



PROCESSING TIMELINES

Application Type & Description	*Estimated Timelines (Business Days - Monday to Friday, excluding statutory holidays)
<p>1. Licence Applications:</p> <p>a) General Authorization (Registrar Review and Decision) – Timelines between when an application is received at the Passenger Transportation Branch (Branch) and when it is reviewed by and the Registrar’s decision letter is issued to the applicant.</p> <p>b) Special Authorization (Registrar Review) – Timelines between when an application is received at the Branch and when it is assessed for administrative completeness and submitted to the Passenger Transportation Board for a decision.</p> <p>c) Special Authorization (Post Decision) – Timelines between when the Passenger Transportation Board’s decision is received at the Branch and, if approved, when a licence activation requirements letter is issued to the applicant.</p> <p>d) Issuance of a Licence (General and/or Special Authorization) – Timelines between when licence activation requirements (e.g. vehicle documents, fees) have been received at the Branch and when they are reviewed by Branch staff and a licence is issued.</p>	<p>Low Target: 24 days or less High Target: 25 days to 37 days</p> <p>Low Target: 23 days or less High Target: 24 days to 36 days</p> <p>Low Target: 5 days or less High Target: 6 days to 9 days</p> <p>Low Target: 5 days or less High Target: 6 days to 8 days</p>

** Actual processing timelines may vary depending on Passenger Transportation Branch workload volumes at the time of receipt. Estimated timelines are based on the assumption that the application is received at the Branch along with all the required supporting information and/or documentation.*



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<p>2. Replacement of Plate and/or Document:</p> <p>a) Timelines between when a Lost, Stolen or Damaged Plate and/or Document Declaration is received at the Branch and when it is reviewed by Branch staff and a replacement plate and/or document is issued.</p> <p>b) Timelines between when an application to Move Plate to Alternate (PTA) Vehicle application is received at the Branch and when it is reviewed by Branch staff and a replacement plate and/or document is issued.</p> <p>3. Temporary Operating Permit (TOP):</p> <p>a) Timelines between when a TOP application is received at the Branch and when it is assessed for administrative completeness and submitted to the Passenger Transportation Board for a decision or submitted to the Registrar for approval.</p> <p>b) Timelines between when the Passenger Transportation Board's decision for a TOP application is received at the Branch or approval is received from the Registrar and when a TOP is issued by Branch staff.</p> <p>Note: Based on the urgency of the TOP request targeted timelines may be affected and adjusted accordingly.</p>	<p>Low Target: 2 days or less High Target: 3 days to 5 days</p> <p>Low Target: 2 days or less High Target: 3 days to 5 days</p> <p>Low Target: 1 day High Target: 2 days to 3 days</p> <p>Low Target: 1 day High Target: 2 days to 3 days</p>

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