollars (\$200.00), no more and no less, with no additional charges other than the applicable federal and provincial taxes."*
  3. That Schedule 2 of By-law 638-93, as amended be replaced by the form identified in this report as "Permission to Tow A Vehicle".

CEB/JB/MF/lb

  
Janice M. Baker, C.A.

Commissioner of Corporate Services and Treasurer

# Peel Permission to Tow a Vehicle



APPENDIX A  
City of Mississauga  
Enforcement Division  
300 City Centre Drive  
MISSISSAUGA ON L5B 3C1  
(905) 896-5573

In accordance with the Municipal By-laws, the owner/operator of the vehicle to be towed from the collision scene and the authorized Tow Truck Operator **MUST BOTH SIGN THIS FORM** before the commencement of the tow.

The personal information on this form is collected pursuant to Section 232 of the Municipal Act, R.S.O. 1990, c.M.45 and City of Mississauga By-law 638-93 as amended, and will be used in connection with towing of vehicles from a collision scene. Questions about the collection of personal information should be directed to the City of Mississauga Freedom of Information Coordinator, 300 City Centre Drive, Mississauga, Ontario, L5B 3C1, Telephone: 905-896-5421 (FOI Info. ONLY).

## 1. Completed by vehicle owner or driver

*This permission is for towing only and is in no way approval to initiate repairs.*

I, \_\_\_\_\_ have authorized the said named tow truck operator to tow my vehicle bearing Provincial Permit number \_\_\_\_\_ to the location of \_\_\_\_\_ at the inclusive Collision Tow Rate (shown to me) as set out in the City of Mississauga Tow Truck By-law.

Note: In the event that the vehicle cannot be towed directly to a location of your choice, the tow operator must disclose in advance any additional charges as set out in the tariff of rates as filed with the municipality.

## 2. Completed by tow truck operator

Date \_\_\_\_\_

Operator's Name \_\_\_\_\_ Municipal Plate \_\_\_\_\_

Tow Company \_\_\_\_\_

Collision Location \_\_\_\_\_

## 3. Permission to tow the vehicle

Signature (Vehicle Owner/Agent) \_\_\_\_\_

Signature (Tow Truck Operator) \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

Form 2191 (09/05) Distribution: WHITE: Tow Truck Operator, WHITE-CARD: Vehicle Owner (including survey)

## Vehicle Owner Survey

Your feedback is important to us. Your answers and comments will help us to serve you better in the future.

The towing industry in the Region of Peel thanks you for your participation with this survey.

Simply drop this card into a mailbox ... postage paid.

Date of tow \_\_\_\_\_ Vehicle towed from: \_\_\_\_\_

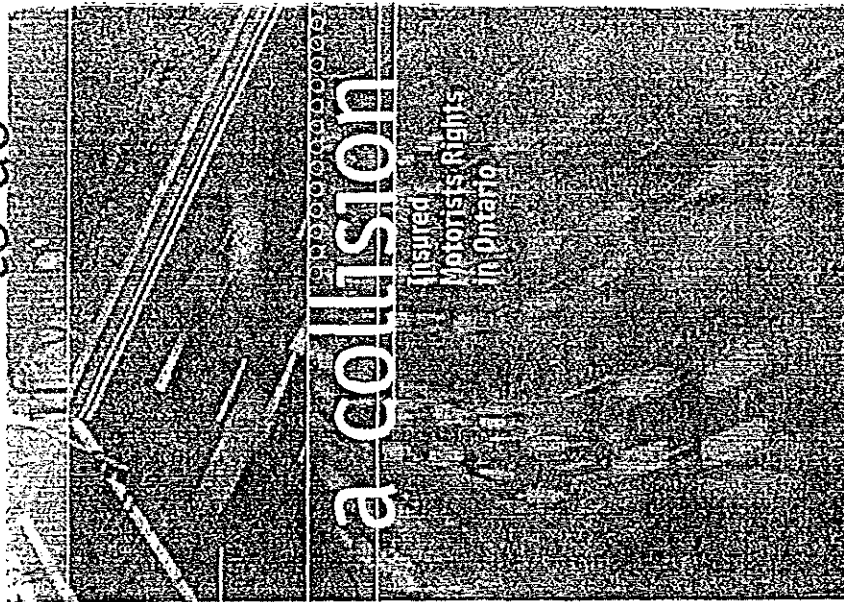
- 1) How would you rate the service of the tow truck operator? ☹ ☐ 1 ☐ 2 ☺ ☐ 3 ☐ 4 ☺ ☐ 5
- 2) Did the operator show you the Collision Tow Rate Sheet? ☐ Yes ☐ No
- 3) Did the operator explain your options to you? ☐ Yes ☐ No
- 4) Any additional comments?  
\_\_\_\_\_  
\_\_\_\_\_

Name (optional) \_\_\_\_\_

Daytime Telephone (optional) \_\_\_\_\_

APR 18 2001

# what to do



Insured  
Motorists' Rights  
in Ontario

## Frequently Asked questions

### Insured Motorists Rights in Ontario

- Can I indicate where I want my car to go to be repaired?  
Yes, you, as the motorist can direct the vehicle's destination.
- Do I have the right to select the shop that will repair my car?  
Yes. In order to expedite your claim, select the repair shop and notify your insurance agent, broker/claims adjuster.
- Do I need to get three estimates?  
That depends. Select your repair facility then notify your insurance company. Your insurance company will need to inspect the damage. Ask your insurance adjuster what he/she needs. Generally claims are handled by the company's claims department, not the agent/broker.
- Must I notify my insurance company before repairs?  
Before any repairs, please notify your insurance company or your agent/broker. Make a report and tell them where the damaged vehicle can be inspected.
- Who is responsible for the repairs?  
The autobody repair shop is responsible for the repairs. Make sure that you select a repair shop that is reputable, equipped to restore your automobile to its pre-accident condition, and has well-trained staff. You must authorize repairs.
- Does the Collision Reporting Centre take "fail to Remain Collision Reports?"  
The CRC will only deal with property damage; a police unit will be dispatched if the suspect vehicle is still in the area of the collision.

In case of a collision,  
please fill in the following details

DATE, TIME & LOCATION INFORMATION

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location of collision: \_\_\_\_\_

OTHER DRIVER'S INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home phone: \_\_\_\_\_

Business phone: \_\_\_\_\_

Driver's Lic. No./Prov/State: \_\_\_\_\_

Vehicle Plate Number: \_\_\_\_\_

Model: \_\_\_\_\_ Year: \_\_\_\_\_

Insurance Co: \_\_\_\_\_

Policy Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Attending Officer's Badge Number: \_\_\_\_\_

WITNESS INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home phone: \_\_\_\_\_

Business Phone: \_\_\_\_\_

YOUR VEHICLE TOWING INFORMATION

Licensed towing companies are authorized to charge an all-inclusive flat rate for towing services within the Region of Peel. All towing companies also must file their schedule of rates for towing services outside the boundaries of Mississauga. The driver is required to sign the appropriate schedule of rates to the potential customer. Both parties must complete an permission to tow form which indicates the name of the licensed operator and the customer's desired destination for the towed vehicle.

Address towed to: \_\_\_\_\_

Business Phone: \_\_\_\_\_

City of  
MISSISSAUGA

For more information visit:  
[www.city.mississauga.on.ca](http://www.city.mississauga.on.ca)

Distributed with the assistance of your  
Mississauga Insurance Broker. [www.miba.ca](http://www.miba.ca)



**The Highway Traffic Act requires that all collisions, where persons are injured, or damage is valued at more than \$1,000.00 (to vehicles, personal property, or highway property) must be reported to police forthwith.**

## A Police Officer Must Attend

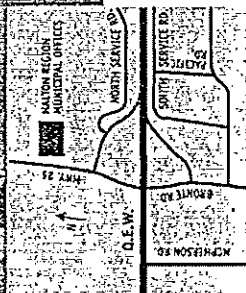
**under any of the following circumstances, without exception**

- Collisions involving injury or death
- Criminal activity involved in collision (e.g., impaired driving, stolen vehicle, assault, etc).
- Collisions involving Federal, Provincial, or Municipal vehicles (including public transit)
- Collisions involving vehicles transporting dangerous goods
- Collisions involving a person who is uninsured or is a suspended driver
- Collisions involving damage to private, municipal or highway property
- Collisions involving bicycles or pedestrians
- Involved party refuses to provide required information

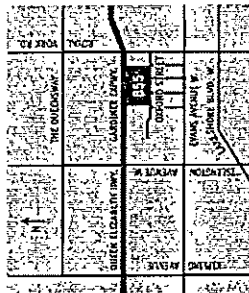


If a collision occurs in the City of Brampton and Mississauga, Peel Regional Police will attend. For Burlington, please use the Halton Regional Police Service CRC. For Caledon, O.P.P. officers will attend the accident location. For collisions on the highways patrolled by the Ontario Provincial Police detachments for Port Credit and Downsview, you may go to any of the Collision Reporting Centres.

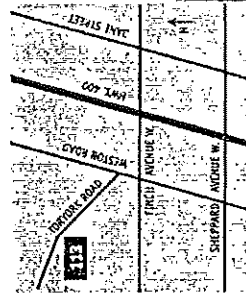
## Collision Reporting Centres (CRC)



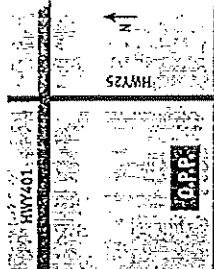
Halton Regional Police Headquarters  
On Highway 25, north of QEW, Oakville, Ontario,  
905-825-4777



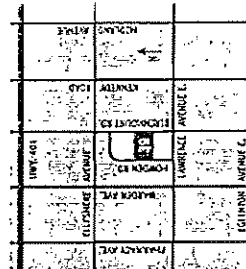
West Toronto Collision Reporting Centre  
855 Dandridge Street, Toronto, Ontario,  
416-808-2500



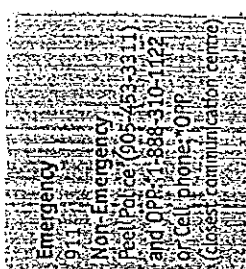
North Toronto Collision Reporting Centre  
111 York Road, Toronto, Ontario,  
416-808-2500



O.P.P. Detachment - Hwy 25 & Steeles  
(Collision Reporting Centre)  
203 Steeles Avenue, Milton, Ontario, 905-878-2207



East Toronto Collision Reporting Centre  
39 Howden Road, Toronto, Ontario,  
416-808-4760



Peel Collision Reporting Centre  
111 York Road, Toronto, Ontario,  
416-808-2500

## action to be taken

### before attending a Collision Reporting Centre (CRC)

- If it is safe to do, remove vehicles from roadway.
- As required by law, exchange information with the other involved parties (Names, driver's licence #, addresses, phone numbers, insurance and vehicle particulars).
- Obtain names and phone numbers of independent witnesses, (if any).
- Go with your vehicle to the CRC most convenient to you. (Refer to maps)
- Bring your documentation with you to the CRC (Driver's licence, ownership, and insurance)





# Corporate Report

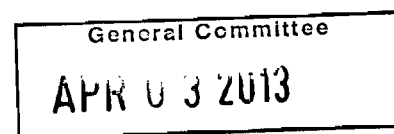
Clerk's Files

Originator's  
Files

7.

**DATE:** March 13, 2013

**TO:** Chair and Members of General Committee  
Meeting Date: April 3, 2013



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

**SUBJECT:** **Recommended Changes to the Tow Truck Licensing By-law 521-04, as amended, for the Licensing of Tow Truck Drivers**

- RECOMMENDATION:**
1. That a by-law be enacted to amend the Tow Truck Licensing By-law 521-04, as amended, to incorporate the licensing requirements for tow truck drivers as outlined in the report from the Commissioner, Transportation and Works, dated March 13, 2013 and titled Recommended Changes to the Tow Truck Licensing By-law 521-04, as amended, for the Licensing of Tow Truck Drivers.
  2. That the moratorium be lifted for the issuing of any new tow truck driver licences.

**REPORT  
HIGHLIGHTS:**

- Provisions contained in the Tow Truck Licensing By-law 521-04, as amended, do not provide adequate assurances to the public that tow truck drivers operating in Mississauga will drive and act in a manner that assures public safety and consumer protection.
- This report recommends that the Tow Truck Licensing By-law 521-04, as amended, be revised to provide more effective licensing requirements for tow truck drivers to better protect the consumer and the public in light of the duty of care the City is required to provide.



**BACKGROUND:**

The Towing Industry Advisory Committee (TIAC) requested that staff review the current Tow Truck Licensing By-law 521-04, as amended, to ensure that the by-law addresses the needs of the public and the towing industry. In addition, Peel Regional Police (PRP) have expressed concern with the conduct of tow truck drivers, licensed in the City of Mississauga, varying from public safety, criminal activity and breaches of consumer protection. In conjunction with these requests, staff conducted a review of a number of Mississauga tow truck driver licences. The review resulted in a number of suspensions of tow truck driver licences under the by-law and an increase in the number of applications to the Mississauga Appeal Tribunal.

At its meeting of Tuesday, February 19, 2013, the TIAC considered a report from the Commissioner, Transportation and Works, regarding the licensing requirements for tow truck drivers, and approved the following recommendation:

*"TIAC-0002-2013*

- 1. That the report from the Commissioner, Transportation and Works, dated January 30, 2013 titled Amendments to the Tow Truck Licensing By-law 521-04, as amended, for the Licensing of Tow Truck Drivers, be received.*
- 2. That staff incorporate comments from the Towing Industry Advisory Committee and prepare a report to be considered by General Committee on the recommended changes to the requirements for the licensing of tow truck drivers."*

This recommendation was approved by General Committee on February 27, 2013 and adopted by Council on March 6, 2013. A copy of the report from the Commissioner, Transportation and Works, dated January 30, 2013 is attached as Appendix 1.

This report is in response to TIAC-0002-2013 and includes:

- The verbal comments made by the towing industry representatives on the TIAC at its meeting of February 19, 2013 on the report from the Commissioner, Transportation and Works dated January 30, 2013;

- the comments received from PRP on the report from the Commissioner, Transportation and Works dated January 30, 2013;
- staff's response to the comments received; and,
- the recommended changes to the licensing requirements for tow truck drivers.

**COMMENTS:**Results of Staff Review

Staff reviewed the tow truck licensing by-laws of Brampton, Caledon, Halton Hills, Oakville, Hamilton, Burlington, Vaughan and Toronto. Tow truck drivers are licensed in almost all municipalities and are required to provide a criminal record search (CRS) and a driver abstract when applying for a tow truck driver's licence.

Proposed By-law Amendments

Staff reviewed the *Highway Traffic Act* (HTA) demerit point system and the City of Toronto's business licensing thresholds to ascertain the standards that should be incorporated into the amended by-law. In addition, PRP have a requirement in all of their towing contracts that any tow truck driver contracted to do a police seizure must have a clear criminal record.

Currently the Tow Truck Licensing By-law 521-04, as amended, does not specify criteria for granting a licence to tow truck drivers who have a criminal record and/or demerit points and leaves the decision open to interpretation. The driver abstract is currently reviewed by the Licence Manager when a tow truck driver reaches seven demerit points. The present requirements of the by-law when used in concert with these practices result in more hearings before the Mississauga Appeal Tribunal.

Concerns raised by the towing industry and by PRP are focused on Mississauga tow truck driver activities and driving habits after the issuance of the licence. Moreover, following a detailed review of numerous concerns brought to the attention of the Licence Manager by

PRP, staff have determined that appropriate changes to the by-law should include the requirement to possess a valid driver's licence and the requirement for a driver abstract (containing not more than six demerit points) to be provided on initial application and each year on licence renewal. An applicant, for a new licence or a renewal, must also provide a CRS clear of any convictions for the five years prior to the date of application. In the event of any conviction listed on Appendix 2, Criminal Code Convictions Not Acceptable, the application for the licence will be denied.

In addition, any one HTA conviction which holds a value of four or more demerit points constitutes a serious offence under the HTA. This would constitute grounds for the refusal to license or renew a driver until such time as the driver abstract has been cleared of the serious offence and/or the combination of less serious offences exceeding six demerit points. Further, the draft by-law includes a provision that the tow truck driver's licence will be immediately revoked by the Licence Manager at any time the City becomes aware of: a conviction for a serious HTA offence (four demerit points or more); the tow truck driver having more than six demerit points; or, a conviction as outlined in Appendix 2, Criminal Code Convictions Not Acceptable.

The recommended licensing requirement for tow truck drivers would apply immediately for all new applicants. A one year phase in period commencing on the date of Council's approval of the revised by-law would be applied for existing licensed tow truck drivers.

In staff's view, the by-law must provide clear direction for the issuance or refusal of the tow truck driver's licence.

It is recommended that a by-law be enacted, to amend the Tow Truck Licensing By-law 521-04, as amended, to incorporate the changes to the licensing requirements for tow truck drivers as outlined in this report.

#### Comments Received

In an e-mail sent by staff immediately following the TIAC meeting of February 19, 2013, the towing industry representatives on the TIAC

were asked to provide written comments to staff by Tuesday, March 5, 2013 on the recommended changes to the by-law. No written comments were subsequently received by staff. However, industry representatives on the TIAC did provide verbal comments at the TIAC meeting of February 19, 2013. The following summarizes these comments as well as staff's responses:

**Towing Industry Representative Comment #1:**

"Is a Criminal Record Search (CRS) is required to go back five years to receive a pardon."

**Staff Response:**

New tow truck drivers and existing drivers are required to provide a CRS clear of any *Criminal Code of Canada* convictions for five years prior to the date of application. In addition, more serious *Criminal Code of Canada* convictions, regardless of their timing, will make the applicant or existing tow truck driver ineligible.

Record suspensions (formerly pardons) are ordered, refused to order or revoked by the Parole Board of Canada under the *Criminal Records Act*. A person can apply for a record suspension after they have completed all sentences followed by a waiting period. For summary offences the waiting period is five years and for indictable offences, the waiting period is 10 years. Applications from persons with summary convictions seeking a record of suspension are processed within six months of application acceptance and applications from persons with indictable convictions seeking a record of suspension are processed within 12 months of application acceptance. Applications in which the Parole Board of Canada is proposing to refuse to order a record suspension require up to 24 months after application acceptance to complete.

**Towing Industry Representative Comment #2:**

Clarification was sought regarding a driver abstract containing four major demerit points and six minor demerit points.

Staff Response:

New tow truck drivers on initial application, and existing tow truck drivers on renewal or when it comes to the attention of the Licence Manager, are required to possess a valid driver's licence, a driver abstract containing not more than six demerit points or not showing one single infraction of four demerit points or more. A phase in period of one year from the date of Council's adoption of the by-law will be provided for existing tow truck drivers for the recommended licensing requirements.

**Towing Industry Representative Comment #3:**

A towing industry representative noted his support with providing a CRS but expressed concern with the driver abstract guidelines.

Staff Response:

The staff recommendations for the licensing of tow truck drivers are aimed at protecting the public in light of the duty of care the City is required to provide. The recommendations do in fact propose a point system for the City of Mississauga and the recommended point system is consistent with provincial standards regarding the seriousness of the driving convictions.

**Towing Industry Representative Comment #4:**

Concerns were raised regarding driving infractions incurred while driving one's personal vehicle that could result in losing a tow truck driver licence and it was requested that the decision of renewal of a licence be left up to the Licence Manager.

Staff Response:

The licensing guidelines apply to convictions and not infractions. In addition, as professional drivers, tow truck drivers are expected to operate their vehicles safely at all times. Further, to mitigate any future misunderstandings, the by-law must provide clear direction for the issuance or refusal of the tow truck driver's licence.

**Towing Industry Representative Comment #5:**

It was suggested that the City of Mississauga have their own point system for drivers to follow and various driving infractions that could be considered for non-renewal were outlined.

**Staff Response:**

The staff recommendations for the licensing of tow truck drivers are aimed at protecting the public in light of the duty of care the City is required to provide. The recommendations do in fact propose a point system for the City of Mississauga, and the recommended point system is consistent with provincial standards regarding the seriousness of the driving convictions.

The report from the Commissioner, Transportation and Works, dated January 30, 2013 was also provided to PRP for comments. The following summarizes the comments received on the report from PRP:

**Peel Regional Police Comment #1:**

“On page two of the Corporate Report, with reference to criminal convictions listed on Appendix 1, it is proposed that, “...the application for the licence will be denied unless the Licence Manager using his or her discretion determines otherwise.” It would be my submission that the use of discretion should be removed for any conviction deemed to be “Not Acceptable” as listed on Appendix 1, in order to ensure fairness, consistency in the process, and provide the public with the level of protection that is deserved. Investigation into convictions in order to waive a particular conviction would be difficult without access to investigative files and other supporting documents. Items that the City of Mississauga By-Law Department would not have access to on their own.”

**Staff Response:**

The intent is to not license any tow truck drivers with convictions showing on the supporting document titled, Criminal Code Convictions Not Acceptable, attached to this report and the draft by-law reflects this requirement.

**Peel Regional Police Comment #2:**

“Page three of the Corporate Report in reference to what constitutes grounds for refusal to licence or renew a driver reads, “In addition, any one HTA charge which holds a value of four or more demerit points constitutes a serious offence under the HTA. This would constitute grounds for the refusal to licence or renew a driver...” Clarification is needed to determine if the draftsmen means to use “charge” or meant to use “conviction”. Any conviction for a serious offence should result in an **automatic** refusal”.

**Staff Response:**

“Charge” has been replaced with “conviction” to reflect staff’s intent and the draft by-law has been amended accordingly.

**Peel Regional Police Comment #3:**

“While it is agreed that a phase in period is warranted, a phase in period of two years is excessive and protects bad operators, keeping them behind the wheel. Public safety is paramount, and it is with that in mind that I would recommend a phase in period of one year.”

**Staff Response:**

The phase in period has been reduced from two years to one year and the draft by-law has been amended accordingly.

**Peel Regional Police Comment #4:**

“Over the past few years we have seized several tow trucks for a seven day period, (under the Stunt Driving provisions of the Highway Traffic Act), for abhorrent driving conduct by tow truck operators “racing” to collision scenes. A stunting or careless driving conviction carries with it 6 demerit points and would be classified as a “serious offence”. It seems inappropriate that after a conviction for this type of threat to motorists and pedestrians that a tow truck operator could still be licenced by the City to conduct business for the balance of his tow licence renewal. There should be a provision that; at any time that the City of Mississauga becomes aware of a conviction for a serious HTA

violation, or a conviction for an offence as outlined in Appendix 1 that a Tow Truck operator licence will be automatically suspended without having to wait for a renewal period. A driver's licence suspension is not a statutory requirement upon conviction."

Staff Response:

The draft by-law will include a provision that at any time the City of Mississauga becomes aware of a conviction for a serious HTA violation (four demerit points or more), of the tow truck driver having more than six demerit points or of a conviction as outlined on the supporting document titled Criminal Code Convictions Not Acceptable, the tow truck driver licence will be immediately revoked by the Licence Manager.

Tow Truck Driver Licensing Moratorium

At its meeting of July 4, 2012, Council approved the following:

"GC-0519-2012

*The Towing Industry Advisory Committee recommends an immediate moratorium be placed on the issuance of any new tow truck and tow truck drivers licences issued by the City of Mississauga, pending a review of Tow Truck Licensing By-law 521-04, as amended, and that the by-law be amended to include more stringent licensing requirements. (TIAC - 0014-2012)"*

On September 12, 2012, Council approved an amendment to the tow truck plates and tow truck driver licensing moratorium (0200-2012), in response to towing industry concerns. These amendments provided for an exemption to the moratorium for the issuing of new tow truck driver licences subject to the new tow truck driver applicant providing a current clear CRS, possessing a valid driver's licence and providing a current driver abstract showing three demerit points or less.

Should the by-law be amended as outlined in this report, staff would also recommend that the moratorium be lifted for the issuing of new tow truck driver licences.

