

PUBLIC PARTICIPATION MEETING COMMENTS

3.2 Tow Truck operator Licence – Business Licence By-law L.131-16

- D. Williams, 519TOW - I, Desmond Williams, was born and raised in London Ontario. I'm a father, community member, taxpayer and small business owner of 519TOW, a local towing company. As well, I am the division holder in our region of NAAAP-TD - North American Auto Accident Pictures Towing Division, which is one of the largest groups in Ontario representing both small and large towing companies and affiliated businesses. NAAAP holds self-regulating contracts for the motoring public. Also, we're involved in the Ontario government meetings for both of – we were involved, sorry – rewriting the CVOR (Commercial Vehicle Operator's Registration), giving the towing industry our own definition under the CVOR. Due to letters of protocol from the Ontario Provincial Police headquarters regional commander, due to these documents, it allows the towing industry to operate as an essential service, allowing us to supersede municipal by-laws in order to keep the highways moving freely and the motoring public safe, as well as lessening productivity loss for businesses via freedom of transportation. The CVOR and the Highway Traffic Act supersede any municipal by-law. These Acts already have this rule in place, the 200 meter solicitation law – although we did not mention in the presentation that section 2B of 171 of the Highway Traffic Act states: "...unless, if there is not a sufficient number of tow trucks already at the accident scene to deal with all vehicles that appear to require the service of a tow truck." Essentially, this means that if there are not a sufficient amount of tows per vehicle involved at the scene of a collision, then any tow vehicle that has a valid CVOR registration is allowed to stop and solicit services at said collision scene. So, in turn, the suggestion that states that the 200 meter restriction by-law for tows helps to protect the public is very misleading, in fact. It would be an extreme hazard to public safety to have more accident victims' vehicles blocking the flow of traffic on the road for longer periods of time. This law restricts tows which have beacon lights, flares and pylons, which are all tools to alert motorists to slow down, move over and avoid the collision scene. From stopping to assist the motorists involved in a collision in an emergency situation, this further puts motorists' safety at risk of being involved in an additional MVC (motor vehicle collision), or of the persons in the area experiencing a personal injury, several bodily harm, or possibly death. Not to mention the impeding of traffic and productivity loss via transportation of goods and services for all industries. Exempting a police-contracted towing company from the 200 meter by-law restriction is in violation of the Competitions Act, and it is also anti-small business and anti-free trade. It also defaults the destruction of our point of sale as smaller towing companies than the larger. Smaller companies attend accident scenes frequently to offer our services - so does the police-contracted towing company, both without being called by the police first. Some call this practice 'chasing'. Others deem this simply solicitation of an essential service, towing. The law will allow a police-contracted company, which already dominates 100% of the police towing calls, to in effect continue to "chase", quote unquote, or solicit their business which they currently do every day in competition with the rest of us, while restricting every other company from doing so, in turn resulting in hefty fines as a penalty for soliciting our essential service, but exempting the contracted company from such penalties or rules. The London police do not attend a large portion of collision scenes, and only fire department or EMS or tow trucks are attending often times. Police, through 9-1-1 communications, direct motorists to arrange for a towing service transportation to a collision reporting center. So how, then, is the City going to restrict tow trucks from attending collision scenes while still allowing the police-contracted company to attend this. This is instigating a towing monopoly and restricting trade in our industry; not to mention, most importantly, it's breaking the Competitions Act, which states: "Anyone who arranges, agrees, conspires, or is involved

