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## Towing Industry Advisory Committee

**Date:** November 8, 2021  
**Time:** 9:36 AM  
**Location:** Online Video Conference

Members Present	Councillor Ron Starr	Ward 6 (Chair)
	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	Michael Foley, Manager, Mobile Licensing
	Jonathan De Iuliis, Researcher
	Angie Melo, Legislative Coordinator

1. CALL TO ORDER - 9:56 AM

2. APPROVAL OF AGENDA

Approved (Councillor C. Parrish)

3. DECLARATION OF CONFLICT OF INTEREST - Nil

4. MINUTES OF PREVIOUS MEETING

4.1 DRAFT Towing Industry Advisory Committee Minutes – February 10, 2020

Approved (Robert Flunney)

4.2 DRAFT Towing Industry Advisory Committee Minutes - October 26, 2021

Approved (Councillor G. Carlson)

5. PRESENTATIONS - Nil

6. DEPUTATIONS - Nil

7. PUBLIC QUESTION PERIOD - 15 Minute Limit

No members from the public registered to speak.

8. MATTERS TO BE CONSIDERED

8.1 Discussion of Towing Industry Advisory Committee Member's questions/concerns/comments with respect to Collision Report Centre Wait Times and Hours of Operation

Councillor Parrish suggested that an enhanced list of questions/concerns/comments with respect to the Collision Report Centre (CRC) wait times and hours of operation be compiled.

Members of the Towing Advisory Committee raised the following questions/concerns/comments:

- increase fee for re-tow to CRC's
- hours of service at CRC's
- distance to get to a CRC
- who is responsible for instructing at an accident site; police, owner or by-law officer
- provincial Rules states claims under \$2,000 are not required to attend at a CRC
- availability of educational literature for towing industry members
- will there be additional CRC offices, specifically in the east end of the City
- Corporate structure of the CRC

- are Insurance staff physically at the CRC's
- why are drivers not permitted to attend inside CRC's
- insurance company advertising with Peel Regional Police logo; request the removal of the advertising sign

Michael Foley, Manager, Mobile Licensing responded as follows:

- explained the definition of tow rates under the current by-law which includes provisions for towing to CRC's; advised that staff would have to look into amendments to the by-law that would allow for compensation for multiple trips as a result of the CRC's limited hours.
- noted that the FAQ's on the Peel Regional Police website state that claims under \$2,000 does not require attendance at a CRC; reporting can be done within 48 hours of collision; vehicle owner can evaluate damages and decide if they wish to attend CRC;
- explained that vehicles can be towed to a storage pound facility, vehicle owner's home or facility of owner's request until CRC offices are opened, and the towing fees applicable
- noted that the Peel Regional Police have identified concerns with respect to service gaps, including CRC locations, and that these matters are being reviewed
- advised he is not aware of insurance representatives at the CRC's; however, they may provide telephone access to insurance companies to assist owners with their claim
- commented on the possibility of capacity issues at the CRC's; therefore drivers may not be permitted; will report back

In response to Councillor Parrish's inquiry regarding whether staff have attended at CRC locations to monitor the wait times, Michael Foley, Manager, Mobile Licensing advised that staff have attended on a couple of occasions; however, in order to provide more detailed feedback that would include service levels on Monday mornings and after inclement weather, staff would have to attend over a period of months to observe those services levels.

Councillor Parrish suggested that industry members keep a log of actual date/time that they have attended at a CRC and the waiting time during their visit.

Councillor Parrish noted that the insurance representative did not address the inquiry on who is profiting from this operation at the meeting in October 2021, and requested staff to look into further.

Councillor Parrish noted that once all the feedback on wait times has been received that an in-person meeting in Council Chambers be scheduled

Councillor Starr noted that there is a lot of research to be done on this matter and encouraged Members to direct any industry members who have any concerns relating to the CRC's to contact the Councillor's on TIAC and/or Michael Foley, Manager, Mobile Licensing.

8.2 Towing Industry Advisory Committee Work Plan

Michael Foley, Manager, Mobile Licensing provided an update on the status of the following items listed on the Workplan:

- Vehicle Pound Facility Licensing Moratorium
- Review of Driver Experience
- Tow Truck License Insurance Model

In response to Robert Flunney's, Citizen Member, inquiry with respect to whether a plate renewal is required while waiting on a new truck, and, whether there are any plates currently shelved, Michael Foley, Manager, Mobile Licensing advised that the plate licence must be renewed to remain active; and, that there no plates shelved.

In response to Mark Bell's, Citizen Member, inquiry with respect to the Province's Tow Zone Pilot Project, Michael Foley, Manager, Mobile Licensing advised that to his knowledge, the Province is proceeding with the pilot project, and noted that due to the City of Mississauga's moratorium on Vehicle Pound Facilities, no vehicle pound facility licences can be issued.

9. OTHER BUSINESS

10. DATE OF NEXT MEETING - January 17, 2022

11. ADJOURNMENT - 10:40 AM (Armando Tallarico)