

**Processing Timelines
Passenger Transportation Branch (Branch)
(Passenger Transportation Registrar (Registrar))**

Application Type & Description	*Estimated Timelines (Business Days - Monday to Friday)
<p>1. Application Files:</p> <p>a) Timelines between when a General Authorization Application is received, reviewed, and a decision letter is issued to the proponent by the Registrar.</p> <p>b) Timelines between when a Special Authorization Application is received, assessed for being complete and submitted to the Passenger Transportation Board for a decision.</p> <p>c) Timelines between when the Passenger Transportation Board's decision is received at the Branch, and a requirements letter (if required) is issued to the proponent.</p> <p>d) Timelines between when a proponent has submitted licence activation requirements and a licence is issued by the Branch.</p>	<p>Number of Processing Days:</p> <p>Low Target: 24 days or less</p> <p>High Target: 25 days to 37 days</p> <p>Low Target: 23 days or less</p> <p>High Target: 24 days to 36 days</p> <p>Low Target: 5 days or less</p> <p>High Target: 6 days to 9 days</p> <p>Low Target: 5 days or less</p> <p>High Target: 6 days to 8 days</p>

**Processing Timelines
 Passenger Transportation Branch (Branch)
 (Passenger Transportation Registrar (Registrar))**

Application Type & Description	*Estimated Timelines (Business Days - Monday to Friday)
<p>2. Replacement of Documentation:</p> <p>a) Replacement of lost or stolen document (i.e. licence, vehicle identification certificate) or plate.</p> <p>b) Alternate plate replacement for a special authorization licence.</p> <p>3. Temporary Operating Permits:</p> <p>a) Timelines between when a Temporary Operating Permit is received, assessed for being complete 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 is received at the Branch or approval is received by the Registrar, and the proponent is issued a temporary operating permit by the Branch.</p> <p>Note: Based on the urgency of the permit request, the target baselines 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>

****The actual timelines may vary from one application type to another depending on workload volumes when received at the Passenger Transportation Branch. These timelines are based on the assumption that all required information and/or documentation is received at the Passenger Transportation Branch at time of submission.***