

**COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
REPORT 21
SEPTEMBER 22, 2021**

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**COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION RAPPORT 21
LE 22 SEPTEMBRE 2021**

**EXTRACT OF DRAFT MINUTES 21
COMMUNITY AND PROTECTIVE
SERVICES COMMITTEE
SEPTEMBER 22, 2021**

**EXTRAIT DE L'ÉBAUCHE
DU PROCÈS-VERBAL 21
COMITÉ DES SERVICES
COMMUNAUTAIRES ET DE
PROTECTION
LE 22 SEPTEMBRE 2021**

08. TOWING SERVICES REGULATORY REVIEW AND LICENSING REGIME

ACS2021-EPS-PPD-0002

CITY WIDE

REPORT RECOMMENDATIONS

That Community and Protective Services Committee recommend that Council approve:

- 1. Amendments to the City's Licensing By-law (No. 2002-189, as amended), as described in this report, to:
 - (a) establish regulations for the licensing of tow service operators, tow truck drivers, and vehicle storage facility operators by the addition of a new Schedule No. 35, as well as minor amendments relating to definitions and administrative provisions, in the general form as set out in Document 1;**
 - (b) add regulations related to storage of towed vehicles in Schedule 3 for public garages, in the general form as set out in Document 2; and**
 - (c) add towing-related provisions to revise regulations in Schedule 30 for private parking enforcement agencies in the general form as set out in Document 3;****
- 2. Delegated authority for the Chief License Inspector to adjust the recommended prescribed towing services rates yearly based on the**

Statistics Canada Consumer Price Index for Ottawa-Gatineau, as described in Section 14 of the proposed Document 1; and

- 3. The addition of 2.5 full-time equivalents in By-law and Regulatory Services to administer and enforce the recommended licensing regime, to be funded on a cost-recovery basis from licensing fees, as further described in this report.**

Anthony Di Monte, General Manager, Emergency and Protective Services gave a brief introduction on the report before introducing Valerie Bietlot, Manager, Public Policy Development who gave a PowerPoint presentation on the highlights of the report. A copy of the presentation is held on file with the City Clerk's office.

Following the presentation Councillor Leiper introduced the motion being moved by Councillor McKenney:

Moved by Councillor C. McKenney for Councillor J. Leiper

WHEREAS inappropriate staging by tow trucks is a frequent concern raised by residents; and,

WHEREAS the users of schools, daycare centers, parks and other sensitive sites may be made less safe by frequent tow truck activity; and,

WHEREAS it is in the public interest to address the specific and unique safety concerns posed by the frequent operation of tow trucks in residential neighborhoods and in proximity to vulnerable residents;

THEREFORE BE IT RESOLVED that the Community and Protective Services Committee recommend Council to direct Traffic Services to undertake a review of the City's Traffic and Parking By-law and the City's Parking Strategy to determine whether any specific traffic, parking and stopping rules for tow trucks may be feasible or necessary and to report to the Transportation Committee with any recommendations on same in Q2 of 2023.

The Committee then heard from the following delegation:

Ali Awada – Owner, Express Towing – He stated it was about time that this by-law came. He did have some concerns and questions but is in favour of the report. If using bylaw officer to ticket/tow vehicle, there seems to be a grey area that they have to call contracted service; they serve multiple areas. Based on PPEA (Private Parking Enforcement Agency), whoever is delegating ticket / towing they contact the contracting company, unfair to smaller businesses. Can you give us more elaboration on aspect of PPEA? Want to be able to clear up grey area; why contracted to only one company?

Committee members then had a variety of questions such as but not limited to the following:

- On PPEA, very little uptake on private property there were less than 50 tows in last couple of years. City towing is done through procurement process. Different companies can enter into process and the contractor that is secured is the one city uses to provide the service. If PPEA issues 3 tickets on same property, they can tow. They need to contract bylaw services and we dispatch.
- How will City be making public its fares, etc? During implementation time, staff have used time to develop communications campaign to provide information re: prescribed fares and rates, also need communications for consumers so they know what can be charged for what services. Information will be public on Ottawa.ca and bylaw and regulatory services will conduct outreach campaign.
- Storage yards is being addressed; vehicle storage operators will need license to operate in Ottawa. Once licensed, whenever they tow a vehicle, their requirements will be to advise vehicle owner, within 72 hrs, that they have vehicle, and will have to keep regular business hours. Will have to keep specific logs for vehicles received and that leave the lot; will also have to allow owners access to vehicles to retrieve personal effects.
- A number of stories of bad experiences were shared of tow companies acting like vultures. This should stop the practice.

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Councillor Leiper's (via Councillor McKenney) motion carried and the report CARRIED as amended by the McKenney motion.