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To: [Licensing and Standards Committee](#); [Carleton Grant](#); [Andrea Davis](#); [Shaun Maxwell](#); [Lorraine Chua](#); [Councillor Burnside](#); [Councillor DeBaeremaeker](#); [Councillor Di Giorgio](#); [Councillor Karygiannis](#); [Councillor Nunziata](#); [Councillor Palacio](#); [Tracey Cook](#)
Cc: [Lynn Hemingway](#); [Rick Yates](#); [Jane Ross](#)
Subject: Tow Industry Review & Recommendations - Submission from Accident Support Services International Ltd.
Date: Thursday, September 28, 2017 10:33:15 AM
Attachments: [image001.png](#)
[Accidnet Support Services International Ltd. - Toronto Tow Truck Industry Review and Recommendations Sept 28th 2017.pdf](#)
[Toronto Tow Truck By Law - ASSI Recommendations August 11 2017.pdf](#)
[towing practices and rates from TPS website Sept 27th 2017.pdf](#)
Importance: High

Good Morning Everyone,

Attached is Accident Support Services International Ltd.'s recommendations in response to the Toronto Tow Truck Industry Review committee meeting held on September 18th, 2017.

We had previously submitted recommendations and concerns on August 11th, 2017 in response to prior meetings held, which are also attached for reference.

After attending the September 18, 2017 committee meeting and reviewing the proposed changes, we have readdress our original submission provided on August 11th 2017. The new submission provides a more in depth explanation of our concerns surrounding some of the proposed changes. ASSI's goal when operating a Collision Reporting Centre is to service the consumer, educate and protect them. With the proposed changes ASSI has concerns surrounding consumer protection.

I am happy to answer any questions or concerns anyone may have.

Ashley Kendall

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Recommendations in Response to Toronto Tow Truck
Industry Review & Recommendation

September 28th, 2017

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Accident Support Services International Ltd. (ASSI) would like to clear up a misrepresentation made by two tow operators who spoke at the September 18th, 2017 committee meeting. They implied that their wait time at the Collision Reporting Centre could take hours – this is incorrect and easily misinterpreted by the audience who does not fully understand the process at the CRC surrounding towed vehicles.

- A tow truck with a hooked up vehicle pulls in to the CRC, they are to wait for pictures to be taken and an officer to view damage.
- After pictures and damage viewing is complete they are instructed to deposit the vehicle in the impound and come in for payment; this takes 20 – 30 minutes depending on how long the tow operator takes in the impound unhooking the vehicle.
- This concludes the services for the first tow (regulated rate) and the tow operator is to leave.
- At this time the citizen is inside completing their report, towed consumers tend to call their insurance while at the CRC and start their claims process so that they are aware what their next steps are and what they are covered for in this situation – the citizen has the choice on who is to tow their vehicle to its next destination.
- If a tow driver is “waiting around for hours”, they have implied that they are soliciting services. No compensation should be provided for “wait times at the CRC” as it is their choice to wait around and “see” if the consumer has chosen to use them again. There is no obligation for the tow operator to wait for the customer as they have already been compensated for their service to bring the citizen to the CRC.

ASSI would like to make it clear that tow operators are not waiting for “hours” as implied at the meeting, to receive service or payment.

ASSI's review & recommendations are based on Committee Recommendations Document in response to September 18th, 2017 meeting.

ITEM ONE RECOVERY SERVICES: [#4-6] The implementation of a \$100 recovery service charge to be added in addition to the capped accident rate.

[#6] City Council recommended to add a definition of “recovery services” to mean: *“A service carried out to relocate or reposition a vehicle that involves the use of a winch or specialized extraction device and that must be performed to prepare a vehicle for attachment or towing, but does not include the use of a hoisting device, a hook, a dolly, a flat bed, or other standard equipment used in the towing of a vehicle.”*

ASSI recommends that this additional recovery charge not be applicable to vehicles being referred to the CRC – for the following reasons:

- i. ASSI pays the tow rate from the scene to the CRC initially until it is picked up and taken to its final destination. ASSI is reimbursed for any charges initially paid when the vehicle is being removed from the CRC impound. Unless ASSI is provided a copy of pictures used to make the judgement

