



NIAGARA REGIONAL POLICE SERVICE

Police Services Board Report

PUBLIC AGENDA

Subject: Report – Tow Truck Rotation List – Niagara Region

Report To: Chair and Members, Niagara Police Services Board

Report Date: 2025-04-10

Recommendation(s)

That the Niagara Police Services Board receive this report on the Niagara Region Tow Truck List for informational purposes.

Key Facts

- In 2019 the Niagara Region took over “Business Licencing” which included taxis, adult entertainment, vehicles for hire, and tow trucks, including the tow truck rotation list. Previously this had been managed by the Niagara Regional Police Service (NRPS), as part of a fully staffed Licencing and By Law Unit. There was official documentation signed for this transfer of practices from the Niagara Regional Police Service Board to the Niagara Region dated May 30, 2019.
- At the Niagara Region Council meeting on March 20, 2025, concerns were raised regarding the tow truck rotation list by two owners of tow truck companies in Niagara.
- At the meeting the Niagara Region indicated that they no longer wished to oversee the tow truck rotation list as they feel it is a “legacy piece” and no longer a requirement since the province (Ministry of Transportation) took over the licencing of tow trucks, in January 2024. Specifically, the Ministry of Transportation took over tow truck operator certificates, tow driver certificates, and vehicle storage operator certificates.
- Prior to the Region Council meeting on March 20, 2025, there has been no communication or indication from the Niagara Region to the NRPS nor the Niagara Regional Police Service Board that the Niagara Region no longer wished to oversee and manage the tow truck rotation list.

Financial Considerations

- None at this time. However, it is noted that there are costs associated to any responsibilities undertaken by any entity that oversees the management of a tow truck rotation list.

Analysis

The towing of vehicles currently falls into two categories:

- The NRPS has a contract with Parkway Towing (Niagara Falls) for the towing of vehicles for specific criteria, including vehicles held for examination, certain statutory impounds, or vehicles requiring further investigation and for Service vehicles. Parkway Towing was awarded the contract in 2022 through an RFP process supported by Niagara Region procurement unit. Prior to this RFP award, from 2019 to 2022, there was a short list of tow truck companies utilized who met the criteria needed for these specific vehicle tows.
- All other vehicle tows, being largely owner/operator requested tows, including collisions and broken-down vehicles (where no preference of a tow truck company is given by the driver) are handled by a “next on the list” tow truck rotation that is overseen by the Niagara Region.

At issue is the latter, the tow truck rotation list. This list is currently administered by the Niagara Towing Alliance with oversight of the Niagara Region. The Niagara Towing Alliance consists of numerous tow truck companies who meet the criteria set out by the Niagara Region to be on the list. The Niagara Towing Alliance has no authority to add or delete companies to the tow rotation list, this is only done with direction from the Niagara Region. The Niagara Tow Alliance is contacted when a tow is required and assists with notifying the “next on the list” tow truck company. At this time, the NRPS do not know how the Niagara Towing Alliance was created or how this function was delegated to them.

The NRPS do not have any funding or human resources allotted to manage a tow truck rotation list. The NRPS is not under any obligation to manage a tow truck rotation list. The current practice appears to work, with the concerns being raised at the Niagara Region Council meeting on March 20, 2025, by two tow truck company operators, seemingly needing to be addressed by the Niagara Region, who has carriage of managing and overseeing the list that is administered by the Niagara Towing Alliance.

Managing, administering, and overseeing a tow truck rotation list is not a policing responsibility and arguably not an effective utilization of NRPS resources in providing adequate and effective policing.

The Niagara Region is still providing information on this issue to the NRPS and further updates are anticipated to determine a final outcome on this matter.

Alternatives Reviewed

To not receive this report.

Relationship to Police Service/Board Strategic Priorities

N/A

Relevant Policy Considerations

N/A

Other Pertinent Reports

Not applicable.

This report was prepared by Inspector Nilan Davé in consultation with Vita Gauley, General Counsel, and Luigi Greco, Deputy Chief Support Services and recommended by Chief of Police Bill Fordy.



Submitted by:

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Chief of Police