



I want to change my PDV rates or rules

Do I need Board approval to change my PDV rates or rules?

Yes. You may only charge the rates that have been approved by the Passenger Transportation Board (Board). You may only apply rate rules that have been approved by the Board.

Rates are what you may charge passengers for a trip. **Rules** govern how you apply rates. If the Board's limousine rate rule applies to your service you do not need to apply to change rates that are within the minimum-maximum bands.

How do I put together an Application Package?

You start by collecting information to put in your application package. An application package must be complete. Incomplete application packages delay the processing of your application. Both the Passenger Transportation Branch and Board have application requirements.

Send your application to:

Passenger Transportation Branch

Ministry of Transportation and Infrastructure
313 – 1500 Woolridge Street, Coquitlam BC V3K 0B8

Phone: 604-527-2198

Fax: 604-527-2205

Toll Free: [Call the Enquiry BC number at 1-800-663-7867](tel:1-800-663-7867)

Email: passengertransportationbr@gov.bc.ca

The Branch reviews your application to confirm it is complete. If your application is complete, the Branch sends it to the Board. If your application is incomplete, the Branch

will ask to you to supply missing documents. Once you have supplied these, the Branch will send your application to the Board. If you do not supply the missing documents in the time set by the Branch, it will send your incomplete application to the Board. The Board may, after giving you notice, dismiss your application if you do not provide the required documents.

The Board has optional forms that you can use to submit your rates.

You should tell the Board why you need to change your rates. You should provide documentation to support your claims. If you are introducing new rules, you should explain any general terms used such as “children”, “group” or “senior”.

What do I need to put in an application package?

Use this checklist to make sure your application package is complete.

1. Required Forms

- Special Authorization Application to Change Rates & Rules for PDVs**
[Branch Form PTR 5026](#)
- Proposed PDV rates** *if applicable* [Optional Forms Package](#)

2. Required Materials

- Proposed rules** *if applicable* [Optional Forms Package](#)
- Rationale for Proposed Changes**
- Financial Information** Reference [Sheet 4](#)

Note *Do not include rates for services that you are not licensed or applying to provide. Do not “restate” terms and conditions of licence in your rates or rules.*

Is my information kept confidential?

Your application is public. The Board is required to publish notice of applications. The Board publishes application summaries every Wednesday in its “[Weekly Bulletin](#)”. This

Bulletin is posted on the Board’s website and is available to the public. People may make submissions on your applications. (See [Reference Sheet 8](#))

The Board keeps the following types of information confidential:

- private financial information (e.g. personal net worth statements)
- private business details (e.g. customer account information)

The Board considers contracts, including contract rates, as “confidential information”. The Board will not publish or disclose them unless the Board is required to do by legislation.

Other information submitted with an application may be made public. Board decisions are public. If your application goes to a public hearing, most exhibits entered at the hearing are public documents.

The *Freedom of Information and Protection of Privacy Act* may apply to information in your application package. See [Operational Policy II.7](#) for information on requests made under FIPPA.

What does the Board consider when it reviews my application?

The Board considers the following questions when deciding whether to approve rates or rule changes:

- Are the rates and rules clear and complete?
- Are the rates easy to understand?
- Are the rates simple to measure?
- Are the rates within industry norms for in the area or in a comparable area?

If you propose rates or types of rates that are uncommon for your type of service, say why.

How does the Board make decisions on applications?

Board members make decisions on applications. Members make their decisions based on the information the Board received during the application process. This information may include:

- information you submit with your application

- written submissions from other people
- your replies to the submissions
- follow-up information that the Board gets from you, submitters or another person.
(You will be able to see information from submitters or another person, unless it is confidential business information. If it is confidential business information, you will receive a summary of the information)
- information already available to the public (e.g. information on your website, previous Board decisions and information on the Board website)
- information the Board receives from a town council, tourist board or other community organization
- compliance information received from the Registrar of Passenger Transportation
- investigation reports from the Registrar and any comments received from you
- information from a public hearing

Other Information Available to the Board

The Board also has “[Operational Policies](#)” and “[Rules of Practice & Procedure](#)”. These are posted on the Board’s website. A policy or rule may apply to your application.

Board decisions are posted on its website. The Board decides each case on its own merits. It is not required to follow its previous decisions. However, the Board seeks to have consistency in its decisions.

How are the Board’s decisions issued?

The Board issues written decisions. The decisions include the reasons why the Board reached its decision. Decisions are sent to the applicant and the Registrar of Passenger Transportation. Decisions are published in the [Weekly Bulletin](#) and posted on the Board website. The Board process usually ends when the decision is made and published.

Can my decision be appealed?

There is no right of appeal of Board decisions. The Board may reconsider, vary or rescind a decision in two cases:

- (a) information has become available that was not available at the time the decision was made, or
- (b) there has been an error in procedure.

There must be a legal basis for reconsideration. Your decision cannot be reconsidered just because you disagree with it. For more information, see [Reference Sheet 14](#).