CITY OF VANCOUVER

CITY CLERK'S OFFICE
Access to Information & Privacy Division

File No.: 2026-655

September 25, 2026

Scott Gilbert
[redacted]

Dear Scott:

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of July 27, 2026 under the ***Freedom of Information and Protection of Privacy Act*** for:

> **Regarding the two towing/impound incidents involving the specified vehicle on July 10, 2026 (tow from Powell Street near Heatley Street, invoice [redacted] and July 20, 2026 (tow from Main Street near Terminal Avenue/the 1500 block of Main Street), record held by Parking Enforcement/Engineering, 3-1-1, the City Impound Yard and its contractor-management or claims functions for:**
>
> 1. **tow requests, authorizations, classifications and dispatch/status timestamps;**
> 2. **truck/driver identifiers, pickup/destination, GPS/distance and loading-method fields retained for these incidents;**
> 3. **vehicle condition records, photographs or video;**
> 4. **invoices, receipts, payment, refund/adjustment and storage-charge records;**
> 5. **City emails, notes, call logs, complaints, claims and communications with Busters relating to the applicant or their vehicle;**
> 6. **release, owner-authorization and personal-property-access records; and**
> 7. **incident-specific records identifying any deletion, retention limit or transfer.**
>
> **Date range: July 10, 2026 to July 23, 2026.**

All responsive records are attached*. Some information in the records has been severed (blacked out) under s.14, s.15(1)(f), and s.22(1) of the Act. You can read or download these sections here: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00.

*Please note that the City of Vancouver does not have care and custody of Busters Towing records, therefore the City is unable to locate responsive records from Busters Towing.

Under Part 5 of the Act, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (2026-655); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

Kevin Tuerlings, FOI Case Manager, for

[Signed by Kevin Tuerlings]

April Miller
Director, Access to Information & Privacy

If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. You may also contact 3-1-1 (604-873-7000) if you require accommodation or do not have access to email.

Encl. (Response package)

:pm