

## Tofino Bus Services Inc. — Explanatory Paper

### **2017 housekeeping application to modernize licence conditions on its Nanaimo–Courtenay–Campbell River and Victoria–Nanaimo routes**

*This paper provides the operating and business basis for the application by Tofino Bus Services Inc. (TBSI) on its existing BC Transportation Licence to: 1) change existing flag-drop locations to reserve-drop locations; 2) specifically designate reserve drop locations between Victoria–Nanaimo; 3) designate Duncan as a route point; 4) increase route frequency between Victoria–Nanaimo to match actual and historical operational frequency. This Explanatory Paper has been prepared by TBSI for public information.*

### **Background**

Tofino Bus Services Inc. (TBSI) has been a licenced inter-city bus operator on Vancouver Island since 2002. In 2015, TBSI expanded its routes to include Courtenay, Campbell River, Port Hardy, and many small communities in between. TBSI provides daily, year-round service to more island communities than any other scheduled bus operator. At present, some TBSI buses travel the slower Old Island Highway (19A), in case any riders are waiting for pick-up at smaller communities (flag-drop locations) along that highway. However, less than 2% of our riders request such a pick-up, whereas over 98% of riders are travelling inter-city between the larger centres on Vancouver Island.

**TBSI is applying to the Passenger Transportation Board to change all our small flag-drop locations to reserve-drop locations, for which reservations can easily be made by telephone, smartphone, computer or at any Island bus station (Of the 2% flag-drop passengers, 90+% already pre-reserve their pick-up). This will enable TBSI buses to travel the faster Inland Island Highway (19), dropping down to the Old Island Highway only for reserved pick-ups. In this way, travel times for all passengers will improve, with no loss of service to any small community. For example, travel times between Campbell River and Victoria will shorten by up to 30 minutes, simply by changing our flag-drop locations to reserve-drop.**

TBSI is also applying to specify reserve-drop locations along the Victoria–Nanaimo corridor and to specifically designate Duncan as a route point. This will be consistent with the licence design of our other routes, and better enable us to clearly communicate these route points to the public. TBSI is already authorized for pick-ups at any route points between Victoria–Nanaimo.

TBSI is also applying to update the licenced route frequency to match the schedule that has been in operation since 2015, by removing the seasonal minimum and increasing the minimum frequency to 3 per day. Duncan will also be added as a route point, a location we have been servicing for over 2 years.

This licence modernization better reflects the way bus travellers use the inter-city bus service.

### **Proposed PTB licence changes**

1. TBSI is applying to change all flag-drop (fd) locations to reserve-drop (rd) locations.
2. TBSI is applying to add reserve-drop (rd) locations along the Victoria–Nanaimo corridor, remove seasonal minimum frequencies, add Duncan as a route point, and increase route frequency Victoria–Duncan–Nanaimo to 3 per day, to match actual current and historic operations. (Route 2).