- in a conspiracy to lessen or unduly take away transportation storage or any supply of product or insurance is guilty of an indictable offense of 5 years imprisonment, up to \$10,000,000 fine, or both. Although committee suggests that they consulted with the local towing industry, however, that only took place in a private meeting with the police-contracted towing company, and another very short meeting with only certain companies included. The London Police Service is an agency of the municipality, so this directly correlates with the by-law implementing rules, although committee has stated otherwise. By suggesting to license only the tow truck operators and drivers and not the towing vehicles and equipment registered under the towing business, you are providing the stakeholders with less of a level playing field and justification for the licensing expenses. Also, you are not protecting the motoring public from uncapped rates and unfair business practices unless the committee is admitting that they're required to follow Section 50 of the Municipal Act, stating that the City or Township does not establish a system of permits for motor vehicles or trailers, those terms are defined under the Highway Traffic Act and the CVOR as part of the Highway Traffic Act and, also, governing body of the towing industry. We are formally requesting that the City Council delay licensing or making of decisions regarding the towing industry until more meetings are arranged to consult with the towing industry stakeholders to create a 'tow truck advisory committee' for the purpose of assisting Council in the development of proper, safe and fair towing by-laws. Thank you, thank you Council.
- D. Ross, Ross Towing - Good afternoon. My name is David Ross and I would like to address the Mayor and the members of Council on the very important topic of incident management and consumer protection in regards to towing. The City of London has grown at a steady pace and I have seen many changes over the last fifty four years, and feel it is imperative that towing storage be monitored and regulated. The motoring public at the scene of an accident are in a vulnerable state - often distraught, hurt and confused and need assistance. They are being preyed upon by accident chasers who are out to make a lot of money. Consumers are being taken advantage of financially with excessive towing and storage charges and unregulated pricing. Our office has received numerous calls and complaints from local body shops and insurance companies regarding our stow bills. The issue of wreck chasing and industry infighting is not unique to London, and concerns that go with it are now reaching alarming levels. In the last year alone, two operators in Toronto have been shot and killed, multiple drivers have been stabbed, and this is all in regards to chasing. 3 weeks ago, two tow truck drivers in the Kitchen area had their tow trucks impounded for racing down a sidewalk in a race to the accident scene. These are just some of the examples that accident chasers behave, and now these tow trucks are operating in London this way. These concerns are emblematic of an industry that is in turmoil, and something must be done to protect the motorist and the consumer. I usually the Council to pass the by-law before us immediately in the interest of consumer safety and public service. Thank you for your time. Now, I do have a small clip here - we actually have several - of situations that happen. In Toronto, it's 'the fastest truck there gets it' - that's the way they work. So if there's a two car accident, you could have seven tow trucks show up at the same accident; that's very common. I'm going to show you a clip of something that happened to one of our operators. Now, in our trucks we have cameras going forward and backwards, and every truck that works for the City, for the consumers' protection. So if we could have someone show us the little clip here, I'll show you know what happens. What you have is a truck overtaking us, passing us. That is a tow truck that tours the city and does quite a few calls. What you need to notice is a stop sign he never even thought about stopping at, just to get ahead to the accident scene. This is a common practice. Now, we're just lucky nobody was coming through the intersection. In Ottawa, this particular same situation happened. The tow truck operator just got two and a half years in prison last month for hitting a car doing the same thing like this. My little speech said, "In Waterloo, they'll drive down the sidewalks to

get to the accident first". There's a great difference between the monetary value of the city contract than what we pay for these bills here. The city contract - it's \$175.00 to pick a car up and take it somewhere. That isn't the case here, and what you're hearing about chasers. Okay, I'll leave you with those thoughts. Anybody has any questions, please feel free to contact me.

