



***passenger***  
**TRANSPORTATION BOARD**

Annual Report  
2020/21



August 31, 2021

The Honourable Rob Fleming  
Minister of Transportation and Infrastructure  
PO Box 9055  
Stn Prov Govt  
Victoria, BC V8W9E2

Dear Minister Fleming:

RE: Passenger Transportation Board 2020/21 Annual Report

I am pleased to forward to you the Passenger Transportation Board's Annual Report for the year April 1, 2020 to March 31, 2021. This report has been prepared for your review pursuant to Section 22.1 of the *Passenger Transportation Act*.

Yours truly,



Carmela Allevato  
Chair  
Passenger Transportation Board

Enclosure

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## Message from the Chair

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To say that the COVID-19 pandemic created challenges for the passenger transportation industry in 2020-2021 is an understatement. All areas of the business saw demand for their services plummet. Taxi companies, limousines, and inter-city buses operated at much reduced levels and some stopped operating altogether. A number of transportation network companies licensed to provide transportation network services (TNS) were unable to commence operations. The Board's response to these challenges are set out in this report, but more remains to be done.

The declaration of a state of emergency due to the COVID-19 pandemic occurred mere weeks after the initial board TNS decisions. The decisions were made pursuant to the 2019 amendments to the *Passenger Transportation Act* that allowed for the licensing and regulation of ride-hailing. In those decisions, the Board deferred making key rulings until such time as it had the necessary objective information. The pandemic has affected the timeline for dealing with these key issues. In addition, the Board's internal organizational review revealed resource that are obstacles to the Board carrying out its expanded mandate. We look forward to addressing these obstacles.

The Board is committed to being transparent, inclusive, and accountable. We are taking steps to re-engage with our stakeholders to ensure that, as we emerge from the pandemic, there will be a vibrant and economically sound passenger transportation industry in our province.

I want to recognize the contribution of current and former Board Members and , and in particular Catharine Reid who served as Chair for half of the period of this report.

## Territorial Acknowledgement

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The Passenger Transportation Board acknowledges the traditional territories of the many diverse Indigenous Peoples in the geographic area we serve. With gratitude and respect, we acknowledge that the Board's office is located on the traditional unceded territories of the Lekwungen speaking peoples (Songhees and Esquimalt), who are the traditional keepers of this land and whose historical relationships with this land continue today.



## About us

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The Passenger Transportation Board (the “Board”) is an independent tribunal established under the *Passenger Transportation Act* (the “Act”) to regulate and oversee the commercial passenger transportation industry in British Columbia, including taxis, limousines, shuttle vans, inter-city buses, and ride-hailing.

The Board was established in 2004, when the Act was brought into force. Originally, the Board’s mandate was application-driven, to make decisions on licensing of commercial passenger directed vehicles. The Board is also responsible for determining appeals of administrative penalties imposed by the Registrar of Passenger Transportation. The Board typically receives approximately 200 applications and 1-3 appeals in a year. See Appendix 1 for full details of the regulatory framework in place.

The Board must be composed of a minimum of three Members. Currently the Board consists of six part-time Members (see Appendix 2 – Member Biographies), including the Chair. Members are appointed to the Board by the Lieutenant Governor in Council

after a merit-based process. Board Members come from diverse backgrounds in business, commerce, and government and are commonly active in their communities, serving on various agencies or boards.

The Board is served by seven full-time . Board are public servants with the province of BC and hired through a merit-based competition process. The Board office is located in Victoria. Board Members and are committed to fostering a culture of professionalism, administrative fairness, and good governance. The skills, expertise, and knowledge of Members and are key to the Board’s success.

The Board meets at least every quarter and sometimes more often depending on issues of the day. Board meetings focus on policy, procedural matters, and emerging issues affecting the commercial passenger transportation industry. Application and appeal decisions are not made at Board meetings.

The Board may seek stakeholder perspectives on new initiatives and policies. Stakeholders include industry associations, licensees, local governments and First



Nations organizations, persons with disabilities, seniors, and the travelling public.

innovative ways to respond to change, increase  y, and streamline its processes.

The Board published a [three-year Strategic Plan](#) in 2019 which outlines policy development, operational projects, and governance work goals. In carrying out its responsibilities, the Board continually seeks

## Guiding Values

The Board is guided by six values.

