

CANADIAN TOWING Association Inc.

dédié à l'industrie du remorquage

TOW CONFERENCE

Wednesday, June 10, 2026 –
Thursday, June 11, 2026

DELTA HOTEL TORONTO AIRPORT
655 DIXON RD, ETOBICOKE, ON M9W 1J3

WWW.CTAGROUP.CA

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AGENDA

Wednesday, June 10, 2026

6:00 PM - 10:00 PM Evening Cocktail Reception and Networking

THE CANADIAN TOWING ASSOCIATION

About Us

The Canadian Towing Association (CTA) exists to strengthen, support, and advance the towing and recovery industry across Canada through leadership, advocacy, safety, and professionalism. As the national voice for towing operators, the association is committed to promoting high industry standards while recognizing towing professionals as essential frontline responders who play a critical role in roadway safety, emergency response, and transportation support. The CTA works to unite towing companies, operators, suppliers, and industry partners by encouraging collaboration, education, and ethical business practices that improve public trust and industry reputation. Through training initiatives, safety awareness, and engagement with government and emergency services, the association strives to create a stronger and more unified industry for future generations.

The mission of the Canadian Towing Association is to represent and support towing professionals across Canada by advancing safety, education, advocacy, integrity, and industry excellence. The CTA is dedicated to empowering its members, promoting professionalism, and ensuring the towing and recovery industry is recognized as a vital and respected part of Canada's transportation and public safety infrastructure.

AGENDA

Thursday, June 11, 2026

8:00 AM - 8:30 AM	Registration Opens
8:30 AM - 9:00 AM	**Opening Remarks**
9:00 AM - 9:30 AM	**Session 1**: Fleet Safety by Governance vs Compliance
9:30 AM - 10:00 AM	**Session 2**: CVOR - Behind the Curtain
10:00 AM - 10:30 AM	**Session 3**: Enhancing Safety and Mitigating Road Risks
10:30 AM - 10:50 AM	**Coffee Break**
10:50 AM - 11:10 AM	**Session 4**: Market Trends and Analysis
11:10 AM - 11:25 AM	**Session 5**: Tow Licensing Requirements
11:25 AM - 12:00 PM	**Session 6**: EPA 2027: Readiness and Compliance
12:00 PM - 1:00 PM	**Lunch**
1:00 PM - 1:30 PM	**Session 7**: Commercial Auto Insurance: Enhancing Risk Controls
1:30 PM - 2:00 PM	**Session 8**: Managing Insurance Claim Challenges
2:00 PM - 2:15 PM	**Coffee Break**
2:15 PM - 2:50 PM	**Session 9**: TSSEA & The Appeal Process
2:50 PM - 3:30 PM	**Session 10:** TSSEA: Challenges, Evolution, and the Road Ahead
3:30 PM - 4:00 PM	**Session 11:** TSSEA: Open Forum
4:00 PM - 4:30 PM	**Closing Remarks**

SPEAKER BIOGRAPHIES

Session: Fleet Safety by Governance vs Compliance

ED NOVOA

CEO & Co-Instructor, FSM Training Inc



Ed is an innovative business consultant, training development specialist, and strategic marketer with more than 27 years of experience serving the Canadian transportation industry. Through hundreds of client and vendor consultations, he has been invited "behind the curtain" of fleets of every size and operating model, gaining a practical understanding of the customized management practices that succeed in daily operations and those that fall short despite appearing strong on paper.

He specializes in guiding safety stakeholders to develop and strengthen their own company-specific recruitment, retention, training, and safety programs using established, industry best practices. His hands-on approach focuses on creating engaging, learner-centered content.

Session: CVOR - Behind The Curtain

BUD KNELLER



Vice President, Frontline Commercial Vehicle Solutions Inc

Bud is a part owner and Vice President of the consulting firm Frontline Commercial Vehicle Solutions. Prior to starting Frontline, Bud spent nearly 20 years with the Ontario Ministry of Transportation (MTO) including time spent as an enforcement officer, facility auditor, provincial trainer, and National CVSA trainer. Bud finished his career at the MTO working in St.Catharines in the Carrier Enforcement Program Office. He and his business partner started Frontline Solutions in 2016 and now provide the Ontario Trucking Association membership training as well as the Commercial Vehicle Safety Alliance (CVSA) Industry training course across Canada. Frontline specializes in mock audits, driver training, assisting with interviews, show cause hearings and responding to MTO significant event letters.