- if the additional charge is legitimate/justified, ASSI has no justification on the invoice for the vehicle to be picked up.
- ii. If tow operators arrive at a CRC, and have added a recovery charge on their bill, the consumer has signed the tow bill but the tow driver does not have pictures to justify the recovery charge – who pays? CRC staff cannot pay the additional charge without pictures. Is the consumer held responsible or is the charge voided due to lack of proof?
 - iii. Based on the new definition of “Recovery Services” – ASSI staff are now to determine “What is “standard equipment” vs. “non standard equipment” to justify if they are to the additional \$100+HST charge” how are ASSI staff to know this? This will result in multiple disagreements between ASSI staff and tow operators.
 - iv. If this additional charge will not be exempted for CRC tows – ASSI ask that tow operators who have taken pictures of the vehicle in need of “Of Road Recovery Services” submit their photographic documentation through the ASSI citizen picture upload tool located on our website in order to receive payment. If ASSI pays this extra rate, we need to be able to justify the reason for payment – without access to photographic evidence from the scene ASSI has no way to justify the recovery charge to the next operator/consumer that will be removing the vehicle from the CRC for the second tow and reimbursing us for the charges for the first tow.

For vehicles not going to the CRC, the consumer is exposed to unjustified charges

- i. Consumers who do not have full coverage on their vehicles and are unable to claim the bill through insurance are now exposed to additional charges, plus the cost of the second tow from the CRC to the vehicle's next destination. If the new capped tow rate is implemented for non over weight vehicles & a recovery charge added plus the 2nd tow charge from the CRC (which is not regulated) best case scenario will now be \$250 capped rate + \$100 recovery free + \$250 second tow = \$600 + HST.
- ii. When a consumer's vehicle is not subject to go to the CRC and the customer has to initially pay the tow bill – how are they to know that the additional charge needs photographic justification of said charge? What if the consumer unknowingly pays the tow bill with the additional \$100 charge added on but it was not rightfully charged, are they to go to court for \$100 or take a loss on the charge?

ASSI does not support this additional charge as it directly affects our workflow and places our staff in possible disagreement with tow operators as there is no 100% way to determine if the charge is legitimate. ASSI recommends that if this additional fee is to be considered for implementation into the revised bylaw that the City keep the original wording suggested in the initial review under Item 5 “Charge for City Street/Highway Recovery Services: Define “Off-Road Recovery Services” as: “the up-righting of an overturned vehicle, or, four or more wheels of a vehicle are completely off the travelled portion of the road including the shoulder” and set a new rate (\$100).

This wording is clearer and can be determined if the additional charge is warranted based on the two pictures.

ITEM TWO

[#12] VEHICLE WEIGHT - **Manufacturer's Gross Vehicle Weight Rating to be utilized to determine if the vehicle is overweight not subject to the capped accident tow rate (currently \$166/\$188+HST prosed at \$250).**

- If Bylaw is to implement the overweight charges to be based on the Gross Vehicle Weight you are unintentionally exposing additional consumers to unregulated tow charges even with the increase of weight to reflect 7,000lbs pounds who would have previously been protected with the use of curb weight.
- The Gross Vehicle Weight includes the weight of all potential passengers the vehicle can accommodate, for example a larger SUV with 7 seats you are now enabling that the tow operator to be paid to tow a vehicle as if it was loaded with 7 passengers while hooked up.
- SCENARIO ONE: Vehicles that are overweight currently are not mandated to be dropped at the CRC impound. The tow operator has to wait for the consumer to complete the reporting process with the vehicle hooked up and **will charge a fee for that. The consumer's** vehicle will be taken to its next destination and a payment for the tow will need to be made. If it is after hours there will not be a body shop to pay the tow bill – therefore it will be left to the consumer, if they can. Most consumers do not have the funds to pay a tow bill that is at an inflated/unregulated rate and their vehicle will be held hostage until said tow bill is paid.
- SCENARIO TWO: If two consumers get in a collision, one driving a small sedan and one driving a large family sized SUV (non-commercial), both vehicles are directed to be towed to the CRC– Consumer with the sedan has a tow bill at the regulated rate (\$166/\$188 or the proposed \$250) and dropped in the CRC impound & the consumer now how has a choice what to do with their vehicle, the CRC has paid the capped tow rate & they are provided 24 hours free storage. Consumer with the large family SUV shows up at the CRC, **tow operator won't drop their vehicle, they find out their vehicle is overweight yet** they see the person they got in a collision with getting their tow bill paid, their vehicle unhooked and put in the impound, they might be sitting beside them when the tow scenario is being explained. Then CRC staff have to explain that because they drive a larger family vehicle their tow bill is unregulated by the city and the city has chosen to not put in measures to protect them the same way they did with a consumer who drives a smaller vehicle.
- SCENARIO THREE: Single parent drives a larger vehicle, only vehicle they have and they use it to transport their kids and **get to work. They don't have a lot of** money and they do not have full coverage on their vehicle because it is older. They accidently rear end someone in traffic on their way home – they are at

fault. Their vehicle has to be towed, it's overweight and instead of it being \$166/\$188 or the proposed \$250 it is now \$1,200 (*estimate*). They don't have the money to pay and they don't have the coverage through insurance. They tow operator holds the car hostage until payment is made – they don't have a vehicle to get to work because they had to sign over their vehicle to pay for the tow bill. Not as uncommon of a situation as one might think, with the implementation of the Gross Vehicle Weight, this situation will become all the more common for the average consumer.

