

Council Subcommittee of Towing

Date

2016/09/26

Time

10:03 AM

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 (Arrived 10:34am)
Councillor Nando Iannicca, Ward 7
Councillor Matt Mahoney, Ward 8 (Vice Chair)

Staff Present

Douglas Meehan, Acting 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 - 10:03 AM
2. Approval of Agenda
3. Declaration of Conflict of Interest – Nil
4. Minutes of Previous Meeting
- 4.1. Council Subcommittee of Towing Minutes - May 30, 2016

Approved (Councillor Mahoney)

Approved (Councillor Iannicca)

5. Matters Considered

- 5.1. Report on Tow Truck Chasing in the City of Mississauga

Michael Foley, Acting Manager, Compliance and Licensing presented background information on tow truck chasing in the City of Mississauga. He outlined previous amendments made to the Tow Truck Licensing By-law that had a significant impact on reducing chasing in the City of Mississauga. He further outlined future strategies that could be introduced to include; fleet management technology, private pounds - defined zones and private pounds – zoned. Mr. Foley concluded that the current rates of violations amongst licensed tow truck drivers have reached a historic low and that staff would bring back a supplementary report in two years to measure the effectiveness of the amendments to the City of Mississauga Tow Truck Licensing By-law.

Councillor Mahoney and Councillor Iannicca spoke to chasing currently not being an issue in the City of Mississauga, Bill 15 and enquired if a virtual pound and stricter enforcement on fewer pounds facilities would be neutrally exclusive. Daryl Bell, Manager, Mobile Licensing Enforcement spoke to the combination of fewer pounds and a virtual pound would allow staff to do a better job on enforcement.

Councillor Starr spoke to the positives and negatives of a fleet management system and that the City of Mississauga is the leader in the industry.

Dara Carpenter, ReadyTow Technologies spoke to the history of managing towing in the industry and outlined the functionalities of a web based mobile technology application

that could be created for the City of Mississauga.

Councillor Starr enquired about the approval process for the consumer. Ms. Carpenter noted that there is an electronic signature required of the consumer.

Councillor Iannicca enquired if Ms. Carpenter is already providing her mobile application to other companies or municipalities. She noted that an insurance company, repair facility and a fleet leasing company are already using her product.

Councillor Parrish asked Ms. Carpenter if the City would be better off having designated zoned pounds rather than one central dispatch system. Ms. Carpenter spoke to the challenges of designated zoned pounds and the lack of consumer choice. She further noted that her application could be created to allow designated pounds in the City of Mississauga and that this application is not a dispatch system. Councillor Parrish spoke to the benefits of the photo requirement of the application and the ability to see who is towing outside of the City of Mississauga.

Mayor Crombie spoke to the virtual pound, consumer choice and enquired why the City of Mississauga does not allow tow truck drivers to leave the boundaries of the City. Mr. Bell noted that the Tow Truck Licencing By-law does not allow cars to be towed to other municipalities unless requested by the consumer.

Councillor Mahoney spoke to the new amendments made to the by-law that requires tow truck drivers to take photos of a vehicle before being towed, the permission to tow forms and requirements to accept all forms of payments and enquired if the mobile application could be an all-inclusive solution. Mr. Bell noted that this application addresses the issues raised from the Towing Industry Advisory Committee.

Discussion ensued with respect to the cost of purchasing the application to the City of Mississauga and that there wouldn't be an additional cost to the tow truck drivers.

Councillor Parrish spoke to the privacy of the application. Ms. Carpenter noted that the information would be held on the City of Mississauga servers.

Councillor Iannicca spoke to the tow storage business and regulated pound facilities.

Mayor Crombie spoke to introducing new technology for the industry. Mr. Bell noted that staff would tender the mobile application and let companies come forward. Staff were directed to see what else is available for the industry.

John Lyons, Lyons Towing noted that he supports the mobile application and the need to define what a pound is.

Robert Fluney, Seneca Towing noted that chasing in the City of Mississauga is on the decline and that the positive change in the industry is due to Mr. Bell.

Councillor Parrish spoke to pound facilities being regulated. Mr. Bell noted that the Tow Truck Licensing By-law clearly outlines what is required to be a licensed pound facility.

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.

Received (Mayor Crombie)
Recommendation CSOT-0001-2016

RECOMMENDATION

1. That the deputation by Dara Carpenter regarding the Ready Tow mobile application be received.
2. That a future Council Subcommittee of Towing meeting be scheduled to discuss technology based mobile towing applications.

Received (Mayor Crombie)
Recommendation CSOT-0002-2016

Adjournment – 11:17 AM (Mayor Crombie)