- R. Caranci - Thank you for allowing me to come back again, and at the end I just want a minute to discuss another issue, just very briefly - an invitation. Anyways, Mr. Chair thank you for having me here. I honestly did not want to be here, but I was called this past weekend to deal with this particular issue from Clark's and Sturdy's Towing, Low-Price Towing, and James Patrick Towing - I'm here representing them. I just want to say that I spoke to these gentlemen and heard their story, and I felt very compelled to be here. I guess I want to lay out very quickly – the fact that it was said at the beginning of this meeting 'we don't want to talk or we can't talk about the police contract' – well the reason we're here is because of that police contract, and I'll explain to you. The statement was just made by our friend, Mr. Ross, that the industry is in turmoil, and the reason the industry is in turmoil is because that police contract. When you take away a very large portion of the pie for towing in the City of London and put it to one particular operator, it cuts the pie for everybody else. The reason you have the chasers that are out there today is because the pies has gotten so small that in order for them to survive, they need to get to where they have to go to make money to make a living. I want to make it very clear that the regulating of the industry I don't think we're totally against, and I think in your case, Councillor Lewis, I think it's been a good thing that you want to make it safer for everybody, you want to protect people, and I think everybody in this audience would tell you that they're very happy to be a part of that, so they'd like to do that. But, again, getting back to why we're here and that police contract – it has probably been said and believed here that police don't point people to a certain contractor, but they do. And just one case in particular – Mr. Ibrahim here, whose mother was involved in a very large accident in August, and during that time she asked the police officer at the location - her car was written off and her son was there also with her - and she asked the police officer that she'd like to call her son-in-law to get the car towed, and it was stated very clearly to her that she could not use her son, that she had to use a certain towing company in town, which will remain nameless, but is that same towing company that has a contract with the police. So, we also have other incidents - and again, I know that there are people here, I know two of you, I know Councillor Hillier, speaking to you you've had some bad experiences with towing companies - we understand that there's bad apples in every industry, I think everybody here is of the opinion they'd like to get rid of those bad apples and don't want them to be a part of this industry. Having said that, there are many stories - numerous stories – that can be told from the police and what they do (and we're not here to pick on the police), it's just we don't understand how the city sits here every year - I went through ten times around that horseshoe, talking about the police budget and how they allocate their money, how we suggest they allocate their money because you give them \$100,000,000 every year to run the police services in the city - of which they do a fine job - but you can suggest to them that this is an issue that should not be. If the majority of Londoners heard that one particular company is being given a contract to tow cars and the police do their best to tell people to use that company, that's wrong. That's inherently wrong, I think everybody around this horseshoe and in the City of London would agree with that, and that's why you have what's happened today. That's why you have the chasers out there because they're trying to make a living. They have families, they have homes, they have households to keep, they have equipment to replace. They want to do a job to help people, they don't want to do a job just to get rich – because, really, you don't get rich in this business. You do what you can to afford your family a good living and that's what they want to do. So again, with what we're trying to say here - and I know, Councillor, that in speaking to you and I know everybody around

here, because I hated doing it too - but the deferral, everybody's averse to that. I wouldn't like you to do that, but it behooves you to get the information from London Police Service as to how they're going to proceed in the future. I believe the contract is up at the end of this year, and I believe they have a one year option to go forward. But that contract is what has caused and what has made the issue more acute over the past term of that contract, that's what's made it worse. So, again, on behalf of those who are here - they want to make a living, they want to help people in their community and in the City of London, they're not here to make a killing. They're here to help people. And what is being said here - I mean, you have examples of what's happening in other cities, you had one example of London - we have examples too, we actually have a tape of a police officer saying that he's been told by his supervisors to use one particular person in the City of London.

- M. McDonald - Thank you, Councillor. For the record, my name is Mitch McDonald. So, here in London I am what is considered a young operator. I am 25 years old, and I've been in this industry now for three years. I started in what is Waterloo regional, which is governed by the Tri-cities and Waterloo regional police, as well as the OPP. During that time, the Waterloo regional area does in fact have a by-law on it, but their by-law states that they are required to have a zoning license in regards to the city. Both Kitchener- Waterloo and Guelph - that zoning area requires each truck to have a zone number in order for them to work in that specific area. If that truck does not have that specific number, they're required to leave that area in regards to Waterloo regional police service and the O. P. P. for highway 70 along the North end. Now, in London, Ontario - learning the business, again, at a very young age - I've learned that people here do not have that choice that Council has been speaking about. A prime example - I met a young lady here a couple years ago living in London as a college student. That lady called me November 2nd -she was involved in a very large accident on Richmond and Fanshawe - a very busy corner with Masonville Mall right there. She informed me over the phone that she requested for me to tow her vehicle, and informed me that four other vehicles were involved in the accident. Now, running a small business, myself along with Mr. Williams - I'd advised my other drivers that there is an accident here and that we've been requested to be at the scene by the owners of the vehicle. Upon arriving at that scene, we waited five and a half hours, blocking three lanes of traffic and only allowing one open in a major corridor of the city. At Fires' request to myself, they had asked me to block traffic close to the accident - that way no further accidents occurred. During this time in the matter of the five and a half hours that we waited for police, multiple accidents could have occurred because of the fact of drivers not paying attention to amber lights, our reflective equipment, as well as pylons and flares. Our own personal equipment that we pay for was damaged in that incident from drivers not paying attention and running our equipment over. In regards to this incident - when police did arrive, the first officer we spoke with took down our company information, took down the drivers' information as they're required to do. Not even thirty seconds later, another officer arrived and demanded that we leave and told the customers or the people involved in the accident that they were being forced to take the company - to take the police contract - and that if we did not leave we would be arrested for obstruction of justice, for blocking lanes (that we were asked to by fire) and for solicitation of services, even though the lady in question that told me about the accident originally had specifically called my personal number - not even our business number - had called my personal number and asked for my service. So, in regard to this new by-law - the two hundred meters? Okay, fine - people want to keep their distance, they're going through a traumatic event. But why should one specific company not adhere to that by-law, be allowed to pass by, still solicit service, and then go about their day? As a small business company, we work - I myself put in 18-20 hours a day, six to seven days a week. I have three kids at home, so that's the last thing I want to do - 18-20 hours a day of work. But in order to do that -

