

Licence Application Decision

Inter-City Bus

Application #	10324-20
Applicant & Application Summary	<p>Universal Coach Line Ltd. <i>Trade Name:</i> YVR Whistler Skylynx Amend ICBA Licence</p> <ul style="list-style-type: none"> • Amend the terms and conditions of a licence with Special Authorization: Inter-City Bus Authorization (ICBA) • Reduce restriction for Limited Pick Up & Drop Off to enable the following short trips along the route: <ul style="list-style-type: none"> ○ Vancouver Hotel Area – Squamish ○ Squamish - Whistler
Applicant Information	<p><i>Current Passenger Transportation Licence: #70045 with:</i></p> <ul style="list-style-type: none"> • Inter-City Bus Authorization (ICBA) • Passenger Directed Vehicle Authorization (PDVA) • General Authorization (GA) <p><i>Principals:</i></p> <ul style="list-style-type: none"> • Barbara CHENG • David Tai Wai TONG <p><i>Office:</i> Unit 128 – 11560 Eburne Way, Richmond, BC V6V 2G7</p>
Publication of Application	December 2, 2020
Submissions & Public Comments	<ul style="list-style-type: none"> • Squamish Connector Transportation Ltd.
Board Decision	The application is approved in part.
More Info	Notice of applications and published decisions are posted in the PT Board Bulletin . For convenience, published documents for recent ICB applications are listed on the bus application webpage .
Decision Date	March 26, 2021
Panel Chair	William Bell

I. Introduction

The applicant, Universal Coach Line Ltd (Universal), does business as YVR Whistler / Skylynx. The applicant has a licence to operate inter-city buses (ICBs). The licence includes the following route and minimum route frequency (MRF):

- Route 1 (Resort Municipality of Whistler - District of Delta) with a MRF of 4 daily trips in each direction, except Delta with 3 daily trips.

II. Applicant's Proposal

Universal is requesting an amendment to its licence to:

- Reduce restriction for Limited Pick Up & Drop Off by adding and enabling the following short route segments/trips along the route:
 - Vancouver Hotel Area – Squamish
 - Squamish-Whistler

III. Background

Universal was incorporated in B.C. on February 25, 1971. Its head office is in Richmond, B.C. The company holds Passenger Transportation Licence # 70045 with a General Authorization (GA) and Special Authorization (SA). The SA includes a Special Authorization Inter-City Bus (ICB) Authorization, that is the subject of this application. Under the ICB Authorization, Universal may operate inter-city buses on a route between the Resort Municipality of Whistler (RMOW) and the District of Delta. This service includes the following route points:

<ul style="list-style-type: none">• Delta• City of Richmond Hotel Area• Vancouver International Airport (YVR)	<ul style="list-style-type: none">• Vancouver Hotel Area• District of Squamish• RMOW
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This route has limited passenger pick ups and drop offs. Passengers must purchase a ticket from Universal for trips from the Vancouver hotel area to RMOW or from YVR to Delta, Vancouver hotel area, Squamish, or Whistler.

Service with respect to YVR may only be provided when the licensee has a written transportation agreement with the Vancouver Airport Authority to provide service to and from

YVR on this route. Universal was awarded the contract for this service effective January 1, 2019.

IV. Mandate & Jurisdiction

This application is made under the *Passenger Transportation Act* (the “Act”). The Act regulates the licensing and operation of commercial passenger transportation vehicles in BC.

Under the Act, the Passenger Transportation Board (the “Board”) makes decisions on applications for inter-city buses. The Board has the authority to consider and approve applications for new licences as well as applications from existing licensees to change terms or conditions of their licences.

The Board’s mandate is stated in section 28 of the Act. Section 28(1) of the Passenger Transportation Act says that the Board may approve, in whole or in part, an application forwarded to it under s. 26(1) after considering whether:

- (a) there is a public need for the service the applicant proposed to provide under any special authorization.
- (b) the applicant is a fit and proper person to provide that service and is capable of providing that service, and
- (c) the application, if granted, would promote sound economic conditions in the passenger transportation business in British Columbia.

