



EXCLUSIVE TOWING SERVICE



**Because we care about
your safety!**

Votre 
gouvernement

Québec 

WHAT IS THE EXCLUSIVE TOWING SERVICE?

The exclusive towing service in the Greater Montréal region primarily exists to ensure your safety and that of all road users. It also offers the advantage of improving traffic flow. This is why the ministère des Transports du Québec (MTQ) has established this service, which is an essential link in the Greater Montréal highway traffic management system.

This service means that only towing companies under contract with the MTQ can tow a vehicle stopped on a clearly established road network (see map), which improves the quality and efficiency of towing services. Over 33,000 users resort to the exclusive towing service each year.

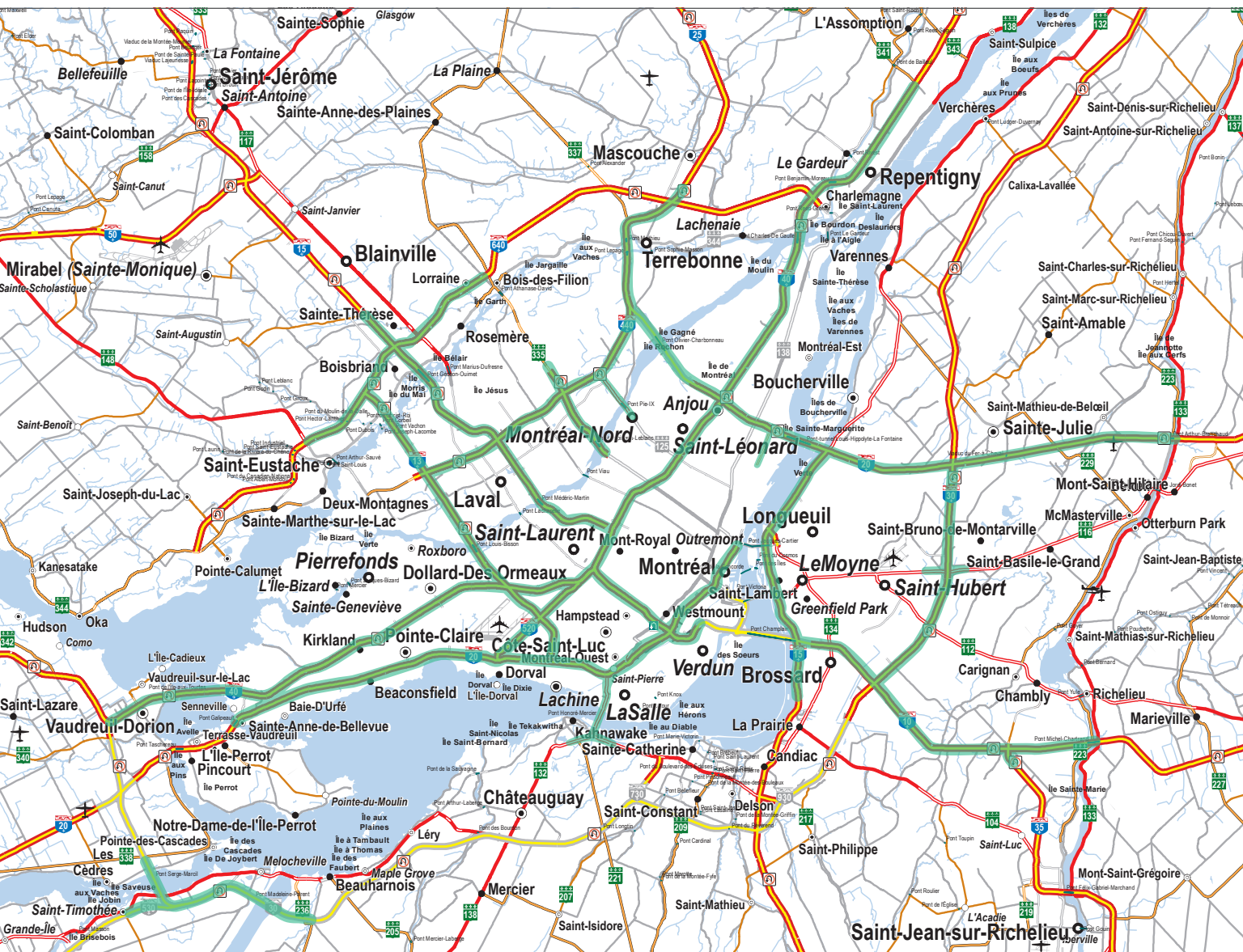




EXCLUSIVE TERRITORY

The exclusive towing service territory includes the expressways of the island of Montréal, Laval, and part of the South Shore and the North Shore, as well as bridges under provincial jurisdiction in the Greater Montréal region.