**Integrity** – ethical, professional and honest conduct by all members and   of the Board.

**Fairness** – impartial decision making in accordance with the principles of administrative justice and the Board’s legislative mandate; just treatment of applicants and submitters and others who participate in Board processes.

**Evidence-based** – a measured, evaluative and evidence-based approach to decision making.

**Respectful** – courteous, fair and   treatment of all persons in contact with the Board.

**Accountable** – clear understanding of duties and responsibilities and open and transparent information about the board’s operations and decisions.

**Responsive** – accessible and understandable policies and processes, and provision of accurate and timely communication on Board decisions.



# Operational Highlights and Updates 2020/21

## COVID-19 Pandemic Response

In March 2020, the province declared a state of emergency in response to the COVID-19 pandemic. The COVID-19 pandemic had swift and unpredictable impacts on the provincial economy including the passenger transportation industry. The Board took quick action and followed provincial orders to ensure that passengers were protected and safe, which meant transitioning to remote working from home for most staff. In-person Board meetings were also suspended and moved to online video conferencing platforms.

The Board recognized the impact of COVID-19 on the passenger transportation industry the importance of providing licensees with the support they needed to respond quickly to public safety and transportation needs as they changed during the pandemic. For example:

- Inter-city bus operators were given the temporary option to reduce or suspend scheduled service that they are normally required to provide.
- As most police detachments closed in-person services for criminal record checks due to the pandemic, the Board

accepted temporary alternatives for applicants to provide a criminal record check, either conducted online by the BC Commissionaires or a criminal record check completed within 12 months of the date the application was received by the Registrar.

- A BC-wide extension for the activation of taxi modernization vehicles was granted to all taxi licensees.

## Judicial Review

In January 2021, the BC Supreme Court dismissed Vancouver taxi companies judicial review concerning Board decisions on the approval of two TNS (ride-hailing) licences.

[Yellow Cab Co. v. Passenger Transportation Board](#), [2021] B.C.J. No. 89, 2021 BCSC 86, British Columbia Supreme Court, January 20, 2021, S. Wilkinson J.

In its decision, the BC Supreme Court placed emphasis on the Board's assurance that it would gather more information and monitor the industry and make changes if the data suggested this was necessary.



## Expanded Mandate

Amendments to the Act and Regulation came into force in September 2019 which expanded the Board's role and changed its mandate as a result of several factors:

- Introduction of Transportation Network Services, also known as ride-hailing.
- Expansion of the Board's jurisdiction as:
  - Independent decision-maker with exclusive jurisdiction over key aspects of the passenger transportation industry;
  - Economic regulator expected to equitably balance sectors of the passenger transportation industry in the public interest; and,
  - Integrator of broader policy goals (such as climate change and accessibility) into the passenger transportation framework.
- Direction that the Board collect, analyze, and provide data to support objective, evidence-based decision-making.

These amendments had far-reaching effects on the work of the Board. The Board is now dealing with much more complex issues that require

resources to analyze economic data and information in support of objective evidence-based decision-making. As a result of the Board's expanded mandate, there are greater expectations about the rigor and transparency of Board processes. The Board requires resources and data to achieve its expanded mandate.

## Resources

Since 2019, the Board has undergone a mandate expansion without receiving resources over the period of this annual report to achieve its future state. The Board undertook an organizational review in the fall of 2020 and requested a base budget lift to move into a new organizational structure to support its expanded mandate.

The organizational review in fall 2020 revealed a number of factors that were negatively affecting the ability of the Board to meet its expanded mandate. In particular, the Board continued with its pre-2019 roles, structures, and processes, which did not support the Board's expanded mandate. Over this period, the Board expanded its mandate and designed a new structure for its future state.

With additional resources to analyze data and undertake dynamic economic modelling about passenger transportation in BC,



the Board will be able to make well-reasoned objective, evidence-based decisions that the legislative mandate and policy objectives set for the Board by the legislature and government. Additionally, it will be able to support the passenger transportation industry as it emerges from COVID-19.

### **Data**

All taxi licensees and TNS operators are required by the legislation and the terms and conditions of their licences to provide trip data to the Ministry of Transportation and Infrastructure's Data Warehouse Team.

Like many other administrative bodies, the Board makes decisions about individual applications. In making these decisions, under its expanded mandate, the Board is required to engage in systems-level analysis rather than merely assessing the merits of the discrete application. The Board is required to gather and analyze data about passenger transportation in the province to assess public need for new services and to evaluate the

impact of an application on any aspects of the sector.