in order to cover our overhead and my personal overhead as well as business overhead - that is what I have to do. It is a choice that, yes, I make myself as a business partner and as a professional, but it is something that needs to be done because of the unfair advantages in regards to the contract as well as personal services. Even, for example, this was brought up by a couple of Council members in regards to personal services - if you break down or your vehicle catches fire, if a police officer attends that because you're blocking a live lane or whatever, they will still insist on their police designated contract, even though you have the right to call CAA or your local company. So, in regards to those Councillors to asking about that – why should that officer or officers be allowed to even contract on a basic personal service such as a tire change or boost, have them force the customer in this circumstance to the police designated service. Why should they be pushed towards that designated service by the police, even though it could be something, again, that Councillors brought specifically in regards to a boost or a flat tire. Thank you.

- C. Jalnas - Good afternoon. My name is Charlie Jalnas, I operate a business in the central core - Specialized Recycling Inc. at 561 Horton Street East. It's our family business, and I'm wondering if Council's aware or staff are aware in drafting this by-law, that, I mean - as a licensed auto-wrecking facility, we tow approximately 2500 cars a year that we purchase, and we're not dealing...they're entirely our vehicles. And looking at this by-law, it would capture our drivers that operate tow equipment for our company, towing our vehicles. We're already highly regulated by the city; in fact, we have a salvage yard license which requires police checks, clearances, a Class C garage license issued by the Ministry of Transportation to buy and wreck vehicles, our environmental activity sector registry from the Ministry of Environment. So, yeah, it's duplicative. And looking at the definition of 'tow truck' as proposed in this by-law - it's so broad as to be meaningless. It would capture an individual bringing a wrecked car to a salvage yard on the weekend with a pickup truck and a trailer. So, yeah, in my submission I note that this by-law requires significant reworking. I take no position on chasing accidents, I mean...we're often called upon by citizens who've had the misfortune of their car being stolen or in an accident to dispose of and recycle their vehicles. And I'm struck by - I was thinking about it today – it was probably three years ago we dealt with a citizen, and I believe the man was from Victoria, British Columbia whose son was nearly killed on the tracks at Saint George Street in a small Honda, and he paid well into the four figures to the company that had the towing contract for the City. This man felt abused coming to our city; that's a black eye on our city in my opinion. When somebody comes here and has a tragic event like that, it leaves an impression – just putting that out there. But I would ask Council to consider that, you know, the reach of this proposed by-law is definitely overbroad and regulates activities that are already highly regulated. And consider, perhaps, exempting holders of Class C garage licenses, for example, that tow their own vehicles from the licensing requirement because we're already licensed. So, thank you.
- F. Ibrahim, Low Price Towing - I've been in the towing business for more than 18 years. I start with one tow truck company, I used to even work with a London police as a member of London Towing Associations. We used to have a rotation, everybody shared the pie, everybody happy. I'm not against our London police department; I am with them 100% from the top to the bottom with all my respect to them. But what's happening - there's one tow truck company didn't follow the London rules. This doesn't mean we should be all brushed as a professional with the same brush. We are a taxpayer, we pay. Myself, personally, I have over 7 properties. I pay enough taxes for our City Hall. I don't deserve to get kicked out from an accident scene. There is no problem, in my opinion, that if I see an accident to stop and ask ladies or gentlemen, "Hi ma'am, hi sir - do you guys need a service"? If you say 'yes please, we need a tow truck' – no problem, that's my card I will wait for the police. If they say 'no we already called for a tow truck company', I have to leave no problem. I respect that. But that doesn't mean the city...they are