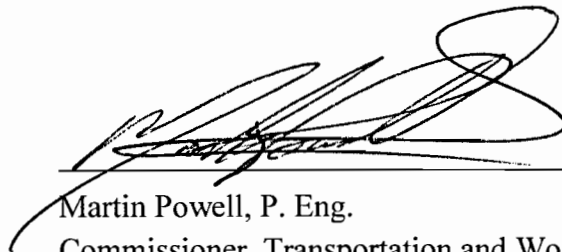


**FINANCIAL IMPACT:** No direct financial impact will be experienced by The Corporation of the City of Mississauga.

**CONCLUSION:** Provisions contained in the Tow Truck Licensing By-law 521-04, as amended, do not provide adequate assurances to the public that tow truck drivers operating in Mississauga will drive and act in a manner which assures public safety and consumer protection. As a result, staff recommend that the by-law be amended as outlined in this report, to better protect the consumer and the public in light of the duty of care the City is required to provide. Subject to these changes being made to the by-law, staff also recommend that the moratorium be lifted for the issuing of new tow truck driver licences.

**ATTACHMENTS:** Appendix 1: Report from the Commissioner, Transportation and Works dated January 30, 2013 and titled Amendments to the Tow Truck Licensing By-law 521-04, as amended, for Licensing of Tow Truck Drivers.

Appendix 2: Criminal Code Convictions Not Acceptable



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

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



## **Corporate Report**

Clerk's Files

Originator's  
Files

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**DATE:** January 30, 2013

**TO:** Towing Industry Advisory Committee  
Meeting Date: February 19, 2013

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

**SUBJECT:** Amendments to the Tow Truck Licensing By-law 521-04 , as amended, for the Licensing of Tow Truck Drivers

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- RECOMMENDATION:**
1. That the report from the Commissioner, Transportation and Works, dated January 30, 2013 titled Amendments to the Tow Truck Licensing By-law 521-04, as amended, for the Licensing of Tow Truck Drivers, be received.
  2. That staff incorporate comments received from the Towing Industry Advisory Committee and prepare a report to be considered by General Committee on the recommended changes to the requirements for the licensing of tow truck drivers.

**BACKGROUND:** The Towing Industry Advisory Committee requested staff review the current Tow Truck Licensing By-law 521-04, as amended, to ensure the by-law addresses the needs of the public and the towing industry. In addition, Peel Regional Police (PRP) have expressed concern with the conduct of tow truck drivers licensed in the City of Mississauga varying from public safety, criminal activity and breaches of consumer protection. In conjunction with these requests, staff have conducted a review of a number of Mississauga tow truck driver licences. The review has resulted in a number of suspensions of tow truck driver licences under the by-law and an increase in the number of applications to the Mississauga Appeal Tribunal.

**COMMENTS:**

Staff reviewed the tow truck licensing by-laws of Brampton, Caledon, Halton Hills, Oakville, Hamilton, Burlington, Vaughan and Toronto. Tow truck drivers are licensed in almost all municipalities and are required to provide a criminal record search (CRS) and a driver abstract when applying for a tow truck driver's licence.

Staff reviewed the *Highway Traffic Act* (HTA) demerit point system and the City of Toronto's business licensing thresholds to ascertain the standards that should be incorporated into the amended by-law. In addition, PRP, have a requirement in all their towing contracts that any tow truck driver contracted to do a police seizure must have a clear criminal record.

Currently the Tow Truck Licensing By-law 521-04, as amended, does not specify criteria for granting a licence to tow truck drivers who have a criminal record and/or demerit points and as such leaves the decision open to interpretation. The driver abstract is currently reviewed by the Manager, Mobile Licensing Enforcement, when a tow truck driver reaches seven demerit points. The present requirements of the by-law when used in concert with these practices result in more hearings before the Mississauga Appeal Tribunal.

Concerns raised by the industry and by PRP are focused on Mississauga tow truck driver activities and driving habits after the issuance of the licence. Moreover, following a detailed review of numerous concerns brought to the attention of the Manager, Mobile Licensing Enforcement, by PRP, staff have determined that appropriate changes to the by-law should include the requirement to possess a valid driver's licence and the requirement for a driver abstract (containing not more than six demerit points) to be provided on initial application and each year on licence renewal. An applicant, for a new licence or a renewal, must also provide a CRS clear of any convictions for the five years prior to the date of application. In the event of any conviction listed on Appendix 1, Criminal Code Convictions Not Acceptable, the application for the licence will be denied unless the Licence Manager using his/her discretion determines otherwise. Convictions older than five years and not listed in Appendix 1, will not be used as a determining factor to refuse to license a tow truck driver except at the discretion of the Licence Manager.

In addition, any one HTA charge which holds a value of four or more demerit points constitutes a serious offence under the HTA. This would constitute grounds for the refusal to licence or renew a driver until such time as the driver abstract has been cleared of the serious offence and/or the combination of less serious offences exceeding six demerit points. These requirements would apply to all new drivers. A two year phase in period commencing on the date of Council's approval of the revised by-law would be applied to allow existing licensed drivers the opportunity to take appropriate steps to clear their CRS and driver abstract. The by-law must provide clear direction for the issuance or refusal of the tow truck driver's licence.

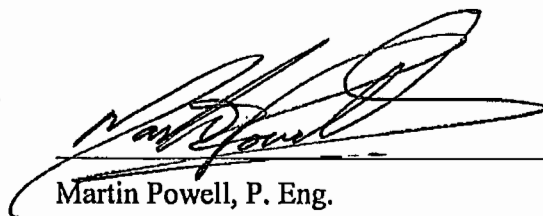
At its meeting of September 12, 2012, Council approved an amendment to the tow truck plates and tow truck driver licensing moratorium, in response to industry concerns. These amendments provided for an exemption to the moratorium for the issuing of new tow truck driver licences subject to the new tow truck driver applicant providing a current clear CRS, possessing a valid driver's licence and providing a current driver abstract showing three demerit points or less.

Should the by-law be amended as outlined in this report, staff would also recommend that the tow truck plates and tow truck driver licensing moratorium be lifted.

**FINANCIAL IMPACT:** No direct financial impact would be experienced by the Corporation of the City of Mississauga.

**CONCLUSION:** Provisions contained in the Tow Truck Licensing By-law 521-04, as amended, do not provide adequate assurances to the public that tow truck drivers operating in Mississauga will drive and act in a manner which assures public safety and consumer protection. As a result, staff recommend that the by-law be amended as outlined in this report; and, that subject to the changes being made, staff also recommend that the tow truck plate and tow truck driver licensing moratorium be lifted.

**ATTACHMENTS:**      Appendix 1: Criminal Code Convictions Not Acceptable

A handwritten signature in black ink, appearing to read 'Martin Powell', is written over a horizontal line.

Martin Powell, P. Eng.

Commissioner, Transportation and Works Department

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

## Criminal Code Convictions Not Acceptable

<u>Criminal Code Offences</u>	<u>Description</u>
Explosives	Using explosives; possession.
Terrorism	Providing or collecting property for certain activities; providing or making available property or services for terrorist purposes; using or possessing property for terrorist purposes; participation in activity of terrorist group; facilitating terrorist activity; instructing to carry out activity for terrorist group; instructing to carry out terrorist activity.
Firearms and Weapons	Using firearms (including imitation) in commission of offence; careless use of firearm; pointing a firearm; possession of weapon for dangerous purposes; carrying weapon while attending public meeting; carrying concealed weapon; unauthorised possession of firearm; possession of firearm knowing its possession is unauthorised; possession at unauthorised place; unauthorised possession in motor vehicle; possession of prohibited or restricted firearm with ammunition; possession of weapon obtained by commission of offence; breaking and entering to steal firearm; robbery to steal firearm; weapons trafficking; possession for purpose of weapons trafficking; transfer without authority; making automatic firearm; discharging firearm with intent; causing bodily harm with intent — air gun or pistol.
Sexual Offences against Minors	Sexual interference; invitation to sexual touching; sexual exploitation; sexual exploitation of person with disability; incest; making child pornography; parent or guardian procuring sexual activity; householder permitting sexual activity; corrupting children; luring a child; prostitution of person under eighteen.
Sexual Offences against persons other than minors	Sexual exploitation of person with disability; incest; indecent acts; sexual assault.
Criminal Negligence	Causing death by criminal negligence; causing bodily harm by criminal negligence.
Murder	Murder; manslaughter; infanticide; attempt to commit murder; accessory to murder.
Operation of vehicles, vessels, or aircraft	Dangerous operation of motor vehicles, vessels and aircraft; flight; causing death by criminal negligence (street racing); causing bodily harm by criminal negligence (street racing); dangerous operation of motor vehicle while street racing; failure to stop at scene of accident; operation while impaired; operation while disqualified.
Harassment and threats	Criminal harassment; uttering threats; intimidation.
Assault	Assault; assaulting a peace officer.

## Appendix 1

## Criminal Code Convictions Not Acceptable

<u>Criminal Code Offences</u>	<u>Description</u>
Major assault and sexual assault offences	Sexual assault with a weapon, threats to a third party or causing bodily harm; aggravated sexual assault; assault with a weapon or causing bodily harm; aggravated assault; unlawfully causing bodily harm.
Confinement	Kidnapping; Trafficking in persons; Hostage taking; Abduction of person under sixteen; Abduction of person under fourteen; Abduction in contravention of custody order; Abduction.
Theft Over, forgery and fraud	Theft over; destroying documents of title; fraudulent concealment; theft and forgery of credit card; theft from mail; forgery; uttering forged document; drawing document without authority; fraud; using mails to defraud; arson for fraudulent purpose.
Robbery and extortion	Robbery; extortion.
Breaking and entering	Breaking and entering.
Possession of property obtained by crime	Possession of property obtained by crime; possession of property obtained by excise offences.
Arson	Arson.
Counterfeit money	Making counterfeit money.
Participation in criminal organisation	Participation in criminal organisation; Commission of offence for criminal organisation; instructing commission of offence for criminal organisation.
Trafficking	Trafficking in controlled substance - Schedule I or II - Schedule III - Schedule IV
Importing and exporting	Importing and exporting of controlled substance - Schedule I or II - Schedule III - Schedule IV
Production	Production of controlled substance - Schedule I or II (except marihuana) - Schedule III - Schedule IV

## Criminal Code Convictions Not Acceptable

<u>Criminal Code Offences</u>	<u>Description</u>
Explosives	Using explosives; possession.
Terrorism	Providing or collecting property for certain activities; providing or making available property or services for terrorist purposes; using or possessing property for terrorist purposes; participation in activity of terrorist group; facilitating terrorist activity; instructing to carry out activity for terrorist group; instructing to carry out terrorist activity.
Firearms and Weapons	Using firearms (including imitation) in commission of offence; careless use of firearm; pointing a firearm; possession of weapon for dangerous purposes; carrying weapon while attending public meeting; carrying concealed weapon; unauthorized possession of firearm; possession of firearm knowing its possession is unauthorized; possession at unauthorized place; unauthorized possession in motor vehicle; possession of prohibited or restricted firearm with ammunition; possession of weapon obtained by commission of offence; breaking and entering to steal firearm; robbery to steal firearm; weapons trafficking; possession for purpose of weapons trafficking; transfer without authority; making automatic firearm; discharging firearm with intent; causing bodily harm with intent — air gun or pistol.
Sexual Offences against Minors	Sexual interference; invitation to sexual touching; sexual exploitation; sexual exploitation of person with disability; incest; making child pornography; parent or guardian procuring sexual activity; householder permitting sexual activity; corrupting children; luring a child; prostitution of person under eighteen.
Sexual Offences against persons other than minors	Sexual exploitation of person with disability; incest; indecent acts; sexual assault.
Criminal Negligence	Causing death by criminal negligence; causing bodily harm by criminal negligence.
Murder	Murder; manslaughter; infanticide; attempt to commit murder; accessory to murder.
Operation of vehicles, vessels, or aircraft	Dangerous operation of motor vehicles, vessels and aircraft; flight; causing death by criminal negligence (street racing); causing bodily harm by criminal negligence (street racing); dangerous operation of motor vehicle while street racing; failure to stop at scene of accident; operation while impaired; operation while disqualified.



## Appendix 2

## Criminal Code Convictions Not Acceptable

<u>Criminal Code Offences</u>	<u>Description</u>
Harassment and threats	Criminal harassment; uttering threats; intimidation.
Assault	Assault; assaulting a peace officer.
Major assault and sexual assault offences	Sexual assault with a weapon, threats to a third party or causing bodily harm; aggravated sexual assault; assault with a weapon or causing bodily harm; aggravated assault; unlawfully causing bodily harm.
Confinement	Kidnapping; Trafficking in persons; Hostage taking; Abduction of person under sixteen; Abduction of person under fourteen; Abduction in contravention of custody order; Abduction.
Theft Over, forgery and fraud	Theft over; destroying documents of title; fraudulent concealment; theft and forgery of credit card; theft from mail; forgery; uttering forged document; drawing document without authority; fraud; using mails to defraud; arson for fraudulent purpose.
Robbery and extortion	Robbery; extortion.
Breaking and entering	Breaking and entering.
Possession of property obtained by crime	Possession of property obtained by crime; possession of property obtained by excise offences.
Arson	Arson.
Counterfeit money	Making counterfeit money.
Participation in criminal organization	Participation in criminal organization; Commission of offence for criminal organization; instructing commission of offence for criminal organization.
Trafficking	Trafficking in controlled substance - Schedule I or II - Schedule III - Schedule IV
Importing and exporting	Importing and exporting of controlled substance - Schedule I or II - Schedule III - Schedule IV
Production	Production of controlled substance - Schedule I or II (except marihuana) - Schedule III - Schedule IV

# City of Mississauga Corporate Report



Date: March 14, 2016

To: Chair and Members of Towing Industry Advisory Committee

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

Originator's files:

Meeting date:  
2016/03/22

## Subject

Amendments to the Tow Truck Licensing By-law 521-04, as amended, requirements for the use of "Permission to Tow Vehicle" forms.

## Recommendation

That the Towing Industry Advisory Committee provide comments to staff, for inclusion in a future report to General Committee, on the report from the Commissioner of Transportation and Works dated March 14, 2016 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, requirements for the use of "Permission to Tow Vehicle" forms.

## Background

Staff have received numerous complaints about breaches of by-laws while vehicles are being towed as a result of vehicle collisions and/or vehicle breakdowns. The by-law requires that all vehicles involved in a collision have a "Permission to Tow Vehicle" form signed by the vehicle owner/operator prior to the vehicle being towed. Related issues have also been raised at the provincial level by the Minister of Consumer Affairs, which resulted in *Bill 15, Fighting Fraud and Reducing Automobile Insurance Rates Act*. The complaints range from the "Permission to Tow Vehicle" form not being signed and often not provided to the consumer, the consumer not being made aware of their rights, other forms being used, confusion as to what form is being signed by the consumer and a number of other issues related to the existing "Permission to Tow Vehicle" forms.

The by-law requires that all vehicles being towed as a result of a collision require that a "Permission to Tow Vehicle" form be signed. The intent of the form is to protect both the tow truck driver and the vehicle owner/operator. The forms are maintained by the tow truck driver for a period of 90 days and are required to be made available to a Municipal Law Enforcement Officer (MLEO), Licence Manager or Police Officer on request. Often the forms are not made available by the tow truck driver and when they are provided, the forms are not complete, are questionable as to their content and do not provide consumer protection due to the lack of validation.

The Canadian Automobile Association approached staff to discuss *Bill 15* and felt that due to the nature of their business they would be exempt from the requirement to use "Permission to Tow Vehicle" forms.

## Comments

Staff have reviewed the by law and identified concerns with the present use of the "Permission to Tow Vehicle" forms. Currently the by-law states that every vehicle involved in a collision must complete a "Permission to Tow Vehicle" form prior to commencing a tow and the tow truck driver must maintain the forms for 90 days and provide them on request to a MLEO, Licence Manager or Police Officer. This requirement needs to be amended to ensure that the "Permission to Tow Vehicle" forms provide adequate information and consumer protection.

The Provincial *Bill 15, Fighting Fraud and Reducing Automobile Insurance Rates Act* has provided for a number of provisions, which will address the concerns with the content, which will be incorporated into the form (see appendix 1).

Staff have designed a new "Permission to Tow Vehicle" form which is a three part, sequentially numbered form. The by-law will require amendments to include that the original portion will be provided to the hirer, the second copy provided to Mobile Licensing Enforcement within 10 business days and the third copy maintained by the towing company for one year. The form will also contain education for consumers on their rights in accordance with all relevant regulations. A copy of the proposed "Permission to Tow" vehicle form will be distributed at the TIAC meeting of March 22, 2016.

Staff reviewed CAA's questions regarding exemptions to the "Permission to Tow Vehicle" forms. While CAA operators perform services for CAA, they are also operating in Mississauga as individual operators and performing all the services that all other tow trucks perform including attending accidents and vehicle break downs that have not been dispatched by CAA. While CAA may be exempt, there operators who operate independently need to be held to the same standards as the rest of the industry. Exemptions for the use of "Permission to Tow Vehicle" forms should only be applied when an operator has proven that they are providing the service under a prepaid agreement or membership to an auto club and the service is being provided with no charges to the consumer.

## Financial Impact

No direct financial impact would be experienced by the City of Mississauga.

## Conclusion

Staff recommend that the Tow Truck Licensing By-law 521-04, as amended, be amended to include requirements that a the "Permission to Tow Vehicle" form include all information as


provided by *Bill 15* for record keeping and educational information to ensure consumer protection.

Furthermore staff recommend that the by-law be amended to require that the original copy of the three part "Permission to Tow Vehicle" form be provided to the hirer, the second copy be provided to Mobile Licensing Enforcement within 10 business days and the final copy be maintained by the towing company for a period of one year from the date of the tow.

Staff further recommend that auto services that operate under prepaid agreements or membership and do not charge the consumer a fee for the specific tow or service shall be exempt. This exemption shall only apply to a tow truck driver when he/she provides proof that they are operating in that capacity. All other tows will be required to maintain the "Permission to Tow Vehicle" forms in accordance with the by-law.

## Attachments

Appendix 1: Stronger Rules for Towing and Vehicle Storage Services

A handwritten signature in black ink, appearing to read 'Martin Powell', with a large, stylized flourish at the end.

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

Prepared by: Daryl Bell, Manager of Mobile Licensing

## **Stronger Rules for Towing and Vehicle Storage Services**

December 17, 2015 2:59 P.M.

The Ontario government is strengthening consumer protection by introducing new rules for towing and vehicle storage services. These new rules will help Ontario's drivers make informed decisions and have confidence that they will be dealt with in an honest and fair way when their vehicle is towed and/or held in a vehicle storage facility. The rules will also help keep auto insurance affordable for Ontario consumers by helping to reduce fraud and abuse in the auto insurance system.

The government is taking action to respond to concerns raised by consumers and industry stakeholders. Exaggerated or inflated fees, questionable and intimidating roadside practices, and unsafe driving and vehicle operation were identified as concerns in the tow and storage sectors.

### **Consultation results**

The government surveyed over 500 Ontario consumers about their experiences with tow trucks and vehicle storage lots in the province:

- 97 per cent of respondents said that a tow truck driver/business should be required by law to post identifying information on its truck(s)
- 96 per cent of respondents stated that a list of fees for each service the driver/business provided should be included on the consumer's invoice
- 96 per cent said a tow truck driver/business should be required by law to accept credit cards (in addition to cash payments)
- 87 per cent stated that a tow truck driver/business should be required by law to post their prices at their offices and on their website, if one exists
- 85 per cent of respondents said that a tow truck driver/business should inform consumers if they are getting a financial reward or incentive for towing a vehicle to a particular storage or repair shop
- 84 per cent stated that a tow truck driver/business should be required by law to provide prices to consumers in writing before the consumer's vehicle is towed

### **Regulating Ontario's Vehicle Towing and Storage Sectors**

Changes to the Consumer Protection Act and its regulation will take effect on January 1, 2017, and will establish tow and storage-specific consumer protection measures. They will require tow and storage providers to:

- Get permission from a consumer or someone acting on their behalf before providing tow and storage services
- Record the name and contact information of the consumer, along with the date and time of authorization
- Disclose certain information to the consumer or the person acting on their behalf, in writing, such as the provider's business name, contact information and address where the vehicle will be towed
- Accept credit card payments, in addition to cash, from consumers
- Provide an itemized invoice, listing services provided, the cost for each service, and the total cost before demanding or receiving payment
- Make available a current statement of rates at their place of business and on any existing website
- Post other information, for example, the provider's name and telephone number on the side of a tow truck, at all business premises and on any website
- Provide a consumer (or someone acting on their behalf) with access to the towed vehicle, at no charge, so that they may remove personal property from the vehicle between 8 a.m. and 5 p.m. on business days
- Prohibit tow and storage providers from recommending repair and storage facilities, legal service providers or health care service providers unless a consumer or a person acting on their behalf specifically asks, or the provider offers to make a recommendation and the consumer (or authorized person) agrees
- Disclose to a consumer whether the provider is getting a financial reward or incentive for providing a recommendation for towing a vehicle to a particular storage or repair shop
- Establish minimum insurance coverage including general liability insurance of \$2 million, customer vehicle insurance of \$100,000 and \$50,000 cargo insurance
- Maintain authorization and disclosure records, invoices, copies of insurance policy, and current statement of rates for three years

Some exemptions will be made for certain tow and storage providers. For example, certain disclosures, authorization, invoices, and related record-keeping requirements will not be required if services are provided under a prepaid agreement or membership in an association, such as the Canadian Automobile Association (CAA) where the consumer is not being charged for the specific service being provided. These exemptions will also apply when the tow and storage services are provided when a vehicle is purchased or leased and the consumer is not charged for the specific service being provided.

In addition, when a vehicle is towed and stored for law enforcement purposes or detained or impounded under other statutes, regulations or municipal by-laws, or as a result of a lawful power of seizure, a limited number of the new rules will apply. While these tows are not initiated by a consumer, the consumer is generally responsible for charges. The new regulation will protect the consumer, for example, by requiring the provider to make available publicly a current statement of rates, post identifiers and other information, and provide the consumer with the option to pay by credit card.

## Addressing Vehicle Storage Issues

The Repair and Storage Liens Act deals with the rights of repairers and storers to claim a lien against vehicles they repaired and/or stored. Most of the changes to the Repair and Storage Liens Act will take effect on July 1, 2016.

Changes to the Repair and Storage Liens Act and its regulation will:

- Reduce the notice period from 60 days to 15 days for vehicles registered in Ontario. Currently a storer is required to give written notice of a lien to the owner and other interested parties within 60 days after the day it receives the vehicle (subject to the lien), if the vehicle was brought in for storage by someone other than the owner or without the owner's authority. The new rules are expected to improve storage practices and remove associated costs from the auto insurance system.
  - If the notice is not provided, a lien is limited to the unpaid amount owing for the period of 15 days from the day of receiving the vehicle.
- Provide guidance to courts in determining the "fair value" of repair or storage where no amount has been agreed upon. A list of discretionary factors (e.g., fixed costs, variable costs, direct costs, indirect costs, profit and any other relevant factors) is set out for consideration.

## Regulating Tow Trucks

The government is adding regulations under the Highway Traffic Act that will include tow trucks in the definition of commercial motor vehicles under the Commercial Vehicle Operator's Registration (CVOR) system. Vehicles commonly known as tow trucks and other vehicles used for towing, such as the flatbed trucks known as "tilt and loads", will require a CVOR certificate.

This new regulation will come into effect on January 1, 2017. This will allow time for tow truck operators to prepare for and apply for a CVOR certificate before the requirement comes into force.

The CVOR system is used to track the safety of truck and bus operators in Ontario. Its effective monitoring and intervention system for operators helps improve road safety. The Ministry of Transportation monitors each operator enrolled in CVOR, and assigns a Carrier Safety Rating, available to the public, based on collisions, inspections, convictions and the results of facility audits. A single CVOR certificate covers an operator's entire fleet.

Under CVOR, tow operators will be responsible for all the drivers and vehicles in their operation. These responsibilities include:

- Monitoring the conduct and safety performance of drivers
- Resolving driver safety issues when they are identified
- Keeping vehicles in good, safe condition at all times
- Ensuring load security

Tow trucks will continue to be exempt from some requirements faced by other classes of vehicle under the CVOR system, such as hours of service limits, daily inspection, detailed recordkeeping requirements and entering truck inspection stations, until the government has concluded consultations with the towing industry and other stakeholders on an effective regulatory regime for tow trucks.