SPEAKER BIOGRAPHIES

Session: Enhancing Safety and Mitigating Road Risks

TERESA DI FELICE

Assistant Vice President of Government & Community Relations, CAA Club Group of Companies



Teresa is the AVP of Government & Community Relations for the CAA Club Group of companies (CCG). CCG is Canada's largest CAA club that includes the not-for-profit membership association and for-profit companies. She has been with CAA since 2005 and leads teams in Ontario and Manitoba. She is responsible for the overall direction and execution of the organization's advocacy strategies and programs. Teresa is highly regarded as an expert in building relationships and achieving results in policy, program development, partnerships, community, and stakeholder relations. Teresa's breadth of knowledge on infrastructure, transportation, road safety, automotive and industry issues related to CAA's work has contributed to the development and execution of sound public policy and the advancement of key advocacy programs that align to thought leadership, brand purpose and earned media for the organization.

Session: Tow Licensing Requirements

MARTIN DE REPENTIGNY, PENG, MENG

Chief Operational Officer, Drivewise



Martin has over 30 years in advanced learning training. He has instructed at the university level and holds a Master's degree in Engineering. Martin is a certified Driving Instructor and has completed Teaching and Training Adults. He is also Kirkpatrick certified in the 4 Levels of Evaluation. Martin is a retired officer from the Canadian Forces.

He is a founder and one of the principals of DriveWise, Canada's leader in driver education and safety training for more than 20 years. Martin is a member of the Tow Truck Driver Training development team.

SPEAKER BIOGRAPHIES

Session: EPA 2027: Readiness and Compliance

JIM PINDER

Education Liaison, TMTA Waterloo Region



With over fifty years in the transportation maintenance industry, Jim Pinder has endured a wide range of industry challenges and amassed a broad base of industry experience. To explain Jim's progress from a family-owned repair shop apprentice to the boardrooms of major OEM's and the Senior Corporate Fleet Director of the largest privately owned temperature control fleet in Canada, Jim credits his trade. Jim has been a proud 310 T Truck Coach Certified Technician since 1977 and re-challenged the certification to receive his Red Seal Designation 39 years after receiving his license. Jim's career, built on his trade certification, has allowed him to progress through several key positions both in the fleet maintenance and in the maintenance supply stakeholders for the commercial vehicle maintenance industry. Jim held key fleet management position with fleets operating heavy haul flatbeds, dry bulk tankers, temperature-controlled units and liquid propane delivery units, as well as travelling North America selling automated lubrication systems for trucks, trailers and heavy equipment.

Session: EPA 2027: Readiness and Compliance

GREG GRABINSKY

Vocational Market, Peterbilt

Greg has been in the trucking industry for over 35 years, starting in the purchasing Deptartment of GE Capital Truck Group, and progressing to Account Manager for GE Capital Financial.

Greg started with PACCAR/ Peterbilt in 1999, and for the past 17 years, he has been focused on the Vocational Market for Peterbilt Motor Company. When he is not working he is enjoying time with his two grandchildren and boating on Georgian Bay.

SPEAKER BIOGRAPHIES

Session: EPA 2027: Readiness and Compliance

TYLER CASSIDY

National Account Manager - Commercial,
Wakefield Canada



With close to 20 years in the oil and gas industry, both upstream and downstream. Tyler worked on the oil rigs for close to a decade, honing his knowledge of the upstream oil and gas industry while drilling in the tar sands. In the past 10 years, he has been selling lubricants in the Commercial and Industrial segments specifically to On Road Tractor Trailers, Off Road equipment, Agriculture and Stationary Equipment.
Every day presents itself as an opportunity to learn more about a vast industry, but a surprisingly close-knit community of professionals.

Session: EPA 2027: Readiness and Compliance



DALE HARTUNG

President, Canadian Towing Equipment

Dale has been in the heavy-duty truck industry for over 30 years. The last 20 years he has spent in the towing industry with Canadian Towing Equipement. In his early days with Cantow, he was mentored by Harold Markle. He quickly absorbed Harold's passion for the towing industry and continues to lead Canadian Towing with a customer-focused approach. When not in the office, he leads an active lifestyle, enjoying the outdoors, travel and live sporting events.

