
Towing Industry Advisory Committee

Date

2016/09/20

Time

9:30 AM

Location

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

Members

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

Contact

Stephanie Smith, Legislative Coordinator, Legislative Services
905-615-3200 ext. 3795
stephanie.smith@mississauga.ca

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. Towing Industry Advisory Committee Minutes - May 30, 2016
 5. DEPUTATIONS
 6. PUBLIC QUESTION PERIOD - 15 Minute Limit
(Persons who wish to address the Towing Industry Advisory Committee about a matter on the Agenda. Persons addressing the Towing Industry Advisory Committee with a question should limit preamble to a maximum of two (2) statements, sufficient to establish the context for the question, with a 5 minute limitation. Leave must be granted by the Committee to deal with any matter not on the Agenda.)
 7. MATTERS TO BE CONSIDERED
 - 7.1. Amendments to the Tow Truck Licensing By-law 521-04, as amended, for requirements to Accept All Forms of Payment for Towing Services
 - 7.2. Amendments to the Tow Truck Licensing By-law 521-04, as amended, requiring Tow Truck Drivers and Owners to have and maintain Workers' Compensation Insurance
 - 7.3. Verbal Update on Pound Facilities- Daryl Bell, Manager, Mobile Licensing Enforcement
 - 7.4. Regulatory Changes Under the Highway Traffic Act Affecting Tow Truck Operators
 - 7.5. Towing Industry Advisory Committee List 2016
 8. OTHER BUSINESS
 9. DATE OF NEXT MEETING - November 22, 2016
 10. ADJOURNMENT

City of Mississauga

Minutes



Towing Industry Advisory Committee

Date

2016/05/30

Time

2:30 PM

Location

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

Members Present

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

Staff Present

Councillor Carolyn Parrish (Ward 6)
Mickey Frost, Director, Enforcement
Daryl Bell, Manager, Mobile Licensing Enforcement
Stephanie Smith, Legislative Coordinator, Legislative Services

Find it online

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

1. CALL TO ORDER – 2:33 PM
2. APPROVAL OF AGENDA
Approved (T. Pento)
3. DECLARATION OF CONFLICT OF INTEREST - NIL
4. MINUTES OF PREVIOUS MEETING
 - 4.1. Towing Industry Advisory Committee Minutes - March 22, 2016
Approved (A. Tallarico)
 - 4.2. Council Subcommittee of Towing Minutes - April 26, 2016
Approved (Councillor Mahoney)
5. DEPUTATIONS
6. MATTERS TO BE CONSIDERED
 - 6.1. Amendments to the Tow Truck Licensing By-law 521-04, as amended, to address Tow Truck Vehicle Tinting

Daryl Bell, Manager Licensing Enforcement spoke to tow truck vehicle tinting and outlined the concerns raised from the public, Peel Regional Police and staff. He noted that currently the Highway Traffic Act (HTA) restricts tinting of the windshield and the window to the driver's left and right side.

Councillor Starr enquired about timing of implementing the amendments. Mr. Bell noted that staff are open to the committees comments but would like to see it implemented in six months.

Robery Fluney, Citizen Member spoke to the tinting timeline and questioned if six months would be too long as it is already restricted through the HTA. He suggested a three month timeline.

John Lyons, Citizen Member supported removing the tint immediately as it is already

restricted through the HTA.

Daniel Ghanime, Citizen Member question what windows are being challenged. Mr. Bell noted that it is the front passenger windows.

Mark Bell, Citizen Member spoke to temporary tint. Daryl Bell indicated that no tint of any kind would be allowed. He noted that any time a vehicle is in business mode it could be subjected to ticketing.

RECOMMENDATION

1. That the Towing Industry Advisory Committee supports removing vehicle tint on tow trucks and that drivers comply with the tint removal by their next mandatory vehicle inspection.
2. That the Towing Industry Advisory Committee provide comments to staff, for inclusion in a future report to General Committee, on the report from the Acting Commissioner of Transportation and Works dated May 3, 2016 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, to address Tow Truck Vehicle Tinting".

Approved (Councillor Mahoney)
Recommendation TIAC-0007-2016

6.2. Amendments to the Tow Truck Licensing By-law 521-04, as amended, for Requirements to Accept All Forms of Payment for Towing Services

Mark Bell, Citizen Member spoke to the requirements to accept all forms of payment for towing services and the costs associated with accepting payment methods. Daryl Bell, Manager Licensing Enforcement noted that drivers would have the option of accepting forms of payments through their smart phones by downloading an application.