- SCENARIO FOUR: Tow operators are well aware of what vehicles qualify for the overweight charges. Now with an increased number of vehicles that fall into the overweight vehicle category they will prey on consumers with those vehicles. Why assist consumers with small vehicles subject to a capped tow when they can go over and find one larger vehicle and do one job that can pay out more than the cost of four small vehicles.





ASSI RECOMMENDATIONS:

1. ASSI recommends that the overweight scenario only be applicable for commercial vehicles (not to include personal use pick up trucks as defined by the highway traffic act, as the highway traffic act defines all pick up trucks as commercial) that have a registered CVOR. ASSI recommends this to protect the maximum number of consumers on the roads driving family sized, non-commercial purpose vehicles who deserve to have the same protection as someone driving a small vehicle.

OR

2. Toronto Police have contracts with tow companies with agreed upon rates, I have attached the document to my email submission named "towing practices and rates from TPS website Sept 27th 2017" for reference.
 - TPS classify tows as Standard Tow = Gross Vehicle Weight of 6,000lbs or less & a Medium Tow = 6,001lbs to 13,200lbs and standard rates are based off of those weights classes.
 - ASSI recommends the same approach that TPS is taking on having two different weight categories with two different regulated charges for the first tow to the CRC. This approach will protect all consumers driving personal vehicles. ASSI recommends that if this is implemented it is mandated that both standard and medium classed tows be subject to be deposited in CRC impounds for the first tow to be completed.

Below is a list of just some of the vehicles that will now be exposed to unregulated charges by tow operators if based on the Gross Vehicle Weight (*not just the year represented*):

Vehicle	Curb Weight	Gross Weight
2017 Toyota Sequoia <small>SEQUOIA 4WD PLATINUM 5.7L</small> 	5,986.2 lbs	7,100 lbs
2017 Ford Expedition Platinum 4dr 4x4 	5,772.8 lbs	7,260 lbs
2017 Chevrolet Tahoe Premier 4x4 	5,618.8 lbs	7,100 lbs
Ford F-150 Lariat 	4,220 lbs	7,050 lbs

ITEM THREE [#15 b.] Written Authorization

ASSI retains a copy of the tow bill that we pay out, therefore the bill needs to be made in triplicate not duplicate as the recommendation suggests.

ITEM FOUR [#17] Payment Methods

ASSI recommends that it be included in the Bylaw that there is not to be an additional service charge for debit or credit use charged to the consumer or to who is paying the tow bill.

ITEM FIVE [#20] Procedure for Dropping a Vehicle at a Collision Reporting Centre

ASSI recommends that an additional point be adding into the bylaw that states: "Vehicle is to be dropped/deposited in CRC impound in designated area"

Point [d] – Present proof of valid ML&S tow truck owner or driver licence to collision reporting centre staff, in order to receive payment for depositing/dropping a vehicle

- ASSI staff will require training and access to appropriate documentation resources to determine what a tow driver or owner is to be carrying.
- If the tow driver or owner does not have valid documentation with them, ASSI staff will not pay the tow bill – does this void the tow bill, who pays it?
- ASSI will need to retain information of valid documentation as justification of payment.
- What is ASSI staff to do when they come across a tow driver or owner who does not have appropriate documentation?

Point [e] – ASSI suggests this point read as follows: After drop/deposit of vehicle in CRC impound, collect payment and immediately exit the premises.

- ASSI staff do not pay the tow operators until the vehicle is in the impound and unhooked from the truck.

ITEM SIX [#23] Personal Protective Equipment

ASSI asks that Bylaw implement that tow drivers and owners are to wear protective and reflective equipment while at the CRC, to ensure they are visible and distinguishable to others. ASSI staff are required to wear reflective vests and appropriate footwear for being outside as are the Police Officers – ASSI suggests the same for tow operators.

