



***Passenger***  
***TRANSPORTATION BOARD***

ANNUAL  
REPORT  
2016/17





September 29, 2017

Honourable Claire Trevena  
Minister of Transportation and Infrastructure  
Parliament Buildings  
Victoria, British Columbia  
V8V 1X4

Dear Minister Trevena:

I am pleased to present the twelfth Annual Report from the Passenger Transportation Board. The Report was prepared using the guidelines in the *Memorandum of Understanding* between the Passenger Transportation Board and the Ministry of Transportation and Infrastructure. The Report covers the period from April 1, 2016 to March 31, 2017.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Don Zurowski". The signature is fluid and cursive, with a large initial "D" and a long, sweeping tail.

Don Zurowski  
Chair  
Passenger Transportation Board



# Contents

---

Message from the Chair	2
Overview	4
Regulatory Framework	7
PT Board Activity Clusters	10
Highlights of Activities and Accomplishments in 2016/17	11
Application and Licensing Matters	15
Performance Measures 2016/17	19
Appeals	21
Appendices	22





## MESSAGE FROM THE CHAIR

---

I am pleased to present the twelfth Annual Report of the Passenger Transportation (PT) Board for the year ended on March 31, 2017.

The PT Board is an independent tribunal established under the Passenger Transportation Act. PT Board functions include: (a) making decisions on applications for taxis, limousines, small vans, perimeter seating buses and inter-city buses; and (b) hearing appeals on administrative penalties imposed by the Registrar of Passenger Transportation. The majority of the PT Board's work involves making decisions on applications.

Importantly, the PT Board is committed to continual improvement, giving thoughtful, progressive consideration to changing trends and public need in the sector that we regulate. We strive for efficiency and administrative fairness in all our processes.

We are a lean, productive organization. We have six part-time PT Board members, including myself, all appointed by Cabinet. In September 2016, my appointment as Chair was renewed for one year.

We also have four full-time staff who work to maintain the PT Board office in Victoria.

The PT Board had six in-person meetings in 2016/17 and one meeting via conference call. Meetings focused on policy, projects and consideration of emerging issues, including potential regulatory changes affecting the industry.

Independent of meetings, PT Board panels render decisions on applications. I generally assign files to a single PT Board member. When files are exceptionally complex or of broad public interest, I may assign the file to more than one member. For example, I assigned a three-person panel to review applications for additional taxis in Vancouver and two-person panels to review applications for new taxi companies in Surrey and West Kelowna.

This report highlights our accomplishments, initiatives and results. In 2016/17, the PT Board processed 114 licence or rate applications and 70 Temporary Operating Permit (TOP) applications. Approximately 90% of the licence and rate applications were decided based on information in the application file. The balance was decided after the PT Board sought more information from the applicant, submitters, the Registrar of Passenger Transportation or other persons.

This year was another productive year at the PT Board. Some of our accomplishments include:



- Enhancing requirements for service to persons with mobility aids in the Capital Regional District through standardizing terms and conditions of licence.
- Enabling taxi companies to use app based “taxi soft meters” (as long as they meet standards for accuracy).
- Introducing a streamlined Temporary Operating Permit process for limousine operators to allow them to respond to spikes in service.
- Initiating self-populating forms to make completing applications easier.
- Holding in-house workshops for PT Board members to promote professional development and consistency in decision making.
- Updating PT Board member evaluation processes.

We value input from our stakeholders. We held two meetings of our Passenger Directed Vehicle Advisory Committee, which I chair. These meetings provide valuable insights to PT Board members about industry matters and provide us with an opportunity to discuss new policies or projects.

Equally, the PT Board values and appreciates the input it receives from local governments and others with interest in a project or service. This adds perspective to the decision making process.

We maintained our valued relationship with the (then) Ministry of Transportation and Infrastructure this year. I had an opportunity to meet with the Minister in December 2016 to discuss policy matters and highlight PT Board activities. These annual meetings, a requirement in the Chair/Minister MOU, are an opportunity to discuss operational and policy matters. We collectively work to maintain the independence of the tribunal for its intended purpose.

As I reflect over six years as PT Board Chair, I note that the industry continues to mature. Applications are often of a broad scope, complex or novel. Information and evidence provided by applicants and vetted by the PT Board, requires a high level of due diligence by both applicants and the PT Board panels.

