

Ministry of
Transportation

Office of the Minister

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Ministère des
Transports

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Bonnie Crombie
Mayor
City of Mississauga
mayor@mississauga.ca

Dear Mayor Crombie:

I would like to take this opportunity to congratulate you on your re-election. Also, thank you for your letter regarding the City of Mississauga's tow truck industry concerns. I appreciate the opportunity to respond.

The safety of our highways is the highest priority for the Ministry of Transportation (MTO). Our government made a commitment to reform the towing industry and introduced the Towing and Storage Safety and Enforcement Act in spring 2021 to address the corruption and violence plaguing the industry and strengthen provincial oversight of the sector. As a part of our plan, we also implemented the Tow Zone Pilot in December 2021, involving restricted towing zones on select portions of provincial 400 series highways in the Greater Toronto Area to improve safety, keep goods moving and clear collisions and breakdowns faster on some of North America's busiest highways.

The Tow Zone Pilot is intended to enhance safety, improve customer protection, curb unethical practices, remove bad actors, and better integrate towing and recovery services with incident response. The pilot is actively achieving these goals by ensuring that towing and recovery services within the restricted towing zones are provided by authorized towing companies that possess the required experience, equipment, and training to clear the highway safely and quickly, and ensure that these services are provided at reasonable cost to Ontarians. Authorized towing services providers can subcontract some of the work in accordance with the terms and conditions of the pilot. This may provide opportunities for other tow operators including smaller, independent companies to work as subcontractors of the authorized towing services provider.

Please be assured that as part of MTO's commitment to continuous improvement, the pilot is reviewed and adjustments are made on an ongoing basis to further enhance public safety, improve customer protection, and better integrate incident response on provincial highways.

I understand that the Collision Reporting Centres (CRC) referenced in your letter are the responsibility of the Peel Region Police Service and are privately operated with support from insurance companies. Concerns related to CRC hours of operation may be best addressed by the Peel Region Police Service.

For additional information about the pilot, please visit the Tow Zone Pilot webpage at: www.ontario.ca/page/tow-zone-pilot-program.

Thank you again for bringing this matter to my attention.

Sincerely,



Caroline Mulroney
Minister of Transportation

- c. Rudy Cuzzetto, MPP, Mississauga-Lakeshore
- Natalia Kusendova, MPP, Mississauga Centre
- Deepak Anand, MPP, Mississauga-Malton
- Sheref Sabawy, MPP, Mississauga-Erin Mills
- Kaleed Rasheed, MPP, Mississauga East-Cooksville
- Nina Tangri, MPP, Mississauga-Streetsville