SPEAKER BIOGRAPHIES

Session: Commercial Auto Insurance: Enhancing Risk Controls

JAMIE BEAUDOIN

Senior Risk Control Consultant, Intact Insurance



Jamie Beaudoin works in fleet safety and risk control, supporting Canadian organizations that operate vehicles as part of their day-to-day work. He partners with industry stakeholders to better understand how safety programs are actually used on the ground and where small gaps can quietly turn into bigger risks.

Jamie's experience includes driver training and oversight, vehicle inspection and maintenance programs, and the use of tools like telematics and in-cab cameras. By combining traditional indicators such as loss history and convictions with real-time safety data. He helps fleets focus on practical actions that can positively influence day-to-day safety. He's known for a plain-language, practical approach that emphasizes clear responsibilities, realistic expectations, and controls that make sense in the operational environment.

Session: Managing Insurance Claim Challenges

JOHN WAKELIN

Personal Injury & Motor Vehicle Accident Lawyer, Wakelin Law PC



John Wakelin has over 30 years of legal experience. He worked at one of Canada's largest national law firms and spent over 20 years as an insurance defence lawyer for one of the most well-respected litigation firms in Whitby. Nearly a decade ago, John founded Wakelin Law PC to help serve plaintiffs. He has conducted arbitrations before the Financial Services Commission of Ontario and has argued both jury and non-jury trials with success before the Ontario Superior Court of Justice. He is also experienced in appellate work, with appearances before the Ontario Court of Appeal and Divisional Court. John has a B.A. from Western, did graduate work at York University and graduated from Queen's Law School in 1993, where he won the David Sabbath academic prize. In 2000, John ran for Member of Parliament for the Parliament of Canada, and he remains active in politics, writing and vlogging.

SPEAKER BIOGRAPHIES

Session: TSSEA & Appeal Process

ERIC SABBAH

Licensed Paralegal No. P02976, Eric M. Sabbah PLL



Licensed Paralegal in good standing with the Law Society of Ontario (P02976). Master of Laws (LL.M.) — International Business and Transnational Law. Member, Association of Certified Fraud Examiners (ACFE) and Association of Certified Anti-Money Laundering Specialists (ACAMS).

The Litigation Office of Eric Sabbah has over 17 years of experience representing consumers and businesses in small claims courts and various tribunals, such as the Human Rights Tribunal and the Industry Regulatory Organization of Canada (IIROC) Securities Tribunal. Eric has been instrumental in successfully fighting injustices concerning TSSEA

SPEAKER DIRECTORY

Session: Fleet Safety by Governance vs Compliance

Organization: FSM Training Inc.
Contact: Ed Novoa
Email: ed.novoa@fsmtraininginc.ca
Website: www.fsmtraininginc.ca

Session: CVOR - Behind the Curtain

Organization: Frontline Commercial Vehicle Solutions
Contact: Bud Kneller
Email: bud.kneller@frontline-cvs.com
Website: https://frontline-cvs.com/home

Session: Traffic Incident Management: Enhancing Safety and Efficiency

Organization: CAA Group
Contact: Teresa Di Felice
Email: tdf@caasco.ca
Website: https://www.caasco.com/

Session: Tow Licensing Requirements

Organization: Drivewise
Contact: Martin De Repentigny
Email: martin@drivewisecanada.com
Website: https://www.drivewise.com/

Session: EPA 2027: Readiness and Compliance

Organization: Transportation Maintenance & Technology Association (TMTA) Waterloo Region
Contact: Jim Pinder
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Website: https://tmta.ca/

SPEAKER DIRECTORY

Session: EPA 2027: Readiness and Compliance

Organization: Peterbilt
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Website: https://www.peterbilt.com/

Session: EPA 2027: Readiness and Compliance

Organization: Wakefield Canada
Contact: Tyler Cassidy
Email: tcassidy@wakefieldcanada.ca
Website: https://www.wakefieldcanada.ca/u/1/home

