

# Do you know your rights?

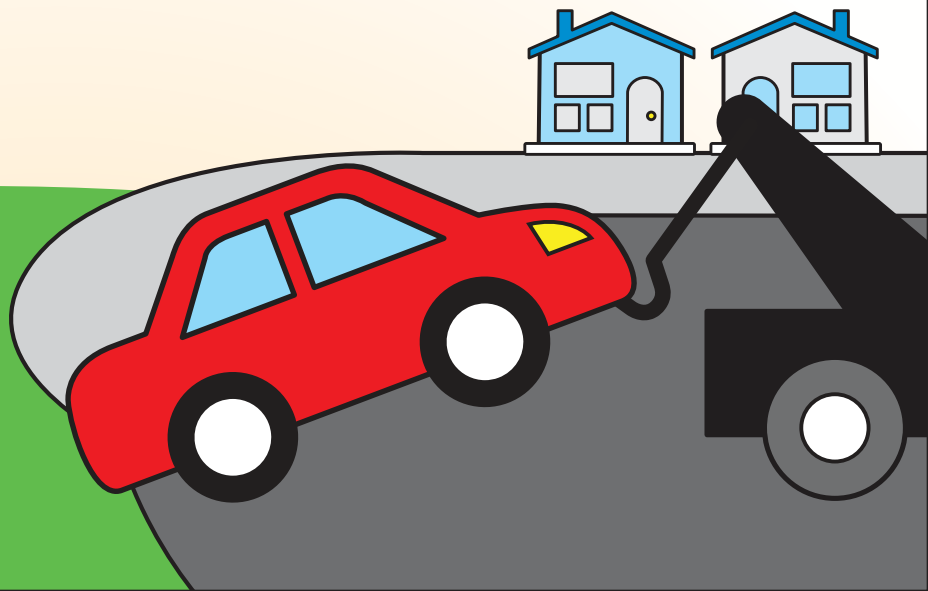
## TRAFFIC COLLISION TOWING GUIDE

### WHO TO CALL

Emergency: 9-1-1

Peel Police: 905-453-3311


OPP: 1-888-310-1122 or \*OPP



## UNDER THE TOW TRUCK BY-LAW 521-04 CONSUMERS HAVE THE FOLLOWING RIGHTS:

1. You have the right to choose a tow truck provider and where you want the vehicle towed to, unless instructed by emergency personnel (Tow truck drivers are not emergency personnel) on the scene.
2. The *Permission to Tow a Vehicle* form is the only document you should sign and must be completed before the tow truck driver can start the tow.
3. Collision-related towing of a passenger vehicle is \$300 +HST or \$400 +HST if your tow requires a trip to a Collision Reporting Centre. Additional fees can only be applied for towing outside of the City of Mississauga.
4. Tow truck drivers are required to accept multiple forms of payment including cash, debit or credit.
5. Before demanding payment for towing services, the tow truck driver must provide an itemized bill of services.

## THIS IS WHAT A PERMISSION TO TOW A VEHICLE FORM LOOKS LIKE.

|  |  |  |  |
|--|--|--|--|
| <b>Permission to Tow a Vehicle</b>   |  | City of Mississauga<br>6300 Hurontario Street<br>Mississauga, Ontario L4R 1A1                                    |  |
| <small>The City of Mississauga, through its personnel or agents, has been advised by the holder of this form that the vehicle to be towed is not to be towed to an emergency and will be towed to the location of the tow truck operator's choice. The tow truck operator shall be responsible for the location of the tow truck operator's choice to be towed to the location of the tow truck operator's choice. The tow truck operator shall be responsible for the location of the tow truck operator's choice to be towed to the location of the tow truck operator's choice.</small>   |  |  |  |
| <b>In accordance with the Municipal By-laws, the owner/driver of the vehicle to be towed and the authorized Tow Truck Operator MUST BOTH SIGN THIS FORM before the commencement of the tow.</b>  |  |  |  |
| <b>MUST BE COMPLETED BY VEHICLE OWNER OR DRIVER<br/>This permission is for towing only. It is not approval to initiate repairs.</b>  |  |  |  |
| Name _____   |  | Vehicle Make/Model _____   | License Plate # _____  |
| Location Towed To (as directed by owner/driver of the vehicle or the registered Vehicle Pound Facility when there is no direction to the contrary) _____   |  |  |  |
| <b>Completed by Tow Truck Operator</b>   |  |  |  |
| Date _____   |  | Operator's Name _____  |  |
| Tow Licence Plate # _____  |  | Municipal Plate # _____  | Tow Company _____  |
| Location of Collision/Disabled Vehicle _____   |  |  |  |
| <b>Permission to Tow the Vehicle (Limited to tow and is not consent for any other actions or work)</b>   |  |  |  |
| Signature (Vehicle Owner/Agent) _____  |  | Signature (Tow Truck Operator) _____   |  |
| <b>What you as an owner/driver should know about consumer's rights</b>   |  |  |  |
| <ul style="list-style-type: none"> <li>• No person can solicit any services within 200 meters of an accident scene.</li> <li>• You have the right to choose the location that you wish your vehicle taken.</li> <li>• The tow truck operators cannot direct or suggest a location for your vehicle to be towed.</li> <li>• The Tow and Storage operators must disclose any financial reward or incentive they may receive for recommending a repair shop.</li> <li>• If you do not know where you would like your vehicle towed, the tow truck operator must tow your vehicle to the Vehicle Pound Facility which is listed with the City of Mississauga Mobile Licensing Manager and is found on the Tow Rate sheet. The driver is required to show the tow rate sheet on your request.</li> <li>• No vehicle can be towed out of the City of Mississauga unless by your direction.</li> <li>• The vehicle pound facilities must release your vehicle 24/7 and charge only fees which are approved under City of Mississauga by-laws.</li> <li>• You must be provided with an itemized invoice which includes all services and cost per service before tow operator or agent request payments.</li> </ul> |  |  |  |
| <b>Remember: It is your right as a consumer to choose the business that you prefer to perform the repairs on your vehicle. Questions or comments on any of the above procedures or services can be directed to the Manager of Mobile Licensing at 3235 Mavis Road, Mississauga ON L5C 1T7 or telephone: (905) 615-3200 ext. 5648.</b>  |  |  |  |
| <small>Form 2101 (Rev. 03/18) (E)</small>  |  | <small>Replaces: TOLLIER Vehicle Control - 04/15/15, Tow Company - 04/15/15, Mobile Licensing - 04/15/15</small> |  |

## COLLISION SCENE TIPS

- Take photos of any damage
- Read over the *Permission to Tow a Vehicle* form prior to signing
- Do not sign anything you haven't read or understand
- Look for the City of Mississauga licence plate in rear window of the tow truck
- Record names and licence plate numbers
- Take your personal belongings
- Keep track of dates, times and locations

Call **(311)** or 905-615-4311

if outside city limits

TTY: 905-896-5151

mobile.licensing@mississauga.ca

mississauga.ca/towtruck

