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## **Towing Industry Advisory Committee**

### **Date**

2017/03/21

### **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](mailto: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 - November 22, 2016
  5. DEPUTATIONS – Nil
  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. Changes to the Tow Truck Licensing By-law 521-04, as amended, for Requirements to Accept All Forms of Payment for Towing Services
    - 7.2. Towing Industry Advisory Committee Action List
  8. OTHER BUSINESS
  9. DATE OF NEXT MEETING - May 30, 2017
  10. ADJOURNMENT

# City of Mississauga

# Minutes



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## Towing Industry Advisory Committee

**Date**

2016/11/22

**Time**

9:30 AM

**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

**Members Absent**

Armando Tallarico, Citizen Member

**Staff Present**

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 – 9:32AM

2. APPROVAL OF AGENDA

Approved (M. Bell)

3. DECLARATION OF CONFLICT OF INTEREST – Nil

4. MINUTES OF PREVIOUS MEETING

4.1. Towing Industry Advisory Committee Minutes - September 20, 2016

Approved (D. Ghamine)

5. DEPUTATIONS – Nil

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 CONSIDERED

7.1. Amendments to the Tow Truck Licensing By-law 521-04, as amended, to require that if for any reason a tow truck that is licensed ceases to engage in the business of a tow truck within the City of Mississauga for a period of longer than 30 days, the licence shall lapse and the owner shall return the tow truck owner's licence to the City immediately.

Daryl Bell, Manager, Mobile Licensing Enforcement spoke to; the proposed amendment, unlicensed drivers driving licensed trucks and that tow truck licenses cannot be taken outside of the municipal boundaries.

Mark Bell, Citizen Member spoke to; his company needing to operate tow trucks outside of the municipal boundaries, ticketing drivers who are operating an unlicensed tow truck and expressed concern with the propose amendments.

Robert Fluney, Citizen Member spoke to the number of unlicensed tow trucks in the City of Mississauga and expressed concerns and challenges of ensuring a plate had been used in a 30 day period. Daryl Bell provided clarification on the number of charges laid

to unlicensed drivers.

Members of the Committee expressed concerns with the proposed amendments, outlined challenges the industry would face, Bill 15, the current moratorium and expressed support of ticketing unlicensed tow truck drivers.

Daniel Ghanime, Citizen Member requested staff revisit the amendment to the tow truck bylaw regarding the criminal record search clause. Mr. Bell spoke to the clause in the bylaw that allows drivers to make an application to the Parole Board of Canada.

### **RECOMMENDATION**

That the report from the Commissioner of Transportation and Works, dated November 7, 2016 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, to require that if for any reason a tow truck that is licensed ceases to engage in the business of a tow truck within the City of Mississauga for a period of longer than 30 days, the licence shall lapse and the owner shall return the tow truck owner's licence to the City immediately" be deferred to a future Towing Industry Advisory Committee meeting for consideration.

Deferred (M. Bell)

Recommendation TIAC-0013-2016

### **RECOMMENDATION**

That the letter from Elliott Silverstein, Manager Government Relations, CAA entitled Towing Industry Advisory Committee meeting – November 22, 2016 (Item 7.1) be received.

Received (M. Bell)

Recommendation TIAC-0014-2016

- 7.2. Amendments to the Tow Truck Licensing By-law 521-04, as amended, requiring Licensed Tow Truck Owner's to notify Mobile Licensing Enforcement of the name of the Licensed Tow Truck Driver who is operating their Tow Truck.

Daryl Bell, Manager, Mobile Licensing Enforcement spoke to the challenges of unlicensed drivers in the industry and that owner's need to be responsible to maintain records of licensed tow truck driver and when a vehicle was in operation.

Mark Bell, Citizen Member spoke to drivers operating various types of vehicles on various days.

Councillor Starr noted that staff are finding unlicensed drivers driving vehicles and that tow truck companies should be maintaining records of drivers who are multi-skilled and who operate various vehicles.

Daniel Ghanime, Citizen Member spoke to the challenges of keeping track of expired

licenses and the additional costs drivers are now faced with.

Members of the Committee engaged in discussion regarding; CVOR, Bill 15, drivers operating outside the City of Mississauga boundaries, tow vehicle forms, ticketing drivers, costs associated with the Criminal Record searches, reviewing the fine amounts and the challenges of holding owners more accountable.

Lisa Goncalves, Abrams Towing spoke to the proposed amendments and expressed concerns with the amendments.

David Smart, Peel Regional Towing and Westside Towing noted that some drivers do not qualify to work in the City of Mississauga and expressed concern with returning licenses not used during a 30 day period.

### **RECOMMENDATION**

That the report from the Commissioner of Transportation and Works, dated November 7, 2016 and entitled "Amendments to the Tow Truck Licensing By-law 521-04, as amended, requiring Licensed Tow Truck Owner's to notify Mobile Licensing Enforcement of the name of the Licensed Tow Truck Driver who is operating their Tow Truck" be deferred to a future Towing Industry Advisory Committee meeting for consideration.

Deferred (J. Lyons)  
Recommendation TIAC-0015-2016

### 7.3. Towing Industry Advisory Committee 2016 Action List

Councillor Starr noted that staff would bring an update in the new year regarding centralized pounds.

### **RECOMMENDATION**

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

Recieved (M. Bell)  
Recommendation TIAC-0016-2016

### 7.4. 2017 Towing Industry Advisory Committee Meeting Dates

### **RECOMMENDATION**

That the memorandum dated November 15, 2016 from Stephanie Smith, Legislative Coordinator entitled 2017 Towing Industry Advisory Committee Meeting Dates be received.