The Act allows the Board to, among other things,

- Accept evidence and information that it considers relevant, necessary, and appropriate, whether or not the information would be admissible in a court of law. [Section 15]
- Conduct written, electronic or oral hearings, or any combination of them, as the Board, in its sole discretion, considers appropriate. [Section 17]
- Require further information from an applicant. [Section 27(1)(b)]

Section 26(2) of the Act requires the Board to publish the fact and nature of applications and section 27(3) requires the Board to consider applications and any written submissions it receives as result of publication. Section 27(5) says that people who make submissions are not entitled to disclosure of further information, unless the Board orders otherwise.

If the Board approves an application, it will set terms and conditions of licence primarily with respect to routes and service levels.

V. Procedural Matters

The applicant submitted required forms.

During the review of this application, the applicant was asked to provide further information. The applicant's response is reflected in my decision.

This application is being conducted by way of a written hearing.

VI. Applicant's Rationale and Submissions

Public Explanation

The applicant provided the following text in the Application Summary that was published in the *Weekly Bulletin*:

"The company currently provides inter-city bus services between YVR-Tsawwassen-Vancouver and Squamish or Whistler. The application seeks to add concurrent interline service between Squamish and Whistler. As the company already operates buses between Squamish and Whistler on every run it just makes sense to offer these seats to the public and create another reason to leave the car at home."

Submissions & Applicant's Response

The Board received one opposing submission from Squamish Connector Transportation Ltd. doing business as Squamish Connector. The submission and the applicant's reply are summarized below.

In its submission, Squamish Connector argues the following:

- There is no public need as it has been operating a transportation service for commuters and those travelling to and from Squamish and the Sea to Sky Corridor for five years with four departures daily from Squamish and downtown Vancouver.
- All the departure stops in Britannia Beach, Horseshoe Bay and West Vancouver are by reservation. The company, due to Covid-19, is operating at half capacity with a significant loss of passengers including locals, international students, and tourists.
- Other companies provide similar services from Vancouver such as Epic Rides, Whistler Rides, the Squamish Shred Shuttle, YVR Skylynx and Poparide.
- Approving the application will further decline ridership and further destabilize the economic viability of Squamish Connector.

In its reply Universal noted the following:

- The Squamish Connector is not licensed for service between Squamish and Whistler, so this aspect of the application is of no consequence to them. Universal is prepared, however, to work with Squamish Connector as it does with Epic Rides by referring passengers travelling between Vancouver and Whistler.
- In October 2019 when Squamish Connector was granted their ICB licence following the departure of Greyhound it made the following supporting arguments:
 - The great need for dependable and cost-effective commuter service for the residents of Squamish and it is the only company fulfilling that need.
 - With the departure of Greyhound commuters of Squamish to Whistler and the North Shore will have no ability of getting to work other than by private cars. The Squamish Connector removes cars off the road and contributes to the environment on the Sea-to-Sky Highway.
- Universal in seeking the Vancouver-Squamish and Squamish-Whistler route segments sets out different reasons than for approval:
 - To help deliver local tourism products in partnership with local, national and international tour wholesalers. For example, Squamish has tourism draws such as Brackendale Eagles Provincial Park, local arts and crafts, farmers markets, Shannon Falls, windsurfing, etc. Its application seeks to help promote Squamish and elevate it from a “secondary” destination” to Whistler.
 - Universal has never made an appeal to commuters. However, with BC Transit indefinitely shelving its Sea-to-Sky Transit Plan which was to integrate the Squamish, Whistler and Pemberton Valley local transit systems, it is appropriate now to address this missing link and serve Whistler workers living in Squamish with consistent, reliable and multi- run schedules.
 - A Whistler-Squamish Service would be a unique offering among licensed bus companies operating the Sea-to-Sky corridor. Two other operators with the licensing to do this do not offer the service.
- The Squamish Connector submission refers to ICB licensees operating between Metro Vancouver and Whistler and a carpool service Poparide as evidence the market is well served. However, only one inter-city operator, Whistler Rides Inc., is authorized for the route points Vancouver-Squamish and Squamish-Whistler which it is applying for.
- Universal is different to Whistler Rides in that Whistler Rides provides a different service by operating 24-passenger minibuses and in their own words offer an “...*alternative to the big bus companies...*” Other distinct differences include routing, amenities, schedule, locations served and quality. Whistler Rides was not a submitter.
- Further, with respect to the other companies mentioned there are distinctions in service:
 - Epic Rides operates seasonally and is not authorized for the route points Vancouver-Squamish and Squamish-Whistler.