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647-961-5951

**Available Online**



# Towing Industry Advisory Committee Action List

6.2

Issue	Last Discussed on	Who	Status
Gross Vehicle Weight Rating (GVWR)	June 18, 2012	Enforcement Office	COMPLETED
Dual-Wheel Trucks	June 18, 2012	Enforcement Office	COMPLETED
Accident tow rate – amending flat rate	October 22, 2012	Enforcement Office	COMPLETED
Compliance and enforcement of Licensed Vehicle Impound Facilities (VPI)	May 5, 2015	Enforcement Office	In progress
Bi-yearly Ontario Drivers Abstract and a Peel Regional Police criminal record search for all drivers	October 22, 2012	Enforcement Office	COMPLETED
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	COMPLETED
Proof of insurance credentials	October 22, 2012	Enforcement Office	COMPLETED
Drivers complete the following – criminal record search every 6 months, drivers abstract every 6 months, and WSIB	October 22, 2012	Enforcement Office	COMPLETED
Towing Practices and Policies for the Peel Regional Police	June 18, 2012	Enforcement Office	COMPLETED
Capping the Number of Tow Truck Licenses	February 28, 2012	Enforcement Office	COMPLETED
Training/qualifications for drivers	May 6, 2014 September 14, 2015	Enforcement Office	COMPLETED
Central City pound facility	February 19, 2013	Enforcement Office	In progress
By-law review – Towing out of City boundaries	February 19, 2013	Enforcement Office	COMPLETED
By-law review – WSIB/Insurance requirements	February 19, 2013	Enforcement Office	To be brought back to a future meeting
Auto clubs operating without owning a pound facility	December 1, 2014	Enforcement Office	COMPLETED

## Towing Industry Advisory Committee Action List

6.2

Bill 15 Update	May 4, 2015	Enforcement Office	On-going
Off-Road Recovery	February 17, 2015	Enforcement Office	COMPLETED
Tow Truck Forms	May 4, 2015	Enforcement Office	On-going
Two-Tier Tow Truck By-law	June 22, 2015		COMPLETED
Centralized Vehicle Pound Facility Feasibility Study	February 29, 2016	Chris Rouse	On-going
Vehicle Tow Digital Photographs	June 22, 2015	Enforcement Officer	To be reviewed in September 2016

City of Mississauga  
**Corporate Report**



Date: 2016/02/12	Originator's files: CS.19.TOW
To: Chair and Members of Towing Industry Advisory Committee	
From: Martin Powell, P. Eng., Commissioner of Transportation and Works	Meeting date: 2016/02/29

## Subject

Centralized Vehicle Pound Facility Feasibility Study - Recommendation Report

## 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.

## Report Highlights

- A Centralized Vehicle Pound Facility (CVPF) feasibility study will help Council determine if a City owned and operated pound facility in Mississauga is the best means of ensuring consumer protection and address complaints about existing privately owned and operated vehicle pounds.
- This feasibility study involved researching and assessing: existing and proposed legislation; the existing private vehicle pounds in Mississauga; current vehicle tow and storage practices; and, identifying the best practices of other municipally owned CVPF's.
- This report includes a complete financial analysis of a City owned and operated CVPF under two operating scenarios: (1) acceptance of all inoperable vehicles involved in collisions and seized or abandoned vehicles; and (2) the acceptance of seized or abandoned vehicles and 10% of all inoperable vehicles involved in collisions only. This report also includes a cost benefit analysis of these two scenarios compared to three alternative options to a City owned and operated CVPF. The alternative options considered are: Maintaining the Status Quo; Establish Privately Owned and Operated CVPF's; and, implementing Additional Regulations and Operating Procedures.
- The Province has announced that some of the *Bill 15, Fighting Fraud and Reducing Automobile Insurance Rates Act*, regulations will come into effect on July 1, 2016 or on January 1, 2017.
- A CVPF owned and operated by the City under the Scenario 1 operating assumptions would likely generate a profit while improving consumer protection but there are some complicating issues and concerns with developing such a facility.
- Additional Regulations and Operating Procedures Option including the creation and implementation of a mandatory vehicle towing and storage on-line software application would function as a "virtual" CVPF and provide significant consumer protection.

## Background

Council provided direction to the Enforcement Division of the Transportation and Works Department to conduct a feasibility study concerning the establishment of a CVPF. Consideration of a CVPF ensures that the City has undertaken its due diligence to provide consumer protection, to ensure public safety and to achieve compliance with municipal by-laws with respect to vehicle impoundment.

The report from the Commissioner of Transportation and Works, dated December 1, 2015 and entitled "City of Mississauga Centralized Vehicle Pound Feasibility Study – Information Report" was received for information by the Towing Industry Advisory Committee (TIAC) on December 14, 2015. A copy of the Information Report is attached as Appendix 1. Council subsequently



approved TIAC recommendation TIAC-0022-2015 on January 20, 2016 (attached as Appendix 2). Comments and submissions on this feasibility study were solicited at the TIAC meeting to ensure input from stakeholders was received.

Members of Council, members of TIAC and representatives from the towing and storage industry provided comments at the December 14, 2015 TIAC meeting. In addition, staff also received three email submissions subsequent to the initial meeting. From the comments received, it was determined that there is no general consensus on industry issues, solutions or the options considered in this feasibility study. There are those that favour a City owned and operated CVPF, some that favour a private CVPF, and some that favour the status quo, with or without some additional form of regulation and/or enforcement.

This report includes a complete financial analysis of a City owned and operated CVPF under two operating scenarios: (1) acceptance of all inoperable vehicles involved in collisions and seized or abandoned vehicles; and, (2) the acceptance of seized or abandoned vehicles and 10% of all inoperable vehicles involved in collisions only. This report also includes a cost/benefit analysis of these two scenarios compared to three alternative options to a City owned and operated CVPF. The alternative options considered are: maintaining the status quo; establish privately owned and operated CVPF's; and, implementing additional regulations and operating procedures. Further, this report also includes a staff recommendation along with some initial suggestions and considerations for implementation.

The vehicle impoundment industry is connected with the towing and motor vehicle repair industries as well as the automotive insurance industry. Developing a response to the issues of vehicle impoundment in Mississauga in order to ensure consumer protection requires an equitable solution that will not favour any one industry or any particular participants within one or more industries.

## Comments

### ***Bill 15 - Fighting Fraud and Reducing Automobile Insurance Rates Act***

In July 2014, the Province introduced *Bill 15, Fighting Fraud and Reducing Automobile Insurance Rates Act*, to improve road safety, strengthen consumer protection and reduce automobile insurance fraud. On December 17, 2015 the Province introduced regulations to the *Consumer's Protection Act* and the *Highway Traffic Act* that are to become effective as of January 1, 2017 and the regulations to the *Repair and Storage Liens Act* that will become effective as of July 1, 2016 or January 1, 2017. These regulations are designed to ensure better protection of consumers when they interact with the tow and storage industries in Ontario. Appendix 3 summarizes these new Provincial regulations. Some amendments to Tow Truck By-law Licensing By-law 0521-2004, as amended, and Schedule 27 of the Business Licensing By-law 0001-2006, as amended, will be required to be consistent with the new Provincial regulations.

## Financial Assessment of a City Owned and Operated CVPF - Two Operating Scenarios

Appendix 3 details the complete financial assessment of a City owned and operated CVPF under two operating scenarios including estimates of the projected capital and operating costs and potential revenues. The two CVPF operating scenarios are: (1) acceptance of all inoperable vehicles involved in collisions and seized or abandoned vehicles; and (2) the acceptance of seized or abandoned vehicles and 10% of all inoperable vehicles involved in collisions only. The anticipated number of vehicles processed annually under Scenario 1 is 12,450 vehicles and 4,690 vehicles under Scenario 2. Under operating Scenario 1, all vehicles involved in a collision would be required to be brought to the City CVPF in order to provide consumer protection by allowing for the disengagement of the consumer and their vehicle from the tow operator.

As noted in the Information Report, no other Canadian municipality with a CVPF requires consumers to first bring their vehicle involved in an accident to the municipal pound facility. Consumers in these municipalities are permitted to direct their vehicles to private facilities.

Operating Scenario 2 was developed to address the possibility that Council will decide not to force all inoperable accident vehicles to be delivered first to a City owned and operated CVPF. Instead, consumers could retain their current ability to select the destination of their damaged vehicle. Scenario 2 assumes that 10% of all inoperable vehicles involved in accidents would be delivered to a CVPF to recognize that some vehicle owners would not provide a location for their vehicle to be towed and the municipal pound facility would become the default location.

Staff could not ascertain the actual percentage of inoperable accident vehicles that would be delivered to a CVPF under Scenario 2 because a vehicle owner would not provide a tow destination. However, based upon our analysis of other municipalities with a CVPF and upon general assumptions of current tow operations in Mississauga, staff used 10% as a conservative working estimate. The City CVPF would function as the default location for these vehicles. Since there was a significant reduction in the anticipated number of vehicles that would be processed under Scenario 2, the size of the property and building was reduced from 1.42 hectares (3.5 acres) to 0.6 hectares (1.5 acres) and the size of the office building was reduced from 186 m<sup>2</sup> (2,000 square feet) to 92.9 m<sup>2</sup> (1,000 square feet). These and other reductions lessen the capital and operating expenditures along with the projected revenues. Appendices 4 and 5 detail the differing physical and operating assumptions of City owned and operated CVPF's under the two different CVPF operating scenarios.

Operating Scenario 1 appears to be financially viable should Council wish to proceed with the establishment of a City CVPF. It would produce over \$3.1 million dollars in annual revenues, a payback period of 6.2 years and a net present value of investment of almost \$3.5 million dollars after 10 years.

Annual revenues would be used to recover capital and annual operating expenditures. While municipalities have the ability to impose fees/charges for (a) services or activities provided or (b) for the use of its property including property under its control, there are limitations as to the

amount of the fee charged. The fee must be related to the costs of administration, enforcement as well as costs related to the establishment, acquisition and replacement of capital assets. The intent of a fee cannot be to make a profit as this would constitute an indirect tax, which municipalities are not authorized to implement according to the courts. The fee structure of a facility or service must be a system of recovering costs and the fee revenues should match the costs of the regulatory scheme. Therefore, under the Scenario 1 proposal, the proposed daily storage fees may need to be reduced, thereby reducing the annual revenues, which would increase the payback period and/or reduce the net present value of the City's initial investment.

Operating Scenario 2 produces a net profit for the first three years of operation but then has net losses due to increases in operational expenditures, which are mostly increasing labour costs. It may be possible to reduce the labour costs by contracting some or all positions to outside companies (such as the required security staff) to improve the financial viability of Scenario 2. Other, less desirable, considerations that may improve the financial viability of this scenario may be to utilize an existing City property/facility or increase the proposed daily storage rate.

Any changes to any or all of the assumptions under either operating scenario will impact their respective financial assessments. The Facilities and Property Management Division of the Corporate Services Department provided the capital cost estimates but noted that more detailed and accurate construction estimates would need to be obtained by hiring a consultant should this project proceed.

## Cost Benefit Analysis

This analysis identifies and assesses the potential costs and benefits of the two City owned and operated CVPF operating scenarios, and compares them with the following three alternative options:

- maintain the status quo;
- establish privately owned and operated CVPF's; and,
- additional regulations and operating procedures.

In addition to assessing the likely municipal costs and/or potential revenues, this analysis has been conducted on the basis of each option addressing the following:

- reducing and improving the process for resolving common consumer complaints,
- improving the ability of the City to monitor and audit licensed tow and storage businesses;
- ensuring vehicle pounds maintain sufficient hours of operation;
- ensuring vehicle owners have access to impounded vehicles to obtain personal effects at all times;
- prohibiting the unethical manipulation to obtain signed vehicle work orders;
- providing consumers with several fee payment options (cash, debit and credit);



- providing protection from new or enhanced damage to impounded vehicles after an initial accident;
- ensuring towing and storage fees comply with the regulated rates;
- ensuring vehicles have been towed to the facility agreed to by the vehicle owner; and,
- ensuring pound operators follow the required vehicle owner notification process.

#### **City Owned and Operated CVPF - Scenario 1**

A City owned and operated CVPF requiring all seized, abandoned and inoperable vehicles involved in an accident to be delivered to the City facility first, would be financially viable and sustainable over the long-term. While the financial analysis outlined in Appendix 3 estimates a significant potential annual City profit, due to provincial legislation, the City would likely have to reduce the daily storage fee rate to be commensurate with recovering the actual capital and operating expenditures. The ability to recover all City expenditures, provide reasonable daily storage fees and have a positive net present value of a new City asset are strong benefits of this option. Not charging a storage fee for inoperable accident vehicles for the first 24 hours to allow consumers time to contact their insurance company and to obtain advice on where to have their vehicle repaired without the worry of increased daily storage expenses is also desirable. Having all vehicles processed through a City CVPF allows consumers to disengage themselves from towing (and/or vehicle repair) companies. Vehicle owners would likely feel less obligated to have their vehicle repaired at the repair facility associated with the towing company that conducted the initial tow. Conversely, there may be a significant number of complaints to the City from vehicle owners and vehicle repair facilities because the City would be forcing some vehicles to the CVPF and thus delaying the repair of their vehicles leading to increased costs.

A City CVPF would also ensure vehicles are fully secured upon arrival, include photographic documentation, on-site security personnel and would have full property video surveillance. Consumers would be able to obtain quick and reasonable vehicle releases because the City would receive no benefit other than daily fees as opposed to facilities directly or indirectly connected with a vehicle repair facility. Consumers would be ensured of only being charged the correct amount for both a tow and the daily storage fees as City staff would only charge fees in accordance with the by-law and /or tow and storage contractor rates, as applicable. Vehicle owners would be quickly notified of their vehicles' location if they were not previously provided with that information (example seized vehicles). These are all important benefits and would likely produce significant reductions in the number of pound related complaints to the City.

As mentioned in the Information Report (Appendix 1), finding a suitable property with the correct size, central location, permissive zoning, on or close to a public transit route may be difficult due to simple lack of availability. The City may have to wait for a suitable property to become available, select a less optimal site or find a means of utilizing an existing City property or Works yard. The search for an appropriate property would also need to consider existing



contamination, site servicing costs and the suitability of any existing buildings that may need to be demolished and/or modified.

There are a number of risks of establishing a City owned and operated CVPF, including the possibility of having a very negative impact on the continued financial viability of some of the existing vehicle pound/vehicle repair facilities. This risk may be exacerbated if the repair facility does not have a City and/or police contract or are not a "preferred" insurance company shop. Several of the vehicle pound owners interviewed as part of this study indicated that they would lose a significant amount of business if the City proceeded with a CVPF because of the requirement to bring all inoperable accident vehicles to a City pound. Retaining customers that require vehicle repairs appears to be critical to the financial viability of several vehicle storage/repair businesses. One of the owners interviewed went so far as to advise staff that they would look at the possibility of a lawsuit against the City should the financial impact on his business become extreme. Other facility owners felt that the City would be losing some of its industrial tax base, local jobs and licence fees if their businesses were significantly impacted.

The City's Risk Management Section advised that no additional insurance coverage would be required if a City owned and operated CVPF contained specific security measures (ie. fencing, video surveillance and security staff) and included specific, security related, operating business procedures. However, there is always the possibility of lawsuits against the City occurring due to damage caused, or perceived to be caused, to private vehicles while at a City facility. In addition, a City vehicle pound and its staff would bear the brunt of angry or agitated consumers because their vehicle has been towed and impounded. A government run facility may receive more consumer complaints than a similar private facility as people generally feel that the municipal government is there to provide services to them. Unlike the private sector, the government is obligated to investigate and respond to all complaints. The City will likely spend a considerable amount of time addressing towing and storage complaints regardless of whether the tow and impoundment are justifiable

Although not included in the financial assessment, additional mobile licensing officers may be needed to ensure that all required tows are being brought to the City CVPF in order to maximize the number of vehicles delivered appropriately.

The City needs to determine if the improved level of consumer protection resulting from establishing a CVPF as a new business is one of its strategic priorities given constrained financial resources. A significant amount of capital investment would be required to establish a CVPF that may be better spent elsewhere if a comparable alternative is available. While this option would likely provide the greatest level of consumer protection, there will likely be an increase in the number of complaints and possible lawsuits against the City. A City owned and operated CVPF may also have a negative financial impact upon some of the existing private businesses in the tow and storage and vehicle repair industries as they may no longer be able to supplement their tow or vehicle repair operations with daily storage fees. Establishing a CVPF as a new business may not be financially viable if Provincial regulations change and/or significant changes occur within the automobile insurance or automobile repair industries.

## City Owned and Operated CVPF - Scenario 2

A City owned and operated CVPF that would process all seized and abandoned vehicles and 10% of all inoperable vehicles involved in accident/collisions would not be financially viable or sustainable over the long-term. A review of the complete capital and operating expenditures compared to the projected revenues indicates that the City would begin to lose money annually after the third year of operation predominantly due to increasing staffing costs.

In addition to the significantly different financial outcome between the two operating scenarios, the second scenario would not provide the same amount of consumer protection because not all inoperable accident vehicles would be delivered to the City pound facility. Consumers would not be afforded the same ability to disengage themselves and their vehicle from the towing company as would be the case under Scenario 1. That being said, there may be fewer complaints to the City involving delayed vehicle repairs under Scenario 2. The balance of costs and benefits identified under Scenario 1 would be applicable to this scenario.

In summary, this option would also provide a significant level of consumer protection; however, due to the high annual operational expenditures, the long-term financial situation would not be desirable. Since there are alternatives that would also provide a significant level of consumer protection, less risk to the City, and less costs to the City and/or consumer, this option is not recommended. As mentioned previously, the City needs to determine if the improved level of consumer protection from establishing a new CVPF business is one of its strategic priorities given constrained financial resources.

## Alternative Option 1 - Maintain the Status Quo

Once in effect, the *Bill 15* regulations will have an impact upon the towing and/or vehicle storage industries here in Mississauga and throughout the Province. The Province has indicated that municipalities with licensing regulations may keep their by-laws in place if they are as strict as, or stricter, than the Province's regulations. Staff will be conducting a detailed review of the Provincial regulations to determine what changes will be required to the City's existing by-laws to conform with the new Provincial regulations. For example, the City by-laws will need to be amended to require pound operators to permit consumers access to items within their impounded vehicles without charge and to provide consumers with various payment options for tow and storage fees.

Schedule 27 (Vehicle Pounds) of the Business Licensing By-law 0001-2006, as amended, already requires vehicle pounds to issue vehicle releases year-round, 24-hours-per-day. The by-law also requires pound operators to: ensure proper vehicle owner notification; present itemized invoices prior to demanding payment; comply with other municipal by-laws; ensure that the correct daily storage fee is charged; and, refuse to accept any vehicle repair work order that is not signed by the vehicle owner or is signed by the owner but does not contain an itemized written estimate of the total repair cost.

In addition, the Licensing Administrative Penalty By-law 135-14, as amended, stipulates all of the offences and applicable fines associated with contraventions to the Tow Truck Licensing By-law. The Administrative Penalty System actively encourages compliance in the towing industry.

Schedule 27 (Vehicle Pounds) of the Business Licensing By-law should also be included under the Administrative Penalty system to ensure improved compliance within the vehicle storage industry.

The City has also made recent amendments to the Tow Truck By-law 0521-2004, as amended, that requires towers to photograph vehicles involved in accidents at accident scenes. In addition, staff will be introducing new permission to tow sheets requiring more detailed information to be submitted to the City on all tows. These changes will allow the City to conduct manual audits of towing transactions to ensure that tow and storage fees are being charged in accordance with permitted by-law and City tow and storage contract maximums. The City would be able to use this additional information to determine if towed vehicles are being delivered to the correct destinations.

The tow and storage providers currently contracted to the City (and/or Peel Regional Police) could also be subject to heightened inspections and audits in accordance with the provisions of the existing tow and storage contracts. In order to improve this auditing function, the City could amend the vehicle storage by-law to require the remittance of a small administrative fee by private vehicle pound operators to the City for all vehicles being charged a daily storage fee in order to offset any increased City staffing costs due to heightened auditing.

In summary, if this alternative option is selected by Council, the City would move towards: reducing the number of consumer complaints; improving consumer protection; and, ensuring by-law compliance without incurring significant municipal expenditures or raising consumer costs.

#### **Alternative Option 2 - Private Sector Owned and Operated CVPF**

Another alternative option to a City owned and operated CVPF would involve outsourcing the pound facility to private contractors and dividing the City into service areas. Private sector run pound facilities could function similar to the City's current tow and storage contracts with service areas ranging in size and covering halves, thirds or even quarters of the City. Smaller service areas would likely reduce tow times and distances thereby improving customer service. The City could issue request(s) for proposals from private companies to bid to become one of the City authorized vehicle pounds subject to minimum physical and operational requirements. Under this option, all seized and abandoned vehicles and either all (or a portion of) inoperable vehicles involved in a collision that originated within specified geographical areas would be brought to the privately run CVPF located within that service area. In order to maximize the efficiency of this system, PRP and the OPP would need to be willing to utilize the same centralized facilities for their directed tows. This option would probably be more cost and time effective if the CVPF private sector operators were the same companies providing the contract towing services to the PRP and/or City.

Consideration could also be given to physically separating the CVPF offices from existing businesses (such as motor vehicle body repair establishments) as a means of reducing the pressure on consumers to have their vehicles repaired at the business that provided the initial tow and/or vehicle pound. This separation could involve a separate entrance, building or property to distinguish between the businesses. If this option is selected, it is staff's

recommendation that the related businesses operate on separate properties in order to maximize the distinction between businesses for consumers.

From a financial perspective, this alternative would be financially beneficial to both the private CVPF operators and the City because the private businesses would be supplementing their primary vehicle repair and/or storage business. It is likely that the businesses that would bid on the private CVPF's are already established with sufficient resources and property to meet the CVPF contract requirements. Therefore, a lesser amount of time and private capital investment would be required to set up these facilities. Further, privately run CVPF's would not be financially limited to only recover expenditures as would be the case for the City. The City could also financially benefit by not having to incur capital or operating expenditures and could also impose an administration fee (to be collected and remitted by the private contractors) on all stored vehicles. This administration fee could be used to recover the costs of additional enforcement staff to conduct financial and on-site audits of the private CVPF contractors in order to ensure that they are complying with the provisions of the contract and municipal by-laws.

If City by-laws are amended to require all seized and abandoned vehicles and either all (or a portion of) inoperable vehicles involved in a collision to be brought to private-sector-operated City CVPF, there may be a perception that the City is providing a significant financial advantage to the contracted businesses. Due to this perception, the City would need to demonstrate that this option would be in the public interest by improving public safety and consumer protection more so than the other options under consideration. This alternative option would likely provide a financial advantage to selected tow and pound businesses that obtain one of the City's CVPF contracts and may also result in the financial disadvantage to their competitors. Smaller tow and body repair companies may simply not have sufficient resources to meet minimum City and/ or PRP tow and storage contract standards. The smaller companies that were consulted as part of this feasibility study indicated that if their tow trucks were required to bring accident vehicles to a competitor's pound, they have had and would continue to have (based upon their past experience), difficulty retrieving the vehicles from any private CVPF even at the vehicle owner's request. If this proves to be the case, the relative financial advantage to retaining customers moves to the auto body repair facility associated with the private CVPF contract. Should the private sector operated CVPF be contracted to a towing and storage operator that is also an insurance company preferred repair shop, it is anticipated that there would be even less chance that a consumer would consider utilizing the vehicle repair facility associated with the original tow truck service.

Having several privately run CVPF's would likely be more complex to administer, monitor and audit by the City. Further, by contracting storage services, the City may, by association, assume some responsibility for incidents that occur at the facilities and between operators and consumers. Should Council select this alternative option, a trial implementation period should be considered in order to address any substantive or new issues and to avoid the creation of a monopoly in the tow, storage and/or vehicle repair industries.