Mickey Frost, Director Enforcement spoke to costs associated with processing a transaction and noted staff would review the costs and report back.

Members of the Towing Industry Advisory Committee spoke to the high percentages charged to mobile transactions, administrative costs, Bill 15 payment requirements and requested staff to bring back a report outlining the potential costs.

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 May 3, 2016 and entitled "Amendments to the Tow

Truck Licensing By-law 521-04, as amended, for Requirements to Accept All Forms of Payment for Towing Services”.

Approved (Councillor Mahoney)
Recommendation TIAC-0008-2016

6.3. TIAC Action List 2016

Members of the Towing Industry Advisory Committee reviewed the 2016 Action List.

RECOMMENDATION

That the 2016 Towing Industry Advisory Committee Action List be received for information.

Approved (T. Pento)
Recommendation TIAC-0009-2016

7. OTHER BUSINESS

Robert Fluney, Citizen Member spoke to the new towing forms and enquired if they are available for pickup. Daryl Bell, Manager, Licensing Enforcement noted that the new forms are available now and each towing company would have to come in and pick up the numbered forms. Mickey Frost, Director Enforcement reiterated that a form must be filled out for any towing services.

Lisa Goncalves, Abrams towing noted that the forms were not available from City staff to pick up today. Mr. Bell noted that he would look into this matter.

8. DATE OF NEXT MEETING - September 20, 2016

9. ADJOURNMENT – 2:57 PM

City of Mississauga

Corporate Report



Date: 2016/09/08

Originator's files:

To: Chair and Members of Towing Industry Advisory Committee

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

Meeting date:
2016/09/20

Subject

Amendments to the Tow Truck Licensing By-law 521-04, as amended, for requirements to Accept All Forms of Payment for Towing Services

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 September 8, 2016 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, for requirements to Accept All Forms of Payment for Towing Services".

Background

At the TIAC meeting of May 17, 2016, staff brought forward a report from the Commissioner of Transportation and Works dated May 3, 2016 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, for Requirements to Accept All Forms of Payment for Towing Services" (see appendix 1). The committee reviewed the report and were concerned with cost that may be incurred by drivers and owners should the by-law be amended. The committee referred the report back to staff and requested that staff bring back a report outlining the cost to the industry.

Comments

Staff reviewed rates charged by credit card companies to the merchant (tow truck driver/owner) and found that rates vary from 1.75% to 4% depending on their contract. The contract agreement rules state that the fees cannot be transferred to the customer. Debit cards operate under a different procedure and most debit companies charge the merchant 25 cents per transaction. Debit cards with a visa designation operate with a percentage similar to credit cards.

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 all Tow Truck Drivers accept all forms of payment including cash, debit and credit card payments for services provided under the Tow Truck Licensing By-law 521-04, as amended.

Furthermore, staff recommend that the by-law be amended to include requirements that all tow trucks include as part of the equipment a point of sale device or other type of equipment capable of completing debit and credit card transactions. It is recommended that the amendments to the by-law become effective January 1, 2017, to provide the towing industry with time to accommodate the required changes.

Attachments

Appendix 1: Report from the Commissioner of Transportation and Works dated May 3, 2016 and entitled "Amendment to the Tow Truck Licensing By-law 521-04, as amended, for Requirements to Accept All Forms of Payment for Towing Services".



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

Prepared by: Daryl Bell, Manager, Mobile Licensing Enforcement

City of Mississauga

Corporate Report



Date: 2016/05/03

Originator's files:

To: Chair and Members of Towing Industry Advisory Committee

From: Geoff Marinoff, P. Eng., Acting Commissioner of Transportation and Works

Meeting date:
2016/05/17

Subject

Amendments to the Tow Truck Licensing By-law 521-04, as amended, for Requirements to Accept All Forms of Payment for Towing Services

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 May 3, 2016 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, for Requirements to Accept All Forms of Payment for Towing Services".

Background

Staff have received numerous complaints regarding tow truck drivers refusing to accept payments except in the form of cash for the release of a towed vehicle. In some circumstances, tow truck drivers demand cash. Further, if the person does not have cash on hand, tow truck drivers insist that they drive the customer to an ATM bank machine before agreeing to release the vehicle. This has resulted in complaints from consumers that they felt uneasy, intimidated and held at the mercy of the tow truck driver.

