

About the Passenger Transportation Board

The Passenger Transportation Board (Board) is an independent administrative tribunal in B.C. established under the [Passenger Transportation Act](#). The Board's primary responsibility is to make decisions on special authorization applications relating to:

- Passenger directed vehicle authorizations (i.e., taxis, limousines, shuttle vans)
- Inter-city bus authorizations
- Transportation network service (TNS) authorizations (i.e., ride-hailing)

The Board is an economic regulator, expected to balance the sectors of the passenger transportation industry in the public interest. The Board can make decisions that affect many industry participants at once.

Mission

Sustainable, accessible, and safe passenger transportation services for all across British Columbia.

Vision

The Board licences and regulates passenger directed transportation and inter-city buses through objective, evidence-based decision-making to meet public need and promote sound economic conditions.

Values

Service to the Public

Accessibility: People throughout B.C. have accessible and inclusive passenger transportation options.

Affordability: People throughout B.C. have affordable passenger transportation options.

Demand: There are people who would support and use the passenger transportation service.

Safety: People throughout B.C. have safe and secure passenger transportation services.

Service Quality: People throughout B.C. have access to high quality passenger transportation services with adequate supply.

Regulating the Industry

Competition: B.C.'s passenger transportation industry encourages healthy competition among a variety of service providers.

Innovation: B.C.'s passenger transportation industry is innovative and embraces emerging technology.

Sustainability: B.C.'s passenger transportation industry strives to be environmentally and economically sustainable over the long term.

Variety: B.C.'s passenger transportation industry supports a variety of passenger transportation options and services.

Independent Tribunal

Administrative Fairness: The Board upholds principles of administrative fairness and impartial decision-making as an independent tribunal and in accordance with its legislated mandate.

Equitable Regulatory Framework: The Board balances economic opportunities equitably across different sectors and business models.

Evidence-based: The Board makes objective, data-driven, and evidence-based decisions.

Integrity: The Board acts ethically and accountably.

Transparency: The Board communicates clearly what we do and how we do it.

You can read more about the Board's work in its [Annual Report and Strategic Plan](#).

What the Board does

The Board is responsible for making objective, evidence-based decisions on applications for special authorization passenger transportation licences.

If an application is approved, the Board is responsible for setting rates and the terms and conditions of licence which can include:

- Fleet sizes (how many passenger directed vehicles can be on the road)
- Operating areas
- Service limitations

The Board may also hear appeals regarding administrative penalties (including fines and licence suspensions) that are imposed on an operator by the [Registrar of Passenger Transportation](#).

How the Board and the Registrar work together

The Passenger Transportation Board is different than the Registrar of Passenger Transportation located in the Ministry of Transportation and Infrastructure. They each have different responsibilities under the Passenger Transportation Act.

The Registrar is responsible for:

- Processing applications and issuing licences for Special Authorization and General Authorization passenger transportation licences
- Enforcing imposed terms and conditions of licence and deals with commercial passenger transportation licensing and compliance
- Making sure commercial passenger transportation operators meet and follow requirements for the industry

Strategic plan and annual reports

[Strategic plan 2023-2026\(4 MB\)](#)

[Strategic plan 2019-2022\(256 KB\)](#)

[Annual report 2022/2023\(6 MB\)](#)

[Annual report 2021/2022\(5 MB\)](#)

[Annual report 2020/2021\(1 MB\)](#)

[Annual report 2019/2020\(6 MB\)](#)

[Annual report 2018/2019\(915 KB\)](#)

[Annual report 2017/2018\(992 KB\)](#)

[Annual report 2016/2017\(801 KB\)](#)

[Annual report 2015/2016\(2 MB\)](#)

[Annual report 2014/2015\(3 MB\)](#)

[Annual report 2013/2014\(1002 KB\)](#)

[Annual report 2012/2013\(2 MB\)](#)

[PIDA annual report 2023/24\(66 KB\)](#)

Board members and staff

Passenger Transportation Board members are appointed by the Lieutenant Governor in Council (Cabinet). Appointment processes and terms are governed by the [Administrative Tribunals Act](#).

Board member	Original appointment	Expiry of current appointment
Baljinder Narang, Chair	October 1, 2023*	October 1, 2026
Carmela Allevato	November 5, 2018	November 5, 2024
Garland Chow	April 27, 2020	November 5, 2024
James Savage	August 7, 2020	November 5, 2024

Board member	Original appointment	Expiry of current appointment
Mary Childs	November 19, 2021	November 19, 2025
Kyong-ae Kim	November 19, 2021	November 19, 2025

* Baljinder Narang was first appointed as a Member of the Board on March 11, 2019.

- [Appointment dates and terms for all Board members](#)
- [Passenger Transportation Board remuneration plan 2021\(200 KB\)](#)
- [Code of conduct for Board members\(505 KB\)](#)
- [May 2012 MOU between Passenger Transportation Board and Ministry\(2 MB\)](#)

The Board is supported by a staff of 16 full-time employees. Staff handle the administrative functions and respond to applicant inquiries. Once the Board receives an application, [all communications with the Board](#) by applicants goes through the staff. Board members do not discuss application matters with applicants unless there is an oral hearing or pre-hearing conference.

Staff	Position
Heather Stewart	Executive Director
Robert Lawson	Director, Policy and Projects
Jessica Sharpe	Director, Operations

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