I will end by celebrating the contributions of PT Board members and our professional staff. Members take their decision making duties seriously and conscientiously while staff work diligently to ensure application processes and procedures are clear, streamlined and efficient. In many areas, such as strategic planning and communications, members and staff work collaboratively. Collectively we work to be innovative and progressive within the constraints of our legislative authority.



## Overview

---

The Passenger Transportation (PT) Board is an independent tribunal. It is established under the Passenger Transportation Act.

The PT Board has two functions:

- (a) making decisions on applications for taxis, limousines, small vans, perimeter seating buses and inter-city buses; and
- (b) hearing appeals on administrative penalties imposed by the Registrar of Passenger Transportation

Of these two functions, most of the PT Board's work involves making decisions on applications.

As an administrative tribunal, the PT Board must ensure that its decisions are fair, consistent and transparent. To achieve this, the PT Board develops policies and procedures to guide its application and decision-making processes. The PT Board publishes its Rules of Practice and Procedure and Operational Policies. The PT Board posts notice of applications and decisions on its website. PT Board members regularly discuss policies and emerging issues in the commercial passenger transportation industry. The PT Board maintains a comprehensive website that provides a variety of information to applicants, licensees and members of the public.

The PT Board has a three year Strategic Plan to guide its policy development,

operational projects and governance work. All members and staff contribute to the plan and strive to accomplish the yearly performance measures. The plan is reviewed annually to ensure that the PT Board's work is relevant and accountable.

The PT Board has identified six global risk factors: Changing External Climate; Governance; Corporate (External); Corporate (Internal); Operational; and Regulatory. For each of these, the PT Board determined challenges and strategies to manage or alleviate the risk. Strategies include such things as:

- adapting policies to address the changing external climate
- implementing "best practices" for governance such as monitoring performance, preparing manuals for members and engaging in policy discussions and development
- Signing a Memorandum of Understanding that sets out arrangements and understandings concluded in good faith between the Minister and the Chair
- Implementing policies to ensure that PT Board directions are communicated to staff and staff are encouraged to bring suggestions for change and improvement to the PT Board



- Constantly seeking to improve operations both internally and externally through streamlining initiatives, improved procedures and enhanced communication products
- Engaging in early planning processes when faced with pending regulatory change

In carrying out its responsibilities, the PT Board continually seeks innovative ways to increase efficiency, respond to change and streamline its processes.

The PT Board often seeks stakeholder perspectives on new initiatives and policies. It responds to local government requests for information and may provide presentations to them or community organizations.

The skills, expertise and knowledge of members and staff are keys to the PT Board's success. Members are appointed by the Lieutenant Governor in Council (Cabinet), after a merit based process. PT

Board staff are part of the public service of British Columbia and hired through the public service competition process.

PT Board members come from diverse backgrounds in business, commerce and government. Members are commonly active in their communities, serving on various agencies or boards. Members and staff are committed to fostering a culture of professionalism, administrative fairness and good governance. All stay informed about emerging passenger transportation trends and policies. Members and staff undergo performance evaluations regularly and attend workshops, conferences or other professional development activities.

Information on PT Board members, staff and budget is in Appendix 1.



## **BOARD MISSION**

The mission of the Passenger Transportation Board is to make decisions pertaining to the commercial passenger transportation industry in a way that

- enables people throughout the province to access diverse, stable and competitive commercial passenger transportation, and
- promotes consistency and fairness in application decisions and enforcement measures

The Board will make its decisions in a timely, fair, consistent and open fashion, and will provide responsive and accurate information to applicants, licensees, submitters, agents, government representatives and members of the public.

## **BOARD VALUES**

- ✓ Integrity – ethical, professional and honest conduct
- ✓ Fairness – just treatment and impartial decision-making
- ✓ Respect – treat all persons with courtesy and dignity
- ✓ Accountability – transparency in processes, policies and conduct
- ✓ Responsiveness – timely, effective actions and communications

Goals and objectives are set out in Appendix 2.

Status of Performance Measures for 2016/17 are listed in Appendix 3.



# Regulatory Framework

The Passenger Transportation Board is an administrative tribunal created under the *Passenger Transportation Act* (PTA).

Administration of the PTA is a joint responsibility of the PT Board and the Registrar/PT Branch of the Ministry of Transportation and Infrastructure.