Staff have received other complaints from persons not having access to cash and requiring the use of a credit card at which time the tow truck driver refuses to accept the card and insists that the vehicle be taken to their vehicle pound facility until the person has the ability to provide a cash payment. This has resulted in additional charges for storage and re-tow fees.

Staff are not in a position to provide assistance on the complaints received because the Tow Truck Licensing By-law 521-04, as amended, does not include provisions to address requirements for accepting various types of payments for services. While it is possible to lay charges for failing to accept various types of payments, it is not supported by the courts due to the lack of clarity in the by-law.

Towing Industry Advisory Committee

2016/05/03

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Comments

Staff have identified a need to amend the by-law to include requirements to accept various forms of payments for the services provided under the by-law. Furthermore, the by-law needs to be amended to include devices and services capable of completing debit and credit card transactions as part of the tow truck equipment requirements.

The recommended amendments ensure that the City is meeting the requirements of the province and ensuring consumer protection. The issue was raised by the Province's Anti-Fraud Squad and is addressed in *Bill 15, Fighting Fraud and Reducing Automobile Insurance Rates Act, 2014*, which will result in amendments to other provincial legislation including the *Consumer Protection Act*. The Ministry of Government and Consumer Services released a document entitled "Stronger Rules for Towing and Vehicle Storage Services," which outlines the amendments to the provincial legislation which is slated to become effective January 1, 2017 (see Appendix 1: Stronger Rules for Towing and Vehicle Storage Services).

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 all Tow Truck Drivers accept all forms of payment including cash, debit and credit card payments for services provided under the Tow Truck Licensing By-law 521-04, as amended.

Furthermore, staff recommend that the by-law be amended to include requirements that all tow trucks include as part of the equipment a POS or other type of equipment capable of completing debit and credit card transactions. It is recommended that the amendments to the by-law become effective September 1, 2016, to provide the towing industry with time to accommodate the required changes.

Attachments

Appendix 1: Stronger Rules for Towing and Vehicle Storage Services



Geoff Marinoff, P. Eng., Acting Commissioner of Transportation and Works

Prepared by: Daryl Bell, Manager, Mobile Licensing Enforcement

**NEWS****Ministry of Government and Consumer Services**

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.

Lauren Souch Minister's Office
416-212-3721
Andreas Kyprianou Communications Branch
647-961-5951

[Available Online](#)

City of Mississauga

Corporate Report



Date: 2016/09/08

Originator's files:

To: Chair and Members of Towing Industry Advisory Committee

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

Meeting date:
2016/09/20

Subject

Amendments to the Tow Truck Licensing By-law 521-04, as amended, Requiring Tow Truck Drivers and Owners to have and maintain Workers' Compensation Insurance

Recommendation

That a by-law be enacted to amend the Tow Truck Licensing By-law 521-04, as amended, effective March 1, 2017, outlining the requirements for tow truck owners and drivers to have and maintain Worker's Compensation Insurance as outlined in the report from the Commissioner of Transportation and Works dated September 8, 2016, entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, Requiring Tow Truck Drivers and Owners to have and maintain Workers' Compensation Insurance".

Background

The Tow Truck Industry has raised concerns that some tow truck drivers may not have Worker's Compensation Insurance. Insurance coverage is not a requirement of the by-law and the Vehicle Pound Facilities (VPF) and private property owners require assurance that a driver entering their property is properly covered. The VPFs and private property owners may be liable in the event that a tow truck driver or owner experiences an injury or accident on their property.

Comments

Staff are not in a position to provide a property owner with information if requested about the Worker's Compensation Insurance coverage for a tow truck driver or owner if the question is raised, as the Tow Truck Licensing By-law 521-04, as amended, does not require tow truck operators to have Workers' Compensation Insurance. The City has the ability to amend the by-law and ensure that all tow truck drivers and owners are taking responsibility and maintaining Worker's Compensation Insurance coverage. The amendment to the by-law would provide the public with a level of comfort that the operators that they are dealing with are properly insured in the case of an accident or injury while on their property.

Staff have benchmarked the following four municipalities Markham, Vaughan, Brampton and Toronto, which licence tow trucks and drivers and found that no other municipality has implemented a by-law to require tow truck owners or drivers to have Worker's Compensation Insurance coverage.