- The Squamish Shred Shuttle has a GA licence and is not licensed to provide ICB services.
- Poparide is technically a “carpool” and unregulated as opposed to the safer regulated services of Universal
- The Vancouver Hotel Area -Squamish route segment requested by the applicant and its impact on the Squamish Connector’s ridership needs to be viewed in the context of Universal’s market which is uniquely composed of airport, ferry and Whistler tourists. The proposed Vancouver-Squamish route is part of a forward-looking plan to build out post -pandemic local tourism and increase the company’s utility with national and international clients. This high-valued-added, tourism-focused service should be able to co-exist with the commuter-first and low-cost commuter business model.
- Universal recognizes the valuable service by the Squamish Connector in filling one of the gaps left by Greyhound but can work with them in a complementary role.
- Universal’s current services include Squamish already by reservation on every run and by working with local tour companies, venues and hotels in Squamish and Whistler it can create more reasons for people to visit, stay longer and leave personal vehicles at home.

The Board gives more weight to submissions that back up claims with facts or details. I have considered the opposing submissions and the applicant’s responses to them in our review of this application.

VII. Reasons for the Board’s Decision

Section 28(1) of the Act sets out the factors the Board must consider with respect to this application.

(1) Is the applicant a fit and proper person to provide its proposed service, and is the applicant capable of providing the service?

The Board looks at this question in two parts:

- (a) is the applicant a *fit and proper person* to provide the proposed service; and,
- (b) is the applicant *capable* of providing the service?

First, with *fit and proper*, the *Oxford English Dictionary* defines *fit* as including “well adapted or suited to the conditions or circumstances of the case, answering the purpose, proper or appropriate ... possessing the necessary qualifications, properly qualified, competent, deserving.” Also, the dictionary defines *proper* as including “suitable for a specified or implicit purpose or requirement; appropriate to the circumstances or conditions; of the requisite standard or type; apt, fitting; correct, right.” When looking at whether an applicant is fit and

proper, the Board does so in the context of the passenger transportation industry in British Columbia. This includes the regulatory system that grants businesses a licence which confers on them both the authorization they need to provide their service and an ongoing obligation to operate in accordance with proper standards of conduct.

Second, capability is generally understood to mean that an applicant has the ability or qualities necessary to skillfully and effectively meet its obligations and achieve the results it says it will achieve. When looking at capability, the Board reflects on whether the applicant has demonstrated that it has the knowledge and understanding of relevant regulatory requirements and policies that govern passenger transportation providers, and whether it is able to comply with those requirements. It also looks at whether the applicant has the background, skills and knowledge to manage its proposed service, and the financing to operate it. The Board expects an applicant to demonstrate its competence and ability by providing sound and realistic information in its business plan and financial statements that is consistent and compatible with the transportation service it proposes.

Universal have been in business in British Columbia for close to 50 years. It was incorporated on February 25, 1971. There are two principals, Barbara Cheng and David Tong. The disclosure forms of Unlawful Activity and Bankruptcy indicate no negative concerns about the principals.

The company has a National Safety Code rating of Satisfactory-Excellent.

The applicant signed the Liquor Control & Licensing Act Declaration declaring, among other things, that it will operate its vehicles in accordance with that Act.