## VEHICLES AND LICENCE AUTHORIZATIONS

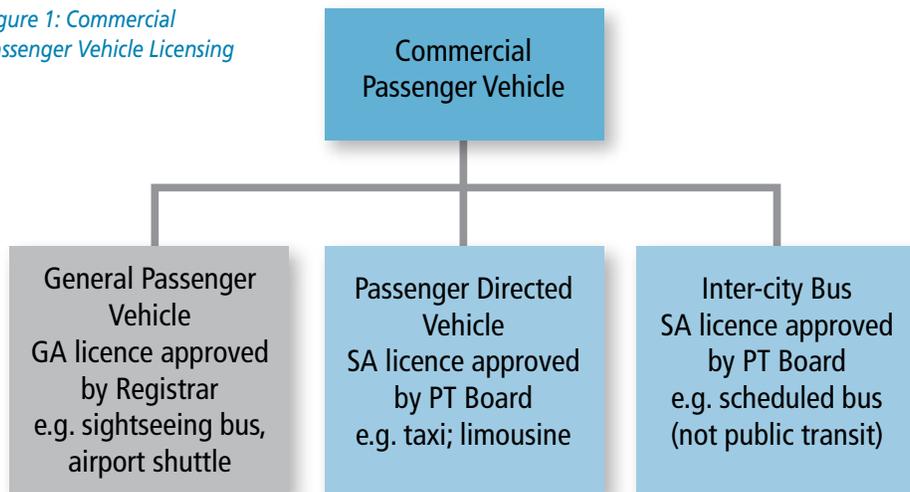
The PTA sets out the framework for licensing commercial passenger vehicles. There are two types of licences: general authorization (GA) licences and special authorization (SA) licences.

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

### Special Authorization (SA) Licence Approvals

The PT Board makes decisions on applications for Special Authorization licences. There are two types of special authorizations: (a) passenger directed vehicles and (b) inter-city buses. 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.

Figure 1: Commercial Passenger Vehicle Licensing



The PT Board may approve applications for a Special Authorization licence if it considers<sup>1</sup>:

1. There is a public need for the service.
2. The applicant is fit and proper and capable of providing the service.
3. The application promotes sound economic conditions in the transportation business.

If an application is approved, the PT Board sets terms and conditions for a licence.

Examples of terms and conditions include:

- Passenger pick-up and drop off areas for taxis and limousines.
- Maximum fleet size for taxis and limousines.
- Routes and minimum route frequencies for inter-city buses.

The PT Board also approves rates for passenger directed vehicles.

If the PT Board approves an application, the Registrar of Passenger Transportation issues a licence when safety requirements are met.

Appendix 4 defines the terms “inter-city bus” and “passenger directed vehicle”.

Appendix 5 is a diagram of the licensing process for commercial passenger vehicles.

## General Authorization Approvals

The Registrar of Passenger Transportation makes decisions on applications for General Authorization licences. Operators whose vehicles do not fall within the definitions of passenger directed vehicles or inter-city buses need a General Authorization licence. These operators have greater operational freedom than Special Authorization operators. There is no public need or other economic regulation test for General Authorization licenses – the focus of licensing is on safety.

Examples of general passenger vehicles include:

- Tour or charter or sightseeing buses with a carrying capacity of a driver and 12 or more passengers and forward facing seats. These may be “carrier directed” or “passenger directed” services.
- Tour or sightseeing buses if all itineraries are set by the operator. These are “carrier directed” tours services. Trips are not “customized” for passengers. Operators may use vehicles with any carrying capacity.

<sup>1</sup> For applications to transfer a licence, the Board considers applicant fitness only.



## ENFORCEMENT AND COMPLIANCE

The Registrar works with Commercial Vehicle and Safety Enforcement (CVSE) staff in the planning and delivery of enforcement and compliance actions for licensed and unlicensed carriers. Peace officers may also issue tickets for violations of the Act. The Registrar may impose administrative penalties on licensees.

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



# PT Board Activity Clusters

The PT Board has identified two activity clusters: core and complementary. Core activities centre on decision-making and other duties associated with fulfilling the PT Board’s statutory mandate. These are the activities on which PT Board members spend the majority of their time.

Complementary activities, such as research and policy development, add value to the PT Board’s core activities. Core work remains the PT Board priority. The chart below outlines core and complementary activities, which are dynamic and inter-related.

