

2018 Decision on Greyhound Application 256-17

On February 20, 2018, the PT Board approved Greyhound's application to

- eliminate
 - service on 6 routes in the North Central region of B.C.,
 - 3 routes in southwestern BC¹,
 - 3 route segments: the Fraser Canyon area of Highway 1, Hope to Kaledan Junction (via highways 3 & 3A) and along highway 97 between Monte Lake and Vernon, and
 - some route points on remaining routes
- set a floor for the minimum number of trips at 4 trips weekly (2 times in each direction) on the remaining 10 routes

1. I want information about the routes I use. Where can I get it?

- ◆ The PT Board [decision](#) is posted on our [Greyhound application 256-17](#) webpage.
 - ◆ The decision has details about each route in Appendix B ("Route Decisions") on pages 27 - 101, and lists public notice requirements that Greyhound must provide before it changes its schedule (pages 22 - 23).
- ◆ A [backgrounder](#) summarizes information about routes, approved changes, rationales for allowing the changes, and notice requirements.

2. Why did the PT Board let Greyhound eliminate 6 routes in the North Central Region of BC?

- ◆ We heard from individuals and leaders in the region by email, letter and in-person that losing Greyhound will intensify safety concerns and hardships that many people are experiencing now.

¹ These routes are served by other licensed carriers as well as public transit.

- ◆ We also received information from Greyhound that its BC ridership has declined 30% in the past 5 years and that it is losing \$35,000 a day in our province.
- ◆ The biggest losses are on routes in the North Central Region. Profits from routes in the south cannot cover these losses.
- ◆ We approved the elimination of the routes because the PT Board cannot compel a private company to sustain significant financial losses indefinitely.
- ◆ But people need safe travel options in the winter, and community leaders need time to explore transportation alternatives, if they want to. For this reason, the PT Board has required that Greyhound keep providing some service in the North Central region until May 31, 2018.
- ◆ Full reasons are posted on the Greyhound Application 256-17 webpage at http://www.ptboard.bc.ca/ICB_application_notices/256-17/256-17_greyhound.html.

3. Why did the PT Board let Greyhound reduce minimum frequency requirements and reduce the number of communities served?

- ◆ We heard that people on routes in central and southern BC depend on Greyhound for many reasons including business, employment, education and medical.
- ◆ The PT Board approved Greyhound's request to give it the flexibility it needs to adjust schedules up or down as passenger demand fluctuates.
- ◆ Greyhound needs to be able to operate more efficiently.
- ◆ Also on these routes, the PT Board approved the elimination of some route points where ridership was low. This enables Greyhound to provide more efficient service.
- ◆ Greyhound has stated that it will continue to provide 3.7 million miles of scheduled service in central and southern BC.
- ◆ The company also says it will not reduce the number of trips right away.
- ◆ The PT Board decision requires Greyhound to give the public 14 days notice before it reduces service.
- ◆ Full reasons are posted on the Greyhound Application 256-17 webpage at http://www.ptboard.bc.ca/ICB_application_notices/256-17/256-17_greyhound.html.

- 4. Greyhound suggested that governments subsidize some of its inter-city bus routes. Will governments do that?**
- ◆ The PT Board functions independently of government and our mandate does not include subsidies.
 - ◆ We cannot say what government may or may not do.
- 5. Will communities that lose Greyhound passenger service also lose its freight service?**
- ◆ Greyhound makes decisions about its courier package express business.
 - ◆ The PT Board does not regulate freight or courier services.
- 6. The application decision lets Greyhound stop its passenger bus service to my community. Will it stop right away?**
- ◆ Greyhound will set the date that it stops passenger bus service on routes the PT Board approved for elimination.
 - ◆ The decision says that Greyhound must keep providing some service until May 31, 2018 on:
 - ◆ 6 routes in the North Central region of BC and the following 3 segments of 3 routes in central and southern BC:
 - Fraser Canyon area on Highway 1 (e.g. Lytton)
 - Highway 3/3A between Hope and the Okanagan Valley (e.g. Princeton, Keremeos)
 - The “Vernon-Monte Creek highway” portion of Highway 97 (e.g. Falkland)
 - ◆ Before Greyhound stops service in a community, it must post notices on its website and at depots 14 days in advance.
 - ◆ The exception is the UBC-Whistler and Victoria-Nanaimo routes where the notice requirement is 7 days.
- 7. What level of service will be provided until May 31, 2018?**
- ◆ That is a decision Greyhound will make.
 - ◆ The application decision sets a floor of 4 trips weekly.
 - ◆ Greyhound can operate at that level or higher.

8. When will service drop to 4 trips weekly?

- ◆ Greyhound will decide whether and where it will reduce service levels.
- ◆ If Greyhound reduces a service below its current floor, the company must post notices on its website and in its depots:
 - ◆ 7 days in advance for
 - 6 routes in the North Central region of BC, and
 - 3 routes in central and southern BC:
 - i. Fraser Canyon area on Highway 1 (e.g. Lytton)
 - ii. Highway 3/3A between Hope and the Okanagan Valley (e.g. Princeton, Keremeos)
 - iii. The “Vernon-Monte Creek highway” portion of Highway 97 (e.g. Falkland)
 - ◆ 14 days in advance for initial reductions on 10 routes in central and southern BC.
- ◆ As long as Greyhound operates at or above the new floor of 4 trips weekly, Greyhound can adjust service frequency up or down.

9. How will I know when passenger service is reduced or eliminated?

- ◆ Greyhound is required to post a notice of the change and effective date:
 - ◆ in a prominent location on the greyhound.ca website and
 - ◆ at terminals and agents’ premises along the route.

10. I want to start an inter-city bus service. What do I need to know?

- ◆ If we receive an application to provide service on a route that has been eliminated from the Greyhound licence, the PT Board will expedite it.
- ◆ Companies that want to apply should start with our Application Guide, “I want to start a new ICB service or add a new route.”
- ◆ Download application materials at http://www.ptboard.bc.ca/applications_ICB.htm.