ITEM SEVEN [#2] Accident Tow Rate

At the committee meeting on September 18th, 2017 the tow operators that spoke were referencing other jurisdictions having a higher tow rate – over \$300. The tow rates outside of the city are all inclusive for the tow, even ones with Collision Reporting Centres – there is only one tow, unless vehicle is taken to an impound and needs to be removed later. Toronto is the only CRC with impounds, and there are two tow bills associated with vehicles towed to the CRCs. A customer might not choose to use the same tow that brought them to the CRC to remove them, therefore a tow operator

might only get paid once for that tow but there will always be two tows associated. Increasing the rate for Collision Reporting Centre tows is not justified when the second tow rate is factored in. ASSI suggests that there are CRC regulated tow charges (Standard & Medium) and officer investigated rates.

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*Recommendations
for Proposed Toronto
Tow Bylaw Update*

August 11th 2017

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All ASSI recommendations will be listed below in the applicable sections marked with .

1. Accident Tow Rates





Eliminate the current distinction between a tow from a City street and a tow from a highway. Outline the possible tows that may be conducted in relation to an accident:

A. If the Collision Reporting Centre is open:



i. Tow from an Accident Scene

- Update the current rate cap (between \$230-\$300)

This regulated rate will be all-inclusive; no additional fees may be charged except for mileage for travel beyond City boundaries and for recovery services in relation to an accident.

-  When would mileage for travel beyond the City boundaries be applicable when the CRC is open – the bylaw states the vehicle has to be brought directly to the CRC? If the collision occurred outside of City boundaries it is not eligible to attend the Toronto CRC.
-  We propose to have the capped rate with no additional charges.
-  Is \$230 - \$300 the right amount, ASSI recommends having an accounting firm decide what is a fair charge based on operating costs.
-  There has been discussion between ASSI & Police surrounding 24 tow access.

ii. Tow from a Collision Reporting Centre

- Rate agreed upon with consumer
- The same operator may tow the vehicle out, or, the customer may elect to hire another operator to tow the vehicle to a final destination
-  If the customer chooses to remove the vehicle from the CRC with the same tow provider that brought it in, we propose that the agreed upon rate be established prior to the vehicle being hooked up for retow, and agreed upon rate to be recorded as part of the book out process – this rate will not include any storage that may occur at the facility the vehicle is brought to, only tow related charges.
-  Our above recommendation will ensure that the citizen is fully aware of any applicable tow related charges prior to having their vehicle hooked up again.

B. If the Collision Reporting Centre is closed:

QUESTION FOR COMMENT: Recognizing that there are circumstances in which the Police are not always able to attend the accident scene, what should the requirements be? What procedure should be followed by tow truck operators?

When a collision occurs outside of a Collision Reporting Centre's operating hours (i.e., between 12:00 a.m. to 6:00 a.m.), and any vehicle involved in the accident is not driveable, require tow operators to wait until the Police have attended the accident scene and completed the accident report, prior to towing any vehicle.

The tow truck operator must take the towed vehicle to a location of the customer's choosing (i.e., a specific public garage, the customer's home, or other location).

If the customer's desired public garage is closed, the operator may tow the vehicle to his or her public garage to temporarily store the vehicle, provided the facility is a licensed public garage in the City of Toronto.

- ✚ If this is approved, how is approval of an officer not attending to be confirmed? If this is not recorded tow operators cannot be held accountable for when vehicles are removed from a scene prior to an officer arriving. More tows will end up in impound yards and coming to the CRC the next morning with additional charges.
- ✚ What is the cut off time at night for a tow to not attempt to come to the CRC? If there is no time associated with it who is to say that a collision occurring at 8pm should have come to the CRC opposed to be towed to an overnight storage facility?
- ✚ If the vehicle is towed to his or her public garage – providing the facility has a storage endorsement with an over & under of 10.
 - If insurers had an easily accessible, up to date list of all licensed public garages they could easily verify any storage charges associated with claims. If any storage charges were administrated by a facility that was not licenses Insurers could file a complaint with Toronto Licensing; this would assist Toronto in ensuring all facilities are appropriately licensed and comply with By Law standards.

i. Tow Rate from an Accident Scene applies (between \$230-\$300)

ii. Re-Tow from Tow Operator's Public Garage

- Rate agreed upon with consumer
 - ✚ If a rate is applicable for a retow it should be a standard rate in this situation. Leaving this rate unregulated allows for inflated rates, in this situation a citizen does not necessarily know to negotiate rates prior to the vehicle being brought back to the CRC.
 - ✚ Additionally, some tow operators storage facilities are located outside of the Toronto boundaries and having it retowed back to the CRC from out of the City boundaries will expose citizens to inflated charges if the proposed retow is not capped.
 - ✚ It will end up being the CRC staff that attempt to defend a citizen against an over inflated tow bill, as the CRC will be responsible to pay applicable charges ones the vehicle has arrived at the CRC upon opening.
- The same operator may tow the vehicle out, or, the customer may elect to hire another operator to tow the vehicle to a final destination
 - ✚ Our same recommendation applies as above in section A) ii.
- The operator who has stored the vehicle may charge a fee for storage that is consistent with the fees in their filed schedule of rates
 - ✚ If this will be implemented there should be an appropriate timeframe that the vehicle & customer have to come back to the CRC once the CRC is open. If there is no timeframe surrounding this citizens are exposed to additional charges.

