

File No. 04-1000-20-2012-046

March 30, 2012

s.22(1)

Dear s.22(1)

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

I am writing in response to your request of February 13, 2012 under the *Freedom of Information and Protection of Privacy Act, (the Act)*, for:

**All monthly towing reports and/or summaries submitted by Busters Towing to the City of Vancouver since January 2011.**

All responsive records have been located and are attached with this letter. As the spreadsheet information is not necessarily intuitive, further explanations are provided below:

- The Bylaw Impound Yard is the only contracted service between the City and Busters - the Abandoned Vehicle Impound Yard/Service is under City of Vancouver management with Busters being hired as necessary to tow abandoned vehicles to the lot. Both sets of information are included because Impounded Vehicles that are not picked up after a certain length of time become Abandoned Vehicles, but not all Abandoned Vehicles come via that avenue.
- Bylaw Impound Vehicles are primarily those towed from No Parking Zone throughout the City for a variety of reasons, which Busters is contracted to handle.
- The Column under # of 1st Day is the Number of Vehicles Impounded for one day at \$ 8.00 per day Impound fees - fines for Bylaw Violation(s) and Towing Fees are in addition to the Impound Fees.
- The column "Number of Days" which follows shows that most vehicles are picked up during or after the 1st day or during the first day - there is a minimum of one day storage charge for an impound vehicle.

- The costs to the City of Vancouver for Busters contracted services are not included in the spreadsheet of course. So the revenue stream displayed in the spreadsheet is not an accurate portrayal of the financial balance sheet for these operations. Annual Financial Statements for all City of Vancouver operations are available in the Financial Services section of the City of Vancouver's public website.

If you have any questions or comments please feel free to contact me at any time.

Yours truly,



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*Encls.*

:bvf

**ABANDONED VEHICLE PROGRAM SUMMARY 2011**

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Complaints to P. Enf.	217	146	220	240	294	181	227	253	190	249	199	153	2569
Vehicles Tagged	94	88	93	102	86	95	116	110	86	121	100	85	1176
Vehicles Towed	53	54	40	53	45	52	36	49	38	36	62	50	568
Vehicles Scrapped - Value	26	26	25	30	46	10	27	34	49	0	30	36	339
Reclaimed Vehicles	16	14	25	17	14	14	10	15	26	15	28	25	219
AV Storage Days	276	324	328	261	232	406	239	236	210	209	197	225	3143
Vehicles Auctioned	0	1	0	8	1	1	6	0	8	0	0	11	36

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
AV Lot Cost	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$19,000.00	\$228,000.00
A2715 Trailer Rental	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 128.00	\$ 1,536.00
Administration - AV Lot	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 5,600.00	\$ 67,200.00
Towing Ser	\$ 8,509.78	\$ 8,523.73	\$ 4,742.53	\$ 8,820.52	\$ 9,066.77	\$ 5,260.18	\$ 5,926.68	\$ 7,045.80	\$ 6,452.25	\$ 3,472.83	\$ 8,854.44	\$ 7,698.57	\$ 84,374.08
Other Costs**	\$ -	\$ -	\$ 252.00	\$ 30.21	\$ -	\$ 770.28	\$ 5,596.00	\$ 1,215.20	\$ -	\$ -	\$ 364.00	\$ -	\$ 8,227.69
COV Staffing***	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 9,156.06	\$ 109,872.72
Totals	\$42,393.84	\$42,407.79	\$38,878.59	\$42,734.79	\$42,950.83	\$39,914.52	\$45,406.74	\$42,145.06	\$40,336.31	\$37,356.89	\$43,102.50	\$41,582.63	\$499,210.49

\* AV on street to Section 8 tows, tows to auction, tows to scrap  
 \*\* Key cutting, AV Decals, Lot Maintenance, ICBC, other services  
 \*\*\* Includes one Program Coordinator (Operations Supervisor), 1 PEO (AV).

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Scrapped Vehicles	\$ 4,701.76	\$ 5,219.20	\$ 4,879.67	\$ 4,083.74	\$ 9,703.12	\$ 1,324.31	\$ 6,231.34	\$ 6,332.76	\$11,567.78	\$ -	\$ 4,492.96	\$ 4,863.54	\$ 63,400.18
Reclaimed Vehicles*	\$ 1,571.76	\$ 1,391.57	\$ 2,442.58	\$ 1,679.14	\$ 1,319.29	\$ 1,730.62	\$ 1,576.04	\$ 1,489.28	\$ 2,466.39	\$ 1,504.25	\$ 2,735.85	\$ 2,613.36	\$ 22,520.13
AV Storage	\$ 2,437.12	\$ 2,846.87	\$ 2,894.08	\$ 2,338.56	\$ 2,078.72	\$ 3,637.76	\$ 2,396.80	\$ 2,114.66	\$ 2,525.16	\$ 1,872.64	\$ 1,765.12	\$ 2,016.00	\$ 28,923.49
Auctioned Vehicles	\$ -	\$ 3,545.00	\$ -	\$15,640.96	\$ 3,655.00	\$ 393.30	\$15,509.46	\$ -	\$18,794.56	\$ -	\$ -	\$13,960.15	\$ 71,488.43
Ticket Revenues	\$ 2,000.00	\$ 1,750.00	\$ 7,625.00	\$ 7,750.00	\$ 3,875.00	\$ 4,875.00	\$ 7,000.00	\$ 6,875.00	\$ 3,125.00	\$ 4,875.00	\$ 6,000.00	\$ 3,250.00	\$ 59,000.00
Totals	\$10,710.64	\$14,752.64	\$17,841.33	\$31,492.40	\$20,631.13	\$11,960.99	\$32,713.64	\$16,811.70	\$38,478.89	\$ 8,251.89	\$14,993.93	\$26,703.05	\$245,342.23

\*Tow Fee re-imbursed

	January	February	March	April	May	June	July	August	September	October	November	December	Totals
Net Cost	\$31,683.20	\$27,655.15	\$21,037.26	\$11,242.39	\$22,319.70	\$27,953.53	\$12,693.10	\$25,333.36	\$ 1,857.42	\$ 29,105.00	\$28,108.57	\$14,879.58	\$253,868.26