### Alternative Option 3 - Additional Regulations and Operating Procedures

This alternative option would involve amendments to the Tow Truck Licensing By-law 0521-2004, as amended, and Schedule 27 of the Licensing By-law 0001-2006, as amended, to ensure conformity with new *Bill 15* regulations and enable better auditing of the vehicle tow and storage industries in Mississauga to improve consumer protection. By-law amendments could incorporate changes to improve the documentation required to be prepared and submitted to the City by licensed tow truck drivers and vehicle pound operators when towing and/or storing vehicles. If these by-laws were amended, all towing and/or storage companies and operators would be required to provide more comprehensive information with respect to: details of fees charged for the tow and storage; the towing vehicle owner/operator; the vehicle being towed; the towing operator and company; details regarding the origin and destination of the tow; photos of the towed vehicles (when involved in a collision); duration or vehicle stay; and, vehicle owner notification.

The intent of requiring the submission of this documentation would be to enable the City to conduct better monitoring and auditing of the towing and storage industry. On-going monitoring and audits would ensure that the towing and storage industries are complying with the applicable by-laws and regulations to ensure that:

- vehicles have been towed to the facility agreed to by the vehicle owner;
- that the correct fees for towing and storage have been charged;
- vehicle owners are able to retrieve their vehicle upon request and in a timely manner;
- vehicle owners have been notified of their vehicle location in a timely manner;
- vehicle pounds are being properly staffed and maintained; and,
- vehicle pound facility hours of operation are sufficient.

In order to most effectively conduct these audits, the City could develop and implement an on-line towing and storage software application. Information Technology staff advised that this software application can be created to function as a virtual CVPF and would work with Enforcement staff to review the scope of work, timing and budget to support this initiative with a target implementation of 2017. Upon completion of the software application, business operations would work with potential users to provide instructions on use and/or initial industry training on the application. As a long-term goal, application training would be included in the standard tow truck operator training required by the City and separate training for vehicle pound operators could also be offered, if required.

The tow truck and vehicle pound licensing by-law would need to be amended to require vehicle pound operators and licensed towing companies to utilize the software as a condition of their business license. The initial data would be provided by tow truck operators with supplemental information provided by the storage provider and any law enforcement officers involved. The City and the police would then be able to monitor and audit the entire vehicle tow and storage process, including: tow origin and destination; current vehicle location; tow and storage fees

charged; vehicle owners; tow truck owner and drivers involved; and vehicle owner notification. In essence, the use of this software by the towing and storage industries would function as a "virtual" CVPF without the significant financial cost of establishing and operating a new City owned and operated CVPF. Since all tow and storage operators would be required to enter all inoperable vehicles involved in collisions and all seized and abandoned vehicle tows into the system, the level of consumer protection would be comparable to the City owned and operated CVPF operating under Scenario 1. Once the software is operational and tow truck drivers and vehicle pound operators are required to use the software, the "virtual" CVPF would provide a comparable amount of consumer protection to a City owned and operated CVPF, since all vehicles would be tracked and all tow and storage business transactions could be audited for by-law compliance.

This system would likely require an initial setup fee by the City, but recovering this capital cost and any operational costs of the software could be off-set by requiring the collection and remittance of an administrative fee to the City by either the tow truck operator and/or the vehicle pound facility. In order to fully realize this system both the PRP and/or the OPP would need to be willing to utilize the same operating software. Since this option does not require vehicles involved in accidents to be brought to a City or privately run CVPF, there would be fewer consumer complaints regarding delays to vehicle repairs. Further, by allowing consumers the ability to select their vehicle destination, there would be less financial impact upon the existing tow and storage industry as towers associated with a repair facility may be able to retain customers at the same level as currently occurs. This option also does not require the City to establish and operate a new business that may or may not operate or continue to operate on a positive or revenue neutral basis. Further changes to the Provincial regulatory environment and or changes within the towing or automotive insurance industries may also impact upon the continued viability of a City owned and operated CVPF.

The benefits of this alternative option include minimal capital and operating expenditures, all of which would be able to be recovered through a City administration fee. The City and police would be able to monitor and audit all seized and abandoned vehicles and all inoperable vehicles involved in a collision from the time of the original tow until the vehicle is released. Monitoring and auditing would ensure that vehicle owners are notified of their vehicles' locations in a timely manner and that the correct tow and storage fees are being charged. This alternative option was determined to provide significant consumer protection, generate fewer consumer complaints, have lesser legal risks for the City, have a minimal negative financial impact upon the private sector towing and storage industries and will be financially neutral for the City.

## **Additional Recommendation**

During the course of this feasibility study, it became apparent that most residents are not aware of their rights as a consumer when it comes to vehicles being towed and stored. As a first step, staff are in the midst of amending the permission to tow forms to include an educational component that will raise some consumer awareness. However, it is also recommended that Enforcement Division staff work with the Communications Division to implement a public communication program to Mississauga residents with information on our towing regulations

and by-laws, the tow and storage process in Mississauga, how residents can report concerns or provide feedback to the City and what the City is doing to provide consumer protection.

## Strategic Plan

A City owned and operated CVPF or any of the alternative options discussed in this report would further the Connect Strategic Pillar, in particular, the goal to maintain Mississauga as the safest large city in Canada by providing better protection of consumers when they interact with the tow and storage industries would be met.

## Financial Impact

Should Council approve the staff recommendation to implement additional regulations and improve operating procedures by amending City By-laws and direct staff to develop and implement a web-based software application, there would be minimal financial impact to the City as the capital and operating costs could be recovered through the collection of a new administration fee on vehicle tows and/or storage.

## Conclusion

Staff conducted a comprehensive background study of existing City owned and operated CVPF's and best practices associated with these facilities. We also studied the existing private pound facilities, provincial and municipal legislation and proposed provincial regulations. Staff determined that a city owned and operated CVPF that would process all seized, abandoned and inoperable accident vehicles would be financially viable and would provide significant consumer protection. However, it was also determined that the Additional Regulations and Operating Procedures alternative option would provide significant consumer protection, generate fewer consumer complaints and risks against the City, have a minimal negative financial impact upon the private sector towing and storage industry and would be financially neutral for the City. This option would also include the creation and implementation of a mandatory vehicle towing and storage on-line software application to be used by the towing and storage industry to enable more efficient financial auditing and vehicle tracking by the City and/or Police. The use of this software by the towing and storage industries would function as a "virtual" CVPF without the significant financial cost of establishing and operating a new City owned and operated CVPF.

Therefore, it is staff's recommendation that the Additional Regulations and Operating Procedures alternative option be implemented along with a public communication program to inform residents of their rights and City initiatives concerning the vehicle towing and storage industry.

## Attachments

Appendix 1: Report from the Commissioner of Transportation and Works, dated December 12, 2015, entitled "City of Mississauga Centralized Vehicle Pound Facility Feasibility Study – Information Report"

Appendix 2: TIAC Recommendation TIAC-0022-2015

Towing Industry Advisory Committee	2016/02/12	14
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Originators files: CS.19.TOW

Appendix 3: *Bill 15 – Fighting Fraud and Reducing Automobile Insurance Rates Act-*  
Summary of New Regulations

Appendix 4: Estimated Expenditures and Revenues of a City Owned and Operated CVPF

Appendix 5: Physical and Operating Assumptions – City Owned and Operated CVPF under  
Scenarios 1 and 2



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

Prepared by: Chris Rouse, Project Manager Mobile Licensing, Enforcement Division





DEC 14 2015



MISSISSAUGA

## City of Mississauga Corporate Report

Date: December 1, 2015

To: Chair and Members of Towing Industry Advisory Committee

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

Originator's files:

CS.19.TOW

Meeting date:

2015/12/14

### Subject

City of Mississauga Centralized Vehicle Pound Facility Feasibility Study Update - Information Report

### Recommendation

1. That the report from the Commissioner of Transportation and Works dated December 1, 2015 entitled "City of Mississauga Centralized Vehicle Pound Facility Feasibility Study Update - Information Report" be received for information.
2. That the Towing Industry Advisory Committee (TIAC) provide comments on a centralized vehicle pound facility compared with the alternative options discussed in this report.

### Report Highlights

- A feasibility study will help Council determine if a centralized vehicle pound facility in Mississauga is the best means of ensuring consumer protection and address complaints about existing privately owned and operated vehicle pounds.
- There are very few city-owned and operated central vehicle pounds in Canada.
- Staff conducted research and interviews with members of Council and TIAC, representatives from the vehicle towing and storage industry, representatives from the automotive insurance industry, police associations and other stakeholders to determine issues and concerns, and to identify best practices and opportunities
- This report contains financial estimates of the revenues and capital expenditures of establishing a city-owned and operated Centralized Vehicle Pound Facility (CVPF) and identifies several other alternative solutions for addressing vehicle storage issues and ensuring consumer protection, including: maintaining the status quo, introducing additional

regulations for licensed tow truck drivers and vehicle pound operators and establishing a City CVPF operated by the private sector.

## Background

City Council provided direction to the Enforcement Division of the Transportation and Works Department to conduct a feasibility study concerning the establishment of a CVPF. Consideration of a CVPF ensures that the City has provided its due diligence to provide consumer protection and public safety while enforcing compliance with municipal by-laws and the licensing regime with respect to vehicle impoundment.

This study began in July 2015 by researching and assessing the existing facilities and processes in the City of Mississauga, the Region of Peel and other Canadian municipalities. Members of Council and TIAC, representatives from Peel Regional Police (PRP), Ontario Provincial Police (OPP) and other police associations, owners of private vehicle pounds, representatives from the automotive insurance industry, the Canadian Automobile Association (CAA), Accident Support Services International (ASSI) Limited, Extend Communications and vehicle impoundment software manufacturers were all consulted in person, by telephone and/or through email.

The study conducted surveys of dozens of Canadian municipalities to determine which had CVPFs and how they operated. Staff then began to research the potential costs and revenues of developing a CVPF by estimating the number of vehicles that would be delivered to a City facility, calculating average duration of stay for impounded vehicles, locational characteristics of successful public vehicle pounds, the availability of suitable locations in Mississauga and identifying other operational considerations for a CVPF in Mississauga.

This report outlines Provincial initiatives to regulate the towing and storage industry, details the existing towing and storage process in Mississauga, presents initial research findings and outlines considerations for establishing a City-run CVPF along with several alternatives. The next report will include a cost benefit assessment comparing the establishment of a CVPF to other potential alternative options, and will include a staff recommended proposal with initial recommendations for implementation.

The vehicle impoundment industry is directly connected (with varying degrees) to the towing and motor vehicle repair industries, therefore, this report and study has included discussions of those industries where they overlap with vehicle impoundment.

## Comments

### Bill 15

In July 2014, the Province introduced *Bill 15, Fighting Fraud and Reducing Automobile Insurance Rates Act*, to improve road safety, strengthen consumer protection and reduce automobile

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insurance fraud. *Bill 15* intends to address several issues including, inconsistent fees, improving the process and providing clarity to consumers. The Province released a summary report and draft regulations to amend the *Consumer Protection Act (CPA)* and the *Repair and Storage Liens Act (RSLA)* in September of 2015. The Province undertook public consultation on the proposed regulations between September and October of 2015 but has not yet reported their findings. The date that the *Bill 15* regulations will become active has not yet been announced by the Province. Appendix 1 provides a more fulsome summary of the *Bill 15* draft regulations.

#### Why Do We Tow and Impound Vehicles?

Motor vehicles are towed every day for a variety of reasons. The vast majority of tows are due to mechanical failure necessitating a tow to a mechanical vehicle repair facility. Tows are also required when a vehicle is involved in an accident/collision and cannot be safely driven, abandoned, or is seized by a police or enforcement officer. From a vehicle impoundment perspective, we are only concerned with vehicles involved in an accident/collision and cannot be driven, and vehicles that are seized by an enforcement agency or have been abandoned.

Vehicles seized by the police or enforcement officers are done for the following reasons:

- impaired driving or 12 hour licence suspension;
- Highway Traffic Act offence;
- occupant was arrested and cannot care for the vehicle;
- impeding traffic;
- parking violations; and/or,
- the vehicle may be evidence to a crime.

When a vehicle is seized, the police or enforcement officer is responsible to ensure the vehicle is safe and secure. Most vehicles will be towed to the police contracted impound yard in the geographical area in which it is seized. PRP have advised that approximately 30 percent of accident tows are done by a tow operator under contract to them with the remaining 70 percent of accident tows being done by non-contract tow operators that are licensed to operate in Mississauga. The police or enforcement officer will then make an effort to contact the registered owner of the vehicle if it was subject to a tow and if they had not already been provided with the information on where their vehicle was towed.

It should be noted that only the owner of the vehicle is authorized to pick up the vehicle. When the registered owner is notified of the vehicle seizure, they are required to attend the police division where the vehicle is being held. Upon providing sufficient identification, a release form will be issued unless the vehicle has been seized for a specific time frame (for example, three, seven or 30 day seizures). This form must be taken to the tow yard in order to claim the vehicle. When the vehicle is claimed at the tow yard, the registered owner will be provided with a bill for towing and

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storage expenses incurred. The cost of the tow and subsequent storage are the responsibility of the registered owner of the vehicle. In Mississauga, the tow and storage rates are specified in City licensing by-laws and are not permitted to exceed the specified rates. PRP and City tow contractors cannot charge more than the tow and impound rates specified in their respective contracts and the contract rates cannot exceed the by-law rates.

The OPP also seize and impound vehicles but are not contracted to specific tow companies. Vehicle seizures result from Criminal Code of Canada convictions (45 days) and *Highway Traffic Act* offences (seven day suspensions). The OPP currently uses a first available system for towing but does ensure that the tower is licensed in the municipality in which the seizure occurs. Similarly, the OPP also directs vehicles involved in an accident where the driver is unable or unwilling to request a tow to a specific location. Vehicles that are no longer operable following a collision are required to first attend an OPP collision reporting centre in Milton before being taken to the driver's selected repair facility or the tower's impound facility. Costs for towing and impoundment within Mississauga are regulated by the City by-laws. Therefore, the cost of a 45 day impoundment in Mississauga could be as high as \$2,700 plus the \$280 cost of the tow.

#### Vehicle Pound Complaints

Over the last three years the City has received an average of 66 complaints per year concerning the operations of some of the existing private vehicle pound facilities. The City received 78 pound related complaints by the third quarter of 2015. The complaints include the following:

- insufficient hours of operation;
- not providing vehicle owners access to impounded vehicles to obtain personal effects;
- unethical manipulation to obtain signed vehicle work orders;
- restricted payment options;
- vehicles being moved to different pounds without notification to owners;
- new or enhanced damage to impounded vehicles after the initial accident; and,
- towing and storage fees exceeding regulated rates.

Representatives from the insurance industry advise that there are many more complaints regarding pound facilities that are not made to the City. All complaints reported to the City are investigated by the City's Mobile Licensing Enforcement and/or Parking Enforcement sections and are either resolved, dropped at the request of the complainant or charges are laid for by-law infractions.

#### Existing Vehicle Pounds in Mississauga

Mississauga currently has 19 privately owned and licensed vehicle pounds that are generally located in industrial areas. Appendix 2 shows the location of all 19 licensed pound facilities in the

City. The majority of the pounds are located in the northeast quadrant of the City where there is the largest amount of industrial lands. Only two vehicle pound facilities (100 Emby Drive and 1109 Seneca Avenue) are located outside of an industrial or business employment district. The size of the properties with vehicle pounds range from 0.05 hectares (0.12 acres) to 1.60 hectares (3.9 acres). The size of the vehicle pound component on each property ranges from approximately 0.045 hectares (0.12 acres) to 1.0 hectare (2.47 acres) in area with an average size of 0.3 hectares (0.76 acres). These approximate figures were calculated using occupancy permit information and air photograph interpretation. Appendix 3 of this report provides all licensed vehicle pound property sizes and their approximate pound area sizes.

Most of the vehicle pounds are directly or indirectly connected (either physically and/or financially) with a motor vehicle body repair facility either on the same lot or a nearby property. The motor vehicle body repair facility appears to be the largest component of the various businesses with the impounding component being ancillary and the towing component being the primary source of damaged vehicles to be repaired. In 2014, the City collected \$11,466 in vehicle pound licensing fees.

#### Existing Regulations and Contracts

##### *Repair and Storage Liens Act*

The *Repair and Storage Liens Act* regulates vehicle pounds. The *Act* sets out the rights of owners in the business of repair and storage as well as the rights of individuals whose goods have been repaired and stored. The requirements for registering liens against goods (vehicles) are set out along with the rights of those whom repair and/or store goods to take possession of said goods for failure to pay fees once 60 days have elapsed since notice is provided to the owner.

##### Zoning By-law 0225-2007, as amended

Vehicle pounds in Mississauga are regulated through the Zoning By-law 0225-2007, as amended. In addition to specifying the zones permitting vehicle pounds, the by-law defines the use, specifies minimum office size and building setbacks, fencing requirements and minimum parking standards. Appendix 4 of this report provides some additional details of the zoning provisions applicable to vehicle pound facilities in Mississauga.

##### Tow Truck Licensing By-law 0521-2004, as amended

The Tow Truck Licensing By-law 521-2004, as amended, regulates tow truck drivers, tow truck owners and operational practices within the City to ensure consumer protection, public safety, competence and accountability of industry participants, consistency in rates charged and good business practices. It should be noted that Mississauga is one of only 17 municipalities in Ontario that have a by-law regulating the towing industry. Further, Mississauga's by-law, arguably, contains the strictest regulations in the Province and was utilized by the Province when they were formulating the proposed *Bill 15* regulations.

This by-law outlines the roles and responsibilities of both the industry and the City in conducting the business of towing and storage. It clearly identifies the permitted rates that can be charged to tow and store vehicles and the various licensing costs. It should be noted that the number of licensed tow truck drivers in the City of Mississauga has decreased from 486 in 2012 to 293 in 2015 due to consistent enforcement and enhanced licensing requirements to ensure consumer protection and public safety.

#### Schedule 27 to Business License By-law 0001-2006, As Amended, - Owners of Vehicle Pound Facilities

Schedule 27 of the Business Licensing By-law 0001-2006 regulates vehicle pound facilities in Mississauga by setting out the roles and responsibilities of pound owners and the City. Appendix 5 of this report outlines vehicle pound owner requirements. These regulations are enforced by the City of Mississauga's Mobile Licensing Enforcement section of the Enforcement Division.

#### Mississauga Tow and Storage Contracts

The City of Mississauga issues request for proposals to secure two or more contractors to fulfill four separate contracts to provide 24-hour-a-day, year-round, light and heavy towing and vehicle storage for the Enforcement Division. In accordance with the Mississauga Tow Truck Licensing By-law 521-2004, as amended, *"Every owner and driver of a tow truck who offers to tow or tows a passenger vehicle, light duty van or truck not exceeding 2 721 Kilograms (6,000 lbs.) in towing weight from a collision scene, shall only charge or cause to be charged an all-inclusive flat rate towing fee of two hundred and eighty dollars (\$280), no more and no less, with no other additional charges other than the applicable taxes."* Therefore, this weight measurement is used to distinguish between light and heavy tows and the applicable rate is permitted to be charged. This by-law also stipulates that *"every owner and driver of a tow truck who has towed a passenger vehicle, light duty van or truck not exceeding 2 721 Kilograms (6,000 lbs.) from a collision scene to a vehicle pound facility at the direction of the hirer, shall only charge or cause to be charged a maximum of one hundred and three dollars (\$103) for a re-tow from the vehicle pound facility to any salvage yard, body shop, storage yard or any other public garage, building or place when directed by the hirer, and may only charge the general mileage rate as set out in Schedule 3 of the by-law when towing outside of the municipal boundary."* Tow contractors assist Parking Enforcement staff to enforce the Traffic By-law 555-00, Accessible Parking By-law 1-09, Fire Route By-law 1036-81 and the City's three-hour parking limit by towing and storing vehicles as directed.

The tow and storage bid process is designed to ensure that the successful contractors have sufficient qualifications and resources to provide the right services and in the specified amount of time.

The City currently has three different companies contracted (Lyons Auto Body Ltd., Tolfa Auto Work Ltd (Atlantic Towing) and Atlantic Showcase Auto Collision Inc. that provide light towing services on a geographic basis and heavy tows on a city-wide basis (vehicles exceeding the

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specified weight). The areas for light towing contract areas are identified on Appendix 6. The heavy tow contract is for all lands within the City and is currently held by Lyons Auto Body Limited. Appendix 7 to this report summarizes the minimum requirements that successful contractors are required to meet. Contracts with the City are five years in duration with options to renew for two additional periods of up to two years.

Tow operators currently contracted to the City are obligated to pay the City a \$34 per light tow administration fee and a \$50 per heavy tow administration fee. These rates are scheduled to increase to \$35 and \$51.45, respectively, in 2016. In 2014, the City collected \$18,242 in administration fees from our tow contractors. The City contract specifies the maximum impound fees that can be charged to vehicle owners is \$25 per 24-hour period (one day) for light tows and \$100 per 24-hour period (one day) for heavy tows. The City's Parking Enforcement and Mobile Licensing Enforcement sections enforce the contract by conducting inspections of contractor vehicles and facilities, auditing payments to the City, as well as investigating complaints.

#### Peel Regional Police Tow and Storage Contracts

PRP currently has three towing contractors fulfilling four separate contracts to provide 24-hour-a-day, year-round service for light and heavy towing and vehicle storage. PRP is contracted to Lyons Auto Body Ltd. for 11 Division for light tows and 11, 12 and Airport Divisions for heavy tows, Atlantic Auto Body for light tows in 12 Division and Hansen Auto Parts for light and heavy tows in that portion of 21 Division located within Mississauga. The PRP Divisions are identified on Appendix 8.

The PRP tow contractor bidding and operational requirements are similar to the City's contract but also require a few additional items to suit their particular requirements as outlined in Appendix 9. PRP staff indicated that they conduct audits of their contractor vehicle pounds on an annual basis. The current daily impound fees for PRP contractors are \$10 or \$25 a day for light tows, depending on the contractor and either \$20 or \$25 per day for heavy tows depending on the contractor.

#### Consultation Summary

Members of Council and TIAC; representatives from PRP, OPP and other Police Associations; owners and operators of private vehicle pounds; representatives of the insurance industry; CAA; ASSI Limited; and vehicle impoundment software manufacturers were all consulted in person or through telephone and email discussions. In general, the majority of the towing and storage industry are opposed to the creation of a CVPF because it is seen as not necessary and that it will have a negative impact on the continued financial viability of existing towing, impound and vehicle body repair businesses. Members of Council advised that the primary focus of this study should be about consumer protection as opposed to generating revenue for the City. They also requested a clear financial picture of a CVPF including revenues and expenditures and for staff to consider alternatives to creating a City-run CVPF. Appendix 10 provides a summary of comments, issues and concerns identified to date.

### Canadian Municipalities with a CVPF

Staff conducted a survey of the largest Canadian cities to identify CVPF's, determine their physical and locational characteristics and investigate how they operate. No Ontario municipalities were found that operate CVPFs. In most municipalities tow and pound operations are run by the private sector. Several municipalities have contracts with private operators to provide towing and storage services in conjunction with their parking and/or by-law enforcement sections. Appendix 11 identifies Canadian municipalities with CVPFs including the population and size of the city, the size and capacity of the lots and the average number of vehicles processed yearly. These municipal pounds operate differently from one another and are described in greater detail below.

#### Calgary

The Calgary Parking Authority (CPA) operates one primary and one overflow vehicle pound on behalf of the City of Calgary. The primary lot is located within an industrial area that is centrally located within the City and is approximately two hectares (five acres) in size and can accommodate 750 vehicles. The 0.48 hectare (1.2 acres) overflow lot can accommodate an additional 120 vehicles and is primarily used for abandoned vehicles and for monthly auctions. The primary lot is open and staffed 24-hours-a-day, year-round by security staff that accept vehicles at all times. The facility only releases vehicles (with proper release forms) between 7 am and 11 pm weekdays and between 9 am and 4 pm on weekends/holidays. Pound staff use 325 m<sup>2</sup> (3,500 square feet) of a 650 m<sup>2</sup> (7,000 square feet) building located on site with the remainder of the building being used by parking enforcement. The CPA also operates several municipal parking garages and provides parking enforcement services to the City. Vehicles are delivered to the impound lots from CPA Parking Enforcement and the Calgary Police Services. A smaller number of vehicles are also received at the direction of Calgary Municipal By-law Enforcement.

