



Do I need Board approval to change or amend my terms and conditions of licence or to increase my fleet size?

Yes. If you want to change terms and conditions on your licence, other than those required by statute, you must submit an application to amend your licence.

The Passenger Transportation Board makes decisions on amendments to terms and conditions of licence.

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I. About Licence Amendments

You must submit an application if you want to amend terms and conditions on your licence relating to passenger transportation vehicles, originating areas and services or other requirements. You cannot apply to amend terms and conditions labelled “Legislative Requirements”.

If you want to **increase** your maximum fleet size, then you must apply to amend your licence. You cannot exceed the maximum fleet size or the maximum number of conventional taxis that are set out in your licence without Board approval.

Some types of amendments, such as changes in vehicle types or models (other than accessible taxis), adding a contract clause or applying to use single shift paired vehicles, may be considered “minor” in that they do not materially alter your service or impact other industry participants. For these amendments, all application requirements must be satisfied, but less detail may be provided. The Board determines if an amendment is minor and it may request more information from applicants.

Applicants are advised to delay the purchase, lease or rental of vehicles until approval is obtained.

II. Exclusions from PDVA Requirements and Exemptions from Licensing

Section 3(3) of the Passenger Transportation Act specifies vehicles that are excluded from the definition of passenger directed vehicles. These include: some patient transfer vehicles; vehicles that are part of tour packages, arranged by a licensed travel agent, that include at least one night’s accommodation; and vehicles travelling from outside British Columbia that do not pick up or drop off passengers in BC.

Section 5 of the Passenger Transportation Act lists exemptions from the Act and regulations. In these cases, no application or licence is required to operate.

III. Application Process

The Passenger Transportation Board (Board) and the Registrar of Passenger Transportation (Registrar) are separate entities with distinct responsibilities under the *Passenger Transportation Act*. The roles of each in the application process are explained below.

1. Branch Receipt of Application

Through the Passenger Transportation Branch (Branch) office, the Registrar accepts all applications (including those which require Board approval) and ensures that the applications are complete.

- You pay a fee of \$200 when submitting an application to the Branch office. If the amendment is to add vehicles and the application is approved, you must pay \$100 per vehicle that you activate. The Branch will advise you of payment processes.
- The Registrar verifies safety requirements and issues all licences. The Registrar is also responsible for initiating compliance and enforcement actions against both licensed and unlicensed operators.
- The Branch screens submitted applications prior to forwarding them to the Board in Victoria.
- If an incomplete application is received, the Branch will contact the applicant and request that missing information be provided within a specified time frame. If the due date is missed, the application fee will not be processed, and the application will not be forwarded to the Board for a decision. You will need to resubmit a complete package.

The filing of an application does not confer any permission or authority to operate a passenger transportation service.

Sending Your Application

Send your application to the [Passenger Transportation Branch in Coquitlam](#).

200 – 1500 Woolridge Street, Coquitlam BC V3K 0B8

Phone: 604-527-2198 Fax: 604-527-2205

Toll Free: Call Enquiry BC at 1-800-663-7867

Email: passengertransportationbr@gov.bc.ca

Web: [Registrar & Passenger Transportation Branch](#)

2. Board Decision-Making Process

The Board is an independent tribunal in British Columbia established under the *Passenger Transportation Act*. The Board's primary responsibility is to make decisions on applications relating to the licensing of passenger directed vehicles (e.g. taxis, limousines, shuttle vans, transportation network services) and inter-city buses in British Columbia. The Board also sets the terms and conditions of licence that will apply to your operations.

Publication & Submissions

Using information in your application, Board staff draft and email you an Application Summary that includes proposed terms and conditions for providing the transportation services you seek.

After you confirm that the Application Summary is correct, we publish it in the Board's *Bulletin*, typically on Wednesdays at the end of the business day. However, the *Bulletin* also may be published on days other than Wednesday.

Within 10 days of its publication, anyone may send the Board a written submission with the required \$50 submission fee. Local governments and First Nation governments may also comment on an application; however, a submission fee is not required.

You will receive a copy of all submissions and comments, and you will have 7 days to send a reply to the Board.

Further information on submissions can be found on the [Making a Submission webpage](#) and in [Reference Sheet 8](#).

After the submission and reply period ends, the Chair of the Board appoints a panel of one or more Board members to review and decide the application.