At the end of 20/21, all eight (8) approved TNS companies in operation were providing performance data to the Ministry's Data Warehouse. A limited percentage of the 231 taxi licensees in the province had provided trip data to the Ministry. Further, the quality of the data submitted by taxi licensees was not y reliable to enable objective evidence-based decision-making.

There is a connection between reliable trip data from the taxi industry and the Board's ability to make objective evidence-based decisions. Without data, the Board is not able to monitor and review the passenger transportation industry and make systemic decisions (i.e., size, rates, operating areas etc.). Given the dispersed data submission from taxi licensees in the province, combined with data quality issues, the Board has yet to utilize this data for decision-making purposes.



## TNS Applications

Between April 1, 2020 and March 31, 2021, the Board received a total of 16 TNS applications. Of these, the Board issued eight approvals, two refusals, and six were in process.

TNS Companies that Applied in 2020/21 and were Approved by Region				
Region 1 Lower Mainland, Whistler	Region 2 Capital Regional District (CRD)	Region 3 Vancouver Island, excluding CRD	Region 4 Okanagan- Kootenay Boundary- Cariboo	Region 5 B.C. North Central & other regions of B.C.
Tappcar Inc. In Orbis Corporation AZAD, Payam Yellow Cab Company Ltd Vancouver Taxi Ltd Vancouver Taxi Ltd dba Handicapped Cabsi	Tappcar Inc. In Orbis Corporation ReRyde Technologies Inc	Tappcar Inc. In Orbis Corporation ReRyde Technologies Inc	Tappcar Inc. In Orbis Corporation ReRyde Technologies Inc	In Orbis Corporation ReRyde Technologies Inc Prince George Taxi Ltd.*

\*Prince George Taxi applied in 2019/20 for a TNSA and it was approved in 2020/21.

A complete list of all TNS application decisions issued by the Board can be found on the [Board's website](#).



Total TNS Applications received since December 2019:

TNS Applications	Number
TNS Applications Approved	23
TNS Applications Refused	20
TNS Applications Withdrawn	2
TNS Applications in Progress	6

Three other applications were approved which allowed operators to reduce services as well as have greater . Two other applications were refused.

### Other Board accomplishments in 2020/21 (Appendix 3)

### Inter-city Bus Applications

The Board received eight inter-city bus applications in 2021/22 (See Appendix 4).

Six applications were approved and expanded the BC network of inter-city bus services to include:

- New service from Port Hardy to Campbell River (replacing service previously provided by another carrier)
- Additional route between Osoyoos and Kelowna
- Additional service between Kamloops and the BC/Alberta border



## Types of Applications

The Board has the authority to approve three different types of authorizations:

- **Inter-city Bus (ICB) Authorization** – for operators that wish to provide inter-city bus service in the province.
- **Passenger Directed Vehicle (PDV) Authorization** – most commonly used for taxis but also a small number of applications from other types of PDV such as shuttle buses or limousines.
- **Transportation Network Service (TNS) Authorization** – also known as ride-hailing.

Applicants can apply for a new authorization or if they already have a licence, they can apply to amend their licence or to transfer their licence to another

entity. Amendments to licence could be a change to terms and conditions, addition of vehicles or an increase/decrease in services

