

TO: MUNICIPAL MANAGER
FROM: ACTING DIRECTOR FINANCE
1991 June 19
File: L34

SUBJECT: VOLUNTARY TOWING AND IMPOUND STANDARDS

PURPOSE: To provide a status report on the establishment
of voluntary towing and impound standards.

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RECOMMENDATION

1. THAT a copy of this report be sent to each of the companies that participated in the towing standards working group.

REPORT

A. BACKGROUND

Council, on 1990 November 26, requested that staff examine the feasibility of enacting a bylaw to regulate the impounding and towing of vehicles within the municipality. The request arose from concerns expressed to Council about the business practices of towing companies.

On 1991 March 25, staff submitted a report to Council which concluded that while it is feasible to regulate the towing, impounding and wheel-locking companies, Burnaby is not experiencing the problems that would necessarily warrant the creation of a bylaw. As an alternative, it was proposed to provide Burnaby companies with the opportunity to develop voluntary standards which would ensure fair and equal treatment for Burnaby residents.

B. STATUS REPORT

Staff met with representatives of Coquitlam Towing, Mundie's, Unitow, Buster's Towing and Low Cost Towing on May 06. These five companies represent the majority of operators who are presently impounding vehicles in Burnaby. We discussed in detail the municipal concerns that:

- the fees charged by the various companies licenced to operate in Burnaby are not consistent throughout the community
- the fees charged are generally higher than can be charged in communities that regulate towing companies
- some Burnaby companies tow vehicles to impound lots located beyond municipal boundaries

The company representatives all expressed a willingness to develop the necessary standards. A working group was formed and each member of the working group was given copies of Surrey's and Richmond's towing bylaw to use as a basic guideline.

In order to prepare this report, we contacted members of the working group. It seems that the group met on several occasions to discuss our concerns but were unable to reach agreement on the fees to be charged for their services and the issue of towing outside the municipality.

ITEM

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MANAGER'S REPORT NO. 41

COUNCIL MEETING 91/06/24

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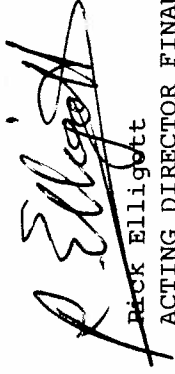
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Unfortunately, the consensus of opinion was that they would not be able to reconcile their differences and agree on voluntary standards. For the most part, they believed that regulations are not required.

Based on these responses, we have concluded that a voluntary approach to the creation of towing/impound regulations has proven unsuccessful.

C. PROPOSED ACTION

Unless directed otherwise, we will work with the Solicitor to prepare a bylaw for Council's consideration as soon as possible.


Rick Elligott
ACTING DIRECTOR FINANCE

TJ:gw

cc: Director Administrative & Community Services
Municipal Solicitor
O.I.C., R.C.M.P.