London
CANADA

**Regulation 20 / 2021-20 made under the Business Licensing By-law**
**Schedule 20 – Tow Truck Business and Impound Yard Storage**
**DRAFT: November 23, 2022 – Edits: red text and yellow highlight**

**1. Definitions**

1.1 Terms used in the Regulation have the same meaning as in the Business Licensing By-law L.131-16 as amended from time to time.

1.2 For the purpose of this Regulation **"By-law"** means the Business Licensing By-law L.131-16 as amended from time to time.

**2. Regulations**

Every holder of a **Tow Truck Business** Licence shall:

(a) maintain and produce immediately upon request of the Licence Manager or an Enforcement Officer an up-to-date registry of all Tow Truck Operators and drivers on its behalf; the registry shall include the following details:
  i. current driver's licence details (licence number, name, address, birth date),
  ii. current Ministry of Transportation Commercial Vehicle Operators Registration (CVOR),
  iii. Ministry of Transportation drivers abstract, dated no later then 60 days prior to the initial date of employment, or as requested otherwise.
  iv. Police Record Check (Criminal Record Check) dated no later then 60 days prior to the initial date of employment, or as requested otherwise.
  v. Prior to updating or amending the Tow Truck Operator registry, provide required information in 2 (a)(i)-(iv) to Licence Manager for review

(b) maintain and produce immediately upon request of the Licence Manager or an Enforcement Officer an up-to-date registry for every Tow Truck Accident Scene occurrence, kept on record for a minimum of (1) one year, including:
  i. date of tow occurrence
  ii. location of tow occurrence
  iii. vehicle licence number
  iv. photo of vehicle at Accident Scene
  v. photo of vehicle ready to be towed
  vi. copy of the final invoice (invoice shall include company name, address and phone number, customer name address and phone number, vehicle details, detailed description of work and itemized amount in line with the prescribed fees)

(c) maintain and produce immediately upon request of the Licence Manager or an Enforcement Officer a current web site containing contact information, location of Impound Storage Yard and towing/storage fees.

(d) produce a current Police Record Check (Criminal Record Check) of any Tow Truck Operator or driver upon the request of the Licence Manager or an Enforcement Officer immediately upon their request.

(e) produce a current Ministry of Transportation drivers abstract of any Tow Truck Operator or driver upon the request of the Licence Manager or an Enforcement Officer immediately upon their request.

(f) produce immediately upon the request of the Licence Manager or an Enforcement Officer during an inspection, all relevant licences, permits, invoices, registry or like documents.

(g) produce a current Ministry of Transportation Commercial Vehicle Operators Registration of any Tow Truck Operator or Driver upon the request of the Licence Manager or an Enforcement Officer immediately upon their request.

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(h) display City of London Tow Truck Business Licence identification on all Tow Trucks in a visible location as approved by the Licence Manager. All Tow Trucks must be marked with company name and phone number, including contrasting color and minimum size font as approved by Licence Manager.

**3.0** Application for **Tow Truck Business Licence** and renewals:

Every Applicant for a Tow Truck Business Licence and renewal shall:

a) submit to the Licence Manager a complete application form;
b) submit to the Licence Manager a copy of Master Business Licence or Articles of Incorporation.
c) submit to the Licence Manager applicable application fees.
d) submit to the Licence Manager lease agreement or property title.
e) submit to the Licence Manager, a current Police Record Check (Criminal Record Check) ~~of any~~ **(OF ALL)** Tow Truck Operators **and** drivers, dated no later then 60 days prior to the submission of the licence or renewal.
f) submit to the Licence Manager, a current Ministry of Transportation drivers abstract of **(OF ALL)** Tow Truck Operators **and** drivers, dated no later then 60 days prior to the submission of the licence or renewal
g) submit to the Licence Manager, a current and valid Ministry of Transportation – Commercial Vehicle Operations Registration (CVOR).
h) submit to the Licence Manager, the name and location of Licenced Impound Storage Yard to be utilized within the boundaries of the City of London.

**3.1** Application for **Impound Yard Storage Licence** ~~**and Renewals:**~~

Every Applicant for a Impound Yard Storage Licence ~~or renewal~~ shall:

a) submit to the Licence Manager a complete application form.
b) submit to the Licence Manager a copy of Master Business Licence or Articles of Incorporation.
c) submit to the Licence Manager applicable application fees.
d) submit to the licence Manager lease agreement or property title for Impound Storage Yard within the boundaries of the City of London.