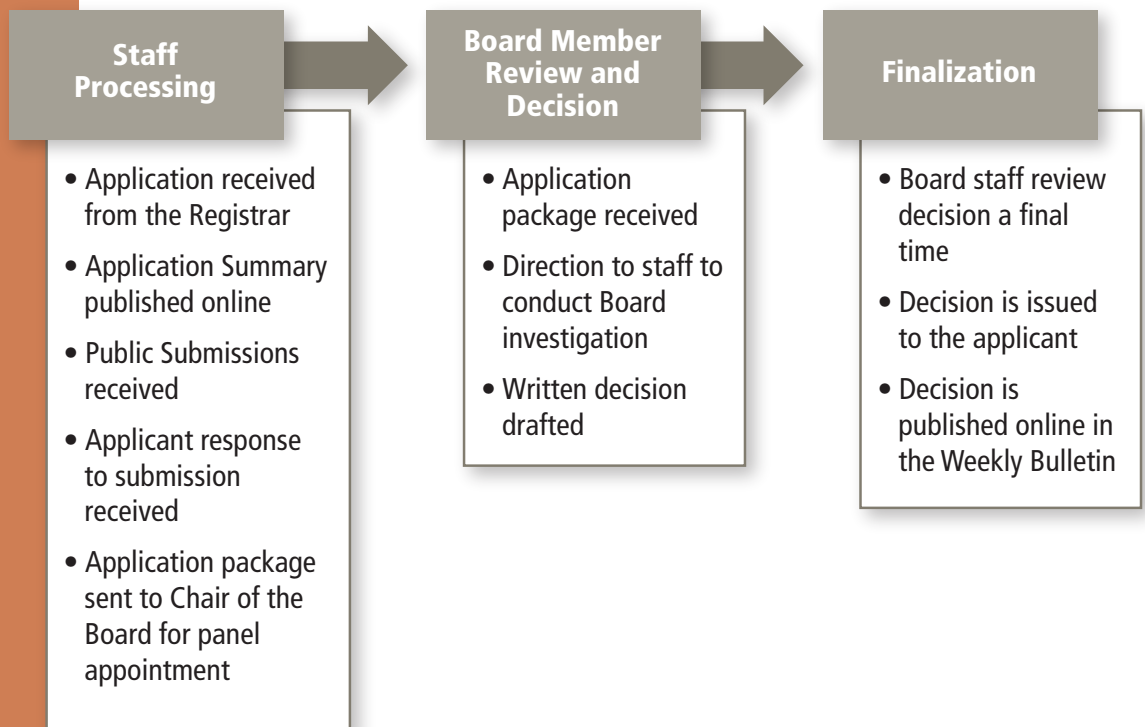
provided. PDV applicants can apply for a Temporary Operating Permit (TOP) or a Peak Season Temporary Operating Permit (PSTOP) if they have an “urgent” and “temporary” need for the vehicles.

The Board processes some applications on the basis of “urgent public need” (UPN). This is an exception to regular processing. If applications are processed based on UPN, they are not published. Submissions are not sought. The Board uses the UPN option when it is determined that the public has an urgent need for the transportation service. The Board has processed some taxi and ICB applications on the basis of urgent public need.



## How the Application Process Works

There are 13 different applications that the Board receives, and each application has a unique process. However, there are three main stages that all applications decided by way of a written hearing go through.



Most applications received are conducted by way of a written hearing, but a very small percentage of applications are decided by way of an oral hearing. There were no oral hearings conducted in 2020/21.

### Appeal Process

The Board also hears appeals regarding administrative penalties (including and licence suspensions) that are imposed on an operator by the Registrar of Passenger Transportation. The Board receives few appeals throughout a given year and did not receive any appeals in 2020/21.



## Operational Statistics

Statistics reported in this section are for applications received by the Board from April 1, 2020 to March 31, 2021.

In 2020/21, the Board received 83 applications which represents a 60% decrease from 2019/20.

Authorization	New	Amendment	Transfer	Rate	TOP	PSTOP
ICB	3	5	0		–	–
PDV	11	16	9	21	1	1
TNS	15	0	1		–	–

### Outcomes

Of the 83 applications received, 50 were approved in whole or in part, 12 were refused, 16 were withdrawn or dismissed, and six have yet to be determined.

### Urgent Public Need (UPN)

Applicants wanting to have an application processed on the basis of UPN can submit a request to the Board outlining their reasons for this. If approved, the Board does not publish notice of the application or consider any written submissions in respect of the application.

In 2020/21, the Board assessed 10 applications and approved two on the basis of UPN. Three were published and proceeded through the regular process.

### Reconsiderations

The Act does not provide a right of appeal of Board decisions. An applicant can apply for a Reconsideration to reconsider, vary, or rescind a decision in only two circumstances:

- Information has become available that was not available at the time the decision was made; or
- There has been an error in procedure.

A decision cannot be reconsidered just because someone disagrees with it.

In 2020/21, the Board received four requests for Reconsideration. None of them met the ground for Reconsideration. On average, it took the Board 80 days to issue a Reconsideration decision.



