Timelines
1. Estimated Timelines to Process an Application

Most applications that come to the Board go through the following steps:

Step	Estimated Timeline	Set Timeline
Passenger Transportation Branch receives application, checks for completeness and forwards application to the Board office	**23-36 days**	
Board staff draft application summary, send it to the applicant for sign-off and publish it in the PT Board Weekly Bulletin	**3 days**	
Application is posted and submissions received **Note**: *Applications processed on the basis of "urgent public need" are not published*		**7 days** for transfer applications that are **administrative** **7 days** for amendment application to only add **engaged carrier authorization** **7 days** for rate change applications **10 days** for all other applications
Applicant Replies to submissions		**7 days**
Board staff prepare file overview for Board	**5 days**	
Board panel appointed by Chair and sent file	**2 days**	
Board panel receives file, considers material and makes a decision after a:		
• Review of file materials only	**30 days**	
• Board investigation (i.e. questions to applicant, submitter or other person)	**50 days**	
• Public hearing[1]	**150 + days**	

*More details about timelines for inter-city bus applications are set out in this September 2012 Industry Advisory.

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1. In any given year, very few files, if any, are set down for a public hearing

2. Performance Targets by Application Type

Based on the steps outlined above, the Board has set the following targets for processing applications. The Board seeks to process at least 75 % of all applications within the low target timeframe.

Process and Track	Low Target	High Target
Application Files	**# days**	**# days**
File Review	89 or less	90 - 156
Board Investigation	113 or less	114 - 192
Registrar	117 or less	118 - 205
Registrar Investigation and Hearing	197 or less	198 - 331
Hearing	178 or less	179 - 293
Urgent Public Need (UPN)	37 or less	38 - 75
Temporary Operating Permits (TOPs)	15 or less	16 - 30