Session: EPA 2027: Readiness and Compliance

Organization: Canadian Towing Equipment
Contact: Dale Hartung
Email: dhartung@cantow.ca
Website: https://cantow.ca/

Session: Commercial Auto Insurance: Enhancing Risk Controls

Organization: Intact Insurance
Contact: Jamie Beaudoin
Email: Jamie.beaudoin@intact.net
Website: https://www.intact.ca/en/business-insurance

Session: Managing Insurance Claim Challenges

Organization: Wakelin Law PC
Contact: John Wakelin
Email: lindsays@wakelinlaw.com
Website: https://www.wakelinlaw.com/

Session: TSSEA Certificates: Suspension, Appeal, Protection, Defense

Organization: Eric M. Sabbah PLL
Contact: Eric Sabbah
Email: eric@ericsabbah.com
Website: https://www.ericsabbah.com/

TOP ONTARIO COMMERCIAL VIOLATIONS AND CHARGES IN 2025

Top Towing Violations

1. Tow Operator - No Certificate
2. Fail to display certificate number on truck
3. Tow Driver - No Certificate

Top Commercial Motor Vehicle Charges

1. Failed to produce or improper DVIR
2. Vehicle Maintenance
3. Vehicle Registration
4. Hours of Service
5. Periodic Mandatory Commercial Vehicle Inspection

Top Moving Violations

1. Failed to produce or improper DVIR
2. Vehicle Maintenance
3. Vehicle Registration
4. Hours of Service
5. Periodic Mandatory Commercial Vehicle Inspection

REVISED NORTH AMERICAN STANDARD OUT-OF-SERVICE CRITERIA IN THE COMMERCIAL VEHICLE SAFETY ALLIANCE

Effective as of April 1, 2026

Is a vehicle towed on a wheel lift behind a tow truck with wheels of the towed vehicle on the ground required to be secured to the wheel lift?

Yes. Under the cargo securement requirements, the towed vehicle must be secured to the wheel lift and requires safety devices to be attached between the towng and towed vehicle.

Is a vehicle being towed using wheel dollies considered a driveaway/towaway operation?

Yes, as long as it meets the definition of a driveaway/towaway in applicable regulations.



2026 CVSA ROADCHECK TOP TOWING VIOLATIONS

- Distracted driving
- Proper pre-trip inspections
- Load security
- Weights (improper license class, weight exceeding permit)
- Transportation of Dangerous Goods

DID YOU KNOW, AS OF AUGUST 1, 2025, THESE TSSEA OFFENCES NOW CARRY CVOR POINTS?

An officer can lay charges against a driver or operator. Some TSSEA offences now carry CVOR points and can be issued alongside other charges under applicable Acts, regulations, or municipal bylaws that apply to tow operators and drivers. There are also TSSEA-related administrative charges that do not carry CVOR points, as outlined in the Conviction Code Table.

TSSEA Offence Descriptions	CVOR Points
PROVIDE SERVICES OR OFFERING W/O BEING CERTIFIED	3
EMPLOY NON CERTIFIED TOW DRIVER	3
FAIL TO ENSURE TRUCK MEETS PRESCRIBED REQUIREMENTS	3
FAIL TO COMPLY W/ PRESCRIBED REQUIREMENTS/STANDARDS	3
INTERFERE W/PRIOR CONSENT GIVEN OTHER TOW DRIVER	3
HINDER, OBSTRUCT REVIEW OF COMPLAINT	3
PARK/PROVIDE/OFFER TOW SRVC W/I 200M OF A COLLISION	3
TOW DRIVER FAIL TO COMPLY WITH REASONABLE DIRECTION	3
FL COMPLY W/ DIRECTION TO LEAVE/STAY AWAY-COLLISION	3
FAIL ASSIST W/ INSPECTORS EXAMINATION OF TOW TRUCK	3
FL PRODUCE/PROVIDE INSPCTR W/ ASST INTERPRET DOC/REC	3
FAIL TO COOPERATE W/ INSPECTOR CONDUCTING INSPECTION	3
HINDER/OBSTRUCT W/INSPECTOR CONDUCTING INSPECTION	3

LOOKING AT THE LAST DECADE IN TOWING

2017 — January 1st

CVOR Program
Towing Sector was brought into the CVOR Program.