**4. Fees**

**4.1 Towing Services Fee Schedule [Vehicles up to 6500kg GVWR]**
The following maximum Towing Services fees are applicable for all Accident Scenes **FROM** the Accident Scene **TO** the licensed Impound Yard Storage location or the destination by the request of the vehicle occupant, within the City of London **(excluding accidents that occur on 400 series highways).**

| **Towing Services Fee Schedule<br>Vehicles up to 6500kg GVWR** | |
|---|---|
| **Tow Service** | **Maximum Fee ($)** |
| | |
| Regular Tow | **$275.00** |
| Flatbed | **$275.00** |
| | |
| **Additional Fees** | |
| Winching (maximum) | **$100.00** |

**Explanatory Notes:**

- The above fees do not include applicable taxes.
- No additional fees are permitted to be charged above and beyond this list.
- All re-towing services and associated fees provided after the first destination of choice is a matter between the tow truck business and the customer.
- A Re-tow fee **shall not** be charged when stopping at the Police Reporting Centre.

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**4.2 Towing Services Fee Schedule [Vehicles over 6500kg GVWR]**

The following maximum Towing Services fees are applicable for all Accident Scene, **FROM** the Accident Scene **TO** the licensed Impound Yard Storage location or the destination by the request of the vehicle occupant, within the City of London **(excluding accidents that occur on 400 series highways).**

| **Towing Services Fee Schedule<br>Vehicles over 6500kg GVWR** | |
|---|---|
| **Tow Service** | **Maximum Fee ($)** |
| Regular Tow | **$500.00** |
| | |
| **Additional Fees** | |
| Winching (maximum) | **$100.00** |
| | |
| **All other fees** | |
| Recovery (hourly fee) | **$400.00** |

**Explanatory Notes:**

- The above fees do not include applicable taxes.
- No additional fees are permitted to be charged above and beyond this list.
- All re-towing services and associated fees provided after the first destination of choice is a matter between the tow truck business and the customer.
- A Re-tow fee **shall not** be charged when stopping at the Police Reporting Centre.

**4.3 IMPOUND YARD STORAGE Fee Schedule**

a) The charge for impounding a vehicle towed from an Accident Scene, shall be a maximum fee of **$50.00 per** day or part thereof, for vehicles up to 6500kg GVWR and **$100.00** for vehicles over 6500kg GVWR.

**5.0 IMPOUND YARD STORAGE LOCATION OPERATING HOURS**

| **DAY** | **HOURS** |
|---|---|
| Monday through Sunday unless the day is observed as a holiday. | **8:00am – ~~5:00pm~~ 8:00pm** |

In this Schedule, "holiday" means New Year's Day, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Christmas Day and Boxing Day.

**5.1 During mandatory operating hours:**

- Staff must be accessible by phone and be available to meet a customer at the Impound Storage Yard within **one-hour** of the request.
- Phone requests made after 7:00pm but before 7:59am the following day must be followed up with and arrangements made with the customer within the first hour of operation.

**6.0 IMPOUND STORAGE YARD SITE DESIGN REQUIREMENTS**

6.1 The following are prescribed site design specifications for the Impound Storage Yard:

a) Fencing:
   i. Every Impound Storage Yard shall erect and maintain a fence, having a minimum height of 1.82 meters (6 feet) on all boundaries of the Impound Storage Yard.
   ii. An additional 0.30 meters (1 foot) of barbed wire is also permitted for security purposes, in accordance with the Fence By-law PS-6.

b) Signage Standards:
   i. at least one sign must be posted at each entrance to the Impound Storage Yard.
   ii. the minimum sign face shall measure 2 feet by 3 feet.
   iii. the sign shall be on the white reflective background with black lettering no smaller 1 inch (or as approved by the Licence Manager).
   iv. the content of the sign shall include the following information: Tow Truck Business name and contact information including land line, cell phone and website.

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**7.0.** This regulation shall come into force and effect on **Month / Day / Year** and supersedes the version administered on **June 23, 2021 and March 2, 2022.**

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Orest Katolyk
Licence Manager, By-law L.131-16

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