In 2014, the revenues from the CPA impound operation exceeded the operating expenditures by approximately \$1.7 Million. Net revenues generated by the Calgary Parking Authority are forwarded back to the City of Calgary. The impound lot received almost 34,000 vehicles last year and employs 39 staff to process the vehicles comprising four management staff, 21 clerical staff and 14 yard operations (security) staff.

Each vehicle is subject to a \$30 lot administrative fee that includes a \$10 capital levy and a \$28 daily storage fee with the first 12 hours being free. The average duration of vehicle stay is 10 days. Vehicles can be claimed by the authority after 21 days and sold as scrap or are auctioned after 30 days. In 2014, 589 vehicles (1.8% of total) were auctioned generating approximately \$844,000 and 2,624 vehicles (7.9% of total) were scrapped generating approximately \$530,000 in revenues.

#### Saskatoon

The City of Saskatoon owns and operates a 1.7 hectare (4.3 acres) vehicle pound with 350 parking spaces in an industrial district that is located in the southwest quadrant of the City. The facility is operated from a 55 m<sup>2</sup> (600 square feet) mobile office trailer located on site by six staff from a



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private security firm and one city employee oversees operations. Between 2012 and 2014, the pound processed approximately 3,000 vehicles per year. Only vehicles seized by the Saskatoon Police, Parking Enforcement and Municipal By-law Enforcement are brought to this pound as vehicles involved in accidents are taken to private pound facilities, usually the pound affiliated with their insurance company. It should be noted that the Province, through Saskatchewan General Insurance (SGI), sets the tow and storage rates in the Province. Saskatoon charges a \$50 entrance (administration) and \$15 daily storage fee per vehicle. The pound accepts vehicles around the clock but only processes releases between 6 am and 7 pm weekdays and between 11 am and 4 pm on Saturdays.

In 2014, the facility saw a decrease in the number of vehicles brought to the pound facility due to a change made to the street debris sweeping program that now has vehicles towed to nearby streets instead. Vehicle owner retrieval rates over the last five years for this facility average 81% of the total but increased to 86% in 2014. Just over 350 vehicles (11.7%) were scrapped and 125 vehicles (4.1% of total) were auctioned that generated approximately \$178,000 in revenue. It was noted that owners of vehicles that are auctioned may apply for the amount generated from the vehicle sale minus processing and storage costs incurred by the City. The pound coordinator advised that this facility operates on a yearly budget around \$800,000 but continues to generate very modest yearly net revenues (\$39,000 in 2014).

#### Regina

The City of Regina owns and operates a 1.05 hectare (2.6 acres) vehicle pound with 230 parking spaces in an industrial district that is located in the northeast quadrant of the City. The facility is primarily operated from a small mobile office trailer located on site by six staff from a private security firm. The City of Regina has one city employee that oversees all operations but responsibility for processing liens against vehicles is spread out amongst the Regina Police Service, Parking and By-law Enforcement, which are the sources of vehicle impoundment. Like Saskatoon, Regina only charges a \$15 daily storage fee but they are considering adding an administration fee in order to purchase a pound management software system. The pound processed approximately 3,000 vehicles per year between 2012 and 2014. Vehicles are accepted around the clock but they only process releases between 7 am and 8:30 pm weekdays and between 8 am and 8:30 pm on weekends.

If a vehicle/property is in the compound for more than 25 days and notice has been provided to the owner, the unit is recorded and their sales and salvage clerk becomes responsible for releasing or auctioning. The applicable City of Regina By-law states that the vehicle/property may be claimed by the City after 30 days of impoundment and that they may sell or auction the vehicle to recover administration and storage costs. In 2014, 50 vehicles (1.7% of total) were scrapped and 309 vehicles (10.3% of total) were auctioned that generated approximately \$13,225 in revenue before commissions. It was noted that 2014 was an exceptional year for the number of scrapped and sold vehicles as the City was actively clearing out vehicles that had been impounded for

several years. The pound coordinator advised that this facility operates on a yearly budget around \$437,000 but continues to generate very modest yearly net revenue (\$17,000 in 2014).

#### Edmonton

The Edmonton Police Service (EPS) operates an 3.2 hectare (eight acre) pound facility with a capacity of approximately 850 vehicles with a second vacant lot owned by the City that can be utilized for overflow during special events with an upward capacity for 600 vehicles. This facility operates from a 230 m<sup>2</sup> (2,500 square feet) office building located on site and employs 16 municipal staff and 13 contract private security guards to process approximately 20,000 vehicles per year. The facility receives vehicles from EPS, City Enforcement seizures and from accidents where the vehicle owner does or cannot select an alternate location. Vehicles are subject to a \$4 administration fee, \$15 lien check and \$33 daily storage fee. Vehicles are accepted 24-hours-a-day but releases are only processed between 10 am and 8 pm weekdays and between 10 am and 4 pm on weekends.

The EPS pound manager estimated that the facility revenues exceeded the approximate \$2.6 million budget expenditures by approximately \$3.7 million in 2014. Net revenues are divided between the City of Edmonton and EPS. Revenues are mostly generated by the daily storage fees but are supplemented by approximately 250 scrap vehicle sales (1.2% of all vehicles) generating \$56,250. EPS also collects the first \$1,250 from the sale of approximately 400 vehicles (2% of all vehicles) that are auctioned annually generating approximately \$500,000 in order to recover their administration and storage costs. It was noted, however, that owners of vehicles that are auctioned may apply for the amount generated from the sale minus the EPS costs incurred (\$1,250) and that any remaining profits are forwarded to the Province of Alberta.

#### Vancouver

The City of Vancouver contracts tow and storage operations to a private towing company (Busters Towing) that operates two City pound facilities. The 0.64 hectare (1.6 acres) primary lot contains 158 parking spaces while the abandoned vehicle lot is approximately 0.9 hectare (2.2 acres) with a capacity for approximately 200 vehicles. The primary pound is centrally located in the City's downtown eastside. The primary lot processes over 40,340 vehicles per year by Busters Towing who employs five full time clerks, five part time clerks and three management staff that divide their time between this facility and Busters' own facility next door. It was noted that there are no security personnel at either City pound. The facility is operated from a 148.6 m<sup>2</sup> (1,600 square feet) on-site office building that includes a large customer reception area. The facility is open around the clock and is most heavily staffed between 3 pm and 5 pm (rush hour) to issue releases and accept more incoming vehicles. Vancouver has no highways through their downtown so maintaining their major arterial roadways leads to a significant number of towed vehicles around peak travel times. This primary lot generally contains vehicles which were directed by Vancouver Police and municipal parking enforcement due to parking infractions. Most vehicles are typically claimed quickly by their owners.

Busters' also owns and operates their own two acre pound next to the city lot that is utilized when the city primary lot is over capacity. Busters' lot has 200 parking spaces but it usually has over 300 vehicles. Their staff advised that it can hold 450 vehicles at peak times. This lot is primarily used for vehicles that have been towed from private property or were involved in accidents.

The contract between Busters and the City of Vancouver requires the contractor to collect and forward \$8 per vehicle per day to the City. The City sets the maximum towing and storage fees and stipulates the annual facility lease rate (\$344,000 per annum). The City does pay for and/or performs some facility and building maintenance (\$20,000 to \$25,000 annually).

The abandoned vehicle lot is 0.84 hectares (2.1 acres) in size, located in South Vancouver and can hold over 200 vehicles. It is staffed with one contractor employee weekdays between 8 am and 4 pm. Busters towing currently operates this lot on behalf of the City in exchange for an administration fee. This lot is primarily used for vehicles that have been abandoned or were parked on a street with expired or no insurance.

The abandoned vehicle lot (AVL) was begun by the City in 2002 as part of the City's abandoned vehicle program. The AVL was created for a start-up cost of \$2.3 million for land and building improvements. In 2012, the program had operating costs of approximately \$468,000, of which, only half were able to be recovered by the City from storage fees, fines, selling scrapped vehicles and auctioning vehicles. In 2014, between 25 and 30 vehicles per month are towed to the AVL where they can stay for up to three months. The City scrapped 195 vehicles (0.06% of total) and auctioned 30 vehicles (0.08% of total) in 2014 which generated an estimated \$100,000. Staff were not able to ascertain from Vancouver staff what the percentage of the vehicles towed to the AVL are not claimed (it was over 60% in 2012) or if the abandoned vehicle program operating and administrations costs have increased or decreased since then.

### Best Practices

Through consultations with staff from cities with CVPFs and some general research, we were able to identify a number of recommended best practices should the City proceed with a CVPF.

#### 1. One Facility

Most cities have only one CVPF lot and those that have more than one lot, use the second lot for either long-term storage or only on occasions when the primary lot exceeds capacity. The reasons for having only one lot include: less capital investment required, reduced opportunity costs (utilizing industrial land for private use subject to taxation), less administration and security staff due to duplication of effort; and, better administration due to standardized procedures and control at one location.

#### 2. Central Location

Centralizing the location of the only or primary pound within the geographical area that it services was seen as a best practice by pound operators. Decreased tow distance and close proximity for

vehicle retrieval were the primary reasons. In most cases, shortening the tow distance reduced the amount of the tow because many municipalities include a time or distance fee as part of the overall towing charge. Tows also preferred the central location because they were able to bring vehicles in quickly and return for other tows in some instances. As well, central locations typically had better access to public transit for vehicle owners without alternative means to retrieve their vehicles.

### 3. Pound Software

Some municipalities developed their own pound management software (Calgary) whereas other municipalities were utilizing commercial developed software. In either case, staff recommended the use of pound management software to track vehicles through the seizure, source of tow, fees paid, release, vehicle claim, scrapping and auction processes. This enabled pound staff to work collaboratively and systematically with the various towing companies, law enforcement agencies and vehicle owners. Some software was also used to track vehicle owner and registered lien holder notifications to ensure proper notifications were provided. Staff advised that the prices for software ranged significantly but was generally available for lease or purchase.

### 4. Contingency Lots

Contingency lots were also utilized by several of the municipalities (Vancouver and Edmonton) for the storing of vehicles that were not likely to be released or claimed in the short-term. These lots could also be used for storing trailers or other larger vehicles that would otherwise be utilizing larger amounts of space in primary lots. Depending on the amount of security, vehicles seized by police that are anticipated to be held for longer periods could also be stored at a contingency lot. Leasing part of an existing private pound facility or an industrial property that is not centrally located for this purpose could be investigated further.

### 5. Online Payments

Allowing online payments of storage fees and fines through a pound management software system or separate online payment portal may be a way to lessen the amount of administration that occurs at the facility and provide a higher level of service for customers.

### 6. Vehicle Charging Stations

Including vehicle charging stations for electric vehicles with the ability to charge extra fees for this service was another recommendation received.

### 7. Sufficient Access and Space for Large Vehicle and Trailers

Designing the entrance and lot layout for larger vehicles including the heavy tow trucks that deliver them was a recommendation of the pounds that had spaces or areas assigned for larger vehicles and trailers.

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#### 8. Lowest Daily Storage Rates

In municipalities that have both public and private vehicle pounds, it was recommended that the public pound should have the lowest storage rates to ensure highest utilization and fewest consumer complaints regarding storage costs.

#### 9. Contract Staffing

Vancouver is the only Canadian municipality that leases their pounds to a contractor which uses only their employees to manage the entire towing and pound process. The contractor does not employ security staff at either the primary or abandoned vehicle lot. The cities of Calgary, Edmonton, Regina and Saskatoon all contract their security services in order to reduce operational costs.

#### 10. Hours of Operation

While all five Canadian municipalities accept vehicles on a 24-hour-a-day, 365-days-a-year basis, only Vancouver issues vehicle releases around the clock with the exception of vehicles held in their abandoned vehicle lot, which issues releases only during normal weekday business hours. The other four municipalities operating CVPF's have varying extended business hours and reduced weekend/holiday hours when they issue vehicle releases.

#### How Many Vehicles Would Use Centralized Vehicle Pound Facility in Mississauga?

In order to determine the size and number of centralized vehicle pounds, it was critical to determine the approximate number of vehicles that would utilize the facility. In order to maximize the number of vehicles delivered to a CVPF, the City would need to amend the towing by-law and/or Schedule 27 of the Licensing By-law to require all inoperable vehicles involved in an accident/collision and all seized and abandoned vehicles to be taken to the City's CVPF. PRP estimated that 40% of vehicle accidents that they attend require a vehicle to be towed and the OPP estimate approximately 35% of vehicle accidents that they attend require a vehicle to be towed.

City Parking Enforcement, Peel Regional Police and Ontario Provincial Police staff provided their estimated number of tows for the years 2012 to 2014 in order to provide an estimated yearly average. Appendix 12 details the total estimates from these three sources between 2012 and 2014 and estimates the average number of vehicles delivered to a CVPF would be 12,450 per annum. These estimates do not include various other vehicles (motorcycles, trailers etc.) that may be brought into a centralized vehicle pound as was evidenced by staff inspections at the existing private pound facilities including the City and PRP contracted facilities conducted this year.

It should be noted that none of the other City CVPFs have a by-law requirement that would require a vehicle involved in an accident that is no longer in an operable condition, to be brought to their CVPF. Vehicle owners are permitted to direct a tow operator to take their disabled vehicle to a destination of their choice unless the vehicle has been seized by a police or enforcement

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officer. Should Council choose not impose a by-law requiring all inoperable vehicles involved in accidents/collisions be brought to a CVPF, the total number of vehicles brought to a CVPF will likely decrease significantly (ie. only seized vehicles may be brought to the CVPF). If this becomes the case, the CVPF could be reduced in size along with reductions in the anticipated capital and operating expenditures, and potential revenues.

Should the City proceed with the by-law amendments to include inoperable vehicles that were involved in an accident, in addition to seized and abandoned vehicles, there may be a significant number of complaints to the City from vehicle owners and vehicle repair facilities because we are forcing some vehicles to the CVPF and thus delaying the repair of their vehicles leading to increased costs. Conversely, it can also be argued that the City is acting to ensure consumer protection by providing vehicle drivers that have been involved in an accident with the means to disengage themselves from the towing companies and allow them a period of 24 hours to seek advice and consider their best course of action without being charged a daily storage fee. Should the consumer be unable to decide what to do with their vehicle within that 24-hour period, the vehicle could be continued to be safely stored at a City CVPF with a relatively low daily storage fee of \$25 following the first 24-hour period that would not be charged. Once checked into the City CVPF for record keeping purposes, consumers can be given the option of taking their vehicle immediately to a repair facility or another destination of their choosing. Further, a reduced re-tow rate could also be included in the by-law to ensure that consumers are not being charged two, full tow fees. It should also be noted that the Provincial *Bill 15* discussions considered the possibility of not allowing storage fees to be charged for the first 24 to 72 hours of storage for vehicles involved in accidents.

#### Number, Location and Size of a CVPF

As previously stated, most cities have only one CVPF lot and those that have more than one lot, use the second lot for either long-term storage or only on occasions when the primary lot exceeds capacity. The reasons for having only one lot include: less capital investment required, reduced opportunity costs (utilizing industrial land for private use subject to taxation), less administration and security staff due to duplication of effort; and, better administration due to standardized procedures and control at one location. Creating more than one city-owned and operated CVPF is not anticipated to be administratively or financially prudent.

If the City decides to create a CVPF, it should ideally be located in the Mavis Erindale Employment Area as it would allow towed vehicles to be brought to a central location, reducing travel times thereby minimizing towing distances and costs. This area contains and is adjacent to truck routes that can accommodate large traffic volumes of both towed vehicles and passenger vehicles. It is served well by public transit. This District also contains at least two of the larger City towing contractors, several vehicle and body repair shops and numerous businesses with significant amounts of outdoor storage. This area is also close to several highways that transect the City that permits reduced tow pick-up and travel times.

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Appendix 13 provides peak morning and afternoon travel time estimates from the Mavis Erindale Employment Area to various locations across the City. With the exception of sites located on the far side of the airport, the maximum peak period travel times in Mississauga to a CVPF in the Mavis Erindale Area would generally be less than 30 minutes and/or 20 kilometres (12.4 miles). Most of the estimated travel times would be significantly less during periods of non-peak traffic. In addition, these maximum travel times are likely to compare favourably when compared with the cities of Calgary and Edmonton, both of which, are more than twice the geographic size of Mississauga, process more towed vehicles and have only one primary pound facility.

The required size of a Mississauga CVPF is the combination of a number of factors including:

- the total number of vehicles anticipated to be processed;
- the average duration of impounded vehicle stay;
- minimum lot and indoor storage requirements specified in the Peel Regional Police tow and storage contract;
- size of office building for processing vehicles (which relates to anticipated number of staff and customers);
- building and lot compliance with Zoning By-law (setbacks and landscape requirements);
- the relative efficiency of the parking lot layout (which is also a function of the parcel selected);
- larger parking lot aisle widths (to aid in vehicle maneuvering);
- by-law requirements to include inoperable vehicles involved in an accident/collision to be brought to a CVPF, in addition to seized and abandoned vehicles or just seized vehicles; and,
- the use of some tandem parking spaces.

Determining the number of parking spaces that can be accommodated on a particular parcel of land depends primarily upon the configuration of the parcel, the topography of the site, site servicing requirements and any necessary zoning by-law requirements (ex. building setbacks and minimum landscape requirements). Figure 1 of Appendix 14 displays the average number of vehicles that could be accommodated on a 0.4 hectare (one acre) parcel of land using standard parking stall sizes measuring 2.6 metres by 5.2 metres (8.5 feet by 17 feet), larger 9.0 m (29.5 feet) aisle and gates and no tandem parking. Figure 2 of Appendix 14 demonstrates the number of vehicles that can be stored on a 0.4 hectare (one acre) parcel of land if some tandem parking is incorporated and utilized. In general terms, we assume that a CVPF would be able to provide approximately 370 parking spaces per hectare (150 parking spaces per acre), although we will include a 20% buffer to account for irregularly shaped properties, topography, servicing requirements and the provision of minimum landscape areas.

Determining the required lot capacity will necessitate using the estimated 12,450 vehicles per annum and that the estimated average vehicle duration of stay (10 days). Ten days was the average vehicle duration of stay at the City of Calgary's CVPF. We can calculate the CVPF lot capacity required by multiplying 12,450 vehicles x 10 days divided by 365 days per year. This figure equals 341 parking spaces plus a 20% buffer equals 410 parking spaces.

Using the 410 parking spaces as the required vehicle capacity, the 370 parking spaces per hectare (150 parking spaces per acre) figure noted previously, a CVPF will require approximately 1.1 hectares (2.73 acres) of land, plus an area for a 186 m<sup>2</sup> (2,000 square feet) office building, a 130 m<sup>2</sup> (1400 square feet) indoor storage shed, staff and visitor parking and landscape buffer along a municipal street which we estimate to be approximately 0.2 hectares (0.5 acres). Therefore, for the basis of this feasibility assessment, staff assumed a 1.42 hectare (3.5 acres) parcel would be the appropriate size for a CVPF in Mississauga. A CVPF of this size will also allow for some flexibility in terms of additional parking spaces should the number of vehicles brought to the facility increase or should there be the necessity of storing some trailers or larger vehicles. This slightly larger site could also be used for other City storage needs on a temporary basis so as to maximize the utility of the lands.

#### What Lands Are Available for a CVPF?

Realty Services staff were requested to investigate the availability of land parcels with or without a small office building for lease or purchase in the Mavis Erindale Employment Area that permitted outdoor storage in the Zoning By-law. As discussed previously, this Area was determined to be the most efficient from a vehicle transport and public accessibility perspective. While there were a couple of smaller vacant parcels of land less than 0.6 hectares (1.5 acres) in size that permitted outdoor storage available for lease, nothing in the 1.2 hectare (three acres) plus size was recently listed. One large 1.8 hectare (4.5 acres) parcel is (or was) available in the area but was improved with an 8 547 m<sup>2</sup> (92,000 square feet) office/manufacturing facility. The property is not zoned to permit outdoor storage and would cost over \$3.45 million per hectare (\$1.4 million an acre).

In Mississauga, the cost of vacant industrial land ranges between \$800,000 and \$1.2 million per acre depending primarily on location, shape and size. Realty Services also advised that anything that does become available in the Mavis Erindale Employment Area will most likely be improved for specific industrial uses and will not be vacant, thus increasing the capital costs for acquisition.

The Mavis Erindale Employment Area currently contains two City Works Yards with the appropriate zoning requirements, however, both works yards are currently being fully utilized and City-wide works yard space is generally at capacity.

The Community Services Department works yard is located at the northwest quadrant of Mavis Road and the CP Railway Line, is approximately 1.6 hectares (4 acres) in size and is currently being utilized for storing and processing dead trees. A portion of this site may also be utilized in the future for an alternative use. The Mavis Works Yard, located on the east side of Mavis Road, south of the CP Railway Line, contains several Transportation and Works operations including the



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Parking and Mobile Licensing Enforcement sections of the Enforcement Division. This site is approximately 6.85 hectares (16.8 acres) in size. Although this facility is currently at capacity, there exists a possibility to use a portion of the yard for a CVPF if some of the existing operations that are not required to be located centrally, could be relocated. The City is in the midst of rezoning a large parcel of land on Loreland Avenue to allow for another municipal works yard. If the rezoning application for the property is approved and the yard opens for operation, some of the Mavis Road Yard operations could be relocated to the new facility allowing a portion of the Mavis Works Yard to be utilized for a centrally located CVPF. The timing of any approvals, construction and relocation of operations would not likely occur for two to three years.

The City could also utilize a non-central industrial property recognizing that the travel distances and times for tow operators and vehicle owners would increase. Realty Services advise that a large enough property may be possible to acquire, however, cautions that: amendments to the zoning may be required, any existing buildings on the property may or may not be suitable for conversion to an CVPF operation, environmental assessment and clean-up costs would have to be considered if the property has or held an industrial use and the property may or may not have satisfactory public transit accessibility.

#### CVPF List of Assumptions

In order to calculate the approximate capital and operating costs and potential operating revenues of a CVPF, it was necessary to establish a list of basic assumptions about the physical and locational characteristics. It was also necessary to make a determination regarding operational assumptions including staffing, hours of operation, operational expenses and that a suitable vacant parcel of land would come available for purchase by the City. These assumptions are primarily based upon a combination of estimates, data extrapolation and best practices from other CVPFs. All of these assumptions could be modified and the calculations changed to reflect the modification. Several alternative physical characteristic and operational considerations will also be identified.

#### Physical Pound Assumptions

The actual pound would be located on a 1.42 hectare (3.5 acres) vacant parcel of land within the Mavis-Erindale Employment Area comprising a 1.2 hectare (three acres) enclosure for impounded vehicles and would also include the following physical characteristics:

- 185.8 m<sup>2</sup> (2,000 square feet) office building with reception area, washrooms, kitchen, meeting room, offices includes furniture, computers, printer/copiers and phones;
- separate 0.41 hectare (one acre) facility within the enclosure for police seized vehicles that contains a 130 m<sup>2</sup> (1,400 square feet) basic structure/canopy building with lighting and hot water source;
- 1.8 metre (six feet) fence with two feet barb wire on top;

- secured gate with card access;
- security lighting;
- video surveillance of entire yard;
- heavy duty asphalt on the 1.2 hectare (3.0 acres) vehicle pound enclosure;
- 135 m<sup>2</sup> (1,453 square feet) landscape area; and,
- reducing the number of impounded vehicles will reduce the property and building requirements (capital costs).

#### Hours of Operation Assumptions

Similar to the majority of other municipal CVPF operations and the best practices identified, Mississauga would likely use the extended business hours of operation model that would operate as follows:

- 24-hours-a-day, 365-days-a-year - vehicle acceptance and security;
- Monday to Friday - 8 am to 11 pm for vehicle acceptance, processing and releases;
- Saturday and Sunday - 8 am to 4 pm for vehicle acceptance, processing and releases;
- Monday to Friday - 8:30 am to 4:30 pm - vehicle liens - scrapped and auctioned vehicle processing; and,
- Monday to Friday - 8:30 am to 4:30 pm - support staff operations.