- using one excuse for one person and he's been charged, and you guys put it in the website. He is responsible for himself; we're not responsible for him. What example if a police officer give a speeding ticket for a person in the city of London - does this police officer should write a ticket to every citizen? No - same thing with us. I believe the new by-law - it's not going to favor only one tow truck company. And I believe this person, the one who complained to you before and he got the contract, he is the same person he complained to you again at the police department and trying to push that new by-law by our Councillor, Shawn Lewis. I really respect our Councillor, Shawn Lewis, and I do understand that he's trying to do his best to the best interest of the citizen, but I believe you have wrong information. I believe always with all my respect to the best thing to hear both sides of the story. I believe the best thing to do - that we have a rotation and everybody called. Who's next on the list? Example - my company, I go pick up my accident, move on to the other. We are a family; I have 12 tow trucks, I have a compound, I have all the requirement, I am zoned by your city hall. Now, with this new by-law, I will be out of business. I have 6 drivers. Other tow truck operator here, they do have more even than me. There are some tow truck company like Clark Services and Sturdy's, they are in the towing business for - I'm 42 years old, I have two kids - they've been in the towing business for more before I was even born. I believe by you guys doing this and not fixing the rotation situations here, you guys favoring one tow truck company against the other. I am against any monopoly, any corruption, whatsoever, even if I was the person who had that contract with you. This is...it shouldn't be like that. Let me explain to you - my mother in law, I pay the down payment for her Audi. I go and pay because she's the babysitter of my kids. She was Involved in an accident - Wonderland and Viscount at the corners. She's an old, 75 years old - she's injured, she's in pain, she told the police officer "I need my son-in-law". I'm married her daughter for 20 years, I deserve to have the services. He said "no, you sit there - we have to go with a contract, the contracts has to go with this company". And guess what - they got the car, I didn't get the car. I can show you the invoice and I don't know if I'm allowed to do that -there is an over \$1500. She's my sister in-law; I don't deserve to get kicked out until I don't have the opportunity to tow a vehicle that I even pay the down payment from. It shouldn't be like that, it shouldn't be like that, you know. It's ridiculous, it's ridiculous. You guys should put a rotation - everybody share the pie, everybody follow the law and rules. We all respect the law and the rules. If one tow truck company did not follow the law and rules, he is the problem, he is the trouble that our police department can deal with it. Let me explain to you - there is an accident happened, there's 5 firefighter and of course their boss. That's six minimum \$40 an hour, costing the taxpayer and the city. More than 2 hours waiting - that's \$600. After that, officer come tell me "You know what? You leave now I will charge you with obstruction, I will charge with obstructing a police officer". To be honest with you, I scared the way my mother in-law scared. Police officer, uniform, gun - I don't need to burn bridges between me and the police department. But I believe that by you guys doing and passing the new by-law, you're the one who is burning bridges and making and creating problem between other issues.
- D. Cameron, Sturdy's and Clark's Services – Going to just point out a couple things that we've been in the industry, my father here Clark, well over forty years we took over the company has been here for seventy years we believe that the system isn't fair. I don't want to discuss too much of the actual system but the system isn't fair and all we're doing is keeping band aids the problem. You fix the original problem everyone can be happy the other thing is it the with the requests were not even getting the request we're getting told that the that they have to use the other the preferred company they had no choice I had friends of mine call me I came told them they're telling the police are telling them you have to use this company no choice. They're forcing them to use that company and charge a lot more money had friend's vehicles get stolen. The definition of this accident would you classify an accident, guy goes in a ditch, no damage to the vehicle. Pull them out of