Universal has provided financial projections and revenue assumptions for the proposed route segments. The information provided with respect to Universal's current operations, financial projections, and plans were sufficient to satisfy me that the company is both fit and proper, and capable of providing the service proposed in this application.

Based on the information and evidence above, I find that Universal. is a fit and proper entity to provide the proposed service, and I find that it has demonstrated it is capable of providing the service.

(2) Is there is a public need for the service the applicant proposes to provide?

An applicant is required to demonstrate public need by showing that there are people who would use the proposed service. Applicants should provide clear information about the service

it proposes, and they should provide supporting evidence that is factual and objective. They should not rely on general claims and their own opinion. The Board reviews applications and considers the extent and type of need that has been demonstrated for the proposed service.

The Board looks at the state of inter-city bus services in the area where the applicant is applying to operate. It may consider such things as:

- Will the service fill a gap in the market?
- Has an inter-city bus company recently left the market?
- Has the applicant shown that current service levels are unsatisfactory?

The applicant currently operates an ICB service between the Resort Municipality of Whistler (RMOW) and the District of Delta with 4 round trips daily between Whistler and YVR and 3 round trips daily between YVR and the District of Delta. Terminating trips in Delta provide the option of starting and ending trips at the Tsawwassen Ferry Terminal. The route includes stops in the Vancouver Hotel area and Squamish. Squamish is a reservation-required service that is available to passengers to be picked up or dropped off at the route point. The licence limits locations where passengers may be picked up or dropped off, including limited stopover options for the City of Richmond Hotel Area which is an alternate route point. Universal confirmed its ongoing commitment to maintain a minimum of 4 trips daily in each direction between the RMOW and YVR.

In this application Universal is proposing to amend its licence and reduce its restriction for Limited Pick Up and Drop Off that would allow the following trips along route:

1. Add a concurrent interline ICB service between Squamish and Whistler. The applicant indicates that passengers boarding at YVR-Tsawwassen-Vancouver to Whistler will allow a stopover at Squamish for local sightseeing. It will also provide people living in Squamish and working in Whistler with a commuter service and reduce congestion on the corridor by offering an option to private vehicle use. Universal, in its Business Plan states the following: *“This application is made in response to requests for interline service between Squamish and Whistler. As Universal already passes through and serves both Squamish and Whistler it makes sense to offer residents, worker and visitors the opportunity to ride between the two communities.”*
2. Add a service between the Vancouver Hotel Area and Squamish. The rationale for this is the applicant’s desire to increase its use as a value-added tourist focused service.

There are, apart from the applicant, six other approved ICB operators on the Sea-to-Sky Corridor. These are summarized as follows:

Whistler Rides

Provides a Vancouver-Pemberton ICB service with a weekly minimum frequency of one round trip with route stops at Vancouver, Squamish, Whistler and Pemberton. The service caters to markets that include a commuter market using a commuter-style minibus service.

Wilson's Transportation

Provides a Vancouver-Whistler ICB service with 1 trip daily in each direction. Route stops include West Vancouver and Squamish.

Squamish Connector

Provides on a reservation basis a Vancouver-Squamish ICB service with 2 trips per day in each direction with optional service route stops at West Vancouver and Britannia Beach. The service caters to markets that include a commuter market for commuters living in Squamish but working in Vancouver. Their service does not allow Squamish-Whistler bookings.

Epic Rides

Seasonal Vancouver – Whistler service from June to October and November to April. The weekly minimum frequency is two trips in each direction. From December to April only, the operation authorizes service from UBC with a minimum of one trip per week in each direction. It has no authority to pick up or drop off passengers in Squamish.

Blue Cactus (dba Snowbus)

Seasonal service (late November to April) with two routes: 1. Richmond - Whistler with a daily minimum of two trips in each direction including stops in Vancouver and the District of West Vancouver. 2. Burnaby - Whistler with a weekly minimum of three trips in each direction and stops in the District of North Vancouver. It has no Squamish authority.

Tourland Travel Ltd.