#### Staffing Assumptions

A total of 19 municipal staff would be required to operate a CVPF in Mississauga with extended business hours while processing approximately 12,450 vehicles annually. The staff complement would be as follows:

- One Manager;
- Two Supervisors;
- Eight Clerks;
- Six Security Personnel; and,
- Two Administrative Support Staff.

This staffing complement was primarily estimated based upon the number of staff employed at the other municipal CVPFs. Staff would be processing approximately 70 vehicles per day and would include accepting, processing and releasing vehicles. With the extended business hours there would be two shifts of three clerical staff weekdays (based on 19 hour business day) and one

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clerical staff per day on weekends (based on eight hour business day). One clerical staff would work regular weekdays and would be responsible for arranging for vehicles that are not claimed to be auctioned or sold as scrap. Depending on the daily volume and, if there are peak periods for vehicle delivery and vehicle pick-up, adjustments to the daily staffing could be adjusted to accommodate the peaks. The CVPF manager and two supervisory staff would oversee operations, manage staff and resolve conflicts during the extended daily shifts. Six security staff was estimated to be sufficient to provide 24 hour-a-day, 365-days-a-year coverage for the facility. Security staff would also provide access to impounded vehicles for vehicle owners, accompany vehicles being brought into the facility and process the initial receipt of vehicles after hours on a 24-hour-a-day basis. Two administrative support staff to conduct general administrative and data record management have been included in the staff complement. It should be noted that the staff complement could be reduced or increased with any changes to the number of vehicles being processed. If the CVPF proceeds, it will need to be determined which City Department and Division would be responsible for CVPF operations.

#### Operational Assumptions and Considerations

The assumptions related to the anticipated CVPF operating costs are summarized below:

- the City would charge \$25 per vehicle per day storage fees which is consistent with the current PRP and City Tow and Storage Contracts and best practices of other municipal CVPFs;
- In order to provide further consumer protection and to offset the perception that the City is forcing all non-operational accident vehicles to a CVPF, the City would not charge consumers involved in accidents storage fees for the first 24 hour period thereby creating a "cooling off" period to allow the vehicle owner time to contact their insurance company and to determine what to do with their damaged vehicle;
- maintenance of building, parking, fencing, security features and landscaping;
- snow removal;
- environmental cleanups (from damaged vehicles);
- pound software purchase or leasing;
- the City has the capability of developing its own vehicle pound and towed vehicle monitoring software that may be more financially viable than purchasing or leasing software from the private sector;
- additional insurance may be necessary due to the nature of the operation to cover private property (impounded vehicles);
- staff training;
- front ending towing payouts, some of which may not be recovered (abandoned vehicles);

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- utilities including electricity, gas, water, wastewater and City Storm Water charges;
- approximately 5% of vehicles brought to CVPF would be claimed by City, scrapped and sold;
- approximately 2% of vehicles brought to CVPF would be claimed by City and auctioned;
- hours of operation for vehicle releases could be reduced;
- all or portions of staff could be contracted through private firms (example: Security);
- lost opportunity taxes from a private industrial use that may otherwise locate on the CVPF property; would range between \$60,000 and \$110,000 annually;
- utilize existing and/or enhanced municipal corporate security / video surveillance only; and,
- a reduction in the number of impounded vehicles will reduce the operating costs.

#### CVPF Physical and Location Characteristic Considerations

- There is possibility to use a portion of the Mavis Works Yard for a CVPF in the event that other municipal operations that are less location sensitive could be relocated to the Loreland Works Yard if the rezoning application for the property is approved and the yard opens for operation.
- Staff, building and land costs would all be reduced if the number of vehicles processed is reduced by not requiring all accident vehicles to be brought to the CVPF.
- Reduce the size of the primary lot by owning or leasing a non-central contingency lot for long-term vehicles and larger vehicles and trailers.
- The City could investigate the possibility of opening a shared collision reporting centre with the OPP and/or PRP at the CVPF which may save some operational and/or capital costs.
- Reduce land costs by locating CVPF to a non-central location that has greater travel times and distances.
- Lease land for entire CVPF which would likely reduce capital expenditures while raising operating expenditures.

#### Preliminary CVPF Financial Assessment

This preliminary CVPF financial assessment includes an estimate of the projected capital costs and potential operating revenues which are contingent upon the above-noted list of assumptions. Changes to any or all of the assumptions will impact this financial assessment to a greater or lesser degree. The Facilities and Property Management Division of the Corporate Services Department

provided the capital cost estimates but noted that more detailed construction estimates would need to be obtained by hiring a consultant. An estimate of projected operating costs has not yet been completed at this time; work is on-going. An estimate of operating costs will be included in the CVPF financial assessment to be included in the recommendation report. The financial assessment will be prepared on the basis of two CVPF operating scenarios: (1) acceptance of all inoperable vehicles involved in accident/collisions and seized or abandoned vehicles; and (2) the acceptance of seized or abandoned vehicles only. As mentioned previously, the number of vehicles anticipated to be processed by the CVPF will have a direct impact on the capital and operating costs, and projected revenues.

#### Potential Expenditures

##### Land Acquisition Costs

1.42 hectares (3.5 acres) x \$1 million per acre	\$3,500,000
Other land acquisition costs (including appraisals, surveys, environmental reports, real estate commissions and/or legal fees)	\$55,000
Total Land Costs	\$3,555,000

##### Capital Costs of Land Improvement

• Construction (Building & Site Works)	\$3,000,000
• Consultant fees and soft costs	\$486,000
• Project contingency	\$275,000
• Other costs (charge back & HST)	\$235,000
• Site Services and utility connections, computers and phones	\$200,000
Total Capital Improvement Costs	\$4,196,000
Total Land Acquisition and Capital Improvement Costs	\$7,751,000

#### Potential Revenue Stream Assumptions

##### Number of Vehicles

In order to calculate the number of vehicles that would be subject to daily storage fees and to calculate the amount of money able to be recovered from unclaimed vehicles, staff had to estimate the number of vehicles that the City would be able to auction or sell as scrap. Staff estimated the percentages based on the rates from the other municipal CVPFs. The percentage of vehicles available able to be auctioned ranged from 0.08% to 10.3% while the percentage of

vehicles available to be sold as scrap ranged from 0.06% to 11.7% at the other municipal CVPFs. The average percentage of vehicles able to be auctioned was 6.8% and the average number of vehicles able to be sold as scrap was 4.5%. Since some of the CVPF's do not currently operate as the Mississauga CVPF is anticipated to operate and because Calgary was seen as the most similar operation, staff utilized conservative estimates of 2% of all vehicles could be auctioned and 5% of all vehicles could be sold as scrap. Therefore, 7% of the total estimated volume of vehicles was subtracted from the estimated daily storage fee revenue calculation, since it is unlikely that fees would be paid on those unclaimed vehicles.

12,450 total vehicles - 2% (250) vehicles will be claimed by the City and auctioned per year

12,450 total vehicles - 5% (620) vehicles will be claimed by the City and sold as scrap per year

Of the remaining 11,580 vehicles, 8,619 would be accident vehicles and 3,831 non-accident vehicles that would be available for estimating the potential daily storage fees. In 2014, the CVPF in Calgary generated approximately \$1,400 per vehicle at auction and \$200 from each scrapped vehicle. Since the price of metal scrap has been reduced recently, staff used \$1,400 per auctioned vehicle and \$150 per scrapped vehicle in the estimates for the potential revenue generation at a Mississauga CVPF.

The revenue estimates also assume that the daily storage fee for the 8,619 vehicles involved in accidents would be stored free of charge for the first 24 hours (one day). The remaining 3,831 non-accident vehicles would be charged all daily storage fees. Vehicles brought into pounds are either classified as light or heavy tows and the corresponding fees for the tow and daily storage rates differ. Heavy tows typically cost more in terms of both the actual tow and the daily storage rate charged. The City CVPF will likely charge \$100 per day for heavy vehicles which is consistent with the current City and PRP contract rates. Since the estimated number of vehicles supplied by the City, OPP and PRP did not distinguish between light and heavy tows, the revenue estimates have all been classed as light tows for the purpose of these calculations. Since a portion of the tows will be heavy tows with correspondingly higher fees, the estimates will be on the conservative side. As stated previously, the City will charge \$25 per day storage fees for light tow vehicles which is consistent with the current PRP and City Tow and Storage Contracts and best practices of other municipal CVPFs.

#### Revenue Calculations

8619 Accident Vehicles * 9 days * \$25 per day =	\$1,939,275
3831 Non Accident Vehicles * 10 days * \$25 per day =	\$957,750
250 vehicles auctioned (2% of Total) x \$1400 (average per vehicle) =	\$350,000
620 vehicles sold as scrap (5% of Total) x \$150 (per scrapped vehicle) =	\$93,000

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Total Annual CVPF Potential Revenue =

\$3,334,025

#### Conclusion from Preliminary Financial Analysis

This preliminary financial assessment provides the magnitude of the projected capital costs and the projected operating revenues related to a city-run CVPF. The final financial assessment in the recommendation report will include the projected capital costs and operating costs, and the projected net costs/benefits for two city-run CVPF operating scenarios: (1) acceptance of all inoperable vehicles involved in accident/collisions and seized or abandoned vehicles; and (2) the acceptance of seized or abandoned vehicles only.

#### Alternatives to a CVPF

The following are alternatives options in lieu of a City-run CVPF and are being considered and assessed by staff.

##### Maintain the Status Quo Option

From a consumer protection perspective, the Province is anticipating that the draft *Bill 15* regulations, which are expected to be phased in during early 2016, will have a positive impact on the towing and storage industries in Ontario. Many of the *Bill 15* regulations are already by-law requirements in Mississauga, so the impact is not anticipated to be as significant as elsewhere in the Province. The Province has indicated that municipalities with licensing regimes may keep their by-laws in place if they are as strict, or stricter, than the Province's regulations. Mississauga's towing and licensing by-law requirements are already having an impact on the industry by reducing the number of tow vehicles on the roads and by placing minimum development standards on vehicle pounds. Prior to implementing a CVPF, or any other alternative, the City could consider waiting until the *Bill 15* regulations are adopted, in force and utilized for a specified period in order to determine what the effect is, if any, and which actions would be warranted by the City to further improve consumer protection.

The City could try to improve and enhance its current ability to inspect and/or audit the existing vehicle pounds for compliance with the existing regulations and license requirements to ensure better consumer protection. The tow and storage providers currently contracted to the City could also be subject to heightened inspections and audits in accordance with the provisions of the existing contracts to ensure compliance and improve consumer protection.

##### Additional Regulations and Operating Procedures Option

This option would involve amending the Tow Truck Licensing By-law 0521-2004, as amended, and Schedule 27 of the Licensing By-law 0001-2006, as amended, to improve the documentation required to be prepared by licensed tow truck drivers and vehicle pound operators when towing and storing vehicles. If these by-laws were amended, all towing and/or storage companies and operators would be required to provide more comprehensive information with respect to: details of fees charged for the tow and storage; the vehicle owner/operator; the vehicle being towed; the

towing operator and company; details regarding the origin and destination of the tow; photos of the towed vehicles (when involved in an accident); duration or vehicle stay; and, vehicle owner notification. The intent of providing this new documentation would be to ensure that evidence is required to be kept and produced at the City's request to enable better auditing. These audits would ensure that the towing and storage industry is complying with the applicable by-laws and regulations to ensure that:

- vehicles have been towed to the facility agreed to by the vehicle owner;
- that the correct fees for towing and storage have been charged;
- that the vehicle owners have been able to retrieve their vehicles in a timely manner; and,
- the vehicle pound facility operators have followed the required process and sent the proper documentation to registered vehicle owners.

At the present time, audits of the vehicle pound facilities of this nature are not conducted by the City for two reasons:

- 1) the existing by-laws do not require vehicle pound facilities to maintain this type of detailed information; and,
- 2) Mobile Licensing Enforcement is not resourced to perform this type of audit function.

The City could consider raising the administration fees that the City currently charges on contract tows or charge a standardized vehicle storage administration fee to offset the increased costs that would result from increased and improved auditing.

In the future, the City could also investigate the possibility of utilizing a web-based software application to collect all information related to tows in the City instead of a manual process. Standardized software would likely improve the efficiency of any new auditing process. If all tows are entered into a standardized system, auditing contractor performance, vehicle location, tow and storage fees charged, registered vehicle owner notification becomes a simpler process for both the police and/or City. It should be noted that this software is commercially available.

#### Centralized Vehicle Pound Facilities Operated By Private Sector Option

The City could also consider contracting CVPF operations out to private contractors and dividing the City into service areas similar to the current tow and storage contracts. Service areas could range in size and cover half, thirds or even quarters of the City. Smaller and more numerous service areas would likely reduce tow times and distances, but would likely be more complex to administer, monitor and audit.

The City could issue request(s) for proposals that private companies could bid upon to become one of the City vehicle pounds subject to minimum physical and operational requirements. Under this option, tows originating within specified geographical areas would be brought to the privately



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run CVPF located within that area. In order to maximize the efficiency of this system PRP and the OPP would need to be willing to utilize the same centralized facilities.

It would be possible that the CVPF private sector operators may not be the same companies that are the companies that can provide the contract towing services to the PRP or City. This would necessitate changes to the existing PRP and/or City tow and storage contracts and may necessitate increasing the tow and/or storage rates charged to consumers if both services are not provided by the same operator.

One new requirement that could be considered would be to physically separate privately operated CVPF offices from existing businesses (such as motor vehicle body repair establishments). The thought behind this concept is to provide some comfort to consumers to feel less pressure to have their vehicles repaired at the business that provided the initial tow and/or vehicle pound that now holds their vehicle.

If by-laws are amended to require all inoperable vehicles involved in accident/collisions and seized or abandoned vehicles to be brought to private-sector-operated City CVPF, the general perception may be that the City is unfairly treating smaller tow and pound operators and providing a great advantage to those larger businesses that successfully obtain one of the City's CVPF contracts. Smaller tow and body repair companies may not have sufficient resources to meet minimum City or PRP tow and storage contract standards.

The smaller companies that were consulted as part of this feasibility study indicated that if their tow trucks were required to bring vehicles to a large competitor's pound, they would likely have difficulty retrieving the vehicles and the relative advantage to retaining the consumer/customer moves to the auto body repair facility associated with the CVPF. Should the private-sector-operated CVPF be contracted to a towing and storage operator that also runs an insurance company preferred repair shop, there would be even less chance that a consumer would even consider utilizing the repair facility associated with the original tow truck.

## Next Steps

In accordance with the direction given by Council, staff have conducted industry consultation and will further consider any input provided as a result of this report. The recommendation report will include a cost benefit assessment of two CVPF options in comparison to the alternative options presented in this report. The recommendation report is targeted for consideration by TIAC and General Committee in early 2016.

## Strategic Plan

A CVPF would further the Connect Strategic Pillar, specifically, the goal to maintain Mississauga as the safest large city in Canada.

## Financial Impact

Funding was included in the 2015 Regulatory Services operating budget to perform the CVPF feasibility study. Should the implementation of a CVPF be feasible and should Council approve a format, additional funding may be required in future operating and capital budgets. The financial impact to the City will be clearer upon conclusion of this feasibility study and the completion of the financial assessment.

## Conclusion

This report contains a summary of background research of existing and proposed legislation, existing private vehicle pounds in Mississauga, current practices, other municipal pound facilities, CVPF best practices, preliminary estimates of expenditures and revenues of a Mississauga CVPF and alternatives to a CVPF.

## Attachments

- Appendix 1: *Bill 15 – Fighting Fraud and Reducing Automobile Insurance Rates Act* – Summary of Proposed Regulations
- Appendix 2: Mississauga Private Vehicle Pound Facilities - Locations
- Appendix 3: Mississauga Existing Private Vehicle Pound Facilities – Sizes
- Appendix 4: Summary of Zoning By-law 0225-2007 Provisions Regulating Vehicle Storage Facilities
- Appendix 5: Vehicle Pound Facility Owner Requirements – Summary of Schedule 27 of Mississauga's Business License By-law 0001-2006, as Amended
- Appendix 6: City of Mississauga Light Tow Contract Areas
- Appendix 7: City of Mississauga Tow and Storage Contractor Requirements
- Appendix 8: Peel Regional Police Divisions in Mississauga
- Appendix 9: Peel Regional Police Tow and Storage Contractor Requirements
- Appendix 10: CVPF Feasibility Study Consultation Summary
- Appendix 11: Canadian City Vehicle Pound Facility Characteristics Summary
- Appendix 12: Estimated Number of Seized, Accident and Abandoned Vehicle Tows in Mississauga 2012 – 2014

7.1  
6.12

Towing Industry Advisory Committee

2015/12/01

27

Originators files: CS.19.TOW

Appendix 13: Estimated Peak Period Travel Times and Distances to CVPF

Appendix 14: Typical Vehicle Pound Parking Configuration - Approximate Number of Parking  
Spaces per Hectare / Acre



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

Prepared by: Chris Rouse, Project Manager Mobile Licensing Enforcement Division

## **BILL 15 - Fighting Fraud and Reducing Automobile Insurance Rates Act - Summary of Proposed Regulations**

*Bill 15* intends to address several issues including:

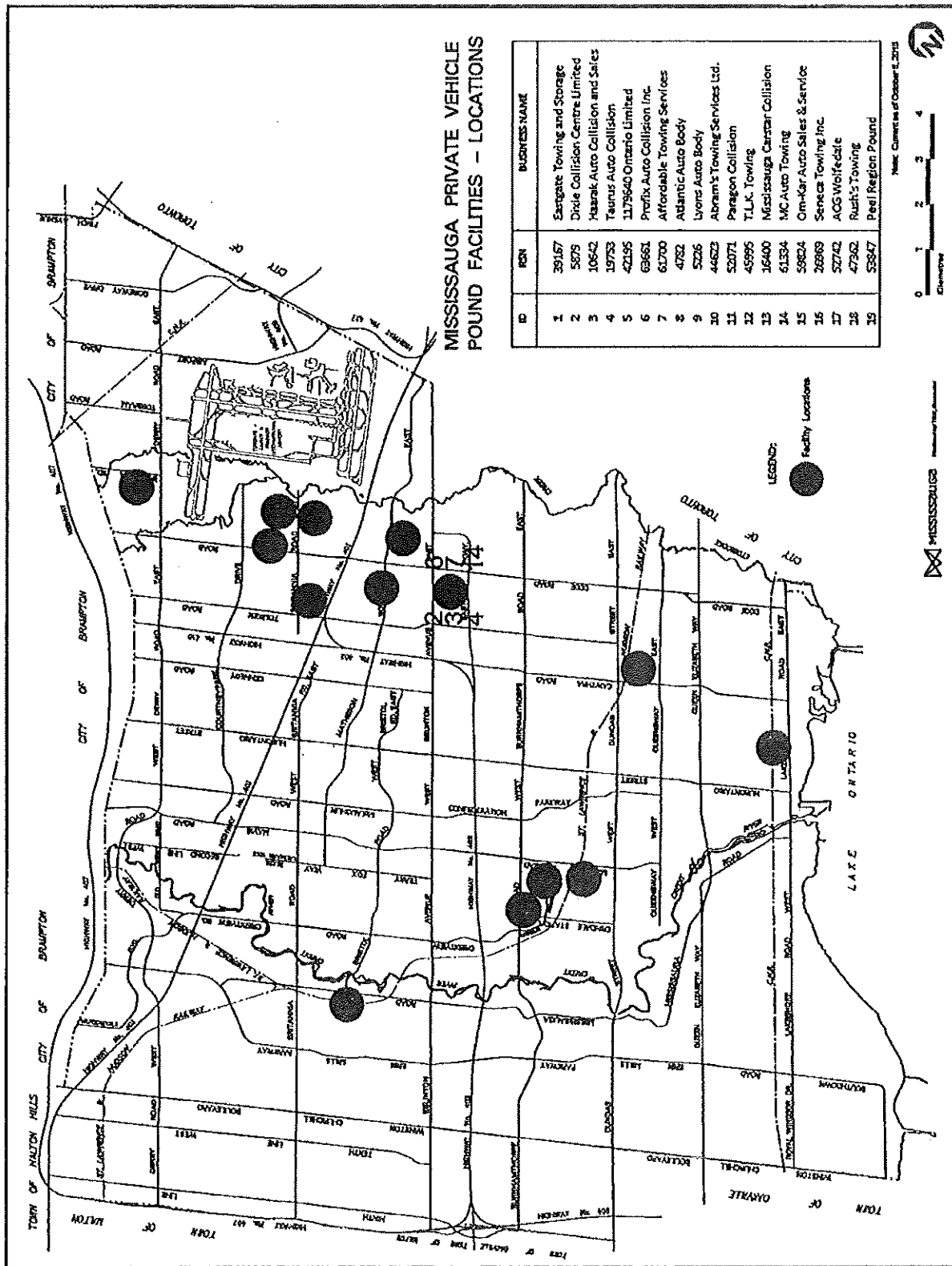
- high and/or inconsistent fees for towing and storage;
- requiring cash payments without invoicing;
- not disclosing existing financial arrangements between towers and vehicle impounds and/or repair establishments to vehicle owners;
- vehicle owners not being allowed access to or being charged to access their impounded vehicle to retrieve articles; and
- requiring vehicle pound operators to notify vehicle owners where their vehicle is located within 15 days whereas they currently have 60 days.

Under The *Consumer Protection Act (CPA)* and the *Repair and Storage Liens Act (RSLA)* the proposed regulations all tow and/or storage providers:

- are now defined and are considered as a supplier and are subject to existing and new CPA regulations;
- are required to provide detailed company information, direct or indirect financial connections between providers, applicable rates and final vehicle destination to consumers prior to the transaction (except for seized or impounded vehicles);
- are required to get a written authorization from the consumer (or designate) and provide a copy of the authorization to the consumer (or designate) except where the consumer is not able to provide authorization (except for seized or impounded vehicles);
- are not be allowed to recommend salvage yards, auto body repair shops, storage yards or garages unless asked by the consumer;
- If a recommendation is provided, the tow/storage providers is required to give a written statement of the benefits due to the provider, or another person, as a result of making the recommendation;
- cannot charge an amount for services greater than what the provider usually charges;
- are required to post minimum business contact identification and posted rates on every tow truck and business establishment;
- are required to deliver a written invoice that contains minimum business identification information, details of tow and vehicle towed and itemized charges (except for seized or impounded vehicles);
- must meet minimum liability insurance requirements; and,
- provide consumers access to towed or stored vehicles without charge to remove all contents during normal business hours or after hours for a reasonable fee;

The *RSLA* regulation revisions will:

- limit the dollar amount of liens that can be claimed if notice is not provided to consumers;
- outline how fair value is determined for repair and storage where no amount was previously agreed to between the consumer and provider; and
- shorten the required owner notification requirement from 60 days to 15 days where the provider knows (or has reason to believe) that a registered vehicle was received by a pound without the owner's authority.



