

**The City of Vaughan’s Licencing By-law 315-2005 regulates how tow truck operators can conduct business in Vaughan and what information they must provide to citizens in need of a tow.**

**Here are a few things to keep in mind if you need the assistance of a tow truck in the event of motor-vehicle collision.**

**AFTER A COLLISION**

After a motor-vehicle collision, here are steps you should take:

- Call the police at 9-1-1 if a collision involves:
  - a) an injury or death.
  - b) a criminal activity, such as impaired driving, stolen vehicle, assault, etc.
  - c) a vehicle belonging to federal, provincial or municipal governments (including transit vehicles).
  - d) an uninsured or suspended driver.
  - e) a vehicle transporting dangerous goods.
  - f) any damage to private, municipal or highway property.
  - g) a cyclist or a pedestrian.
  - h) a combined total of more than \$2,000 in damages to the vehicles.
- Remove vehicles from the roadway if it is safe to do so.



- Exchange information with the other parties involved, including independent witnesses (names, addresses, telephone numbers, insurance companies and vehicle information, etc.).
- Call your insurance provider.
  - a) They will recommend a preferred automotive repair facility. A tow truck operator should not recommend a repair facility as it may not be approved by your insurance provider. This may result in unauthorized fees and potential liens on your vehicle.
  - b) Ask your insurance provider if towing and storage fees are covered in your automobile insurance policy.

**HOW TO IDENTIFY LICENSED TOW TRUCKS**

The City of Vaughan licenses tow truck brokerages, owners and operators.

- All Vaughan-licensed tow trucks must display a decal on the side of their vehicle. The decal has the letter “V” and up to four digits.
- Vaughan-licensed tow truck operators must have a licence photo identification document.

**KNOW YOUR RIGHTS**

As a customer, you are entitled to:

- decide who will tow your vehicle.
- decide if and where your vehicle will be towed, including to your residence.
- contact your insurance company to determine where the vehicle is to be towed prior to signing the towing agreement.
- see the towing rate sheet before the vehicle is towed.

- receive a copy of the towing authorization form containing contact details of the tow truck operator.
- review all details and costs before signing the towing authorization form and ask for clarification if you do not understand what you have been asked to sign. Confirm you are signing a towing authorization form to avoid any confusion.
- ask the tow truck operator how payment is to be made prior to signing the towing authorization form.
- request an itemized invoice prior to payment.
- be towed by the most direct route.
- refuse to accept a tow for any reason.

**CITY OF VAUGHAN REGULATED RATES**

The City regulates tow truck rates from collision scenes to protect the public from excessive charges at a time when people are vulnerable.

**For vehicles under 2,271 kilograms (car, van, SUV):**

<b>Collision tow</b>	\$280 all inclusive
<b>Wait time</b> (NOTE: Only applicable at a Collision Reporting Centre)	For the first hour: \$68 After the first hour: \$17 per 15 min.
<b>Outside storage fee</b>	\$55 per day
<b>Inside storage fee</b> (NOTE: Automotive repair facilities are not permitted to store vehicles longer than 48 hours unless vehicle is in for repair)	\$60 per day

**Final invoice should not be more than 10% above the estimated amount.**

Rates are current as of December 2021 and are subject to change. Visit [vaughan.ca/TowTruck](http://vaughan.ca/TowTruck) for current rates.



**COLLISION REPORTING CENTRES**

Before arriving, you should:

- Call 1-866-876-5423 to be assigned a report number.
- Determine where you should report the collision:
  - a) For collisions in Aurora, King, Markham, Newmarket, Richmond Hill, Vaughan or Whitchurch-Stouffville:
 

**Community Resource Centre**  
10720 Yonge St., Richmond Hill.  
8 a.m. to 8 p.m., seven days a week.
  - b) For collisions in East Gwillimbury or Georgina:
 

**#3 District headquarters**  
3527 Baseline Rd., Sutton.  
7 a.m. to 7 p.m., seven days a week

Driver’s licence, vehicle ownership and insurance policy details are required when reporting a collision.

## COLLISION REPORT

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

LOCATION: \_\_\_\_\_

OFFICER'S BADGE NUMBER: \_\_\_\_\_

OFFICER'S NAME: \_\_\_\_\_

OCCURENCE NUMBER: \_\_\_\_\_

### Other Driver's Information

DRIVER'S NAME: \_\_\_\_\_

OWNER'S NAME (IF DIFFERENT FROM DRIVER): \_\_\_\_\_

DRIVER'S LICENCE NUMBER: \_\_\_\_\_

DRIVER'S ADDRESS: \_\_\_\_\_

OWNER'S ADDRESS: \_\_\_\_\_

CONTACT PHONE NUMBER: \_\_\_\_\_

VEHICLE MAKE AND MODEL: \_\_\_\_\_

YEAR: \_\_\_\_\_ LICENCE PLATE: \_\_\_\_\_ PROVINCE: \_\_\_\_\_

DESCRIPTION OF DAMAGE TO VEHICLE: \_\_\_\_\_

INSURANCE COMPANY: \_\_\_\_\_

INSURANCE AGENT/BROKER: \_\_\_\_\_

POLICY NUMBER: \_\_\_\_\_

EXPIRY DATE: \_\_\_\_\_

WITNESS INFORMATION: \_\_\_\_\_

1. WITNESS NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

2. WITNESS NAME: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

For a complete accident report form, visit the Insurance Bureau of Canada website at [ibc.ca/ab/auto/crisis-management/crash](http://ibc.ca/ab/auto/crisis-management/crash).

## RESOURCES

To learn more about the City of Vaughan's role in tow truck-related activities or Licensing By-law 315-2005, visit [vaughan.ca/TowTruck](http://vaughan.ca/TowTruck).

For inquiries related to the City's enforcement services or to register a complaint, call Access Vaughan at 905-832-2281.

To report a tow truck-related issue or learn more about what to do after a collision, contact:

### Better Business Bureau

[bbb.org/ca/on](http://bbb.org/ca/on)  
1-800-459-8875

### Crime Stoppers of York Region

[1800222tips.com](http://1800222tips.com)  
1-800-222-TIPS

### Financial Services Commission of Ontario

[fsrao.ca/consumers/auto-insurance/what-do-after-accident](http://fsrao.ca/consumers/auto-insurance/what-do-after-accident)

### Insurance Bureau of Canada (IBC)

[ibc.ca/on/auto/knowyourtow](http://ibc.ca/on/auto/knowyourtow)

### York Regional Police

[yrp.ca](http://yrp.ca)  
1-866-876-5423 (non-emergency number)

**FOR MORE INFORMATION:**

**Access Vaughan**

P: 905-832-2281

(toll-free: 1-844-832-2112)

E: [accessvaughan@vaughan.ca](mailto:accessvaughan@vaughan.ca)

Visit [vaughan.ca/TowTruck](http://vaughan.ca/TowTruck)



**TOW TRUCK**  
CONSUMER RIGHTS