Provides an “Engaged Carrier Authorization” for Universal in the event of over-flow or out-of-service vehicle circumstances.

There are other transportation services operating on the Sea to Sky Corridor, including those with a General Authorization (tour buses), a Passenger Directed Vehicle Authorization (taxis, limousines) or a Transportation Network Services Authorization (ride-hailing vehicles).

Proposed Routes.

1. Squamish-Whistler

To demonstrate public need the applicant included the following information and evidence:

- A new market is the result of increased interest and emphasis on “local travel” among local residents, tour operators and destination management organizations in response to the pandemic travel restrictions. Universal believes these initiatives will outlive the pandemic.
- The applicant seeks to alleviate increased traffic congestion between Squamish and Whistler and referred to a local newspaper article of August 13, 2020 that cites because local travel has become a primary travel option, ultra-heavy traffic is present on the highway between Squamish and Whistler.
- The applicant wants to create a further benefit for Whistler businesses that would offer employees living in Squamish a consistent, reliable, multi-run schedule. The relevance of this relates to current transit initiatives/ plans that are on hold. Further, Universal already serves Squamish by reservation on every trip, and by adding the interline service and working with local tour companies, venues and hotels in Squamish and Whistler, it can create more reasons to visit, stay longer and remove personal cars off the road. Overall, it wants to increase its utility on the corridor and create a basis for local travel with a “hop-on, hop-off” flavour.
- The applicant in its Business Plan states that while Whistler Rides provides a minibus type commuter service between Squamish and Whistler, Universal’s service in contrast offers luxurious and spacious coaches with many amenities such as a washroom, Wi-Fi, individual enclosed carry-on storage, etc.
- The Board received 3 letters of support for this ICB service.
 - Tourism Whistler indicates the service will encourage travel by offering a reliable scheduled service between Squamish and Whistler. The letter notes that Universal is an active participant in the promotion of Whistler.
 - Tourism Squamish reports the applicant’s professionalism and operating ethics and commitment to community needs. In particular, Universal’s emphasis on families and local tourists and that the new service proposed is a needed transportation option.
 - Whistler Chamber of Commerce outlines the need to increase alternative transportation between Squamish and Whistler for Squamish based employees of Whistler’s businesses. The encouragement of local travel is also a benefit and is in line with Whistler’s vision for a resilient, lower carbon community.

2. Vancouver Hotel Area-Squamish

To support public need the applicant notes that this proposal is part of its plan to build out post-pandemic local tourism and increase its utility. With local travel at the forefront of possible travel options when Covid-19 restrictions are eased, Squamish has multiple tourists draws and the applicant wants to accommodate likely travel combinations that will include Squamish as well as Whistler. It also recognizes the submitter's valuable contribution in filling a gap by Greyhound and is willing to work with it in a complementary role on this route.

Analysis and Findings

1. Squamish-Whistler

I assigned strong weighting to the letters of support supplied by the applicant. They provided sufficient detail regarding the need for the applicant's proposed interline service between Squamish and Whistler.

I also considered the concerns of the Squamish Connector regarding this aspect of Universal's proposed interline service and that Whistler Rides offers a similar ICB service between Squamish-Whistler. However, I agree with the applicant and find the services are distinct with respect to vehicle fleet and service features. I also note that Whistler Rides was not a submitter to this application.

I find the applicant has provided sufficient information and evidence that demonstrates a public need for the proposed ICB Squamish-Whistler service. I am persuaded it is constructive in the public interest. As such, I approve the amendment of licence to include this additional ICB service.

2. Vancouver Hotel Area-Squamish

I find that the applicant has provided insufficient evidence. I find a lack of public need indicators, such as support letters from persons or organizations, that may have been helpful in determining public need and noting any issues such as under-servicing. The applicant has tethered much of its request to its desire to increase its value-added tourist focused service and to accommodate a variety of travel combinations. However, it has not provided any compelling evidence in any corroborative or verifiable fashion to demonstrate a public need.

