

Delegation to the May 11th, 2023 meeting of the Wellington County Police Services Board

Purpose: To reaffirm the partnership between the Wellington Recover Group Association and the County of Wellington and the County of Wellington Police Services Board

The Wellington Recovery Group Association is a locally owned and board operated corporation operating within Wellington County since 1994. The Wellington Recovery Group Association is an independent group, incorporated in 2012. It provides our singular customer, the Wellington County Police Services Board, a single source phone number and dispatch service for fair and equitable distribution of towing and recovery service county wide for Police and emergency services.

The Wellington Recovery Group Association's sole purpose is to operate a single phone number dispatch service at no cost to the county, the Police services board and the contract police service.

The entire cost of operating both the county wide single number dispatch service and operating the corporation is covered by the Wellington Recovery Group Association's membership/owners.

This very effectively creates a Wellington County Tow Zone with the City of Guelph exempted. The City of Guelph has their own tow zone and associated program.

The benefits of this partnership are varied and very valuable to our community.

There are many positive outcomes for all stakeholders. Listed below are a variety of perspectives which support this:

Operating the Wellington Recovery Group Association over a long period of time has made it possible for the members to take part in professional training far beyond the normal throughout Ontario.

It has also allowed our corporation to make very sizeable donations to local hospitals; Palmerston, Mount Forest, Groves Memorial, and Guelph General hospital. We have also made donations to other local charities and are committed to continue that giving.

The citizens of the County can expect fair and honest treatment from local responders when their vehicle is towed. Through an internal review of complaints with the O.P.P. traffic sergeant present at quarterly board meetings, and with letters of charter in our articles of incorporation, together with the association's membership combined social conscience and community commitment, we have had the County's best interest in mind for almost 29 years.

The citizens can reasonably expect their crashed car to be kept housed locally while they proceed through the insurance process, post-accident; something most communities in Ontario don't share unfortunately.

Our partner in the community of the County of Wellington and the County of Wellington's Police Services board has made much of what we do purposeful; mostly through the county wide anti-solicitation by-law, meant for the protection of the interests of the community at large.

Our County's citizens are not bothered by any number of 'wreck chasers' and 'vultures' when they are most vulnerable after a dramatic crash. We are fully invested in the County's anti-solicitation by-law that protects against chasers at the scene or within 200 meters of an accident scene.

Our association operates a dispatch system that ensures a timely response 24/7 of known and fully vetted towing and recovery resources to a given scene and at an officer's request. The officer knows who to expect and when.

The Wellington County O.P.P. Contracted Police Service has one phone number to call for service. The service is entirely cost free to the County and in fact has saved the Wellington County O.P.P. Contracted Police Service 221,390 minutes of dispatching time since the 2006 inception of the current practice of a single number some 17 years and 4 months ago. Valuable time resources are also realized at the administration level and at the roadside officer level.

The Wellington Recovery Group Association is looking to be a model community partner:

- We are about fair distribution of calls to qualified professionals and firms
- We represent good community minded people with good character and tremendous self governance and audit
- Auditable specifications of operations, equipment and insurance, as well as human resources have always been available to the Wellington County O.P.P. Contract Police Service
- Quarterly meetings at the county police building in Aboyne always have a police invitation and we would gladly invite a county representative when and if the county council deems it appropriate
- The Wellington Recovery Group Association is progressive, open to adapt, and receptive to new ideas and concepts as the County grows