The exclusive territory covers over 325 km of expressways.



EXCLUSIVE TOWING IN A NUTSHELL

1

You **MUST USE THE SERVICES OF THE TOWING** company under **exclusive contract** with the MTQ.



2

It is recommended that you **WAIT IN YOUR CAR** until help arrives.



3

The basic towing rate includes the towing of your vehicle within a **10-KM RADIUS OR FOR THE DURATION DETERMINED ACCORDING TO THE TYPE OF INCIDENT**. Beyond this distance, an additional amount will be charged.



4

THE FOLLOWING MODES OF PAYMENT ARE ACCEPTED:

- cash, debit and credit card;
- other modes of payment: to be verified with the tow truck driver in advance.



5

For more details about the rates or any further information, visit the **QUÉBEC 511** website, more specifically the “**Exclusive Towing in the Metropolitan Area**” section, under “**Useful Links**”.




RIGHTS AND OBLIGATIONS

THE USER

- You must use the services of the towing company under exclusive contract with the MTQ on the road network covered by the exclusive towing service.
- You are not required to do business with a garage recommended by the tow truck driver. You decide where your vehicle will be towed. During busy periods, however, response time for towing over long distances may increase in order to ensure the availability of tow trucks in the exclusive territory. In this case, you will be driven, without additional charges, to the towing company's operations centre until a tow truck becomes available.
- The basic rate includes the towing of your vehicle within a 10-km radius or for the duration determined by the rate chart. It also allows you to have it towed to the towing company's operations centre and have access to a free parking space for six hours. If you wish, you may then call the towing company of your choice.

THE TOWING COMPANY

- The towing company undertakes to provide you with prompt, safe, courteous, high quality services, in accordance with the standards set by the MTQ.
 - It also undertakes to provide you with a bill that complies with the MTQ's requirements and the rate chart.
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HOW CAN WE FIND YOU?



When an incident occurs on one of the expressways covered by the exclusive towing service, it is reported to the integrated traffic management service centre of the MTQ in one of the following ways:

- by means of one of the many surveillance cameras installed on the road network;
- by one of the MTQ's highway patrollers;
- by a Sûreté du Québec officer;
- by a road user.

MTQ staff immediately sends appropriate help to your location to protect and assist you.

HAS YOUR CAR BROKEN DOWN ON THE EXCLUSIVE TOWING NETWORK? WHAT SHOULD YOU DO?



The presence of vehicles stopped on expressways greatly increases the risk of accidents.

If your vehicle is involved in an accident but can still be driven, you should clear the area as soon as possible:

- 1 by taking the next exit, ideally, or;
- 2 by moving your vehicle in an emergency parking space provided for this purpose or on a shoulder.

IS IT IMPOSSIBLE FOR YOU TO MOVE YOUR VEHICLE?

It is best to stay in your vehicle until help arrives. By leaving your vehicle, you run a high risk of being hit.

SAFETY REQUIREMENTS

Since February 2006, the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) tightened the security requirements imposed on exclusive towing companies. Since then, the presence of a protection vehicle to secure the area has been required for any intervention that involves a potential risk for the tow truck driver. It may not be possible for the tow truck driver to tow the vehicle immediately: for their own safety as well as your own, tow truck drivers must wait for the arrival of the protection vehicle.

TO REPORT AN INCIDENT



Did you witness an incident or did your vehicle break down on the exclusive towing network? You can report a situation that requires the assistance of a tow truck by calling the toll-free emergency line at any time at **310-4141**, or ***4141** if you have a cell phone.