
Towing Industry Advisory Committee

Date: October 26, 2021
Time: 2:00 PM
Location: Online Video Conference

Members	Councillor Ron Starr	Ward 6 (Chair)
		Arrived at 2:21 PM
	Councillor Carolyn Parrish	Ward 5
	Councillor George Carlson	Ward 11 (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	Sam Rogers, Director, Enforcement
	Michael Foley, Manager, Mobile Licensing
	Angie Melo, Legislative Coordinator
	Dayna Obaseki, Legislative Coordinator

1. CALL TO ORDER - 2:12 P.M.

In the absence of the Chair, Councillor Parrish called the meeting to order.

2. APPROVAL OF AGENDA

Approved (Armando Tallarico)

3. DECLARATION OF CONFLICT OF INTEREST

4. MINUTES OF PREVIOUS MEETING - Nil

5. PRESENTATIONS - Nil

6. DEPUTATIONS

Anne Marie Thomas, Director, Consumer and Industry Relations, Insurance Bureau of Canada (IBC) noted that the IBC just became aware of Tow Operator's concerns of long wait time and inquired with the TIAC Members on the current wait times Tow Operators are experiencing at Mississauga Collision Reporting Centres (CRC);

Ms. Thomas further noted IBC is currently working with the government on addressing towing and storage facility issues.

In response to Councillor Parrish's inquiry regarding resolving wait times/hours of operations, Ms. Thomas, noted that the issue appears to be the hours of operation and that if CRC's are opened longer then wait times would be less.

7. PUBLIC QUESTION PERIOD - 15 Minute Limit

No members of the public registered to speak

8. MATTERS TO BE CONSIDERED

8.1 Collision Reporting Centres

Members of the Committee provided the following response on the issues of wait times and hours of operation:

- the average wait times that tow operators are currently experiencing as being 3 to 4 hours which at times, especially in the cold weather, many vehicles may be left idling posing environmental hazards; who is responsible for cleaning leaking vehicle fluid at CRC's
- tow operators are also being redirected to other CRC's which results in an increase of kilometres, and may also be asked to return the following day(s) as a result of CRC's hours of operation (closed after 6:00 pm. and weekends)
- customers are being steered;

Councillor Ron Starr arrived (2:21 p.m.)

In response to Councillor Parrish's inquiry regarding what industry members have reported to Mobile Licensing, Sam Rogers, Director, Enforcement noted that following:

- staff were aware of and passed along the information to industry members of the CRC's opening in Mississauga and that there were education sessions available over the summer.
- Enforcement staff were not involved in the planning of the CRC's;
- staff have heard from industry members of the long wait times and redirects.

Michael Foley, Manager, Mobile Licensing further added that industry members have expressed that the long wait times are greater on a Monday morning since CRC's are closed on the weekend; and noted that there is concern and confusion among industry members with respect to being redirected to another jurisdiction and whether that is a by-law violation. Mr. Foley advised that he is waiting for clarification from Peel Regional Police on whether the customer is required to attend or wait until a Mississauga CRC is opened, as long as reporting is done within 48 hours. Under the *Highway Traffic Act* the vehicle owner is responsible for reporting.

Sean McKenna, Staff Superintendent, Peel Regional Police (PRP), noted that there were education sessions were available over the summer and explained that CRC's are operating throughout the province with similar operations and that there are statistics available on wait times. Staff Superintendent McKenna noted that the CRC process is evolving and that part of that process is looking at wait times and adding new locations as needed.

Sgt. Garry Rawlinson, PRP noted that the system in place is similar to other jurisdictions and that he is confident that it is working in Peel Region, and the main factor for the system was to alleviate the pressures of the front line to attend to other duties. Sgt. Rawlinson expressed concern that the information being heard from the industry is contradictory to the information gathered thus far.

Jacqueline Massi, Director of Strategic Initiatives Accident Support Services International Ltd. (ASSI) advised that wait times are now available on the website. Ms. Massi explained the process at CRC's during open hours and outside of hours of operation; and noted that this process is similar to other jurisdictions. Ms. Massi, explained that ASSI is funded by the Insurance industry.

Members of the Committee made the following comments:

- Armando Tallarico, Citizen Member noted that the Halton CRC's hours of operation are not the same as Mississauga; and noted the difference of wait times for driveable and non-driveable vehicles;
- Robert Flunney; provided details of an incident where the vehicle owner was not allowed to make a report on the following day without the vehicle present;

- Mark Bell, provided details of recent tows completed in Halton and noted that the process and hours of operation in Halton is not similar to the operation in Mississauga; noting that there is 24 hour service in Halton and Police will attend any scene. Mr. Bell advised that he can provide more details of Halton operations.

Ms. Massi, ASSI, advised that she has confirmed with the District Manager responsible for Hamilton, Niagara and Halton that all CRC's require all disabled vehicles go to CRC's and if they are closed they are to report the following day. Ms. Massi will ensure that all CRC's hours of operation are updated on the website.

Sgt. Garry Rawlinson, PRP, explained that any fluid or debris on Peel Regional Police property would be their responsibility and noted that in most cases most of leaking fluid and debris is left at the accident scene. Sgt. Rawlinson further explained the PRP's service deliveries in attending to accidents especially with evidence of criminality.

Superintendent Sean McKenna, PRP, suggested that moving forward that TIAC Members provide their questions/concerns/comments and have a fulsome discussion to address their questions and concerns and any suggestions on how to improve the process such as expanding hours, or adding more locations.

Councillor Parrish noted that the TIAC members should have been approached when the CRC process changed; and recognized the value of having a face to face meeting.

Councillor Starr, supports having a Q&A face to face meeting so we can move forward.

Staff was directed to schedule a face to face meeting in Council Chambers with representatives of PRP and ASSI.

Armando Tallarico, Citizen Member provided a few questions that he would like to have addressed at the face to face meeting.

- who oversees the ethics of the CRC
- why did Ontario Provincial Police (OPP) pull out of the CRC and are now located on Keele Street
- Is it a bylaw to go to CRC and can it be implemented in a by-law.

9. OTHER BUSINESS

10. DATE OF NEXT MEETING

Monday, November 8, 2021

11. ADJOURNMENT

3:10 PM