2. Regulated Vehicle Weight

QUESTION FOR COMMENT: Should the City change its regulations around vehicle weight? Please provide your suggestions.

The City regulates the rates for tows from private property and tows from accident scenes for vehicles with a "gross vehicle weight" of 6,000 lbs and under, with the intent to capture the motoring public— the majority who drive passenger/light-duty vehicles.

At the March 2017 stakeholder/public consultations, staff heard that the Manufacturer's Gross Vehicle Weight Rating (GVWR) is not an accurate representation of the true weight of a vehicle when it is being towed (as it represents the maximum operating weight/mass of a vehicle as specified by the manufacturer including the vehicle's chassis, body, engine, engine fluids, fuel, accessories, driver, passengers and cargo) and that the City should look at the curb weight, a more accurate measure (as it does not include the weight of passengers or cargo). However, staff also understand that the curb weight of a vehicle is not common knowledge/information that is readily available.

- ✚ ASSI proposes that this 6,000lbs regulation be changes to kilograms as that is what the Ontario vehicle registration displays the vehicle weight in.
- ✚ The curb weight is listed on the ownership portion (left side) of the vehicle's registration, the registered plate owner (right side) lists the gross weight. The registration is needed for the citizen to report their collision.
- ✚ ASSI proposes that the curb weight be used in determining if the vehicle is overweight, as the gross weight is not an accurate representation of the vehicles regular weight.

3. Charge for Travel Outside City Boundaries

Allow and set a new per km charge (\$3.25/km) when an operator tows a vehicle beyond 5 km from City boundaries

- ✚ This should be applicable for only re-tows from the CRC to the vehicles next destination, as there should be no vehicles attending the CRC where a collision occurred outside of the Toronto City boundaries.

4. Charge for City Street/Highway Recovery Services

Define "Off-Road Recovery Services" as: "the up-righting of an overturned vehicle, or, four or more wheels of a vehicle are completely off the travelled portion of the road including the shoulder" and set a new rate (\$100).

5. Justification for the Performance of Recovery Services

Add a functioning camera (a mobile phone with a camera is sufficient) as mandatory tow truck equipment and require the use of a camera for photographic evidence to justify the performance of recovery services.

Require electronic records of the photos to be kept for a period of 1 year should it be required for inspection by Municipal Licensing & Standards or court litigation.

- ✚ If charges specified in section 4 will be additional to the standard tow rate (\$230-\$300) if the vehicle is referred to the CRC, ASSI proposes that photographic documentation be provided to the CRC staff prior to payment of service. If no photographic documentation is provided CRC are unable to determine if this is a legitimate charge, as damage on the vehicle is not always visible to accurately determine if a recovery was needed.

6. Private Property Tow Rate

Update the private property tow rate cap (\$108).

7. Automatic Inflation Adjustment for Regulated Towing Rates

The City's Regulated Rates for Accident Tows and Private Property Tows will automatically increase and be rounded up to the nearest dollar on the first day of January in each year by the percentage increase in the All Items Index of the Consumer Price Index for The Toronto Census Metropolitan Area, published by Statistics Canada, during the 12-month period ending on September 30 in the year immediately preceding the rate increase date.

8. Schedule of Rates for Medium/Heavy Duty Tows

Continue to require operators to file a Schedule of Rates with Municipal Licensing & Standards for towing services related to medium/heavy duty tows; however schedule must:

- list exact rates to be charged (no minimum/maximums)
- be filed at annual licence renewal even if rates remain unchanged

9. Consent to Tow/Bill of Services Form

Incorporate the current 'Bill of Services' in a new 'Consent to Tow Form' that tow operators must present/have customers sign off as proof of authorization before any towing services occur.