Staff contacted the Worker's Compensation Insurance Board (WSIB) to determine the cost of Worker's Compensation Insurance of tow truck owners and drivers. The information provided indicates the cost is \$6.72 for every \$100 of a worker's salary. The owner of a tow truck will be responsible to pay for the coverage costs of employees.

Staff are recommending that tow truck owners and drivers implement the changes within six months from the date the amended by-law is approved by Council. This will allow tow truck owners and drivers sufficient time to comply with the new by-law and submit all documents in accordance with the by-law to Mobile Licensing.

Financial Impact

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

Conclusion

Staff recommend that amendments be made to the Tow Truck Licensing By-law 521-04, as amended, to include a requirement for tow truck drivers and owners to have and maintain Workers' Compensation Insurance and to submit insurance documents with their licence applications and renewals.



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

Prepared by: Afsheen Adam-Haji, Policy Research Intern, Enforcement

Road User Safety Division

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September 12, 2016

RE: Tow Trucks and Commercial Vehicle Operator's Registration (CVOR)

As previously communicated, the *Highway Traffic Act* (HTA) was amended. Tow trucks have been added to the definition of 'commercial motor vehicle' and effective **January 1, 2017 all** tow trucks will require a CVOR certificate.

Requirements for tow trucks under the HTA will be phased in over time. All tow truck operators will be required to hold a valid CVOR certificate beginning January 1, 2017.

The operator is the person or legal entity responsible for all drivers and vehicles in their operation. One CVOR certificate is required for all tow trucks within an operator's fleet. A copy of the CVOR certificate (or the original) must be carried in each tow truck operated under the CVOR. Drivers must surrender the certificate for inspection when requested by a Ministry of Transportation (MTO) enforcement officer or police officer.

During this initial phase, Hours of Service (HTA Section 190 and Regulation 555/06), daily inspections and recordkeeping (HTA Section 107 and Regulation 199/07) and entering truck inspection stations will not apply to tow trucks.

Please note, as of January 1, 2017, you will not be able to register a tow truck or renew its licence plate sticker unless you hold a valid CVOR certificate. If you are operating under another operator's CVOR, you will be required to provide a letter of authorization and sign a declaration before the transaction can be completed.

I encourage operators that do not already hold a valid CVOR certificate to apply as soon as possible to allow sufficient time to complete the required steps to ensure they are in compliance by January 1, 2017.

To apply for a CVOR certificate, an operator must complete a CVOR certificate application form:

- Available online for download: [CVOR application](#); or
- By contacting MTO's Carrier Sanctions and Investigation Office for a copy by calling 1-800-387-7736 ext. 6300 or 1-416-246-7166 ext. 6300).
- Pay the \$250 registration fee.

-2-

Ontario-based operators are required to pass a [CVOR written test](#) in person at a [DriveTest centre](#) before a CVOR certificate is issued. The CVOR test is multiple-choice and based on the content of the [Commercial Vehicle Operators Safety Manual](#). You can also prepare by completing the [CVOR practice test](#).

Once your CVOR application is received, you will receive a letter informing how to proceed. You should complete the CVOR written test after the ministry has accepted your application and you have received the 'CVOR Test Required Letter'.

After you have fulfilled all the application requirements, your CVOR certificate will be mailed to you.


Additional information about CVOR, applying for a CVOR certificate and the written test can be found on MTO's website at: www.mto.gov.on.ca.

As part of the next phase, MTO will consult with industry stakeholders during the development of additional regulations detailing the specific requirements for tow trucks (operators, vehicles and drivers). MTO will continue to keep you informed of new developments as we move forward.

Please share this information with members of your organization. Please also direct your members to additional information in the links above and share on your websites, online platforms and social media.

Thank you for your support and assistance in sharing this important information.

Sincerely,



Heidi Francis
Assistant Deputy Minister
Road User Safety Division

Towing Industry Advisory Committee Action List

7.5

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 (VPF)	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 29, 2016	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	In progress
Auto clubs operating without owning a pound facility	December 1, 2014	Enforcement Office	COMPLETED

Towing Industry Advisory Committee Action List

7.5

Bill 15 Update	May 4, 2015	Enforcement Office	On-going
Off-Road Recovery	February 17, 2015	Enforcement Office	COMPLETED
Tow Truck Forms	March 22, 2016	Enforcement Office	COMPLETED
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