Received (M. Mahoney)  
Recommendation TIAC-0017-2016

8. OTHER BUSINESS

Daniel Ghanime, Citizen Member spoke to having all licensed drivers renewed at the same time instead of being renewed by birthdates. He further spoke to the virtual pound for the City of Mississauga and the KPMG study.

9. DATE OF NEXT MEETING - January 17, 2017

10. ADJOURNMENT – 10:26 AM

DRAFT

# City of Mississauga

## Corporate Report



Date: 2017/03/13

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:  
2017/03/21

## Subject

**Changes 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 March 13, 2017 and entitled "Changes 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-tows 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	2017/03/13	2
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Reports were brought forward at the TIAC meetings of May 17, 2016 and September 20, 2016 recommending the amendments to the by-law to ensure the City met requirements of the *Consumer Protection Act*.

Under Bill 15, the province amended the *Consumer Protection Act* and its regulations to include a requirement that all tow truck drivers and owners shall accept all forms of payments. The changes went into effect on January 1, 2017.

The TIAC committee did not support the amendments due to the cost of point of sale (POS) machines and other fees such as debit and credit cards.

## Comments

The *Consumer Protection Act* became effective on January 1, 2017 requiring all tow truck drivers and owners to accept all forms of payment. City staff have continued to receive complaints that tow truck drivers are demanding cash and refusing to release vehicles. The municipality has a responsibility to meet the requirements of the provincial legislation in order to justify maintaining a municipal licensing regime.

Staff are of the opinion that an amendment of the by-law requiring tow truck drivers and owners take the appropriate steps to accept all forms of payments is appropriate. The responsibility to determine software and/or equipment should be left to the tow truck owner and that the process to be used shall be filed with Mobile Licensing and approved by the Licence Manager.

Staff recommend the by-law amendment date of April 1, 2017 should provide adequate time for the industry to determine their business process and file the process with the City for approval. Staff are recommending an April 1, 2017 implementation date bearing in mind, the province has already implemented the changes to the *Act* effective January 1, 2017.

## 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 when providing 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 drivers and owners maintain a POS device or other type of equipment and/or software capable of completing debit and credit card transactions as approved by the Licence Manager. It is recommended that the amendments to the by-law become effective April 1, 2017.

## Attachments

- Appendix 1: Stronger Rules for Towing and Vehicle Storage Services,
- Appendix 2: 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".
- Appendix 3: 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".



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Geoff Wright, P. Eng, MBA, 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.

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

[Available Online](#)

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



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.

Towing Industry Advisory Committee

2016/09/08

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## 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".



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

Prepared by: Daryl Bell, Manager, Mobile Licensing Enforcement

# Towing Industry Advisory Committee Action List

7.2

<b>Issue</b>	<b>Last Discussed on</b>	<b>Who</b>	<b>Status</b>
Gross Vehicle Weight Rating (GVWR)	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Dual-Wheel Trucks	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Accident tow rate – amending flat rate	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Compliance and enforcement of Licensed Vehicle Impound Facilities (VPF)	May 5, 2015	Enforcement Office	<b>In progress</b>
Bi-yearly Ontario Drivers Abstract and a Peel Regional Police criminal record search for all drivers	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Any company applying for a Tow Truck Owner's License must also show proof of an approved Vehicle Impound Facility which is located within the boundaries of the City of Mississauga	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Proof of insurance credentials	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Drivers complete the following – criminal record search every 6 months, drivers abstract every 6 months, and WSIB	October 22, 2012	Enforcement Office	<b>COMPLETED</b>
Towing Practices and Policies for the Peel Regional Police	June 18, 2012	Enforcement Office	<b>COMPLETED</b>
Capping the Number of Tow Truck Licenses	February 28, 2012	Enforcement Office	<b>COMPLETED</b>
Training/qualifications for drivers	May 6, 2014 September 14, 2015	Enforcement Office	<b>COMPLETED</b>
Central City pound facility	February 29, 2016	Enforcement Office	<b>In progress</b>
By-law review – Towing out of City boundaries	February 19, 2013	Enforcement Office	<b>COMPLETED</b>
By-law review – WSIB/Insurance requirements	September 20, 2016	Enforcement Office	<b>In progress</b>
Auto clubs operating without owning a pound facility	December 1, 2014	Enforcement Office	<b>COMPLETED</b>

# Towing Industry Advisory Committee Action List

7.2

Bill 15 Update	May 4, 2015	Enforcement Office	<b>On-going</b>
Off-Road Recovery	February 17, 2015	Enforcement Office	<b>COMPLETED</b>
Tow Truck Forms	March 22, 2016	Enforcement Office	<b>COMPLETED</b>
Two-Tier Tow Truck By-law	June 22, 2015		<b>COMPLETED</b>
Centralized Vehicle Pound Facility Feasibility Study	February 29, 2016	Chris Rouse	<b>On-going</b>
Vehicle Tow Digital Photographs	June 22, 2015	Enforcement Office	<b>COMPLETED</b>
Accepting all forms of payment	September 20, 2016	Enforcement Office	<b>In progress - On the March 2017 agenda</b>
Tow truck licensed ceases to engage in business for a period of longer than 30 days	November 22, 2016	Enforcement Office	<b>To be brought back to a future meeting</b>
Tow truck owners to notify Mobile Licensing Enforcement of the name of the licensed driver	November 22, 2016	Enforcement Office	<b>To be brought back to a future meeting</b>