The Consent to Tow portion of the form will include:

- The date/time the tow truck arrived on scene
- The location of the tow
- The destination of tow as agreed to by the customer (or where applicable, directed by a police officer)
- The name, badge number, and detachment of any officer leading the accident investigation (if applicable)
- The name of the towing company
- The towing operator's ML&S tow truck driver licence # and ML&S tow truck # plate
- The name and contact information of the customer
- Vehicle information (make, model, year, VIN #, licence plate)
- A final bill listing charges (and any estimated charges) associated with that tow
- The signature of the customer (or officer in charge of the accident investigation) giving consent to perform the listed towing services
- The signature of the tow operator

Require this 2-part form be completed for all tows 'for hire' by the public; excludes private property tows.

Require that the form be completed in duplicate, with one copy to be retained by the tow truck operator and the other copy provided to the customer/hirer.

Require that completed forms be retained by tow truck owners for at least 1 year from the tow date indicated on the form and upon request, make them available for inspection by Municipal Licensing & Standards.

- ✚ ASSI would like to have a copy of the proposed Bill of Services to ensure and confirm that the citizen is aware of the charge associated with their vehicle prior to CRC staff paying the bill.
- ✚ Before paying the tow bill, CRC staff will ensure that the tow bill has been signed by the customer – most of the time it is not signed at the scene & the citizens are not aware of the charge until CRC staff explain it.

10. Bill of Rights

Require tow truck operators to include information on the roles, rights and responsibilities of tow truck drivers, Collision Reporting Centres (CRCs), and consumers in their Consent to Tow/Bill of Services Form.

Require Collision Reporting Centres to post similar information at their locations.

Municipal Licensing & Standards will supply tow operators and Collision Reporting Centres with language for this bill of rights.

11. Tow Truck Identification

Require tow operators to display an enlarged version of their Municipal Licensing & Standards Tow Truck Driver ID Card in their tow truck, in plain sight, containing their photo, licence number and their towing company name and contact information.

12. Vehicle Weight Measurement

Change weights referenced throughout the bylaw from imperial units (pounds) to metric units (kilograms).

13. Tow Truck Vehicle Weight Requirements

Require that tow trucks have a minimum 4,536 kg Gross Vehicle Weight Rating (GVWR) and be registered for their weight rating.

14. Safety Vest

Require tow truck operators to wear high visibility florescent safety vest or clothing on the upper torso when working on a highway.

- ✚ ASSI proposes that tow operators are to wear reflective vests while on duty/exiting the tow truck. ASSI staff and Police at the CRC are required to wear reflective vests to ensure safety and visibility.
- ✚ ASSI proposes that all tow operators wear appropriate footwear while exiting the tow truck, most tow operators show up with running shoes.

15. Stops During Towing Services

Prohibit tow truck operators from making any other stops when bringing a vehicle to a Collision Reporting Centre or to a destination as directed by a customer or the police.

- ✚ What is the repercussion if a tow operator does not follow the mandate to bring the vehicle to a CRC?

- ✦ A lot of the time citizens arrive at the CRC with a rental vehicle already set up for them and work orders have been signed for repairs to be done at a particular body shop – This situation occurs frequently, and generally the same day as the collision occurring (not while the CRC is closed).

16. Valid Tow Truck Owner/Driver Licence Required to Receive Payment at the Collision Reporting Centre

Require tow truck operators to present valid proof of their Tow Truck Owner/Driver Licence to Collision Reporting Centre staff, in order to receive payment for dropping off a towed vehicle to the Collision Reporting Centre.

17. Credit Card Payment

In addition to cash, require tow truck operators to accept payment for services by credit card.

- ✦ ASSI proposed to put in the By Law that no “Service Charge or Convenience Fee” be added on top of the regular rate of service if consumer chooses to use a credit card.

18. Customer Access to Vehicle Contents

Require tow truck operators/storage providers to provide customers access to their towed vehicle, when requested, in order to remove personal property contained within (i.e., money, valuables, documents and records).

Prohibit tow operators/storage operators from charging a fee for the retrieval of property during business hours.

- ✦ Include in by law that if the vehicle is brought to the storage facility after regular business hours (Due to the collision occurring during closed business hours) citizens are not subject to a charge to initially retrieve their belongings.

19. Storage

Require tow truck operators with licensed storage facilities (and all public garages) to file with Municipal Licensing & Standards a schedule of rates which must include their charges for vehicle storage.

- ✦ Have this list easily accessible to public and insurers for reference.

20. Additional ASSI Recommendations:

- ✦ ASSI met with Andrea Davis – Acting Manager, Bylaw Enforcement City of Toronto on May 31st. A recommendation from that meeting was made to enforce a distance that tow operators (once paid) need to be away from the CRC – 500meters was the recommended distance. This recommendation arises from tow operators standing on the public side walk as a loop hole to section 545-119 of the Bylaw. Tow operators park their vehicles on neighbouring businesses property, on the street in locations impeding traffic flow for the public.