2020 — June 29th

Towing Task Force
Ontario established a Towing Task force to address crime concerns within the industry.

December

Public Consultation
Public Consultation period begins in relation to towing reform of the main industry concerns.

2021 — June 3

Reform Legislation
Legislation is reformed to include the Towing and Storage Safety Enforcement Act (TSSEA) under the Moving Ontarians More Safely Act, 2021.

Tow Zone Pilot Begins
Tow Zone Pilot (TZP) project are Restricted Towing Zones serviced by dedicated towing service providers within the GTA highways with the mission of providing a standard rate and prompt service on high traffic and collision areas.

Ministry of Transport
The Ministry of Transportation (MTO) were given enforcement authority and centralized oversight by TSSEA.

2025 — January

DriveOn
Ontario implements new DriveOn Program for Motor Vehicle Inspections.

August 1st

Provincial Offences The Provincial
Offences Act now includes charges for TSSEA violations.

CTA Launches MTO Approved Training
The CTA, ORG and APDQ fund the development of MTO compliant tow truck driver training program, which receives MTO approval.

July 1st

Education Period Ends
Tow Truck Driver certification and training becomes mandatory along with Rate Transparency, Consent to Tow process, and stricter rules on runsheets.

May 1st

Law Enforcement
Province-wide intelligence sharing community established.

July 1st

1st Ammendment to Maximum Rate Schedule
Classifications for towing are rolled out in categories: Basic, Intermediate and Advanced tows.

Billing Structure
New billable items are added to the rate schedule to include items such as electric vehicle (EV) storage and after-hours storage.

Revised Requirements
Legislation outlines administrative requirements including run sheets to be completed within 30 minutes of the service, photo requirements and consent procedures.

August 1st

CVOR Update
The Provincial Offences for TSSEA violations now carry CVOR points.

Future

Proposed Regulation
MTO will consult on and presrcibe maximum rates that can be charges for towing and vehicle services across Ontario in a future proposed regulation.

2022

Code of Conduct
Ontario developed regulations for standard licensing, a code of conduct for operators and drivers, billing rules and record keeping.

Consumer Protection
Consumer protection regulations were proposed including consent requirements, itemized invoices, right to choose tow destination and a ban on unsolicited towing pressure.

Regulatory Positions
The Director of Towing position was created.

2023

Regulatory Framework
Compliance rules, a certification system and an enforcement model are developed.

July 4th

Regulatory Compliance
Certifications become legal requirements and License Appeal Tribual begins accepting TSSEA cases. No clear framework published.

2024

January 1st

TSSEA Compliance Begins
Tow truck drivers and operators are required to use consent to tow, consent to store, compliant invoices, compliant runsheets, take and retain photos, meet requirements for truck decals, and maintain TSSEA certificates

March 1st

Enforcement Begins
TSSEA enforcement of Tow Operator, and Storage begins. and maxiumum rate schedules must be published to the MTO.

1st Maximum Rate Schedule
TSSEA implements the first iteration of the maximum rate schedule and inital submission are required by March 1st, 2024

April 1st

RSLA Section 24
The province experienced an increase in Section 24 applications impacting vehicle storage impounds. Insurance companies were clearly using this consumer protection law as a sword, not a shield.

Truck Inspection Station Requirements
Tow trucks are required to pull into weigh stations for Commercial inspections.

December

2nd Amendment to Maximum Rate Schedule
Revised the service categories

October

CTA Requests Clarity and Understanding
CTA requests clarity and understanding of the complaints process, warning letters and the appeals process.

September

Law Enforcement
Provincial and Municipal Towing Task Forces growing across the province.

Certificate Cancellations
First TSSEA certificate cancellation order brought to the attention of the CTA.

TZP Planned Expansions
The TZP plans expansions to the Hamilton region creating 4 new zones with 15 subzones.

2026

March

Fuel Update
The cost of fuel passes $2/litre

April 1st

Tow Zone Expansion
The expanded Tow Zone Project is implemented and active.

May 11th

License Requirements
Ontario's Bill 60 is implemented requiring applicants to provide proof of legal work authorization and Ontario Residency.

Present Day

Future

EPA 2027
Strictest-ever nitrogen oxide standards for new heavy-duty commercial trucks.