# Application Performance Measures

## General Board Performance

The Board set two administrative performance targets in its three-year strategic plan: “low” and “high”. These targets consider regulatory requirements such as the requirement to publish applications and receive and consider submissions. The low target represents the most processing times. The high target results from factors that may extend the process such as extension requests from applicants to provide information, supplemental submissions, or the need for the Board to address preliminary matters.

## Board Performance Targets

Applications	Low Target Days	High Target # Days
General ICB, PDV and TNS Decisions	89 Days or Less	More than 89 Days
Urgent Public Need (UPN) Applications	37 Days or Less	More than 37 Days
Temporary Operating Permits (TOPs) and Peak Season Temporary Operating Permits (PSTOPs)	15 Days or Less	More than 15 Days

## Board Performance Against Targets

Applications	# Board Decisions	Average # Days to a Decision	% Within Low Target	% Within High Target
General ICB, PDV and TNS Applications	55	113	51%	49%
Urgent Public Need	5	10	100%	0%
TOPs and PSTOPs	2	7	100%	0%

The Board seeks to process at least 75% of all applications within the low target timeframe and achieved this for UPNs, TOPs and PSTOPs.

## Judicial Reviews

Applicants can also for a judicial review of a Board decision. A judicial review is an application to the BC Supreme Court and is governed by





various Acts including the *Judicial Review Procedure Act* and the *Administrative Tribunals Act*.

A Judge decides whether it will review a Board's decision if it that the Board did not provide a fair hearing or if the Board made a decision outside of its authority.

In 2020/21, no petitions were with the B.C. Supreme Court for judicial review.

In 2019/20 Kater applied for a judicial review of the Board's January 23, 2020 decision denying Kater's application for TNSA. The Board response to the petition in on April 30, 2020 and the Board expects more details once the application is heard by the Supreme Court.

## Appeals

The Board hears appeals from licensees who have received an administrative penalty from the Registrar of Passenger Transportation. In 2020/21, no appeals were heard by the Board.



## Board Members

Board Members are appointed by Lieutenant Governor and Council (Cabinet) and work part-time. Members address critical issues and make decisions on applications and appeals. The Act holds that there must be at least three Members, with one Member designated as Chair. Appointment processes and terms are governed by the *Administrative Tribunals Act*. The Board held six meetings in 2020/21.

There were six Board Members in 2020/21, as follows

Member	Initial Appointment Effective	Term Expiry Date
Carmela Allevato, Chair	October 1, 2020*	October 1, 2023
William Bell	February 1, 2008	June 30, 2020
Garland Chow	April 27, 2020	November 5, 2022
Baljinder Narang	March 11, 2019	November 5, 2021
Loraine Lee	August 7, 2020	November 5, 2022
James Savage	August 7, 2020	November 5, 2022

\*Note: Carmela Allevato was appointed as a Member of the Board on November 5, 2018.

## Board Staff

The Board is supported by a of seven full-time employees who work out of the e in Vict handle the administrative functions of the Board, undertake policy research and projects, and respond to inquiries from applicants, submitters, and the public.

Staff	Title
Heather Stewart	A/Executive Director
Jessica Hodge	A/Director
Vacant	Manager, Policy, Programs & Communications
Shruti Maken	A/Senior Policy Analyst – Economist
Kathy Mitten	Finance, Appeals & Operations Coordinator
Bonnie Benson	Research & Administration Coordinator
Andrea Garson	Research & Administration Coordinator



## Board Budget

The Board's 2020/21 Blue Book Budget appropriation totaled \$890,000 and actual expenditures were \$1,240,943. The discrepancy between appropriation and expenditure was due to several factors:

- The Board's mandate increased significantly as a result of the 2019 amendments to the Act and Regulation, adding substantially to its workload without a base budget lift.
- The Board complement continues to be small, requiring consulting services to provide additional support required and delays in application processing.
- The Board was required to use outside legal counsel when a conflict of interest was found by the Ministry of Attorney General and legal actions were initiated by the taxi industry.