# MISSISSAUGA EXISTING PRIVATE VEHICLE POUND FACILITIES - SIZES

#	RSN	POUND NAME	BUSINESS NAME	ADDRESS	SIZE OF PROPERTY HECTARE/ACRE	APPROXIMATE SIZE OF POUND FACILITY HECTARE/ACRE
1	39167	1532099 Ontario Ltd.	Eastgate Towing and Storage	5916 Shawson Drive	0.60 (1.48)	0.36 (0.89)
2	5879	Dixie Collision Centre	Dixie Collision Centre Limited	1220 Crestlawn Drive	0.36 (0.89)	0.08 (0.20)
3	10642	668796 Ontario Ltd.	Haarak Auto Collision and Sales	1190 Crestlawn Drive	0.36 (0.89)	0.19 (0.47)
4	19753	Taurus Auto Collision Inc.	Taurus Auto Collision	1232 Crestlawn Drive, Unit 1	0.36 (0.89)	0.08 (0.20)
5	42195	1 <sup>st</sup> Choice Auto Centre	1179640 Ontario Limited	1765 Shawson Drive, Units 1 and 2	0.81 (2.00)	0.36 (0.89)
6	63661	Profix Auto Collision Inc.	Profix Auto Collision Inc.	1180 Crestlawn Drive	0.36 (0.89)	0.09 (0.22)
7	61700	7626975 Canada Inc.	Affordable Towing Services	1202 Crestlawn Drive, Unit 1	0.36 (0.89)	0.08 (0.20)
8	4782	Tolfa Auto Work Ltd.	Atlantic Auto Body	6121 Atlantic Drive	1.22 (3.01)	0.82 (2.03)
9	5226	Lyons Auto Body Ltd.	Lyons Auto Body	1020 Burnhamthorpe Road West	1.50 (3.95)	0.98 (2.42)
10	44623	1512081 Ontario Ltd.	Abram's Towing Services Ltd.	2458 Haines Road, Bldg A	0.68 (1.68)	0.37 (0.91)
11	52071	1729298 Ontario Ltd.	Paragon Collision	1889 Gage Court	0.87 (2.15)	0.37 (0.91)
12	45995	T.L.K. Towing Ltd.	T.L.K. Towing	100 Emby Drive, Unit A	0.05 (0.12)	0.05 (0.12)
13	16400	1044160 Ontario Ltd.	Mississauga Carstar Collision	3575 Hawkstone Road	0.26 (0.64)	0.04 (0.10)
14	61334	1843538 Ontario Ltd.	MC Auto Towing	1095 Fewster Drive	0.37 (0.91)	0.18 (0.44)
15	59824	1161672 Ontario Ltd.	Om-Kar Auto Sales & Service	1270 Matheson Boulevard East, Unit B	0.42 (1.04)	0.22 (0.54)
16	26969	Seneca Towing Inc.	Seneca Towing Inc.	1109 Seneca Avenue	0.39 (0.96)	0.26 (0.64)
17	52742	Atlantic Showcase Auto Collision Inc.	ACG Wolfedale	3229 Wolfedale Road	0.59 (1.46)	0.15 (0.37)
18	47562	858911 Ontario Ltd.	Rush's Towing	1611 Trinity Drive	1.16 (2.87)	1.00 (2.47)
19	53847	1076878 Ontario Ltd.	Peel Region Pound	1690 Sismet Road	0.34 (0.84)	0.15 (0.39)

## Summary of Zoning By-law 0225-2007, as amended, Provisions Regulating Vehicle Storage

Vehicle pounds in Mississauga are regulated through provisions of Zoning By-law 0225-2007, Schedule 27 of Licensing By-law 0001-2006 and Tow Truck Licensing By-law 521-2004. The Mississauga Zoning By-law defines a Vehicle Pound Facility as:

*"means an area, building or structure or part thereof, used for the temporary storage of impounded vehicles within a secure area which is fenced and gated or inside a building or structure and shall include an office within a permanent building with a minimum gross floor area - non-residential of 30 m<sup>2</sup>, and may include property held under police or other government authority.*

*For the purposes of a "Vehicle Pound Facility", vehicle means a motor vehicle, commercial motor vehicle, motor assisted bicycle, trailer, farm tractor or any vehicle drawn, propelled or driven by any kind of power including muscular power. (0358-2007)"*

The Zoning By-law permits vehicle pounds only in E3 (Industrial) Base Zones and some E2 (Business Employment) Exception Zones that also allow outdoor storage. Some existing vehicle pounds are permitted through legal non-conforming rights and/or through a minor variance granted by the Committee of Adjustment.

The by-law also stipulates that the vehicle compound may not be any closer to a street line than the main building on the lot and requires a fence not less than 1.8 m (5.9 ft.) to surround the compound. Parking for the office component of vehicle pounds is to be provided at a rate of 3.2 parking spaces per 100 m<sup>2</sup> (1,076 sq. ft.).

Vehicle Pound Facility Owner Requirements - Summary of Schedule 27 of Mississauga's Business License By-law 0001-2006, as Amended

Schedule 27 of the Business Licensing By-law 0001-2006, as amended, regulates vehicle pound facilities in Mississauga by setting out the roles and responsibilities of pound owners and the City. Pound owners are required to:

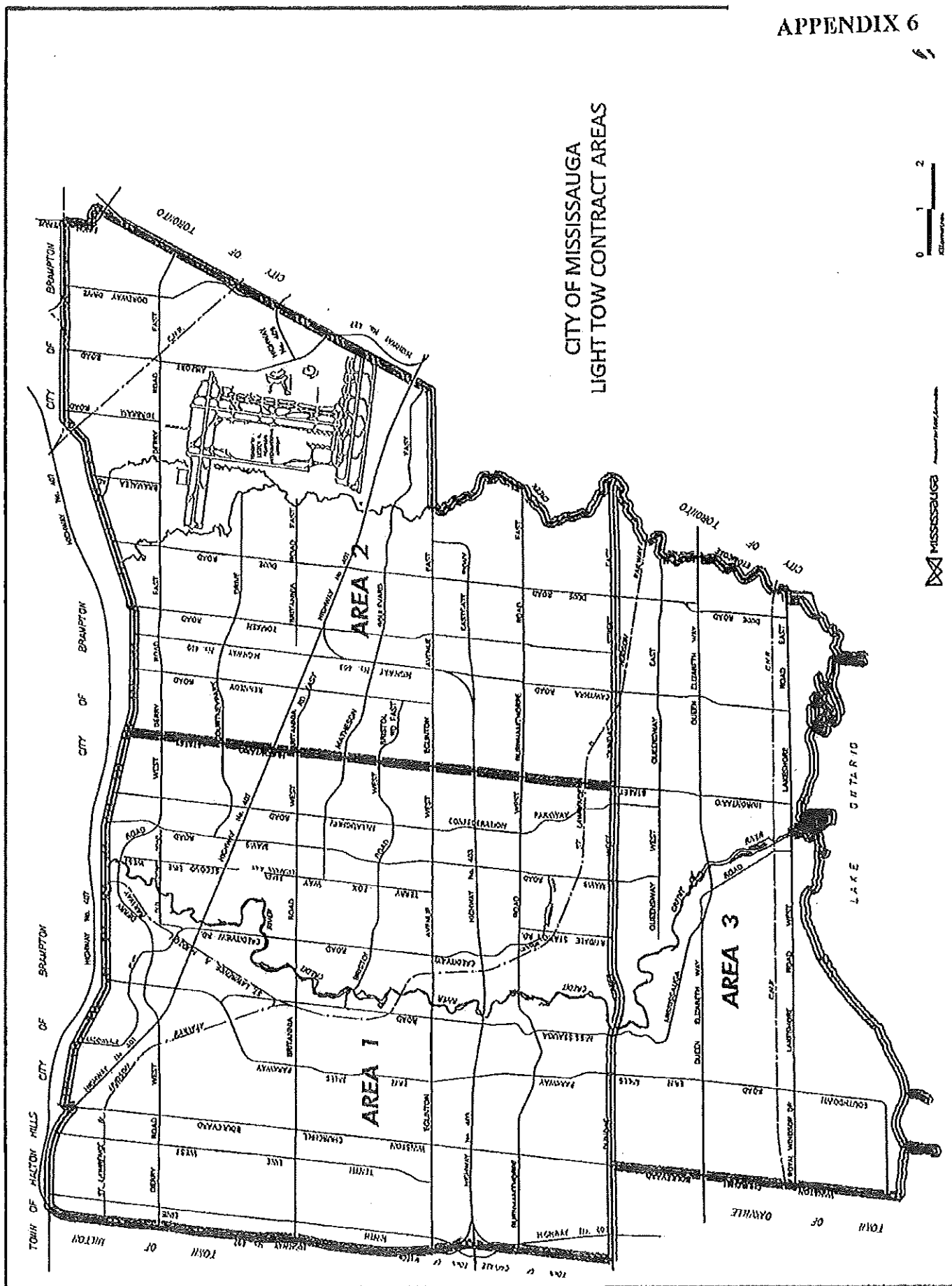
- maintain copies of invoices for one year;
- provide customers with a detailed invoice before requiring payment;
- comply with Provincial legislation when disposing of unclaimed vehicles;
- ensure vehicle owners are able to obtain release of their vehicle at any time by ensuring proper staffing and procedures;
- maintain signage including a phone number to call for after-hour vehicle releases;
- keep the premises in good repair and well maintained;
- ensure compliance with the City's Zoning By-law;
- comply with all applicable legislation pertaining to the storage and disposal of hazardous wastes;
- prohibit the repair of vehicles outside of buildings;
- not charge more than \$60 per 24 hour period that a vehicle is impounded;
- not charge a storage fee for a vehicle that has been towed to a destination facility other than the one identified by the owner indicated on the Consent to Tow form; and,
- refuse to accept a work order for repairs for any vehicle to their pound facility that is not signed by the vehicle owner or is signed by the owner but does not contain an itemized written estimate from the establishment to which the vehicle is being towed.



# APPENDIX 6

6

## CITY OF MISSISSAUGA LIGHT TOW CONTRACT AREAS

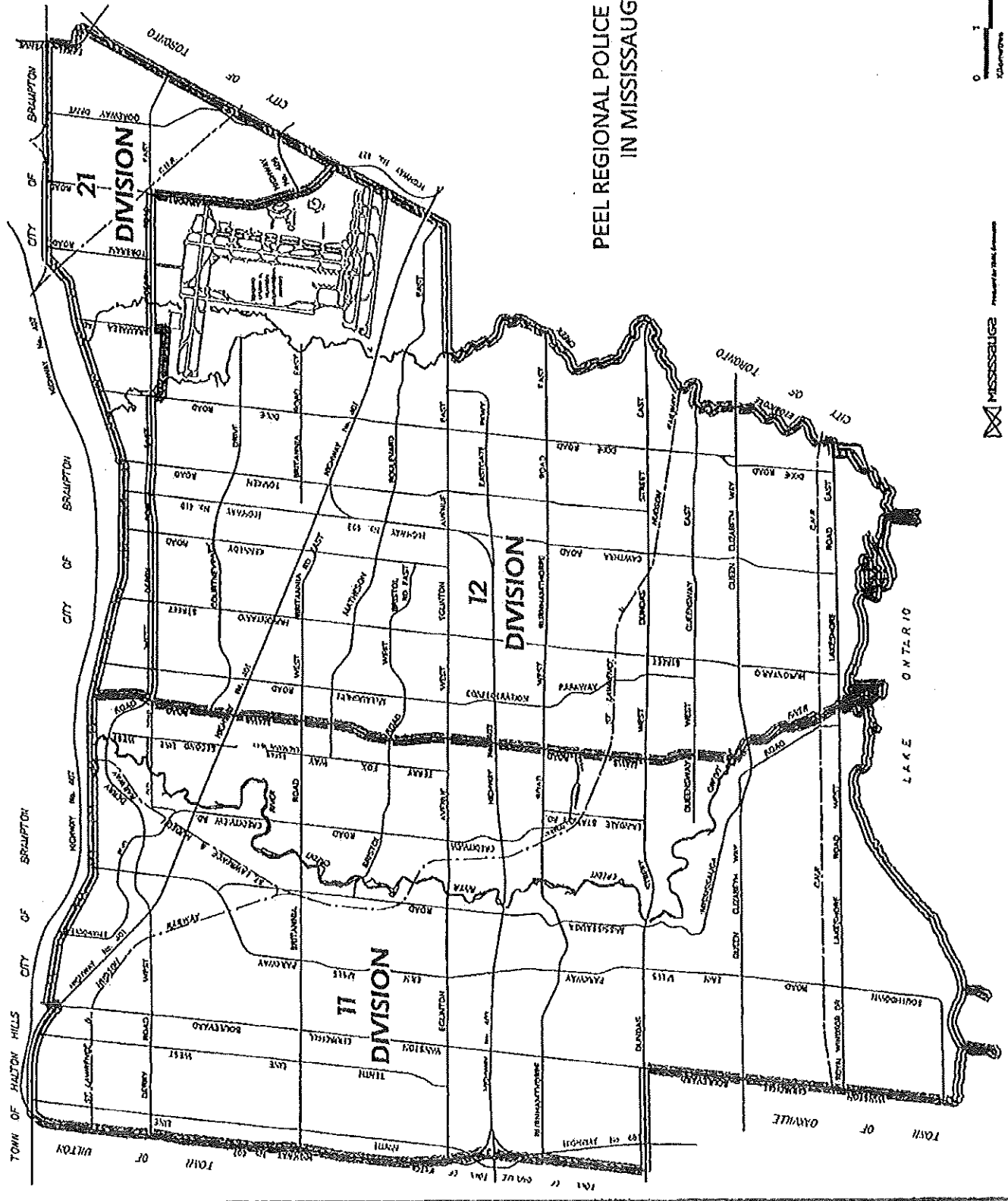


### Minimum City of Mississauga Tow and Storage Contractor Requirements

City of Mississauga tow and storage contractors are required to meet the following minimum requirements:

- meet minimum fleet sizes;
- own or lease specific tow vehicles for specific types of light and heavy tows;
- have a sufficient number of qualified staff to conduct the tows and release vehicles 24 hours a day, seven days a week, year round;
- own or lease a pound at least 1,850 m<sup>2</sup> (0.45 ac.) in size for Contract Areas 1 and 2 or 900 m<sup>2</sup> (0.22 ac.) in Contract Area 3. The size requirement for the heavy tow contract is 1,250 m<sup>2</sup> (0.31 ac.) which is to be in addition to the main pound if the bidder also has one the light tow contracts.
- only charge towing and impoundment fees for parking enforcement seizures in accordance with the fee schedule specified in the tow contract (which is typically less than the amount permitted by the towing and business license by-laws);
- accept any vehicle to be stored in their facility as directed by the City;
- tow directly to their pound facility;
- respond to a call within 30 minutes;
- keep vehicles and contents safe until release;
- allow owners access to their vehicles to obtain personal property without charge;
- provide fencing and security cameras;
- ensure controlled access to the pound;
- collect and remit to the City, on a quarterly basis, the City's per vehicle administration fees;
- maintain and provide to the City (when requested) accurate records of each impounded vehicle;
- remove, at no cost to the City, derelict vehicles from City property;
- remove derelict vehicles from private property at the direction of a Municipal Law Enforcement Officer and charge the owner of the property for the service; and,
- meet minimum insurance requirements.

PEEL REGIONAL POLICE DIVISIONS  
IN MISSISSAUGA



MISSISSAUGA

## Peel Regional Police Tow and Storage Contractor Requirements

Peel Regional Police tow and storage contractors must meet most of the same minimum requirements that the City of Mississauga contract requires, but must also meet the following requirements:

- more stringent Insurance requirements;
- require a light tow response time of 20 minutes instead of 30 minutes;
- have a secure indoor facility capable of storing a vehicle plus a minimum working area totalling approximately 40 m<sup>2</sup> (430 sq. ft.) at each facility;
- contractors must have Workplace Safety and Insurance Board (WSIB) coverage;
- contractors must comply with the *Occupation Health and Safety Act* (OSHA);
- all employees are required to submit PRP security clearance forms;
- yearly MTO Inspection certificates on all tow vehicles;
- only PRP tow contractors shall tow seized vehicles, abandoned vehicles or vehicles where drivers are unable to direct a tow; and,
- all contractors shall have sufficient staff on site to permit the storage and release of vehicles at an all times basis.

## CVPF Feasibility Study Consultation Summary

### Mayor and Councillors

Mayor and Council members expressed their desire that the primary focus of this study should be about consumer protection as opposed to generating revenue for the City. Concerns were expressed by some that the City should not be entering into a business that is already operated by the private sector unless there was a clear benefit to the residents of Mississauga by doing so. Council requested a clear financial picture of a CVPF including capital and operational considerations compared to alternatives to creating a CVPF.

### Insurance Industry

Representatives from the Insurance Industry were generally supportive of a CVPF because it would, in their view, reduce vehicle storage costs and reduce the impediments to locating customer vehicles and having them delivered to the motor vehicle repair facilities requested by their owners. This would assist the industry to reduce the consumer cost of insurance and may also reduce the amount of fraud in the vehicle storage and repair industries. Representatives suggested that a city owned and operated CVPF should be financially viable, with the cost of the facility paying for itself.

### Members of TIAC and the Vehicle Pound Industry

In general, members of TIAC and the majority of vehicle pound operators that were interviewed as part of this feasibility study do not support the creation of a city owned and operated CVPF. Many of those interviewed felt that vehicle collision "chasing" was the biggest issue facing the industry and that any issues with respect to vehicle pounds were relatively minor. Other issues and concerns that were identified include:

- a CVPF will unfairly burden the small shops that are not insurance industry preferred shops;
- the general public is not aware they have the right to choose where their vehicle is taken for repairs leading to unfair advantage towards the insurance industry;
- the existing storage and repair facilities pay taxes, fees and licenses and employ many staff;
- they are concerned that if customers have to take their car to a CVPF, the insurance companies will coerce their customers to take their vehicles to insurance industry preferred shops;
- some expressed that 24 hour a day, seven days a week pound operations are not efficient from an economic perspective as very few customers seek vehicle releases beyond extended business hours;
- some expressed that pounds should be manned 24 hours a day, seven days a week;
- some operators suggested that vehicle pounds should be separated from repair facilities;
- that the City could charge a per vehicle administration fee for facilities that were licensed to store vehicles;

- If there were a limited number of privately contracted City Vehicle Pounds, they should consider a police presence at each private pound;
- several operators expressed concerns with some private pound facilities refusing or delaying the release of vehicles requested by vehicle owners or Insurance company representatives;
- there should be a limit on the number of towers operating per repair facility / vehicle pound;
- that the storage revenue is a secondary component to either the towing and/or vehicle repair component of viable businesses;
- concerns were expressed about the dominance of the Insurance Industry to enforce "their will" upon their customers rather than let customers decide where their vehicles will be repaired;
- that the City should be concerned about liability and claims against the corporation should it establish a CVPF;
- depending on how they operate, a CVPF may be financially punitive to consumers if it delays consumers from having their vehicle repaired quickly; and,
- noted that the costs of claiming cars that are not retrieved by the vehicle owners or Insurance company may exceed the profit from their sale by auction or for scrap.

CANADIAN CITY VEHICLE POUND FACILITY CHARACTERISTICS

CITY	POPULATION	AREA OF CITY (km <sup>2</sup> )	NUMBER OF LOTS	APPROXIMATE NUMBER OF PARKING SPACES	OPERATED BY	AREA OF LOT	NUMBER OF VEHICLES PROCESSED IN 2014 ***	NUMBER OF STAFF	ADMINISTRATION AND/OR DAILY STORAGE FEES
SASKATOON	222,189	144	1	350	City/Security Firm	4.3 acres	3,000*	6 contract staff 1 city staff	\$50 admin fee + \$15 per day
CALGARY	1,096,833	727	1 primary lot 1 overflow lot	750 150	City Parking Authority/ Security Firm	5 acres 1.2 acres	33,128	25 CPA staff 14 security staff	\$30 admin fee + \$28 per day
VANCOUVER	603,502	114.9	1 primary lot 1 abandoned vehicle lot 1 contractor lot	158 200 200*	Private Tow Company	1.6 acres 2.2 acres 2.1 acres	40,340 360	5 Clerks 5 PT Clerks 3 Managers 1 Clerk (AVL)	\$8 per day
REGINA	193,000	145.4	1	300	Security Firm / City Staff	2.6 acres	2,500	6 security staff 1 city staff	\$15 per day
EDMONTON	812,201	684	1	850	Edmonton Police	8 acres + 5 acres available as needed	20,000	16 EPS staff 13 security staff	\$4 admin fee + \$33 per day
MISSISSAUGA	741,000	292	19	Ranges	Private	Ranges	12,450	-	\$60 per 24 hour period Only \$10 or \$25 per day under police contract
HAMILTON	504,560	1,138	-	Ranges	Private	Ranges	-	-	Maximum of \$50 per day when seized under police contract**
TORONTO - CRC			2	Ranges	Ontario	2.7 acres 1.1 acres	8,000	-	Free first day, then \$40 per day
TORONTO POLICE SEIZURES	2,791,140	630	5	Ranges	Private	Ranges	30,000	-	\$50-\$80 per day

\* 200 stalls but will hold 450 vehicles

\*\* First 3 hours are no charge. Maximum fee of \$60 permitted in 2016.

\*\*\* Yearly average between 2012 and 2014 if provided.

## APPENDIX 12

ESTIMATED NUMBER OF SEIZED, ACCIDENT AND ABANDONED  
VEHICLE TOWS IN MISSISSAUGA

## Approximate Number of Peel Regional Police Directed Tows (2012 to 2014)

CATEGORY	2012	2013	2014	3 Year Average
Impaired/Excess	895	965	859	906
VIP/Drive prohibited	258	175	180	204
CC Arrest /Other CC	127	100	101	109
Race/Stunt Driving (7 Day Suspension)	23	20	25	23
Safekeeping	196	206	180	194
Abandoned	68	51	77	65
ACCIDENTS				
Fatality	26	24	28	26
Personal Injury	3031* (1212)	2909* (1163)	2072* (829)	2670* (1068)
Property Damage	14844* (5,937)	14799* (5920)	15573* (6229)	15,072* (6029)
Total	8742	8624	8508	8624

\*Of the total number of PRP accident responses, it was estimated that approximately 40% of Motor Vehicle Collisions resulted in a vehicle being towed.

## Approximate Number of OPP Directed Tows In Mississauga (2012 to 2014)

CATEGORY	2012	2013	2014	Yearly Average
3 day ADLS Suspension	385	320	172	292
7 day roadside suspension	32	37	22	30
License Suspension	59	110	50	73
Stunt Driving (7 Day Suspension)	128	185	106	140
Drive While Suspended	633	591	553	592
Impaired Charges	226	224	164	205
Motor Vehicle Collision - Person Injury	722* (253)	879* (308)	886* (310)	829* (290)
Motor Vehicle - Property Damage	3180* (1113)	3558* (1245)	3819* (1337)	3519* (1232)
Total	2829	3020	2714	2854

Notes: 90-95% all this OPP detachment responses occur in Mississauga

\*Of the total number of OPP responses, it was estimated that approximately 30-40% of Motor Vehicle Collisions resulted in a vehicle being towed, therefore 35% was used to estimate number of tows.



