




HAMILTON POLICE SERVICE

INFORMATION REPORT

TO:	Chair and Members Hamilton Police Services Board
BOARD MEETING DATE:	March 28, 2024
SUBJECT:	2023 Year End Report – Towing
REPORT NUMBER:	24-018
SUBMITTED BY:	Frank Bergen, Chief of Police
SIGNATURE:	

EXECUTIVE SUMMARY

This report provides statistical and financial information with respect to the towing contracts the Hamilton Police Service (HPS) has with towing companies in the City of Hamilton.

INFORMATION

The HPS contracts 13 towing companies under contract C9-01-19 for the towing of vehicles as required. This contract commenced November 1, 2019 for three years, concluding December 31, 2022. The contract has been extended into 2024 pending a new tender.

The contract utilizes a Vehicle Management System (VMS), maintained by Extend Communications. The system provides an inventory of all vehicles in the tow yards, updated by the individual tow companies. The VMS is user-friendly, having been previously endorsed by contracted companies.

In 2023, collection of administration fees from the contracted towing companies resulted in revenue generation of \$184,868.00 as compared to \$174,856.20 in 2022, and \$159,714.20 for 2021. This represents an increase of 5.7% and 15.7% respectively over each of the previous two years. There were 4,211 vehicles towed in 2023, compared to 3,813 in 2022, and 3,560 in 2021.

In 2023, 121 vehicles were unclaimed by registered owners, compared to 260 vehicles in 2022. Various circumstances contribute to a vehicle remaining unclaimed, most frequently because tow and storage fees exceed the value of the vehicle, current owners of non-registered vehicles are unknown, or vehicles were involved in collisions without insurance or collision coverage. After 60 days in storage, unclaimed vehicles were released to the

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respective towing company to recoup expenses for their service as per the Storage and Liens Act, at which time they are removed from the HPS inventory of seized vehicles.

The HPS paid out \$9,280.59 in 2023 for towing related expenses, such as seizing vehicles for criminal investigations or assisting victims with towing costs. In 2022, the HPS paid out \$13,116.75 representing a 29.2% decrease in payouts in 2023.

The HPS tow coordinator will continue to ensure there is a standardized program for all police involved tows in the City of Hamilton. The program will continue to ensure consistency in fees and equitable treatment for all instances involving police “secure” and “non-secure” tows.

FB/D. Hennick

cc: Paul Hamilton, Deputy Chief – Support
Dave Hennick, Superintendent – Community Safety Division
PC Greg Ward, Tow Coordinator – Traffic Services

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