Based on this, I am unable to determine a public need for the request and the required amendment for this route segment.

(3) Would approving the application support sound economic conditions in the passenger transportation business in British Columbia?

In considering sound economic conditions, the Board strives to balance public need for available, accessible and reliable commercial passenger transportation services with overall industry viability and competitiveness. The Board considers the issue from a wide-ranging perspective, which includes a consideration of harm to other industry participants. Generally speaking, it is the Board's view that the overall economic interests of the transportation business weigh more heavily than the economic and financial interests of any particular applicant or submitter.

The Board considers how the service could benefit the market and whether the market has the capacity to absorb additional services. It may consider such things as:

- Will the service give the public additional transportation options?
- Does the marketplace have the capacity to absorb another service?
- Are there inter-city bus providers in the target market area?
- Will the services supplement another non-transportation business?

The submitter raised issues regarding the impact of Covid-19 that has created low ridership on the sea-to-sky corridor and that it is operating at half capacity. I, however note, that B.C. is taking current steps to emerge from Covid-19 restrictions. As these restrictions are eased, it is reasonable to assume the demand for ICB services will resume and increase.

I find in approving the addition of the ICB interline service between Squamish and Whistler that any negative impacts on other ICB providers should be minor and that over the longer term the service will be absorbed and broadened by meeting a needed additional ICB transportation option. It also extends the utility and viability of Universal's current ICB service at Squamish.

I find that approving this application in part would promote sound economic conditions in the passenger transportation industry in BC.

VIII. Conclusion

For the reasons above, this application is approved in part. The Board establishes notice and activation requirements, and terms and conditions of licence that are attached to this decision as Appendices 1(a) and 1(b). These form an integral part of the decision.

Universal Coach Line Ltd.
YVR Whistler Skylynx

Appendix 1: Terms & Conditions: Issuance of Licence with ICB Authorization

(a) Activation:

1. General:

A Passenger Transportation Licence must be issued by the Registrar of Passenger Transportation under section 29 of the Passenger Transportation Act or renewed under section 34 before the special authorization approved in this decision may be exercised.

2. Direction to the Applicant:

Unless otherwise ordered by the Passenger Transportation Board, **Universal Coach Line Ltd.** must, no later than **October 26, 2021**

- a. post time schedules online and make available to the public online its reservation system to enable advance bookings.
- b. provide copies or links to the Registrar of Passenger Transportation.

3. Notice to Registrar

A licence that includes the Inter-City Bus Authorization approved by the Board in this decision may only be issued after the Registrar is satisfied that **Universal Coach Line Ltd.** has met requirements set out in 2(a) above.

(b) Licence:

Special Authorization INTER-CITY BUS AUTHORIZATION (ICBA) Terms & Conditions	
Definitions	“Board” means the Passenger Transportation Board “Registrar” means the Registrar, Passenger Transportation
A. Legislative Requirements	
Vehicle Identifiers	Each motor vehicle operated under this authorization must display, at the times and in the form and manner required by the Registrar, a vehicle identifier that is: (a) issued to the licensee by the Registrar; or (b) authorized by the Registrar to be issued by the licensee.
B. Services	
Services	Transportation of passengers must be provided: (a) on a scheduled basis; and (b) in accordance with minimum frequencies and other terms and conditions of licence that apply to the routes and route points.
Schedules	The licence holder must publish, in a manner accessible to the general public, a schedule for each route with the time and location of each stop; and must carry in each vehicle a copy of the schedule that the vehicle is following.
Service Exception	Routes may only be operated on a “pre-booked” or “reservation required” basis if the route points are: (a) designated as reservation required in the licence; (b) identified as pre-booked or reservation required in all current; published schedule information; and (c) available at all times for pre-booking or reservation on the licensee’s website. When these conditions are met and when no reservations have been received for pick up or drop off at one or more points on the route by the time service is scheduled to be provided, the licence holder has the option of not providing service to those points that would otherwise be required.

