

**From:** [Niagara Region Website](#)  
**To:** [Clerks](#)  
**Subject:** Online Form - Request to Speak at a Standing Committee or Regional Council  
**Date:** March 11, 2025 9:57:45 AM

## Request to Speak at a Standing Committee or Regional Council

To reply, copy the email address from below and put into 'To'. (if resident entered their email address)

Name

Joe Vieira.

Address

[REDACTED]

City

Niagara Falls.

Postal

[REDACTED]

Phone

[REDACTED]

Email

[REDACTED]

Organization

Regional towing towing.

standing committee

Regional Council

Presentation Topic

Nrp towing rotation.

Presentation includes slides

No

Previously presented topic

No

Presentation Details

The current control of the Nrp towing rotation is full of faults. That affect the residents of niagara and the tourists. The towing rotation has been handled by the region for the past few years. There is no way the police would condone these type of companies to be on their call out list representing the police. I'm looking to have a submission to have the Nrp take back the carriage of the towing rotation. And set a minimum standard for the towing rotation.

Video Consent

Yes



REGIONAL TOWING  
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Dear Towing Stakeholders,

Regional Towing has been providing service for the Niagara Regional Police (NRP) for over 20 years. While I've always held the opportunity to provide this service for the NRP with great appreciation, I feel it is also my responsibility to make you aware that there are things that should be brought to your attention. I believe that towing for the police should be held to a much higher standard.

After working in Niagara's towing industry for so long, I've witnessed so many people, different companies, taking advantage and finding loopholes.

I have written so many letters to those from the Region who are overseeing the towing services. I've had my lawyer write letters on their letterhead, thinking that would get some attention. I've hand-delivered letters and sent voicemails, each one ignored.

### **One-Truck Companies**

**One-truck companies calling other one-trucks:** At present, one-truck companies who are being called out to an accident only to find out there are three cars involved, are allowed to call one or two other companies to pick up the other two vehicles. This is done instead of calling a larger towing company that is better equipped and can send out three tow trucks.

**One owner - five companies:** At present, one owner can own five companies, call them all different names, and be put on the rotation five different times. This is not conducive to the integrity of law enforcement, but rather shady.

There are companies who have been using **smoke and mirrors tactics**. They'll have a tow truck, but it never moves. Instead, they'll send out another company to take a call.

When a company with one truck gets called out for a one-car accident, I believe it defunds the real companies that would be called anyways in the event of a major accident.

### **The Region**

**Communications:** I have experienced that if I have a question about a call I did. There is nobody to call. There is no liaison officer.

While the Region is responsible for putting brand new companies on, there is no follow up. If one of the towing companies calls the Region with a question or a complaint, it is ignored. There is absolutely zero feedback from the Region. No support.

There's a situation that I've been trying to get the attention of the Region about for months, just asking for feedback. Finally in the eighth month of my pressing for feedback, I received a nasty email, dismissing me, seemingly aggravated that I was trying to clean up the rotation.

**No Enforcement:** I went to the Region about a specific towing company with one old truck. When he gets a call, instead of bringing the vehicle to his compound, he brings it to his home driveway and still charges the insurance company or the people storage as if it was stored in a compound.

I've brought this, with conclusive evidence, to the Region -- photos, dates, incident numbers -- three times over a period of eight months. The Region has done nothing. The company is still on the rotation.

### **NRP Awareness**

I believe that the Niagara Regional Police are not aware of the kind of towing companies that have been representing them in their community. And I believe that the police would care if aware because the situation is affecting the citizens of Niagara Falls and the thousands of visitors we get every year.

Are the citizens and tourists of our town being taken advantage of?

As it stands now, any individual can buy a truck for \$5,000, make it legal for the road, get a towing license and immediately be added to the NRP towing rotation, making thousands of dollars without being vetted, without being monitored, without any support.

Niagara Falls and St. Catharines are grouped together for the NRP tow rotation. Currently, there are 22 companies on that rotation, most of which are one-truck companies.

It's a matter of quantity vs. quality.

### **Suggestions**

As a result of my experience, I have compiled a list of suggestions that, if used as eligibility criteria for towing companies on the rotation, I believe would construct a representation of the NRP that displays preparedness, respect for the community, safety and competence.

**Suggestion:** To be on the towing rotation with the NRP, a company needs to have a minimum of three trucks -- a wheel lift, a flatbed, a heavy tow truck (tows the rigs).

**Suggestion:** Each towing company needs to be in business for a minimum of two years.

**Suggestion:** The company's financial affairs have to be in order. It can't be in any financial strain or owe the government any money. Financial distress can encourage underhanded means of making more money.

**Suggestion:** One person owns one towing company.

The difference between the two types of towing services on the rotation - One guy buys one tow truck and is looking for quick cash from the NRP calls. The other guy with a properly developed business and properly trained crew is looking to take care of the community and the police with all the iron that he has.

It's worth repeating, the towing service for this rotation should be held to a much higher standard. Respectable. Appropriate for representing the Niagara Regional Police.

I look forward to hearing from you so we can follow up and hopefully, together, we can find some solutions.

Sincerely,

Joe Vieira  
Owner, Regional Towing