



Insurance  
Travel  
Roadside  
Rewards

March 2, 2020

Mayor John Taylor and Members of Council  
c/o Newmarket Legislative Services (Clerks)  
Town of Newmarket  
395 Mulock Drive  
Newmarket, Ontario  
L3Y 4X7

**Sent via Email**

Dear Mayor Taylor and Members of Council,

**Re: Item 9.1.8 – Amended Mobile Business Licence By-law (Towing)**

On behalf of the Canadian Automobile Association (CAA) and our over 2.5 million members across the province, we are submitting our recommendations for the Town of Newmarket's mobile licensing bylaw, as it relates to the towing industry. As the largest not for profit automobile association, CAA has been helping to keep Ontarians safe, mobile and protected for over 115 years. We are strong advocates and a voice for our Members on issues such as road safety, infrastructure and consumer rights.

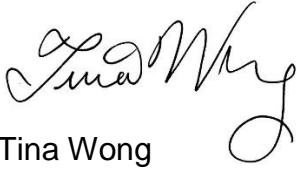
With customer protection front of mind, CAA is an avid proponent of a provincial licensing system for the towing industry. Currently, there is a patchwork system of municipal bylaws, resulting in a lack of clarity and consistency in services for consumers. For tow operators, having to maintain multiple licenses to service adjacent jurisdictions is both time and resource consuming. Given the nature of motorists' travel patterns in and around the Greater Toronto Area, it is not uncommon for confusion to arise when a driver is picked up in one jurisdiction but dropped off in another, with potentially a stop in a third municipality if it happens to host the closest collision reporting centre. Consequently, CAA believes that municipal licensing for the towing industry does not better serve Ontario's motorists. We urge Council to consider CAA's recommendation to support provincial licensing.

Understanding the need for the Town to take action soonest to protect its citizens, here are several components we believe would be important to include in a provincial licensing structure that would also be pertinent in a municipal licensing system for tow trucks:

- Evaluation of criminal background checks based on a threshold policy, similar to those in towing bylaws of Brampton, Caledon, Hamilton, Markham, Mississauga, Richmond Hill, Toronto and Vaughan
- Template of a permission to tow form as an appendix or schedule

We appreciate your time and consideration of our requests and thank you for allowing CAA to provide comments during the consultation process. Should you have any questions or concerns, please do not hesitate to contact me directly at [twon@caasco.ca](mailto:twon@caasco.ca).

Sincerely,

A handwritten signature in black ink, appearing to read 'Tina Wong', with a stylized, cursive script.

Tina Wong  
Government Relations  
CAA South Central Ontario

cc: Flynn Scott, Manager of Manager of Regulatory Services