Alternative Points	The licence holder may pick up or drop off passengers at any location, municipality or unincorporated area that is between the terminating points and along the highway corridors for the inter-city bus routes below.
Express Authorization	<p>Transportation of standees is authorized only when all of the following conditions are met:</p> <p>1. The licence holder has current and proper insurance coverage for the transportation of standees, Passengers are not permitted to stand for a period that is longer than 30 minutes or for a distance that exceeds 30 road kilometres, and Freight and passenger baggage is not carried in the passenger compartment when standees are being transported.</p>
Abbreviations	<p>The following abbreviations are used to describe terms and conditions of this special authorization:</p> <ul style="list-style-type: none"> • “ALT” means an “alternate route point” for scheduled or unscheduled stops; no minimum service requirement applies. • “RR” means a reservation-required service that is available to passengers to be picked up or dropped off at the route point.
Engaged Carrier Authorization	<p>The holder of this licence may operate as an inter-city bus when engaged by another licensed operator in the following limited circumstances:</p> <ul style="list-style-type: none"> (a) the other licensed operator must have a special authorization to operate an inter-city bus under a licence issued pursuant to the <i>Passenger Transportation Act</i> (British Columbia) or the <i>Motor Vehicle Transport Act</i> (Canada); (b) the holder of this licence must have signed written authorization from the other licensed operator specifying the terms by which the licence holder is engaged including the period for which the written authorization is valid; (c) the holder of this licence must operate its vehicles in accordance with all the applicable terms and conditions of the other licensed operator’s licence; and (d) the holder of this licence must carry in its vehicles a copy of the written authorization referred to in paragraph (b) and a copy of the terms and conditions of the other licensed operator’s licence when operating under this engaged carrier authorization.

Route 1	
Terminating Point 1:	Resort Municipality of Whistler
Terminating Point 2:	District of Delta
Corridors:	Highways 1, 17, 17A & 99
Route Points	Minimum Frequencies
Resort Municipality of Whistler	4 trips daily in each direction
District of Squamish	4 trips daily in each direction RR
City of Vancouver Hotel Area ¹	4 trips daily in each direction - ALT (stop-over service)
City of Richmond Hotel Area ¹	ALT (stop-over) service
Vancouver International Airport	4 trips daily in each direction
City of Richmond Hotel Area ²	ALT (stop-over) service
District of Delta	3 trips daily in each direction

Route Point Boundaries	<p>¹ <i>City of Vancouver Hotel Area</i> is bounded on the north by the Burrard Inlet, on the south by Thirteenth Avenue, on the East by Main Street, and on the west by English Bay (for points north of the False Creek shoreline) and Arbutus Street (for points south of the False Creek shoreline).</p> <p>² <i>City of Richmond Hotel Area</i> is bounded on the north by the North Arm of the Fraser River, on the south by Granville Avenue, on the East by No. 5 Road, and on the west by Gilbert Road.</p> <p>³ For clarification, the <i>Tsawwassen Ferry Terminal</i> is located in the <i>District of Delta</i>.</p>
Limited Pick Up & Drop Off	<p>a) Subject to the <i>Stopover Service in the Richmond Hotel Area</i> provision below, passenger pick up and drop off is limited to route points listed for this route.</p> <p>b) Service may only be provided to passengers who have purchased a one-way or return-trip ticket from Universal Coach Line Ltd. for the following trips:</p> <ul style="list-style-type: none"> ○ Squamish - Whistler ○ Vancouver Hotel Area - Whistler ○ YVR – Whistler ○ YVR – Squamish ○ YVR – Vancouver Hotel Area ○ YVR – Delta <p>c) Stopover Service in the Richmond Hotel Area: Service to points in the <i>City of Richmond Hotel Area</i> may only be provided as a stopover service to passengers on YVR – Whistler trips or YVR – Delta trips. Passengers with stopover privileges may be dropped off in the Richmond Hotel Area and later picked up to continue their trip through to their destination (i.e. YVR, Whistler or Delta).</p>
C. Other Requirements	
Transfer of a licence	This special authorization may not be assigned or transferred except with the approval of the Board pursuant to section 30 of the <i>Passenger Transportation Act</i> .
Liquor Control and Licensing Act Cannabis Control and Licensing Act	The licensee must at all times ensure passenger directed vehicles under their licence are operated in compliance with the <i>Liquor Control and Licensing Act</i> and the <i>Cannabis Control and Licensing Act</i> .

