

File No.: 04-1000-20-2023-164

March 29, 2023

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 responding to your request of March 23, 2023 under the *Freedom of Information and Protection of Privacy Act* for:

City guidelines and policy relating to Buster's Towing contract and guidelines, including:

- 1. How Buster's Towing is supposed to treat and handle towing; and**
- 2. Customer guarantee policy.**

The records you have requested are publicly available; you can find the Buster's Towing contract on the City of Vancouver website at the following location:
<https://vancouver.ca/files/cov/2021-324-release.pdf>.

Please note that the Parking Enforcement and Operations branch has confirmed that there are no additional guidelines or policies relating to Buster's Towing conduct beyond what is established in the provided contract.

Under section 52 of the Act, and within 30 business days of receipt of this letter, 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 (#04-1000-20-2023-164); 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,

[Signed by Cobi Falconer]

Cobi Falconer, MAS, MLIS, CIPP/C
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If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Alternatively, you can call the FOI Case Manager at 604-871-6584.

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