Information & Evidence

Board members make decisions based on information and evidence that they receive 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 person¹;
- information from you, the Branch, Board or Government that is available to the public (e.g. information on your website, information the Board website, etc.);
- information the Board receives from first nation councils/nations or local governments;
- compliance information received from the Registrar of Passenger Transportation;
- investigation reports from the Registrar of Passenger Transportation and any comments received from you;
- information from a public hearing; and
- when it is available, data collected from taxis, transportation network services; and limousines and passenger directed vehicle operators in an area.

Decisions

Application decisions are made by Board members. Staff do not make decisions on applications.

The Board makes its decision according to its mandate as set out in section 28(1) of the [Passenger Transportation Act](#), as outlined in section 3 below. The Board decides each case on its own merits. However, the Board also seeks to have consistency in its decisions.

¹ 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 as set out in [Board Rule 18](#) (“Confidential Information from a Submitter”).

To approve an application, the Board must also be satisfied that applicants have shown that the as licensees they would meet the requirements of the Passenger Transportation Act and regulations, including those relating to drivers and vehicles.

Decisions are emailed to applicants and the Branch, then published in the *Bulletin*.

3. Board Considerations

When making a decision on your application, the Board must consider the three factors set out in section 28(1) of the Passenger Transportation Act. These are set out below.

- ***Applicant Fitness***

The Board considers applicant fitness matters in two parts:

- (i) Are you a “fit and proper person” to provide the proposed service?
- (ii) Are you capable of providing that service?

Reference Sheet 19 provides detailed information about the factors and information the Board considers regarding the above questions. The reference sheet informs applicants of obligations and requirements they are assessed on and with which operators must comply after a Special Authorization licence has been approved and issued.

- ***Public Need***

The Board must consider whether there is a public need for the service that you propose to provide. This requires you to demonstrate that there are people who would use your service. The Board expects you to prove there is public need throughout the area you have applied for and your reasons for asking for a specific number of vehicles.

Reference Sheet 20 provides more information on the type of factual information applicants can provide to demonstrate public need as well as factors that the Board may consider when considering sound economic conditions.

- ***Sound Economic Conditions***

The Board must consider whether your application, if approved, would promote sound economic conditions in the passenger transportation business in this province. The Board strives to balance public need for available, accessible and reliable commercial passenger transportation services with overall industry viability and competitiveness. The Board considers this issue from a wide-ranging perspective, which includes consideration of harm to other industry participants.

4. Licences Issued by the Branch

If your application is approved in whole or in part by the Board, and the Registrar is satisfied that the applicant meets the requirements set out in s. 29(1) of the *Passenger Transportation Act*, the Registrar will issue a passenger transportation licence that includes the amendments. The service you provide must comply with the Board's terms and conditions of this licence. The Registrar must issue a licence **before** you may implement any approved changes to your licence.

Any changes to legal name, sole proprietor, partners or company CEO & local GM, business mailing address/physical location of records, or signing authorities require submission of forms available on the [Branch forms webpage](#) and must be submitted to the Branch.

IV. Checklist for Applications

This section lists the forms and documents that you must provide with your application. More details about application requirements are provided in the forms themselves, and in Section V: [More Information About Required Attachments](#).

1. Branch Forms (no electronic signatures permitted) & Fees		
<input type="checkbox"/>	Special Authorization Licence Application form	LINK
<input type="checkbox"/>	Fee: Non-refundable fee of \$200 payable to the Minister of Finance by cheque, money order or credit card (the Branch will contact you by telephone for authorization if using a credit card)	ATTACH
<input type="checkbox"/>	Identification Documents Business/Organization (required only if located outside British Columbia)	ATTACH
<input type="checkbox"/>	Signing Authority form	LINK
2. Board Forms		
<input type="checkbox"/>	Vehicle Proposal (PDVA) form, if applying to increase fleet size	LINK
<input type="checkbox"/>	Proposed Terms and Conditions of Licence (PDVA) form, if applying to change terms and conditions other than maximum fleet size.	LINK
<input type="checkbox"/>	Municipal Notice Form: Taxi Applications	LINK
<input type="checkbox"/>	Public Explanation of Applications (PDVA) form	LINK
<input type="checkbox"/>	Disclosure of Unlawful Activity & Bankruptcy form	LINK
<input type="checkbox"/>	Declarations form	LINK