- the ditch, they drive away. Is that an accident? Stolen vehicle, that's not an accident but it's all going to one company. I had friends got a vehicle stolen. They had no theft insurance. They got a bill for six hundred dollars on a vehicle that's junk they had to pay the bill they took it out and they scrapped it. That's not right, he's very upset. I've known this guy for probably about ten years. I had a little incident on October 3. A customer of ours called us to the tow their vehicle, pull them out of the ditch and tow their vehicle. I showed up on scene, police weren't there. We waited. I call the police 911, I said are you guys sending somebody out, they said we are, pardon me but who are you? I explained to them I'm from Sturdy's towing I got called here they said well you won't be doing the call anyway. I said pardon me? We don't use you anyway we use another company. I said well, the fact is the customer uses us and per contract rule a request takes over what the contract does. They said well, we aren't going be using you I said well you will be because I will be here when the officer gets here. The dispatcher says we'll see and we hung up. Officer shows up the officer did let me take it. Well that's the problem I'm getting from the 911 dispatch. How do they know that? It was a simple request, I was there before the officer even got there and I got a hard time by 911 dispatch. That makes not even want to call 911 dispatch because I'm just going to get in a fight I mean get bothered, we get hassled every time we see an accident. We don't chase we have an extensive customer base with companies, big companies and small companies, we do a lot of work. We have 19 trucks, bunch of trailers, bunch of equipment. We just want a piece of the pie, that's all were asking for fair treatment. We've been in this business long enough we can do anything out there. We just want piece of the pie fair treatment that's all I ask for. Thank you.
- M. Mastorovich, 591 Talbot Street – I work at a call centre, kind of like CAA. I see a lot of these invoices come through, customers who had a first responder come out. It's very very rare we get these extreme case scenarios that I think, Councillor Lewis, you experienced. It does happen, but I see a lot of these invoices that customers are submitting for reimbursement and they are usually pretty fair rates. We're talking about worst case scenarios that don't come up very often. There was a comment about the police record check, your scenario where you've got a guy who has been doing it for decades, doing a great job, but, I don't know, he got in a bar fight when he was nineteen. Will this police record check, it wasn't clear, is that going to be a, you need a full pass or a hard fail? Or could there be forgiveness for minor offenses that happened after a certain amount of time has lapsed? I think that should be considered. I know we're not here to talk about the police contract, but it comes up, and one of the reasons it's there is for you guys to meet these goals you're talking about, improving safety, better response times and protecting consumers. I don't know if anyone has looked at the model in Montreal. They have exclusive towing contract for specific stretches of highway. We don't need to talk about highways, but it's about spitting up the pie, it's about making sure that a large geographical area has rapid response times and that the police services know who they can reach out to. We've talked about this scenario on-scene when, it's a safety issue that there are vehicles blocking the roadway and police are on-scene, and, to some extent, we're at the mercy of the level of urgency of the situation and whether the police officer will say, "I don't care who gets this, I just need this car moved" or it's safe enough to wait for the auto club that the motorist called. I think there might need to be something in writing about how to assess the level or urgency, what the criteria might be to decide if the police are going to take someone who is already on-scene or if they are going to allow the consumer their choice. Thank you.
 - C. Cameron, Sturdy's and Clark's Services - I've been in this city for more 50 years now. I'm the owner of Clarke's Services and Sturdy's Services. I've been towing cars in this city before a lot of you people were born in this city. I have a lot of friends in this industry and I encourage you guys to not pass this by-law because there's only one person in this room who's going

