



Do I need Board approval to change my rates?

Yes. You may only charge rates that have been approved by the Passenger Transportation Board.

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I. About Rates for Limousine & Other PDVAs

Operators of limousines and other Passenger Directed Vehicle Authorizations (PDVAs) must comply with the minimum and maximum rates, as well as rules governing the rates, that are set in out the Board's BC limousine rate rule. Operators may adjust rates within the set parameters without Board approval.

Other licensees, such as those operating shuttle services English-as-Second Language student services, will need Board approval to change their rates.

Rates for crew transportation do not need Board approval if:

- a. You have a contract or agreement in principle to provide crew transportation services to a company or its agent; and
- b. You have, or are applying to have, a crew transportation service limitation on your licence.

Crew transportation rates apply to contracts with Canada Post, school boards, railway companies, etc.

II. 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.
- 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 change your approved rates.

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 or approves rates that apply to passenger directed vehicles.

Publication & Submissions

Using information in your application, Board staff draft and email you an Application Summary that includes the rates you propose.

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 7 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; limousines and other passenger directed vehicle operators in an area.

Decisions

Rate change application decisions are made by Board members. Staff do not make decisions on applications. Decisions are emailed to applicants and the Branch, then published in the *Bulletin*.

3. Board Considerations

Under section 7(1)(f) of the Passenger Transportation Act, the Board may approve, or set, for the purpose of establishing just and uniform charges, rates to be charged by a licensee with a passenger directed vehicle authorization. The Board may also make rules respecting rates.

The Board considers the following questions when deciding whether to approve rates or company-specific rules:

- 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 similar services in the area or in a comparable area?

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”).

III. 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 IV: [More Information About Required Attachments](#).

1. Branch Forms (no electronic signatures permitted) & Fees		
<input type="checkbox"/>	Special Authorization Application to Change Rates & Rules 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
2. Attachments		
The following documents are also required and will assist the Board in its consideration of the three factors set out in section 28(1) of the <i>Passenger Transportation Act</i> .		
<input type="checkbox"/>	Proposed Rates (see next section for links to rates forms)	ATTACH
<input type="checkbox"/>	Financial Information <ul style="list-style-type: none"> • Cash Flow Projections • Balance Sheet & Income Statements 	ATTACH
<input type="checkbox"/>	Rationale for Proposed Changes	ATTACH

IV. More Information About Required Attachments

Attached Document	Requirements
Proposed Rates & Rules	Rates and rules must be clear and easily understood. To submit the metered rate changes you charge, you may use the following forms: Hourly Rates , Point-to-Point Rates or Individual Fares <i>Note: Do not include rates for services that you are not licensed to provide.</i>
Cash Flow Projections	Provide month-by-month cash flow projections for 36 months . Break projections down to the main expense and revenue categories for your operation. See Reference Sheet 4: Financial Information for more information.

Balance Sheets or Personal Net Worth Statements	If you are a company, submit a balance sheet. If you are sole proprietor or partnership, submit a personal net worth statement. See Reference Sheet 4: Financial Information for more information.
Income Statements	Submit an income statement 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.
Rationale for Proposed Changes	You must tell the Board why you are seeking these proposed changes. This rationale should be supported by objective, factual information. Your financial information should support your rationale.

V. 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 as well as [taxi rates](#).

VI. 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)

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

VII. Reconsideration

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](#).

VIII. 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