## City of Mississauga Parking Enforcement Directed Tows (2012 to 2014)

Year	2012	2013	2014	Yearly Average
Parking Enforcement	764	1173	970	969
Total	764	1173	970	969

## Estimated Total Number of Secured Tows in Mississauga (2012 to 2014)

Year	2012	2013	2014	Yearly Average
PRP Directed Tows	8742	8624	8508	8624
OPP Directed Tows	2829	3020	2714	2854
City Directed Tows	764	1173	970	969
Total	12335	12817	12192	12448

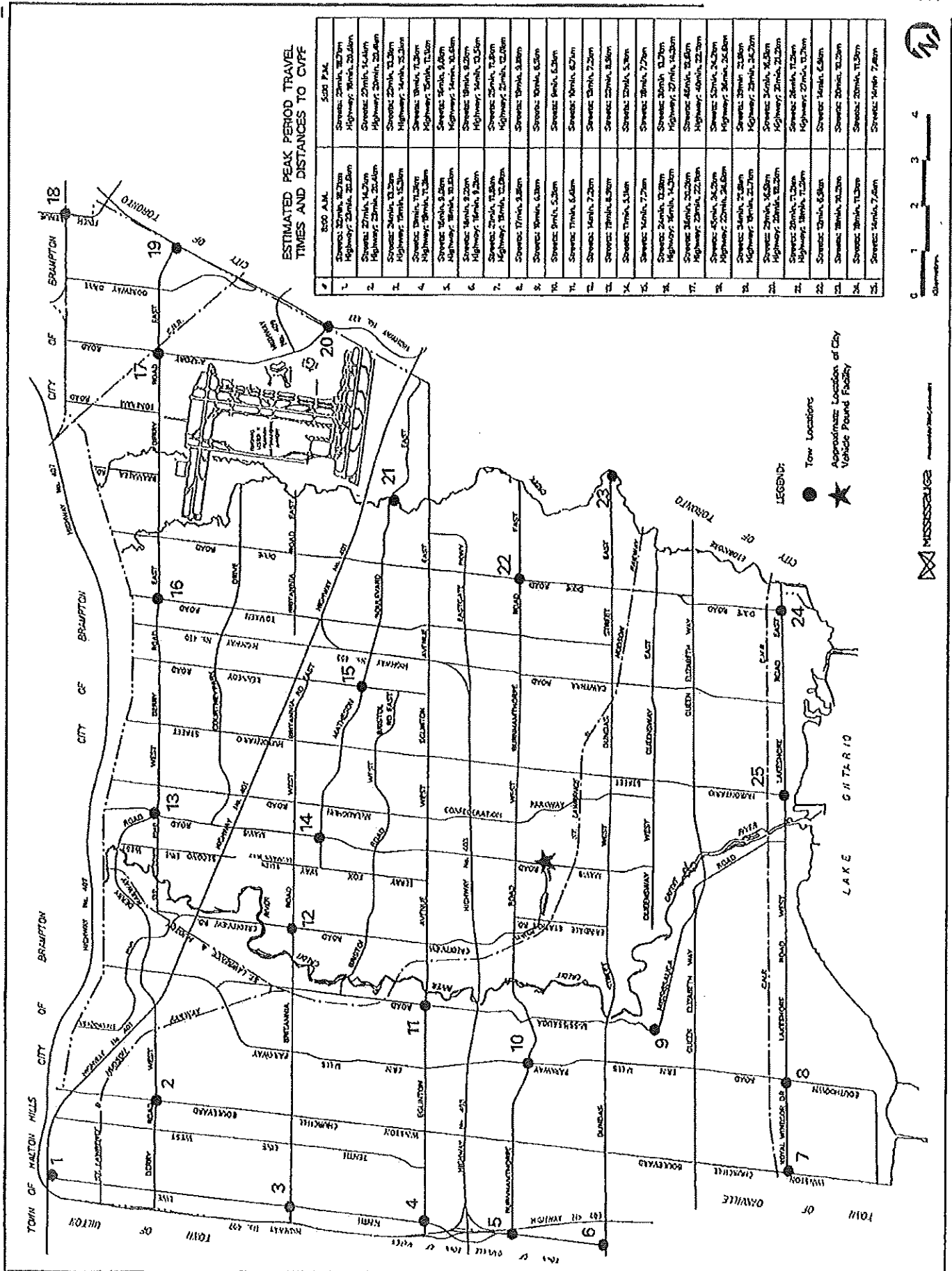


Diagram 1 - 350 parking spaces per hectare (142 parking spaces per acre)

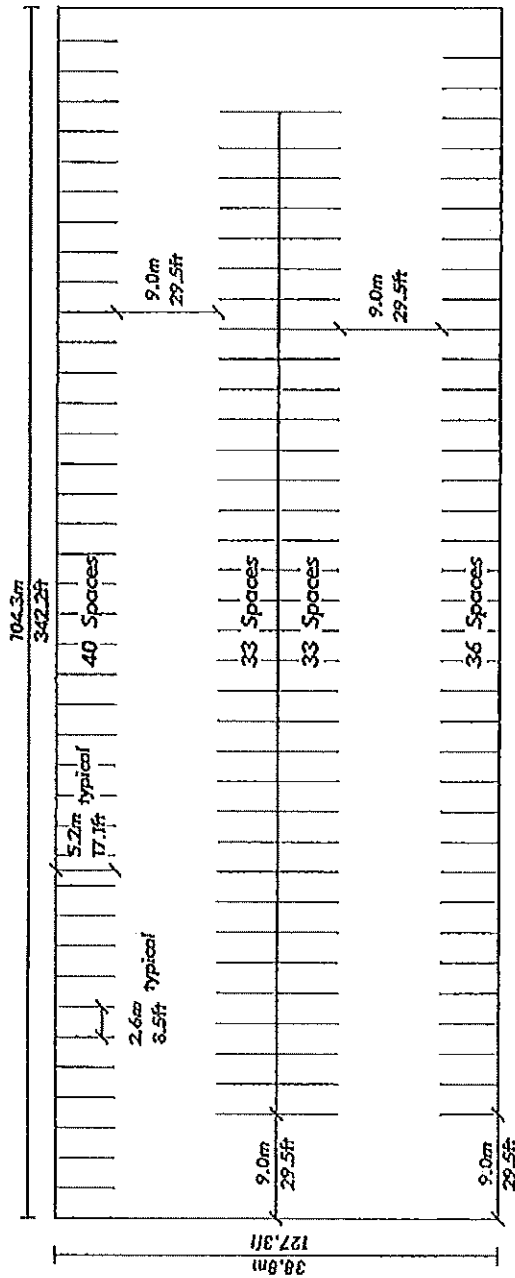
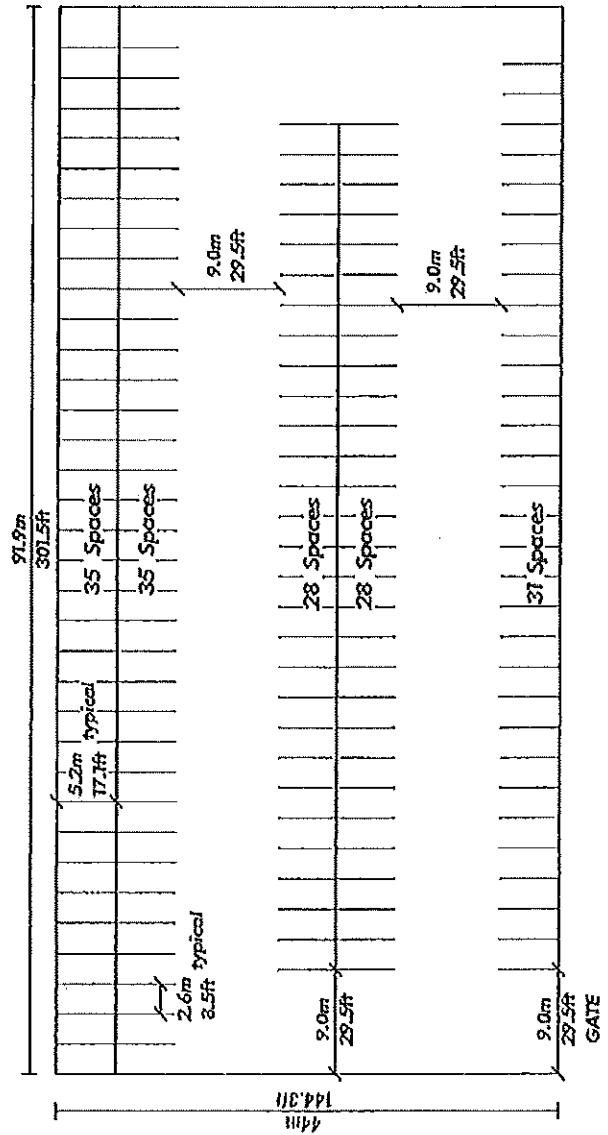


Diagram 2 - 388 parking spaces per hectare (157 parking spaces per acre) - includes some tandem parking spaces



TYPICAL VEHICLE POUND  
PARKING CONFIGURATION  
APPROXIMATE NUMBER OF PARKING  
SPACES PER HECTARE/ACRE



**"TIAC-0022-2015**

1. *That the report from the Commissioner of Transportation and Works dated December 1, 2015 entitled "City of Mississauga Centralized Vehicle Pound Facility Feasibility Study Update – Information Report" be received for information.*
2. *That the Towing Industry Advisory Committee (TIAC) provide comments on a centralized vehicle pound facility compared with the alternative options discussed in this report.*
3. *That the depositions under Items 5.1 and 5.2 from Chris Rouse, Project Manager, Mobile Licensing, and Brad Butt representing Atlantic Collision Group, respectively, to the Towing Industry Advisory Committee on December 14, 2015, be received."*

## ***BILL 15 - Fighting Fraud and Reducing Automobile Insurance Rates Act - Summary of Regulations***

### ***Consumer Protection Act***

After January 17, 2017, the new regulations to *Consumer Protection Act* (CPA) will require tow and storage providers to:

- Get permission from a consumer or someone acting on their behalf before providing tow and storage services;
- Record the name and contact information of the consumer, along with the date and time of authorization;
- Disclose certain information to the consumer or the person acting on their behalf, in writing, such as the provider's business name, contact information and address where the vehicle will be towed;
- Accept credit card payments, in addition to cash, from consumers;
- Provide an itemized invoice, listing services provided, the cost for each service, and the total cost before demanding or receiving payment;
- Make available a current statement of rates at their place of business and on any existing website;
- Post other information, for example, the provider's name and telephone number on the side of a tow truck, at all business premises and on any website;
- Provide a consumer (or someone acting on their behalf) with access to the towed vehicle, at no charge, so that they may remove personal property from the vehicle between 8 a.m. and 5 p.m. on business days;
- Prohibit tow and storage providers from recommending repair and storage facilities, legal service providers or health care service providers unless a consumer or a person acting on their behalf specifically asks, or the provider offers to make a recommendation and the consumer (or authorized person) agrees;
- Disclose to a consumer whether the provider is getting a financial reward or incentive for providing a recommendation for towing a vehicle to a particular storage or repair shop;
- Establish minimum insurance coverage including general liability insurance of \$2 million, customer vehicle insurance of \$100,000 and \$50,000 cargo insurance; and
- Maintain authorization and disclosure records, invoices, copies of insurance policy, and current statement of rates for three years.

The Province has indicated that there will be some exemptions for certain tow and storage providers. Where the consumer is not being charged for the specific service being provided, the tow and storage service provider is exempt from certain disclosures including authorization, invoices, and related record-keeping requirements because the services are provided under a prepaid agreement or membership (example: CAA membership or through an agreement connected to a vehicle lease or purchase).

Vehicles seized by a law enforcement agency will only be subject to a limited number of the new regulations. The new regulations will protect the owner of a seized vehicle by requiring the

***BILL 15 - Fighting Fraud and Reducing Automobile Insurance Rates Act - Summary of Regulations***

provider to make available a current statement of rates, post identifiers and other information, and provide the consumer with the option to pay by credit card.

***Repair and Storage Liens Act***

The *Repair and Storage Liens Act* deals with the rights of individuals to claim vehicles through the lien process that they repaired and/or stored. Most of the changes to the *Repair and Storage Liens Act* will take effect on July 1, 2016. The new rules are expected to improve storage practices and remove associated costs from the auto insurance system.

Changes to the *Repair and Storage Liens Act* and its regulations will:

- Reduce the notice period from 60 days to 15 days where the provider knows (or has reason to believe) that a registered vehicle was received by a pound without the owner's authority. Currently a storer is required to give written notice of a lien to the owner and other interested parties within 60 days after the day it receives the vehicle (subject to the lien), if the vehicle was brought in for storage by someone other than the owner or without the owner's authority;
- If the notice is not provided, a lien is limited to the unpaid amount owing for the period of 15 days from the day of receiving the vehicle; and,
- Provide guidance to courts in determining the "fair value" of repair or storage where no amount has been agreed upon. A list of discretionary factors (e.g., fixed costs, variable costs, direct costs, indirect costs, profit and any other relevant factors) is set out for consideration.

***Highway Traffic Act***

The Province is also adding regulations to the *Highway Traffic Act* that to include tow trucks in the definition of commercial motor vehicles under the Commercial Vehicle Operator's Registration (CVOR) system. This new regulation will come into effect on January 1, 2017. A single CVOR certificate will cover an operator's entire fleet. Under CVOR, tow operators will be responsible for all the drivers and vehicles in their operation. These responsibilities include:

- Monitoring the conduct and safety performance of drivers;
- Resolving driver safety issues when they are identified;
- Keeping vehicles in good, safe condition at all times; and,
- Ensuring load security

Tow trucks will continue to be exempt from some requirements, such as hours of service limits, daily inspection, detailed recordkeeping requirements and entering truck inspection stations, until the Province concludes consultations with the towing industry and other stakeholders on an effective regulatory regime.

### Estimated Expenditures and Revenues of City Owned and Operated Centralized Vehicle Pound Facility

Estimated Expenditures and Revenues	CVPF – Scenario 1 (12,450 vehicles)*	CVPF – Scenario 2 (4,690 vehicles)*
<b>Land Acquisition Costs</b>		
Land purchase (\$1 million per acre)	\$3.5 Million	\$1.5 Million
Other land acquisition costs (including appraisals, surveys, environmental reports, real estate commissions and/or legal fees)	\$55,000	\$55,000
<b>Total Land Acquisition Costs</b>	<b>\$3,555,000</b>	<b>\$1,555,000</b>
<b>Capital Costs of Land Improvement</b>		
Construction (building and site works)	**\$3 Million	**\$1.5 Million
Consultant fees and soft costs	\$486,000	\$315,000
Project contingency	\$275,000	\$160,000
Other costs (charge back and HST)	\$235,000	\$140,000
Site Services and utility connections, computers and phones	\$200,000	\$130,000
<b>Total Capital Costs of Land Improvement</b>	<b>\$4,196,000</b>	<b>\$2,245,000</b>
Software purchase	\$70,000	\$70,000
<b>Total Land Acquisition and Capital Improvement Costs</b>	<b>\$7,821,000</b>	<b>\$3,870,000</b>
<b>Annual Operating Expenditures</b>		
Labour	***\$1,532,000	****\$1,054,000
Other (utilities, maintenance, etc.)	\$35,000	\$22,000
Additional Insurance	n/a	n/a
Lost opportunity costs (property taxes and fees)	\$103,000	\$61,000
<b>TOTAL ANNUAL OPERATING COSTS</b>	<b>\$1,670,000</b>	<b>\$1,137,000</b>
<b>Revenue Calculations Estimates</b>		
Seized and Abandoned Vehicles daily storage fees	\$891,000	\$890,000
Accident Vehicle daily storage fees	\$1,804,000	\$180,000
Auctioned Vehicles	\$349,000	\$132,000
Scrapped Vehicles	\$93,000	\$35,000
<b>Total Annual CVPF Revenues</b>	<b>\$3,137,000</b>	<b>\$1,237,000</b>
<b>NET ANNUAL OPERATING BENEFITS (Year 1)</b>	<b>\$1,467,000</b>	<b>\$100,000</b>
<b>Payback Period</b>	<b>6.2 years</b>	<b>Never</b>
<b>Net Present Value of Investment over 10 years</b>	<b>\$3,495,000</b>	<b>-\$4,570,000</b>

#### Financial Assumptions and Notes

Analysis only includes incremental cash flows

Discount Factor	2.9% Interest Rate
Annual Revenue Growth	2.0%
Annual Labour Cost Increases	5.5%
Annual Other Costs Increases	2.0%
Annual Lost Opportunity Cost Increases	2.0%

The daily storage fees would have to be reduced under CVPF-Scenario 1 to only recover City operating and capital costs

\*Figures rounded to nearest thousand dollar

\*\*Capital expenditures do not include site service and utility connections or potential soil remediation

\*\*\*Scenario 1, increasing annually to \$2,002,000 in year 6 and \$2,480,000 in year 10

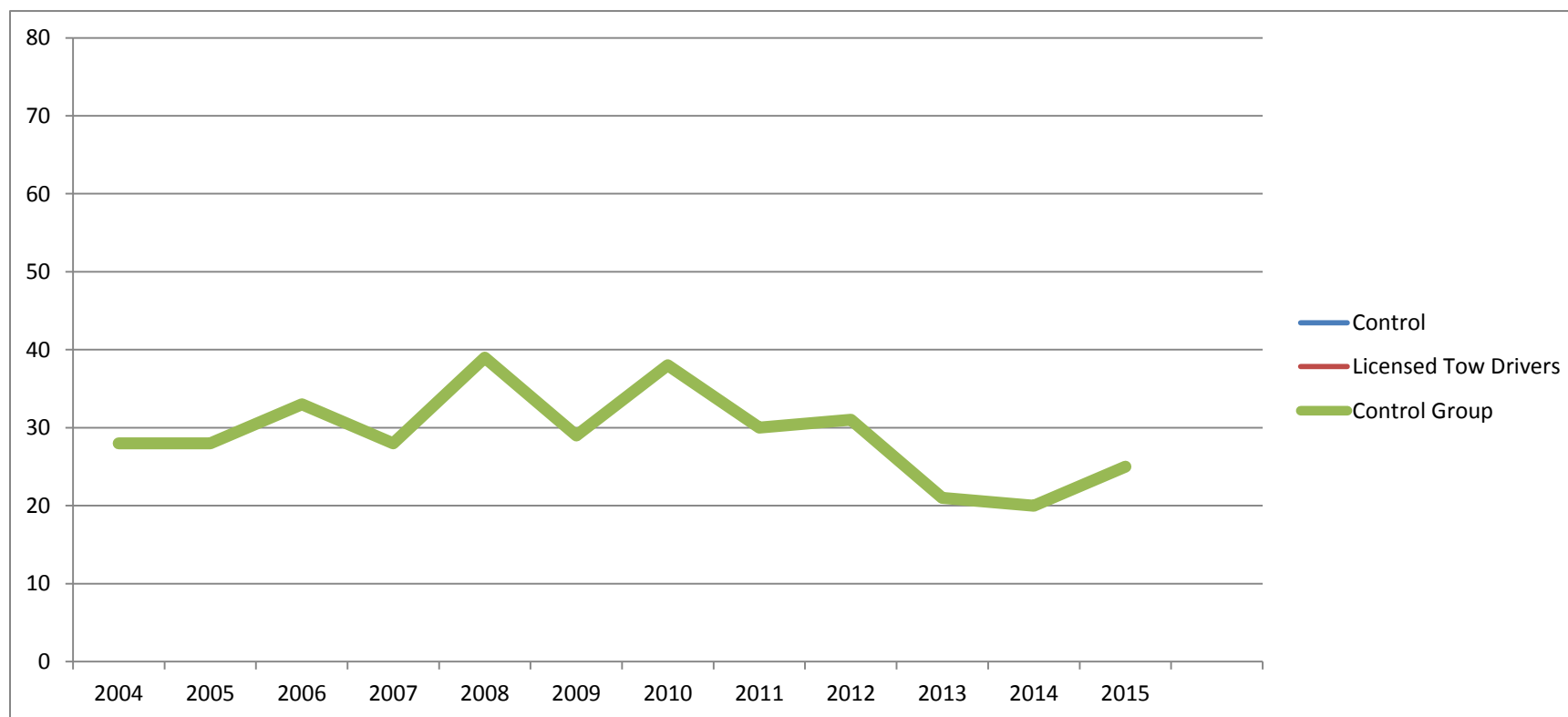
\*\*\*\* Scenario 2, increasing annually to \$1,378,000 in year 6 and \$1,707,000 in year 10

Physical and Operating Assumptions – City Owned and Operated CVPF under Scenarios 1 and 2

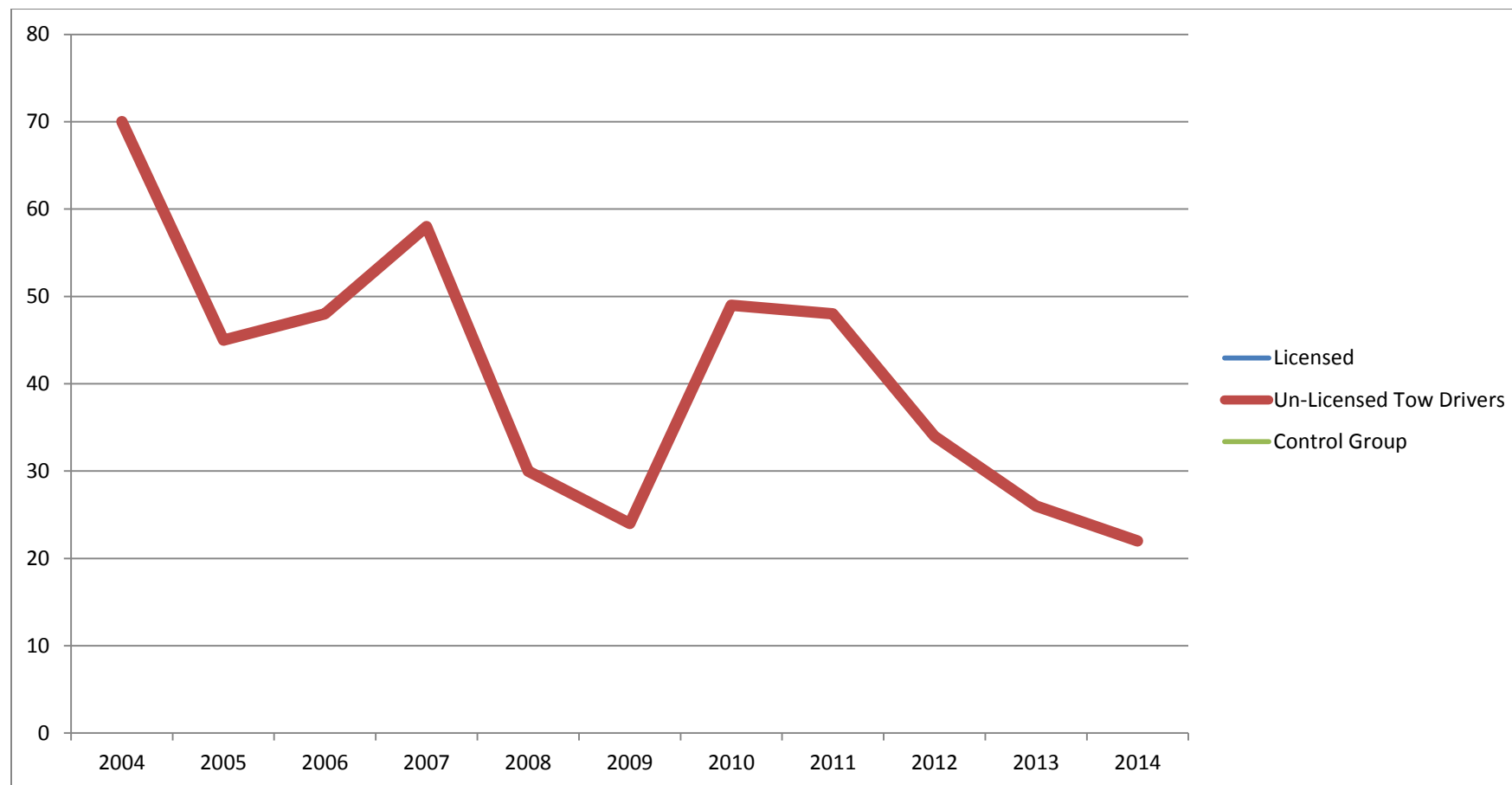
PHYSICAL ASSUMPTIONS	SCENARIO 1	SCENARIO 2
PROPERTY SIZE AND BUILDING IMPROVEMENTS		
Property Size	1.42 Hectare (3.5 acre)	0.6 Hectare (1.5 acre)
Vehicle Pound Area	1.2 Hectare (3.0 acre)	0.4 Hectare (1.1 acre)
Office Building	186 m <sup>2</sup> (2,000 sq. ft.)	92.9 m <sup>2</sup> (1,000 sq. ft.)
Storage Building	130 m <sup>2</sup> (1,400 sq. ft.)	130 m <sup>2</sup> (1,400 sq. ft.)
ANNUAL NUMBER OF VEHICLES PROCESSED		
City seized and abandoned vehicles	969	969
RPP seized and abandoned vehicles	1,527	1,527
OPP seized and abandoned vehicles	1,332	1,332
100% of inoperable accident vehicles	8,619	n/a
*10% of inoperable accident vehicles	n/a	862
<b>Total</b>	<b>12,450</b>	<b>4,690</b>
STAFFING		
Management	3	1
Clerical	10	6
Security	6	6
<b>Total</b>	<b>19</b>	<b>13</b>



## CONTROL GROUP (Licensed Taxi Drivers)



## UNLICENSED TOW TRUCK DRIVERS



## LICENSED TOW TRUCK DRIVERS