- to benefit from it and the rest are going to hurt from it. You can make a very rich man richer while we all do fifty dollar calls. This man does three and four and thousand dollar calls we have to do six to eight calls to be equivalent to one of his calls and it's just not fair. I did a two car accident on Sunday, I come out of the Metro at Baseline Road and they're getting out of the cars in front of me. The guy got out of the car and I said do you want me to tow your car and he said sure he said who are you and say you're Clarke and I said I'm Clarke and he said you guys have been around forever sure go ahead no problem here's my keys. Do I have hang around? No, Sir. Here's my business card you go down you leave I'll take the car to the reporting center it'll go through the process it'll go to a locked compound where it's safe and I will not over charge you. I will charge you the same rate as the contractor. He came back the next day the bill was about two hundred forty dollars for a tow to the reporting centre back in the compound overnight storage and one day storage. Some of these bills that we get from the people that are chasing I realize there's a chasing problem in the city there's a huge chasing problem when I drive by an action scene I see two of the trucks from the contracting company and two from other people, four tow trucks to tow maybe one car that's wrong and the biggest perpetrator of this chasing is the person that has the contract. I don't have an apt to follow chasing. I had I don't have the knowledge to know about it I frown on scammers if you have to resort to that to get an income in the city it's pretty bad but the biggest perpetrator uses these apps he's got trucks all over the city and what's frustrating to me is when there's drivers out of the car and they say it's the law you have to use our service and that is so wrong to the individual who doesn't know because the people in London people all over Ontario know who has a contract they don't understand why one person has this contract and it's very frustrating he can charge whatever he wants and for those drivers to say you have to use our service is wrong. If the guy goes in a snow bank calls us we get there before Ross gets there before the police get there we try to get seventy-five to a hundred dollars to get them out of the ditch. If the police show up before we get there they insist you have to use Ross and you face a minimum \$200 bill. This is not right you're insulting the people of London. What about the visitors when they come here for any event can you go to a concert to a to a hockey game in fact they don't know the procedure the police shows up you have to use who we use. What do you mean okay I'll go along with it because they just don't know this is where this company gains on that because the people don't know we have to educate people. We have rights the consumer has rights to call who they want this is what's frustrating to me I have a lot of friends who say you don't want to use my service. We have a lot of trucks we do a good job in the city, of servicing the public we have a very large volume base who do not under any circumstances unless we just can't get there use the other guy, they'll use our service. They hate the other guy strong word I'm sorry Mr. Mayor I voted for you. I'm very happy you're in this position and I hope that you guys all use meditation to not favor one company because that one company's going to benefit from it while we all pay for it that's wrong.
- Tom Whitward - First of all I we want thank the council for hearing our side of the story for a change instead of it always being one sided. That's my opinion I don't know how the other guys feel I've been in the towing business and I worked for Mister Ross for twenty five years. I think the rotation should go back. The rotation had its flaws hundred percent we all had issues could it been tweaked yes a 100 percent. I was the president along with Clark for few years on the rotation and we asked for input from the police department from the police services board from Tom O'Brien who was looking after it at the time. We weren't asking to be policed by the police we were asking for help on how to curb the chasing problem. We got nowhere with them and now the rest of us are paying for it. We think it should go back to the way it. We all want a piece of the pie that's it we want to be treated fair we work our butt off pardon me through the night and day to service the people of the city. My question is to Nicole, what is this by-law or this licensing what is that going to give us what does it do for the tow operators here in the city.

Does that give us the right to do police work again or is that just for garage calls or people off the street no clarification so what is it what is this piece of paper going to give us. You want to fix the problem in the industry we need to be trained we need to be trained to arrive on accident scenes and know as a professional that when the police officer asks us to roll that car over that we're doing the best we can. I want to know of any tow truck operator here other than myself is trained can I the service contractor provide that information to council to the rest of us. I've been through the Wreckmaster training I think Dwayne may be is another one. My question is how many of the preferred contractors operators are certified. That's a question. Can you answer that? But training is the only way the if you're going to make the profession better is it be like going to school to be a certified tow truck operator. Nobody has that here. That's what we need we don't need a piece of paper we need to be trained to serve the public to serve the fire department and the police department in EMS and to be part of their team as well. There's a lot of cross training in the US where towing companies go in and help do mock up situations of rollovers with tankers and stuff we don't do any cross training here in the city with our fire department, with our police department, with our EMS. One of these days there is going to be a wreckfest out on the 401 or in the city we're not prepared nobody is prepared for that without proper training. Training is what this industry needs doesn't need a piece of paper saying you're tow truck driver that would be like saying because you're on council you're a professional Councillor or a professional politician show me your credentials show me a piece of paper that says you're a professional councilman or professional mayor. We have to be trained for the situations we are no different than a doctor or a lawyer we are the first line responders. It's about damn time we start acting like it.

- D. Fildy - I help out with some of the small companies here in London. Being 25 years old and getting into this industry I've seen both sides of this whole entire of towing. I just, for me I think everybody should be equal in the city, just not with one company. All these people in here who are tow truck operators have busted their butts have owned their own company for years and I feel that a lot of them are not treated equally fair as well with the public I know that when I had been out in my own car with my own family and we've either been driving or walking and we've seen an accident and we've seen a tow truck on scene and asking the person if they need help and they say yes and then all of a sudden the London police show up and there's no contract company on scene and they get out and say oh you can't take them there's a contract company coming. How is that fair? How is that fair to everybody who has the right to their own company? So, for me getting into this industry and everything else, I think everybody should be treated equally, that everybody has a right to have their own companies and help out the public and I don't feel that only one company alone is going to help this whole entire city. Thank you.