

**Ministry of Transportation**

Transportation Safety Division

87 Sir William Hearst Avenue  
Room 191  
Toronto ON M3M 0B4  
Tel: (647) 535-6208

**Ministère des Transports**

Division de la sécurité en matière de transport

87, avenue Sir William Hearst  
bureau 191  
Toronto ON M3M 0B4  
Tél: (647) 535-6208



**MEMORANDUM TO:**

Kenneth Weatherill  
Assistant Deputy Minister  
Public Safety Division  
Ministry of the Solicitor General

**FROM:**

Marcelle Crouse  
Associate Deputy Minister  
Transportation Safety Division  
Ministry of Transportation

**DATE:**

June 25, 2024

**SUBJECT:**

**TSSEA Education and Awareness period and amendment to  
O. Reg. 162/23**

---

This memorandum is to provide an update on the education and awareness period of the *Towing and Storage Safety and Enforcement Act* (TSSEA) and to advise of an amendment to Ontario Regulation 162/23 – Charges for Towing and Vehicle Storage Services.

As per the March 28, 2024, All Chiefs Memo, the ministry implemented an extended education and awareness period to support the industry in adjusting to the new legislation. This extension will end on July 1<sup>st</sup>, 2024. The ministry thanks our police partners for their cooperation and efforts to educate the sector during the transition period.

Also, effective July 1, 2024, all tow truck drivers must have a TSSEA certificate to operate in Ontario.

The ministry is also advising of a recent amendment to Ontario Regulation 162/23, which allows for tow operators to charge for clean-up services within the Maximum Rate Schedule under basic towing services. This regulatory amendment took effect on June 14, 2024.

A full review of the Maximum Rate Schedule is underway and once the review is complete, the ministry will consult with industry prior to implementing further amendments.

To learn more about Ontario's tow and vehicle storage requirements, customer rights and rates, please visit:

- [Ontario.ca/towstoragecertificate](https://ontario.ca/towstoragecertificate)
- [Towing and vehicle storage requirements | ontario.ca](#)
- [Submit tow and vehicle storage rates | ontario.ca](#)
- [Know your rights when getting a tow | ontario.ca](#)

If you have any further questions, please contact Kim MacCarl, Manager, Transportation Safety Division at [Kim.MacCarl@Ontario.ca](mailto:Kim.MacCarl@Ontario.ca)

A handwritten signature in black ink that reads "Marcelle Crouse". The signature is written in a cursive style and is centered within a light gray rectangular box.

Marcelle Crouse  
Associate Deputy Minister  
Transportation Safety Division

c: Jennifer Elliott, Director, Commercial Safety and Compliance Branch,  
Transportation Safety Division

Sean McGowan, Director, Commercial Inspection and Enforcement Branch,  
Transportation Safety Division