Special Authorization Passenger Directed Vehicles Authorization Terms & Conditions	
Definitions	<p>“Board” means the Passenger Transportation Board</p> <p>“Registrar” means the Registrar, Passenger Transportation</p>
A. Legislative Requirements	
Vehicle Identifiers	<p>Each motor vehicle operated under this authorization must display, at the times and in the form and manner required by the Registrar, a vehicle identifier that is:</p> <p>(a) issued to the licensee by the Registrar; or</p> <p>(b) authorized by the Registrar to be issued by the licensee.</p>
Data Requirements	<p>The licensee must provide to the Registrar any information, including personal information, and data that the Registrar or Board may require, and as may be set in any applicable supplemental terms and conditions and orders of the Registrar or Board, within time periods that the Registrar or Board may require, which may include, without limitation, information and data set out in section 28(5)(a) to (c) of the <i>Passenger Transportation Act</i>.</p>
B. Passenger Transportation Vehicles	
Maximum Fleet Size	5 vehicles
Vehicle Capacity (LV)	Vehicles can accommodate a driver and not less than 6 and not more than 11 passengers
C. Originating Areas & Services	
<i>Service 1</i>	<i>The following terms and conditions apply to Service 1:</i>
Originating Area	Transportation of passengers may only originate from any point in the City of Vancouver and 73 kilometers from the boundaries of the City of Vancouver.
Destination Area	Transportation of passengers may terminate at any point in British Columbia and beyond the British Columbia border when engaged in an extra-provincial undertaking.

Return Trips	Transportation of passengers may terminate at any point in British Columbia and beyond the British Columbia border when engaged in an extra-provincial undertaking.
<i>Service 2</i>	<i>The following terms and conditions apply to Service 2:</i>
Originating Area	Transportation of passengers may only originate from any point on that portion of Vancouver Island south of and including the City of Nanaimo.
Destination Area	Transportation of passengers may terminate at any point in British Columbia and beyond the British Columbia border when engaged in an extra-provincial undertaking.
Return Trips	The same passengers may only be returned from where their trip terminates in the <i>destination area</i> to any point in the <i>originating area</i> if the return trip is arranged by the time the originating trip terminates.
D. Other Requirements	
Hailing in Originating Area	<p>A trip may be arranged by:</p> <ul style="list-style-type: none"> (a) booking the motor vehicle in advance; (b) hailing the motor vehicle through a dispatcher; or (c) hailing the motor vehicle through an app that does not process payment for the fare. <p>Passengers must not be hailed through a Transportation Network Services app that connects drivers with passengers who hail and pay for the services through the use of an online platform.</p> <p>The licensee must not pick up a passenger who hails the motor vehicle from the street.</p>
Liquor Control and Licensing Act Cannabis Control and Licensing Act	The licensee must ensure passenger directed vehicles under their licence are operated at all times in compliance with the <i>Liquor Control and Licensing Act</i> and the <i>Cannabis Control and Licensing Act</i> .
Transfer of a Licence	This special authorization licence may not be assigned or transferred except with the approval of the Board pursuant to section 30 of the <i>Passenger Transportation Act</i> .

Universal Coach Line Ltd.
YVR Whistler Skylynx

Appendix 2: Supplementary Terms & Conditions (PDVA)

Supplementary Terms & Conditions Respecting Taxi & Other PDVA Apps, effective September 25, 2019, apply to vehicles with an app that is used for dispatch but not payment processing.

Appendix 3: Data Requirements (PDVA)

Data Requirements, effective September 3, 2019, are applicable.