The Toronto Police Service Towing & Storage Contract.

The Toronto Police Service (TPS) requires prompt and efficient towing and pound services on a 24 hour a day, 7 day a week basis. The need for this service arises from police contact with vehicles such as those recovered after being stolen, impounded for by-law infractions, or those impounded following the arrest of a driver. Over the years, the TPS has developed a standard to ensure that contracted towing and pound service providers deliver acceptable levels of service to both the community and the Service.

Toronto Police Service Contract Towing & Storage Fees.

The Toronto Police Service Towing Contract is based on Toronto bylaw 545, which under section 103/104 of chapter 545 establishes rates for towing vehicles from collision scenes on city streets, and highways directly to a Collision Reporting Centre. The Toronto Police Service standard tow fee may not exceed a total price of \$250.00 for a standard, and \$285.00 for a medium tow, being the combination of the towing fee and the fees for one day of storage, excluding any applicable taxes. The standard & medium tow fees for each district are listed with the tow company contact information.

Standard tow fees apply to all police authorized impounds of vehicles with a gross vehicle weight of less than 6000 lbs., and medium tow fees apply to all vehicles with a gross vehicle weight of 6001lbs, to 13,200lbs, located within the road allowance or where the tow truck can be driven to the vehicle to be towed. The use of dollies is included in the standard & medium tow rates. Winching and off-road recovery costs are permitted to be charged in addition to the flat rate when applicable.

The storage day is 24 hours from the time the vehicle arrives at the pound. Twenty-five per cent of the 24 hour storage fee is chargeable for each hour of the first 4 hours, which shall include any part of an hour. One hour is payable as soon as the vehicle arrives at the pound. (The hourly rate and minimum rate will reapply at the conclusion of each 24 hour period.)

Is your car missing? Have you been towed?

If your car is not where you last parked it, it may not necessarily have been stolen. Vehicles are impounded and relocated at all times of the day for various reasons. If your car has been moved, follow these steps:

. Call the Toronto Police Service (416) 808-2222 and ask for communications.

. Please have your vehicle license plate number and your vehicles last location ready when calling.

. Communications will advise you if your car has been impounded or relocated. Once you have determined that your vehicle has been impounded, call the appropriate towing company immediately to make arrangements to retrieve it. Remember that storage fees continue to accrue, so attend to your vehicle as quickly as possible.

To find the police contract towing service provider in your area, please refer to the attached map of Toronto. Information for the tow company and their contract rates are below.

Comments, Questions and Complaints.

Any concerns can be forwarded directly to the towing contractor. Please refer to the attached information. Most have an Email contact listed, or are available directly from their website.

Or you can contact the Toronto Police Service Pound Supervisor.

Toronto Police Service Pound Supervisor
9 Hanna Avenue
Toronto, M6K 1W8
Fax: (416) 808-1922
www.torontopolice.on.ca, or trafficservices@torontopolice.on.ca.

Towing Practices and Rates

District	Company	Towing Charge	Storage Charge
1	JP Towing 11 Glen Scarlett Road Toronto, M6N-1P5 Tel: (416) 203-9300 Fax: (416) 203-9303 www.jptowing.com	\$180.00 Standard	\$70.00
		\$205.00 Medium	\$80.00

District	Company	Towing Charge	Storage Charge
2	Classic Towing & Storage 41 Westside Drive Toronto, M8Z-5K8 Tel: (416) 604-3222 Fax: (416) 604-2311 www.classictowing.ca	\$110.00 Standard	\$30.00
		\$120.00 Medium	\$40.00

District	Company	Towing Charge	Storage Charge
3	Abrams Towing 124 LePage Court Toronto, M3J-1Z9 Tel: (416) 398-2500 Fax: (416) 398-6189 www.abrams.ca	\$189.90 Standard	\$60.00
		\$260.00 Medium	\$25.00

District	Company	Towing Charge	Storage Charge
4	Williams Towing 2671 Markham Road Toronto, M1X-1M4 Tel: (416) 299-8383 Fax: (416) 299-9698 www.williamstowing.ca	\$165.00 Standard	\$80.00
		\$190.00 Medium	\$80.00

District	Company	Towing Charge	Storage Charge
5	A Towing (Uptown) 185 Bartley Street Toronto, M4A-1E6 Tel: (416) 656-4000 Fax: (416) 690-7757 www.atowing.ca	\$142.00 Standard	\$16.00
		\$159.00 Medium	\$16.00
	A Towing (Downtown) 105 Villiers Street Toronto, (416) 465-0782		

If you have been involved in a collision, please visit the following web pages on the TSV home page:

See link :

- **Involved in a collision?**
- **Collision Reporting Center**

If your vehicle is drivable, then attend with your vehicle at one of the below listed collision reporting centers within 24 to 48 hours.

