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Regulation of the Towing Industry in Ontario

Ongoing efforts and next steps



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CAA's Advocacy

TRANSPORTATION

GOVERNMENT RELATIONS *Consumer Protection*

Safety **Stranded Driver**

ADVOACACY **CYCLING**

CAA Driving Hero

Distracted Driving

ENVIRONMENT

Slow Down, Move Over

INFRASTRUCTURE

CAA Worst Roads

CAA Autogreen

Mobility

Winter Driving

Watch for Bikes **Senior Drivers**

CAA School Safety Patrol

Community Relations





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Ontario's 16 municipalities that currently license tow trucks

Barrie

Brampton

Caledon

Essa
Township

Halton Hills

Hamilton

Markham

Mississauga

New
Tecumseh

Niagara
Region

Oro-
Medonte

Richmond
Hill

Toronto

Vaughan

Wasaga
Beach

Windsor



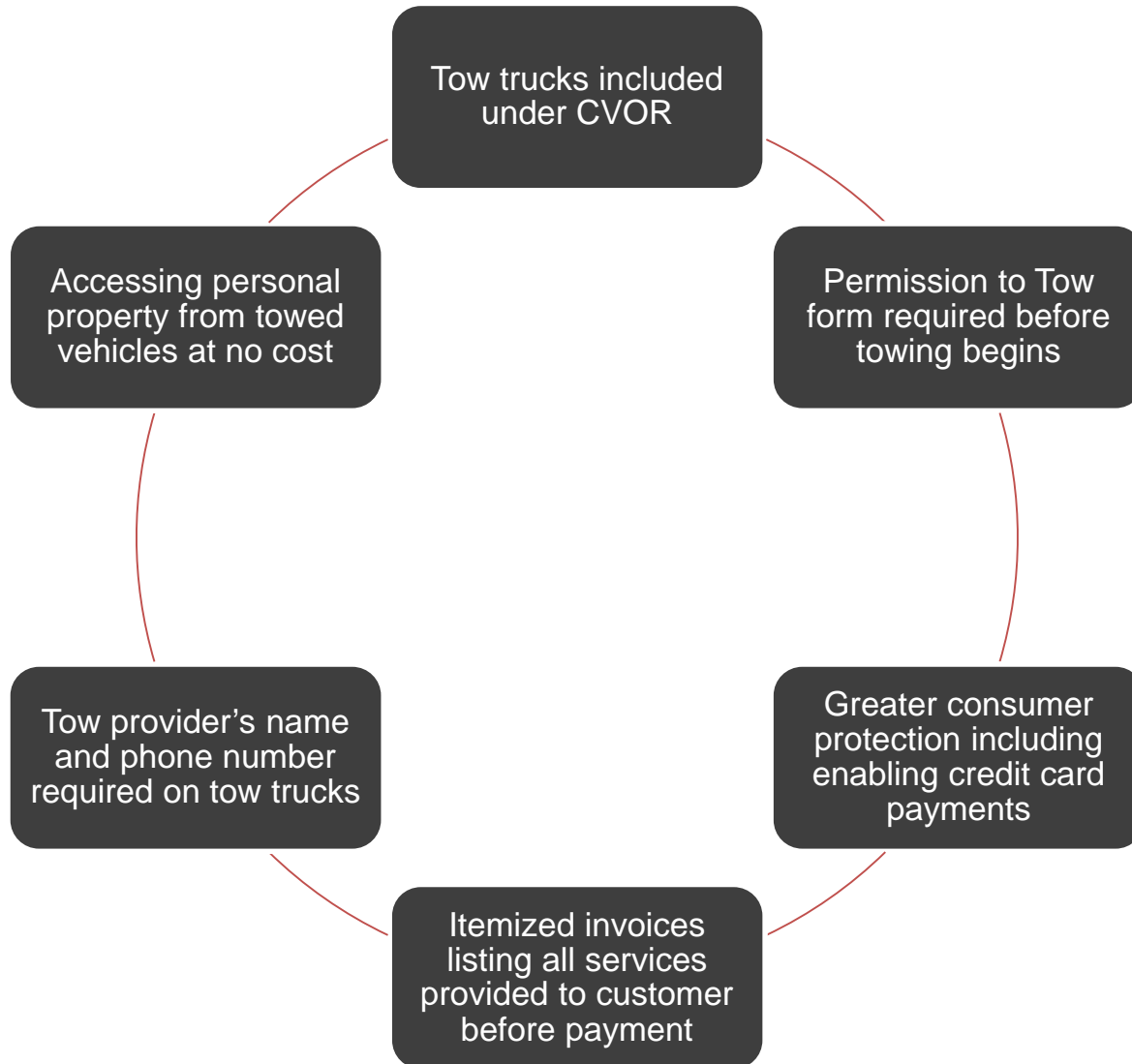
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The new landscape

- Effective January 1, 2017, regulations will take effect that will amend the *Highway Traffic Act*, and the *Consumer Protection Act*
- Regulations followed the passing of Bill 15 (Fighting Fraud and Reducing Automobile Insurance Rates Act) in 2014
- In December 2015, regulations were unveiled after consultations with the industry, key stakeholders and select municipalities
- These changes will affect tow truck operators, motorists and municipalities across Ontario



