

# **Tow Truck Industry Review & Recommendations**

**Licensing & Standards Committee  
September 18, 2017**

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*Municipal Licensing and Standards*

## Why changes are being considered:

- To respond to City Council and Licensing & Standards Committee Direction
- To update the existing Tow Truck Bylaw and current towing rate caps, which were last updated in 2006
- To update regulations in line with recent changes in Provincial regulation governing towing and storage
- To provide transparency/clarity regarding the regulations for Tow Truck Owners and Drivers
- To address public complaints

# Highlights of Recommendations

## Private Property Tows

- Increase the private property tow rate from \$88 to **\$108**

## Accident Tows

- Eliminate the current distinction between a tow from a City street (\$166) and a tow from a highway (\$188), and establish a new harmonized rate of **\$250**
- Automatically increase the regulated private property and accident towing rates annually based on the Consumer Price Index

## Recovery Services

- Set a new rate of **\$100**
- Require tow truck owners/drivers to take a minimum of two clear photographs to justify the performance of recovery services

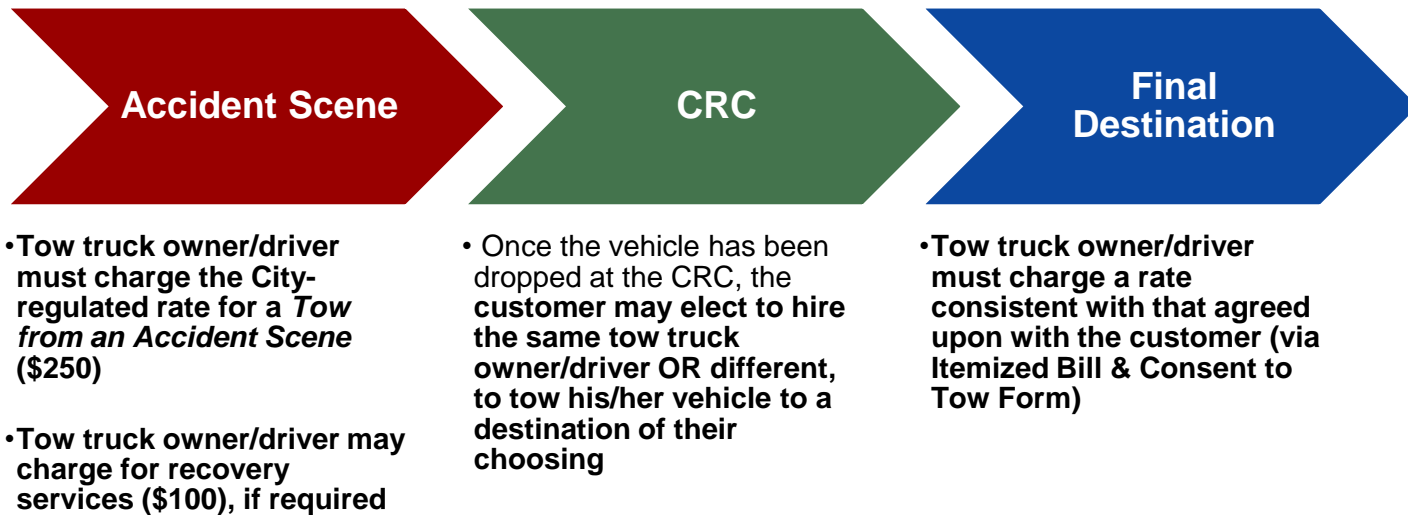
## Mileage for Travel 5 km Outside City Boundaries

- Allow tow truck owners/drivers to charge **\$3.25** for each kilometre of travel beyond 5 km outside the City, when directed by a consumer to tow his or her vehicle from an accident scene to a final destination that is more than 5 km outside City limits

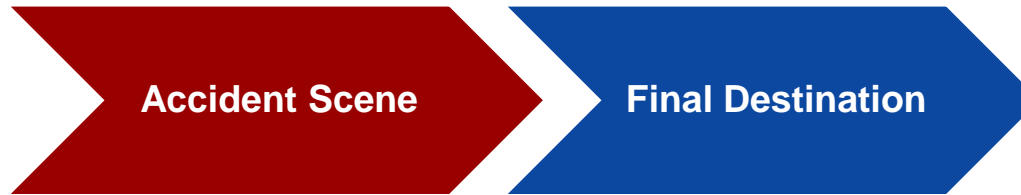
## Second Tow

- Remove the current restriction on 're-tows' and allow tow truck owners/drivers to charge a separate fee for towing a vehicle from a collision reporting centre to a destination as directed by a consumer
- **Fee is to be agreed upon in advance by the consumer**, and supported by a completed itemized bill and consent to tow form

## Where a visit to a Collision Reporting Centre (CRC) is required



## Where a visit to a Collision Reporting Centre (CRC) is not required



- Tow truck owner/driver must charge the City-regulated rate for a *Tow from an Accident Scene* (\$250)
- Tow truck owner/driver may charge for travel outside City boundaries, when directed by a consumer (\$3.25/km, for each km of travel beyond 5 km outside the City)



## Vehicle Weight

- Increase the regulated vehicle weight, which regulated towing rates apply from 6,000 lb to 3,175 kg (7,000 lb), to ensure that the majority of passenger vehicles are captured and subject to regulated towing rates

## Written Authorization

- Require tow truck owners/drivers receive written authorization from a consumer before providing or charging for towing and storage services
- Examples:
  - Price
  - Location
  - Tow Truck Owner/Driver Licence #

## Deviation in Final Bill

- Prohibit tow truck owners/drivers from charging an amount more than 10% above the estimated amount authorized by a consumer

## Payment Methods

- Require tow truck owners/drivers accept credit card payments, in addition to cash

## Stops During Towing Service

- Prohibit tow truck owners/drivers from making any intermediate stops when towing a vehicle to a collision reporting centre or specified location, as directed by a consumer or a police officer

## Consumer Access to Personal Property in Vehicle

- Require tow truck owners/drivers to permit a consumer access to his or her vehicle to remove personal property, at no additional cost or fee

## Tow Truck Vehicle Weight

- Require tow trucks to have a minimum Gross Vehicle Weight Rating (GVWR) of 4,536 kg and be registered with the Ministry of Transportation for their weight rating

## Tow Truck Equipment

- Require tow truck owners to maintain:
  - i. a functional digital camera or a mobile phone with functional camera (for use in justifying the performance of recovery services); and
  - ii. a high visibility florescent safety vest, to be used/worn by tow truck owners/drivers when working on a City street or highway

**Thank you.**