Future

AMPS
Administrative Monetary Penalties



PROVINCIAL OFFENCE MATTERS IN RELATION TO THE TOWING INDUSTRY

Ontario's towing industry is about to feel the impact of major changes introduced by the Ontario Court of Justice regarding Provincial Offences matters.

Under the new directive, Provincial Offence matters proceeding by way of a Part III Summons must now be scheduled for trial within 6 months of the charge being sworn. In addition, all matters must be completed within 15 months from the sworn date or from the date the ticket is filed with the court.

In the past, some operators relied on lengthy court delays to reduce the practical impact of CVOR points and enforcement actions over time. With these new accelerated timelines, that strategy is becoming far less effective. Charges will now move through the court system much faster, meaning CVOR points and compliance issues may remain active on a carrier's record while cases are still before the courts.

This is especially important as enforcement surrounding the towing industry continues to increase. Under the TSSEA framework, greater attention is being paid to licensing, documentation, customer disclosures, storage practices, and roadside conduct. As timelines tighten and enforcement activity grows, proactive compliance and strategic handling of charges are becoming more important than ever. Proper preparation and experienced representation can help protect a towing company's CVOR profile, operating reputation, and long-term business stability.

DID YOU KNOW THE REQUIREMENTS FOR ONTARIO DRIVER'S LICENSES ARE CHANGING?

Fighting Delays, Building Faster Act, 2025, S.O. 2025, c. 14 - Bill 60

Ontario's Bill 60 commercial licensing changes will have a noticeable impact on the towing industry, especially for operators running heavy towing and recovery.

Starting May 11, 2026, temporary residents and newly arrived drivers will be required to present documents proving legal residency and presence in Canada when applying for a new driver's license or upgrading a commercial license.

When applying for G or M license, the following must be provided:

- Proof of Ontario residency
- Proof of legal presence in Canada

When upgrading Commercial Licences (Classes A, B, C, D, E, and F) the following must be provided:

- Proof of legal eligibility to work in Canada



Upcoming and Proposed Regulatory Changes In Ontario



Clarify the location of truck markings, minimum size and contrast

Proposed Clarifications:

- Operator's name must appear on both sides of the vehicle, located on the door (existing requirement).
- The bottom edge of the operator's name must be no lower than 20 cm from the bottom of the door.
- All Tow Operator (TO) numbers must be in block letters, at least 7.5 cm high, and in a colour that contrasts clearly with the vehicle body.
- Tow trucks with a pick-up style box must display the TO number on the tailgate.

Rationale
Background

- Regulation currently prescribes that the tow operator's name and certificate number are prominently displayed, legible and clearly visible on both sides of each tow truck that it operates.

Expected benefits

- Improves visibility and consistency of tow truck identification, helping customers and law enforcement quickly confirm who is providing the service.

Proposed Ontario Regulation 167/23 Amendments under the Towing Storage Safety and Enforcement Act

Proposed Amendment	Rationale
Expand "related persons" to include shareholders.	Helps prevent disqualified individuals from controlling a towing business behind the scenes through another person or corporate structure.
Amend definition of "towing services" to exclude traffic management.	Clarifies that traffic management services are not regulated under TSSEA or contemplated in the maximum rate schedule [housekeeping].
Expand disqualifying records (i.e. modes of serious offences; obstruction of police)	Broadens the offences that can disqualify a person from certification (including related criminal involvement) and strengthens temporary disqualifications for certain obstruction type offences.
The requirement to take photos would not apply if police direct the truck driver to cease take photos.	Avoids conflict at collision scenes by allowing towing providers to skip required photos when police instruct that no photos be taken.
Expand disqualifying record for vehicle storage operator to include if operator has a suspended/cancelled tow operator certificate.	Closes a loophole by preventing certain high-risk tow operators from shifting into vehicle storage to continue influencing towing operations.
New section – prohibit tow operators from allowing "bad actors" from providing support to a tow truck driver or tow operator at a towing scene.	Prevents suspended/cancelled/refused individuals from participating at towing scenes (even as passengers or 'helpers'), reducing work-arounds that undermine a ban.
Clarify that invoice items descriptions must reflect the maximum rate schedule items.	Improves invoice transparency by requiring charges to match rate schedule categories and limiting add-on fees that can inflate customer bills.