If your vehicle is not drivable, and the collision occurred between 6am to 12am, the vehicle must be towed **directly** to one of the collision reporting centers. Collisions occurring outside those hours, and where the vehicles are not driveable, will be investigated at the scene by a police officer.

Collision Reporting Centre	Company	Towing Charge	Storage Charge
East CRC 39 Howden Road Scarborough, ON M1R 3C7 416-701-1600	Any Tow Company Licensed by the City of Toronto Municipal Licensing & Standards	\$166.00 from City Streets \$188.00 From the QEW, Gardiner Expressway, DVP, or a 400 series Highway	First 24 Hours is Free Then a charge of \$40.00 + HST per day thereafter
North CRC 113 Toryork Drive Toronto, ON M9L 1X9 416-7451600	Any Tow Company Licensed by the City of Toronto Municipal Licensing & Standards	\$166.00 from City Streets \$188.00 From the QEW, Gardiner Expressway, DVP, or a 400 series Highway	First 24 Hours is Free Then a charge of \$40.00 + HST per day thereafter

From: [Ashley Kendall](#)
To: [Licensing and Standards Committee](#); [Carleton Grant](#); [Andrea Davis](#); [Shaun Maxwell](#); [Lorraine Chua](#); [Councillor Burnside](#); [Councillor DeBaeremaeker](#); [Councillor Di Giorgio](#); [Councillor Karygiannis](#); [Councillor Nunziata](#); [Councillor Palacio](#); [Tracey Cook](#)
Cc: [Lynn Hemingway](#); [Rick Yates](#); [Jane Ross](#)
Subject: RE: Tow Industry Review & Recommendations - Submission from Accident Support Services International Ltd.
Date: Thursday, September 28, 2017 11:06:10 AM
Attachments: [image002.png](#)
[image003.png](#)
Importance: High

Good Morning Everyone,

Below is a picture, taken just now of four tow operators hanging around the CRC. They have been paid, the bylaw states that they are to leave the property – so they wait on the side walk/road side as “it is not our property”. This picture is to justify why we are asking for the bylaw to state they are to be 500 meters away from the CRCs after being paid.



Ashley Kendall

Business Service Representative

| Accident Support Services International Ltd. |
| TF: 1-877-895-9111 | P: 416-745-3301 | C: 416-721-9333 |
| E: akendall@accsupport.com | W: www.accsupport.com |



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PLEASE CONSIDER THE ENVIRONMENT BEFORE PRINTING THIS E-MAIL!

From: Ashley Kendall

Sent: September 28, 2017 10:32 AM

To: 'LSC@toronto.ca' ; 'carleton.grant@toronto.ca' ; Andrea Davis ; Shaun Maxwell ; 'Lorraine Chua' ; 'Councillor_Burnside@toronto.ca' ; 'councillor_debaeremaeker@toronto.ca' ; 'councillor_digiorgio@toronto.ca' ; 'councillor_karygiannis@toronto.ca' ; 'councillor_nunziata@toronto.ca' ; 'councillor_palacio@toronto.ca' ; 'tracey.cook@toronto.ca'

Cc: Lynn Hemingway ; Rick Yates (ryates@accsupport.com) ; Jane Ross

Subject: Tow Industry Review & Recommendations - Submission from Accident Support Services International Ltd.

Importance: High

Good Morning Everyone,

Attached is Accident Support Services International Ltd.'s recommendations in response to the Toronto Tow Truck Industry Review committee meeting held on September 18th, 2017.

We had previously submitted recommendations and concerns on August 11th, 2017 in response to prior meetings held, which are also attached for reference.

After attending the September 18, 2017 committee meeting and reviewing the proposed changes, we have readdress our original submission provided on August 11th 2017. The new submission provides a more in depth explanation of our concerns surrounding some of the proposed changes. ASSI's goal when operating a Collision Reporting Centre is to service the consumer, educate and protect them. With the proposed changes ASSI has concerns surrounding consumer protection.

I am happy to answer any questions or concerns anyone may have.

Ashley Kendall

Business Service Representative

| Accident Support Services International Ltd. |
| TF: 1-877-895-9111 | P: 416-745-3301 | C: 416-721-9333 |
| E: akendall@accsupport.com | W: www.accsupport.com |



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