Budget Category	Allocation* (\$)	Expenditure (\$)
Salaries	\$392,000	\$471,070
	100,000	119,652
Member Per Diems and Travel	185,000	239,932
Travel	13,000	0
Professional Services - Operational	181,000	351,626
Information Systems – Operating	14,000	48,573
Equipment and Business Expenses	5,000	9,868
Stat. Advertising and Publications	1,000	223
<b>Total</b>	<b>\$890,000</b>	<b>\$1,240,943</b>



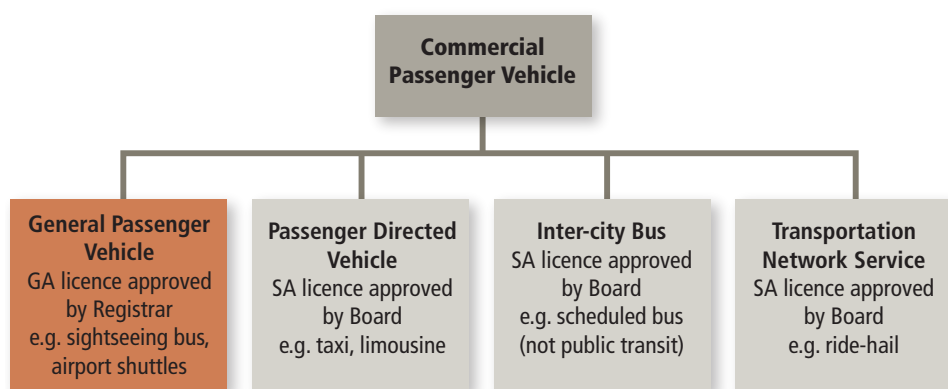
# Appendices

## APPENDIX 1 – REGULATORY FRAMEWORK

The Board is an administrative tribunal created under the Act. Administration of the Act is a joint responsibility of the Board and the Registrar of the Passenger Transportation Branch in the Ministry of Transportation and Infrastructure, with each organization undertaking certain roles and accountabilities under the Act.

### Vehicles and Licences Authorizations

The Act sets out the framework for licencing commercial passenger vehicles. There are two types of licences: general authorization (GA) licences; and special authorization (SA) licences.



The chart below shows the different licensing streams under the Act.

### Special Authorization License Approvals

The Board makes decisions on applications for Special Authorization licences. There are three types of special authorizations: (a) passenger directed vehicles; (b) inter-city buses; and (c) transportation network services. Passenger directed vehicles include taxis, limousines, perimeter



seating buses and small shuttle vans. Inter-city buses are private commercial carriers that operate between cities on a schedule and over regular routes. Transportation network services refer to ride-hail service providers.

The Act governs determinations by the Board about whether to approve, in whole or in part, licence applications for a special authorization. Section 28 provides that such approval may be granted after the Board considers whether:

- There is a public need for the service;
- The applicant is and proper and capable of providing the service; and
- The application promotes sound economic conditions in the transportation industry

If an application is approved, the Board sets terms and conditions for a licence. The Registrar of Passenger Transportation (part of the Ministry of Transportation and Infrastructure) then issues a licence when safety requirements are met.

### General Authorization Approvals

The Registrar of Passenger Transportation makes decisions on applications for General Authorization licenses. The Registrar is also head of the Passenger Transportation Branch.

Operators of commercial passenger vehicles that do not fall within the of passenger directed vehicle, inter-city bus or transportation network services need a licence with General Authorization. These operators have greater operational freedom than operators with a Special Authorization.

### Compliance and Enforcement

The Registrar works with Commercial Vehicle and Safety Enforcement (CVSE) in the planning and delivery of compliance and enforcement actions for commercial passenger vehicles. The Registrar may impose administrative penalties on licensees.

The Board hears appeals of administrative penalties imposed by the Registrar.



## APPENDIX 2 – MEMBER BIOGRAPHIES

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### **Carmela Allevato, Chair**

Carmela Allevato is a founding partner of Allevato Quail & Roy Barristers and Solicitors. Previously, she was in-house legal counsel at the British Columbia Teachers' Federation and the Canadian Union of Public Employees. She was the Secretary Business Manager of the Hospital Employees Union, with responsibility for the administration of the organization and leading provincial bargaining. She is an occasional instructor at the BCIT School of Business, teaching online courses on employment law. Active in her community, she is an Executive Board Member of the BC Industrial Relations Association. She has served as a Member of the BC Labour Relations Board, a Trustee on the Vancouver School Board and a Vice-President of the BC Federation of Labour. Ms. Allevato received a Bachelor of Arts from the University of Toronto and a Bachelor of Laws from the University of British Columbia.