Changes through regulation





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Timeline of Towing Regulations

2008-2013

- Several private member and government bills introduced to try and regulate elements of the towing industry

Spring/Summer 2015

- Consultations with key stakeholders, the towing industry and municipalities take place to determine what regulations should look like

January 1, 2017

- New regulations scheduled to come into effect to protect consumers and include tow trucks under areas of CVOR

July 2014

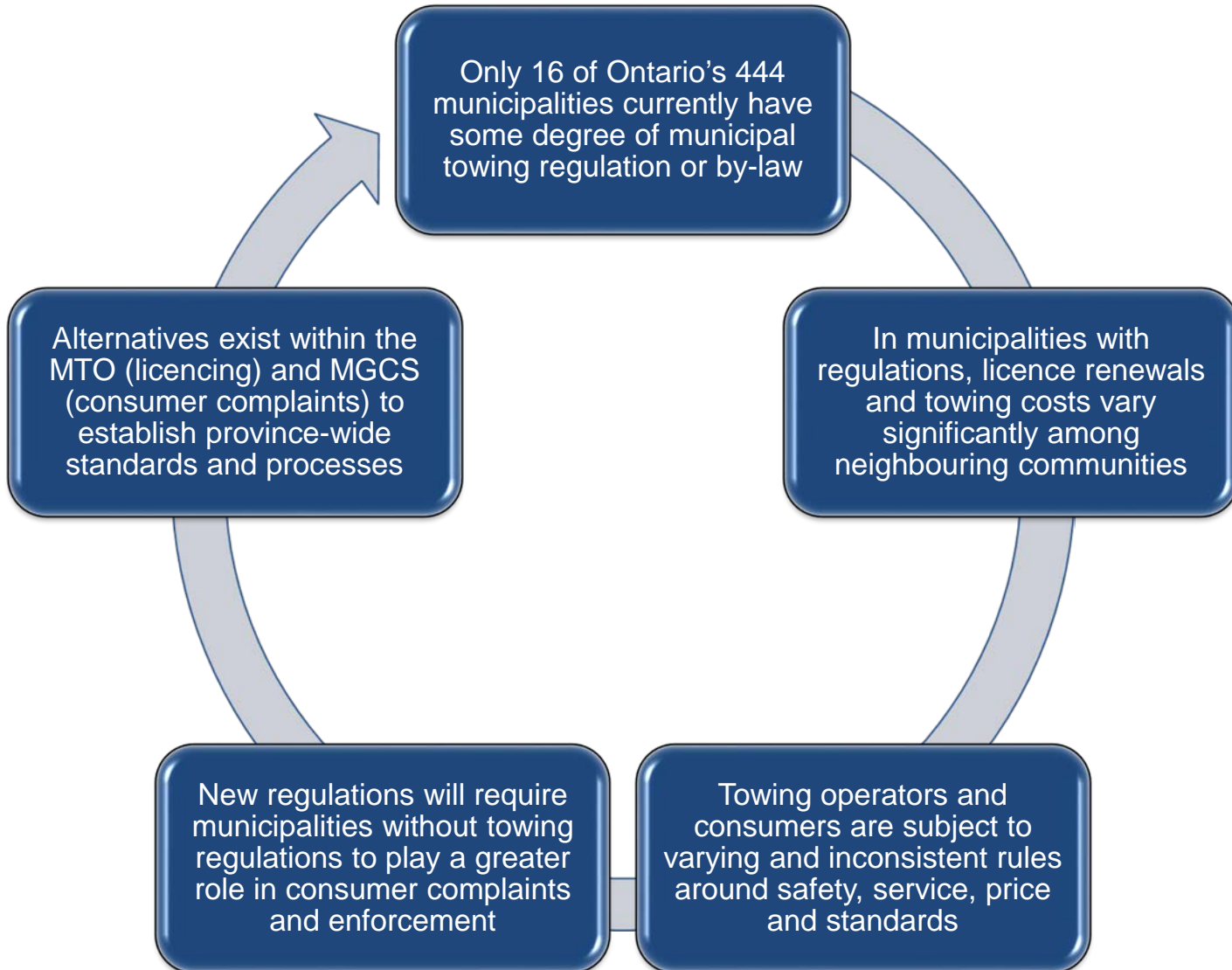
- Bill 15 introduced, focusing on auto insurance reforms and the regulation of the towing industry

December 2015

- Regulations released by MTO and MGCS identifying the first phase of regulating the towing industry



Facts about towing regulation





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Looking ahead – CAA’s position on provincial regulation

- **Permission to Tow forms** – need for provincial standard to prevent varying municipal formats
- **Complaints process** – Complaints on towing (e.g. consumer protection/overcharging) to be sent via the Ministry of Government and Consumer Services and Consumer Protection Ontario, to develop a registry of complaints on problem tow operators
- **Provincial license** – enable a single provincial towing license required for all tow truck drivers instead of the inconsistent municipal structure, to help enable greater safety, training, and consumer protection. Helps coincide with new CVOR requirements for towing operations



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Call to action

- Letters to MPPs in support of provincial regulation
- Resolutions in local councils supporting provincial regulation and licensing of the towing industry



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