

Ministry of Transportation
Commercial Safety and
Compliance Branch

301 St. Paul Street, 3rd Floor
St. Catharines ON L2R 7R4
1 800 387-7736, 416 246-7166
towing@ontario.ca

Ministère des transports
Direction de la sécurité et de la conformité en
matière de transport commercial

301, rue Saint-Paul, 3^e étage
St. Catharines ON L2R 7R4
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towing@ontario.ca



July 18, 2023

Re: Towing and Vehicle Storage Certificates

In June 2021, the Ontario government passed the *Towing and Storage Safety and Enforcement Act (TSSEA)* to provide provincial oversight of the towing and vehicle storage sectors.

The TSSEA establishes a provincial oversight framework for the towing and vehicle storage sector replacing former municipal regimes. Operators and tow truck drivers only have to comply with the provincial regime. The Act requires tow operators, tow truck drivers, and vehicle storage operators to have a provincial certificate to operate.

The Ministry of Transportation (MTO) is implementing towing requirements in several phases:

- 1. January 1, 2023** (in effect already): new HTA [requirements](#) that apply to other commercial motor vehicles and establish vehicle requirements for tow trucks (i.e., daily and annual inspections and use of a safety vest).
- 2. July 1, 2023:** Introduction of three certificate types: Tow Operator, Tow Truck Driver and Vehicle Storage Operator. On July 4, 2023, the [online application portal](#) launched and industry can apply for a certificate at no cost (until July 2024)
- 3. January 1, 2024:** new TSSEA requirements including customer protection and standards of practice to professionalize the industry. Tow operators and vehicle storage operators must have a certificate to operate and TSSEA enforcement begins.
- 4. July 1, 2024:** Tow truck drivers must have a certificate to drive a tow truck.

Application Process and Certificate Fees

The application process for certificates will open on July 4, 2023. To encourage industry registration and ease transition from municipal oversight, there will be no fees charged until July 1, 2024, for all certificate types. Tow drivers who apply early will have

an additional three years to complete the required training (training must be completed for certificate renewal, which is required three years after certification). Effective July 2024, the following certificate fees will apply:

- \$575 per year for a tow operator certificate
- \$195 every three years for a tow truck driver certificate and
- \$575 per year for a vehicle storage operator certificate.

To give the industry time to get ready, the requirement to have a certificate will not be enforced until January 1, 2024, for tow and vehicle storage operators and July 1, 2024, for tow truck drivers. Apply early to avoid delays.

You must meet [certain requirements](#) to apply for and keep your certification, referenced to appendix 1 of this document and available on [Ontario.ca/towstoragecertificate](https://ontario.ca/towstoragecertificate).

To learn more about Ontario's requirements for operating tow and vehicle storage certificates, the following reference materials are available to you:

- [Ontario.ca/towstoragecertificate](https://ontario.ca/towstoragecertificate)
- [Towing and Storage Safety and Enforcement Act](#)
- [O. Reg. 167/23: General](#)
- [O. Reg. 162/23: Charges for Towing and Vehicle Storage Services](#)
- [Change information on a vehicle permit | ontario.ca](#)

Sincerely,



Jennifer Elliott
Director
Commercial Safety and Compliance Branch

Appendix 1: Certificate Eligibility and requirements

There are different requirements to be eligible for each certificate.

Tow operators

A tow operator is a person or company that offers towing services.

To apply for a certificate, you must:

- have a valid Ontario [Commercial Vehicle Operator's Registration](#) (CVOR) certificate. If you do not have a CVOR, a National Safety Certificate (NSC) will be required.
- meet commercial vehicle [safety requirements](#), including requirements for vehicle inspections and equipment (tow truck operators are currently exempt from Hours of Service and Electronic Logging Devices (ELD) requirements)
- have minimum insurance coverage of:
 - \$2 million in liability insurance for personal injury or death and loss or damage to property
 - \$100,000 in consumer vehicle insurance
 - \$50,000 in cargo liability insurance
- have a [Criminal Record and Judicial Matters Check](#) (CRJMC) for the applicant and, if applicable, all active corporate officers (will be verified with the [Ontario Business Registry](#) or [Corporations Canada](#) before processing the application)
- not have been convicted of [certain offences](#) under the:
 - *Criminal Code of Canada*
 - *Highway Traffic Act*
 - *Controlled Drugs and Substances Act*
 - *Compulsory Automobile Insurance Act*

Tow truck drivers

To apply, you must have:

- a valid driver's licence (minimum G class)
- a [Criminal Record and Judicial Matters Check](#)
- completed a mandatory driver training program approved by the Ministry of Transportation (a list of authorized training providers will be posted once available).
 - Tow truck drivers applying **by June 30, 2024**, can get a certificate without having completed the approved training as long as they complete the approved training before renewing.
 - Tow truck drivers applying **on or after July 1, 2024**, must complete approved training before applying.
 - Tow truck drivers who have completed a training program approved by the ministry in the past three years are not required to complete a mandatory driver training program again
- not have been convicted of [certain offences](#) under the:
 - *Criminal Code of Canada*
 - *Highway Traffic Act*
 - *Controlled Drugs and Substances Act*
 - *Compulsory Automobile Insurance Act*

Vehicle storage operators

A vehicle storage operator is a person or company that offers vehicle storage facilities or services.

To apply, you must:

- have minimum insurance coverage of:
 - \$2 million in liability insurance for personal injury or death and loss or damage to property
 - \$100,000 in consumer vehicle insurance
 - \$50,000 in cargo liability insurance

- have a [Criminal Record and Judicial Matters Check](#) (CRJMC) for the applicant and, if applicable, all active corporate officers (will be verified with the [Ontario Business Registry](#) or [Corporations Canada](#) before processing the application)
- meet municipal zoning requirements for all vehicle storage locations. Contact your municipality for information on zoning requirements.
- not have been convicted of [certain offences](#) under the:
 - *Criminal Code of Canada*
 - *Highway Traffic Act*
 - *Controlled Drugs and Substances Act*
 - *Compulsory Automobile Insurance Act*

Criminal Record and Judicial Matters Check

A Criminal Record and Judicial Matters Check (CRJMC) is required for all applicants. The CRJMC must be less than 90 days old from the search date when you submit your application.

If you are applying as a corporation, all active corporate officers listed in the [Ontario Business Registry](#) or [Corporations Canada](#) need to have a CRJMC. Please ensure information about your corporate officers is up-to-date in the registry. Any discrepancies in corporate officers will result in a delay in processing the application or the application being returned.

[Learn more about police record checks.](#)

Convictions that make you ineligible

A certificate will not be issued to an applicant if the applicant or any corporate officers have been convicted or charged with certain offences (disqualifying record of convictions or charges) listed in Ontario Regulation [167/23](#) under the:

- *Criminal Code of Canada*
- *Highway Traffic Act*
- *Controlled Drugs and Substances Act*
- *Compulsory Automobile Insurance Act*

Visit Ontario.ca/towstoragecertificate to learn more about application requirements and responsibilities.