### **William (Bill) Bell**

As a member of the Passenger Transportation Board, Bill Bell led a report on accessible transportation in 2012 and another on taxi standards in 2014 and

has adjudicated a broad range of applications. Bill formerly held senior positions with the Federal and B.C. governments. In the B.C. Public Service his background includes Directorships in Human Resource Management, Senior Treasury Board Analyst and Assistant Deputy Minister. He was given leave in 2000 to work with the Canada Programme on Governance, International Development Research Centre as a consultant assisting the East Cape Province, South Africa in its transition to central executive management. His interests include music (especially jazz), tennis, travel and golf. He has a volunteer background which includes the Victoria Needs Crisis Line, the Boards of the John Howard Society of Vancouver Island, the New Bastion Theatre Society, the Oak Bay Tennis Club and the Victoria Jazz Society where he served for over 12 years including 5 years as its President. Bill holds a Bachelor of Arts in Psychology and a Master of Public Administration from the University of Victoria.

### **Baljinder Narang**

Baljinder Narang is a former School Trustee for the Burnaby Board of Education, and Consultant Occupational Therapy for



Community Therapists Inc. Active in her community, Ms. Narang is the Current Chair for Burnaby Healthier Community Partnership, Founding Director and President for Panjab Digital Library Canada, Trustee for New Vista Society. She is a Founding Director, Past President and Board Emeritus for Sikh Research Institute Canada. She holds a Diploma in Occupational Therapy from the London School of Occupational Therapy, Diploma in Alcohol Counselling & Consultation from University of Kent at Canterbury, UK, and a Masters in Health Education from Dalhousie University, Halifax, NS.

### **Garland Chow**

Garland Chow is Emeritus Associate Professor in the Sauder School of Business at the University of British Columbia. Active in his community, Mr. Chow is a Councillor for Canadian Transportation Research Forum. He is also an Elder for the Vancouver Chinese Presbyterian Church. Previously, Mr. Chow was a Visiting Professor at LCC University (Lithuania) and an Assistant and Associate Professor at the University of British Columbia. Since retirement from UBC, he has continued his research in commercial vehicle safety, passenger transportation economics and supply chain management.

Mr. Chow was on the Board of Directors and special task forces of the Canadian Supply Chain Management Association until 2016. He continues to serve the supply chain profession as an assessor for Global Standard for Professional Competence in Purchasing and Supply for the International Federation of Purchasing and Supply Management. Mr. Chow was a member of the Distributive Social Impacts and Risks working group that provided input into the Report of the Advisory Group on the Vehicle of the Future that was released in 2021. He holds a Doctor of Business Administration from Indiana University, a Master of Business Administration and a Bachelor of Science from the University of Maryland.

### **James (Jim) Savage**

Jim Savage is the Principal of Savage and Associates. Previously Mr. Savage was Executive Director of the Quesnel Community and Economic Development Corporation, Resources Jobs Commissioner for the Cariboo-Chilcotin (BC Job Protection Commission), and for 13 years he co-owned a rural BC hotel. Active in his community, he was a Member of the President's Advisory Committee for the College of New Caledonia, the Federal Mountain Pine Beetle Advisory



Board, and a board member for many community and business organizations. He holds a Bachelor of Environmental Studies from the University of Waterloo and a Certificate in Conflict Resolution from the Justice Institute of BC.

### **Lorraine Lee**

Lorraine Lee is the former Chief Operating Officer and Deputy Registrar at the Vehicle Sales Authority of British Columbia. Previously, Ms. Lee was Assistant Vice President, Corporate Policy for the Insurance Corporation of British Columbia and has held a number of senior management positions with the Province of BC. Active in her community, she participates as a volunteer Board member on several non-profit community organization Boards. Ms. Lee holds a Bachelor of Laws and a Bachelor of Arts degrees from the University of Victoria.