2026 CANADIAN TOWING ASSOCIATION CONFERENCE SPONSORS

TITLE SPONSOR

Canadian Towing Equipment INC

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ASSISTENZA INTERNATIONAL

Brandt

Peterbilt

SPONSOR DIRECTORY

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Organization: Assistenza International
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Website: https://www.assistenza.ca/en/

Organization: Brandt
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Website: https://www.brandt.ca/

Organization: Peterbilt
Phone: (940) 591-4000
Contact: https://www.peterbilt.com/contact
Website: https://www.peterbilt.com/

Organization: TowSoft
Phone: 1 (877) 323-0302
Contact: david.richard@towsoft.ca
Website: https://towsoft.ca/en/

BOARD OF DIRECTORS

The Canadian Towing Association (CTA) operates as a national federation representing towing and recovery professionals across Canada. Its board structure follows a regional model to ensure coast-to-coast representation.

The CTA board collectively works to establish industry standards, serves to advocate for industry concerns at the provincial and national level, and promote safety and professionalism across all Canadian towing operations.



Doug Nelson

Executive Director

Doug Nelson is a veteran leader in Canada's towing and recovery industry, with more than 40 years of hands-on experience in heavy-duty towing, recovery operations, and industry advocacy. As Executive Director of the Canadian Towing Association and former founder of the Provincial Towing Association of Ontario, he has helped shape training, safety standards, and government relations. Nelson's contributions earned him the Towman of the Year award and induction into the Towing Hall of Fame in 2004.



Joseph Gagne

Ontario - Abrams Towing

Joey Gagne is a pioneering figure in Canada's towing and recovery industry, recognized for transforming Abrams Towing from a single-truck operation in 1984 into one of the largest towing fleets in Ontario. As a leader within the industry, he has championed safety, training, and regulatory reform while advocating for professionalism across the industry. Joey's decades of leadership, community involvement, and dedication to advancing towing standards have earned him widespread respect throughout Canada and beyond.



Mike Burstall

Quebec - Burstall Conrad Towing

Mike Burstall is a highly respected towing industry professional with more than 45 years of experience in heavy-duty towing, recovery, and transportation services. As co-owner of Burstall Conrad Towing in Montreal, he has helped build one of Quebec's leading towing operations. A strong industry advocate, Mike has served in leadership roles with both the APDQ and the Canadian Towing Association, promoting safety, innovation, and higher professional standards across Canada.

BOARD OF DIRECTORS



Nick Roscoe

Manitoba - Dr Hook Towing

Nick Roscoe is a veteran towing industry leader and founder of Dr. Hook Towing in Winnipeg, with more than 40 years of experience in heavy recovery and emergency response. He has been actively involved in advancing roadside safety and towing legislation, including supporting Manitoba's Move Over Law and working with industry and government partners to improve safety standards, training, and regulations across Canada's towing sector.



Bruce Campbell

Alberta - Standish Towing and Recovery

Bruce Campbell is a highly respected towing and recovery expert with nearly five decades of industry experience as owner of Standish Towing and Recovery in Banff, Alberta. A Red Seal–certified heavy truck technician and longtime WreckMaster lead instructor, he has trained military personnel, police, and emergency responders nationwide. Campbell has also worked alongside government and industry leaders to advance towing safety standards, emergency response practices, and operational regulations across Canada.



Paul Beaton

Nova Scotia - Beaton Towing

For more than five decades, Paul's towing company has been serving the Sackville, Bedford, and Halifax region with vehicle towing services and is affiliated with many roadside assistance programs for lockout services, fuel delivery, battery boosting, and tire changes. Known for his professional attitude and willingness to help Paul has agreed to the directors post for Nova Scotia and Eastern Canada.



Shon Crumley

Saskatchewan - Dakota Towing Ltd.

Shon Crumley is an award-winning towing and recovery professional and owner of Dakota Towing Ltd. in Saskatchewan. A WreckMaster of the Year recipient and certified heavy rescue specialist, he has extensive training in vehicle extrication and emergency response through his firefighting background. Crumley has also presented to Saskatchewan government committees advocating for stronger roadside safety laws and improved protections for tow operators.

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