3. Application Attachments		
The following documents are also required and will assist the Board in its consideration of the three factors set out in <u>section 28(1) of the Passenger Transportation Act</u> .		
<input type="checkbox"/>	Business Plan Update	ATTACH
<input type="checkbox"/>	Financial Information <ul style="list-style-type: none"> • All Applicants: Cash Flow Projections & Income Statements • Companies: Balance Sheet • Sole Proprietors or Partnerships: Personal Net Worth Statements 	ATTACH
<input type="checkbox"/>	Public Need Indicators	ATTACH
<input type="checkbox"/>	Accessible Service Plan (Not required for towns of less than 15,000.)	ATTACH
<input type="checkbox"/>	Proposed Rates, <i>if required</i>	ATTACH

V. More Information About Required Attachments

This section provides more detailed information on “Application Attachments” that are listed in the checklist in the previous section.

Attached Document	Requirements
Business Plan Update	<p>You must submit a Business Plan Update with your application. This Update is a modified business plan that focuses on the changes you are applying for and how they will affect your business and operations. .</p> <p>A Business Plan Update should contain enough detail to make sure the Board understands what changes you are seeking, how they will affect your operations and why the changes are necessary.</p> <p>See Board Reference Sheets on <u>Business Plan Updates</u> and <u>Sample Business Plan Outlines</u>.</p>
Cash Flow Projections	<p>Provide month-by-month cash flow projections for 36 months. Break projections down to the main expense and revenue categories for your operation. See <u>Reference Sheet 4: Financial Information</u> for more information.</p>
Balance Sheets or Personal Net Worth Statements	<p>If you are a company, submit a balance sheet. If you are sole proprietor or partnership, submit a personal net worth statement. See <u>Reference Sheet 4: Financial Information</u> for more information.</p>

Income Statements	If you operate a passenger transportation business, you must submit income statements for the past 2 years . If you have not operated for 2 years, then submit income statements that include the months you have operated. See Reference Sheet 4: Financial Information for more information.
Public Need Indicators	A “public need indicator” is factual information that shows there is a public need your proposed transportation service in the area you want to serve. The Board wants you to analyze the information you put in your application to show public need. How does this information show public need for: (a) more of the service that you are applying for, and (b) the number of vehicles you are asking for? Reference Sheet 20 provides more information on public need indicators.
Accessible Service Plan	All applicants should include information on accessible services in their communities in their application. If you are applying for wheelchair accessible taxis, you must include an Accessible Service Plan. Refer to Reference Sheet 7 for information on what to include in a plan. A full accessible service plan is not required for taxi operators in communities of under 15,000 people.
Proposed Rates	If the amendment you are applying requires a new rate, then you must submit proposed rates with your applications. For example you would submit new rates, if you were applying for a new operating area with rates different from those currently approved. The Board has developed the following forms that you may submit: Metered Taxi Rates Hourly Rates Point-to-Point Rates Individual Fares . Crew Transport & Contract Rates If you are applying to provide crew transport service and meet the requirements of Rule 49 of the Board’s Rules of Practice and Procedure, then you are not required to submit these contract rates for Board approval. All other rates require Board approval. Note: If want to change your current rates, then you would need to submit a Change of Taxi Rates application .

VI. Other Information Available to Applicants

The Board’s [website](#) has additional information available to applicants. This includes information on legislation and Board policies and rules, applications and reference sheets, rates, industry specific matters and rates.

VII. Confidentiality

The Board keeps the following types of information confidential:

- private financial information (e.g. personal net worth statements)
- private business details (e.g. contracts, customer account information, detailed expansion processes)
- information from criminal record checks that is not public and other personal information (e.g. “Disclosure of Unlawful Activity and Bankruptcy” form)

Other information submitted with an application may be made public. Board decisions are public. The *Freedom of Information and Protection of Privacy Act* may apply to information in your application package

VIII. Reconsiderations

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

- 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.

For further information, see [Reference Sheet 14: Options after a Decision.](#)

IX. Contacts

For further information or questions on the Board’s process, contact the Board at the following link:

Passenger Transportation Board

202 – 940 Blanshard Street

P.O. Box 9850 STN PROV GOVT, Victoria, BC V8W 9T5

Phone: 250-953-3777 Fax: 250-953-3783 Email: ptboard@gov.bc.ca