## APPENDIX 3 – OTHER BOARD ACCOMPLISHMENTS IN 2020/21

Goals	Accomplishments
<b>GOAL 1:</b> Operators of commercial passenger transportation services are proper and capable.	<ol style="list-style-type: none"> <li>1. Published new reference sheet and communicated it out to key stakeholders.</li> <li>2. Updated decision templates with new proper and capable language and factors for Board consideration.</li> </ol>
<b>GOAL 2:</b> There is a balance between the public need for diverse reliable commercial passenger directed vehicle services and sound economic conditions in the industry in BC.	<ol style="list-style-type: none"> <li>1. Updated Power BI dashboards/KPIs/slicers as needed or when requested by Director/Board.</li> <li>2. Researched and conducted cross- jurisdictional scan to establish a driver earnings reporting template. TNS drivers' earnings have been obtained on a quarterly basis.</li> <li>3. In April 2020, the Board became a member of TransLink's Regional Transportation Advisory Committee (RTAC).</li> <li>4. Board Chair communicated issues with data and enforcement to Ministry of Transportation and Infrastructure (MoTI).</li> </ol>
<b>GOAL 3:</b> Inter-city bus service is available to communities where commercially viable service is possible.	<ol style="list-style-type: none"> <li>1. Researched terms and conditions of all ICBs and PDVs and consulted with Passenger Transportation Branch of MoTI to identify issues and inconsistencies.</li> <li>2. Worked with MoTI to provide support and provide updates at Board meetings.</li> </ol>



Goals	Accomplishments
<b>GOAL 4:</b> The Board discharges its duties and exercises its authority in a fair, open and timely manner.	<ol style="list-style-type: none"> <li>1. The Board recognized the profound impact the COVID-19 pandemic on the passenger transportation industry and successfully navigated operations during this time.</li> <li>2. Processed all incoming applications (taxi, limo, shuttle, ICB, TNS, and posted decisions (reconsiderations, appeals) from intake to decision.</li> <li>3. Tracked Board decision-making performance using new Salesforce management indicators.</li> <li>4. e and Board member es were processed monthly.</li> <li>5. Published weekly Board bulletins.</li> <li>6. Develop and publish Board Annual Report as required by Act.</li> </ol>



## APPENDIX 4 – INTER-CITY BUS APPLICATIONS RECEIVED IN 2020/21

Applicant	Application	Outcome
Universal Coach Lines Ltd.	<p>10324-20</p> <p>Amend ICBA Licence</p> <p>Amend the terms and conditions of a licence with Special Authorization: Inter-city Bus Authorization (ICBA)</p> <p>Reduce restriction for Limited Pick Up &amp; Drop to enable the following short trips along the route:</p> <ul style="list-style-type: none"> <li>• Vancouver Hotel Area – Squamish</li> <li>• Squamish - Whistler</li> </ul>	Approved in Part
To Bus Services Inc.	<p>9000-20</p> <p>Vancouver Island Connector, T Bus Lines, All Island Express</p> <p>Amend ICBA Licence</p> <ul style="list-style-type: none"> <li>• Eliminate the following route:</li> </ul> <p>Route 5: Campbell River – Port Hardy</p>	Approved in Whole
Hathaway, Michael David	<p>9338-20</p> <p>Amend ICBA Licence</p> <p>Simp ocess</p> <p>Add the following route on a reservation basis:</p> <ul style="list-style-type: none"> <li>• Osoyoos - Kelowna</li> </ul>	Approved in Whole
Eagle Transit Ltd.	<p>9608-20</p> <p>Amend ICBA Licence</p> <p>Eliminate the following route:</p> <ul style="list-style-type: none"> <li>• Sandspit - Queen Charlotte Village</li> </ul>	Approved in Whole



Applicant	Application	Outcome
Thompson Valley Charters Ltd.	<p>10093-20</p> <p>Amend ICBA Licence</p> <p>Amend the terms and conditions of a licence with Special Authorization: Inter-city Bus Authorization (ICBA)</p> <p>Add the following route on a reservation basis:</p> <ul style="list-style-type: none"> <li>Route 2: Kamloops – BC/Alberta border (HWY 16)</li> </ul>	Approved in Whole
Waivin Flags Ltd.	<p>9523-20</p> <p>New Special Authorization: Inter-city Bus Authorization (ICBA)</p> <p>Operate the following routes on a reservation basis:</p> <ul style="list-style-type: none"> <li>Port Hardy – Campbell River</li> </ul>	Approved in Whole
DJS Transport Ltd.	<p>8953-20</p>	Dismissed
Randhawa, Gurdev Singh and Sangha, Jagraj Singh	<p>8875-20</p> <p>New Special Authorization: Inter-city Bus Authorization (ICBA)</p> <p>Operate the following route on a reservation basis:</p> <ul style="list-style-type: none"> <li>Vancouver-BC/AB Border (HWY1)</li> </ul>	Refused







***Annual Report***  
**2020/21**