Figure 2

<b>BOARD MANDATE</b>		
<i>Licensing Decisions</i>		
<i>Appeals of Administrative Penalties</i>		
<b>CORE ACTIVITIES</b>		
<ul style="list-style-type: none"> <li>• Application Management</li> <li>• Appeal Management</li> <li>• Application Guides and Reference Sheets</li> </ul>	<ul style="list-style-type: none"> <li>• Rule Making, Operational Policy and Programs</li> <li>• Stakeholder Engagement</li> <li>• Strategic Planning</li> </ul>	<ul style="list-style-type: none"> <li>• Performance Measurement</li> <li>• Annual Report</li> <li>• Governance</li> <li>• Bulletin</li> </ul>
<b>COMPLEMENTARY ACTIVITIES</b>		
<ul style="list-style-type: none"> <li>• Research and Policy Development</li> <li>• Major Projects</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Communications</li> <li>• Outreach</li> </ul>	<ul style="list-style-type: none"> <li>• Board Development</li> <li>• Program Evaluation and Development</li> </ul>



# Highlights of Activities and Accomplishments in 2016/17

---

## PROJECTS COMPLETED

### A. Soft Meters for Taxis

On November 16, 2016, the PT Board issued a “BC Taxi Soft Meter Rule”. This Rule allows taxi companies in BC to replace traditional taximeters with smartphones or tablets to calculate rates. The use of “taxi soft meters” enables taxi companies to embrace technological advances associated with new cloud dispatch systems. The advances also include improvements in customer service and accessibility.

Taxi soft meter requirements include:

- Licensees are responsible for ensuring that taxi soft meter models perform within established accuracy tolerances that exist for traditional taximeters
- System safeguards to ensure that only PT Board-approved rates are charged—drivers must not be able to modify the rates or the soft meter

- “Talking meter” functionality must be available within six months of operation
- Detailed receipts must be produced at the end of each trip

Prior to using a soft meter, taxi companies must sign a legal declaration that they will comply with these and other requirements. Local governments may also have bylaws respecting taximeters with which taxi companies must also comply. The PT Board is scheduled to review its BC Taxi Soft Meter Rule by December 2017.

### B. Peak Season TOPs for Limouines

In July 2016, the PT Board introduced Peak Season Temporary Operating Permits (PS TOPs) for limousines. The PT Board recognizes that limousine operators provide a discretionary service. As such, they often experience spikes in demand at various times of the year. These spikes may occur during the festive, grad, ski or



summer season. To meet cyclical demands and serve their client base, operators may need to increase their fleet temporarily.

For this reason, the PT Board implemented a TOP application process for Peak Season Temporary Operating Permits (“PS TOPs”) for limousines that:

- Allows limousine licensees to respond to seasonal increases in the need for limousine services.
- Streamlines regulatory practices and procedures.

The PT Board set specified operational requirements for PS TOPs. The regular TOP process is available for operators who do not meet PS TOP requirements.

From November 2016 to March 31, 2017, the PT Board approved 10 PS TOPs for 12 vehicles.

### **C. Operational and Project Enhancements**

In 2016/17, the PT Board introduced a number of operational and project enhancements. A key enhancement for applicants was the introduction of “fillable” application forms. These forms may be completed electronically, thus eliminating the need for applicants to print and upload forms.

The PT Board also standardized taxi licences in the Capital Regional District so that every licence has a Service Priority

Requirement and a Minimum Operating Requirement. These requirements are designed to enhance availability of wheelchair accessible taxis to persons who require them. Establishing standard terms and conditions of licence means that operators could be subject to administrative penalties for non-compliance.

As well, in 2016/17, the PT Board expanded its operational data reporting requirements for taxi operators seeking more taxis. These requirements now apply to companies in communities with 10,000 or more people. The threshold used to be 60,000. Collection and reporting of operational data allows taxi companies to provide objective and verifiable data reports to the PT Board and furthers the PT Board’s understanding of a taxi company’s operations.

The PT Board also introduced optional data reporting spreadsheets for limousine operators seeking more vehicles. These spreadsheets give applicants a way to report and analyze limousine trip information. The Board will review these spreadsheets in 2017/18.

The PT Board’s taxi camera program was extended to taxi companies operating in the Fraser Valley Regional District.



## STAKEHOLDER ENGAGEMENT

### Industry Sessions and Meetings

#### Passenger Directed Vehicle Advisory Committee

The Passenger Directed Vehicle Advisory Committee, an initiative of the PT Board, promotes stakeholder engagement primarily on taxi matters. The committee met in June 2016 and October 2016. It is made up of people from the taxi industry, public transit, municipalities, persons with disabilities, the Vancouver International Airport Authority, the Passenger Transportation Branch and the PT Board.

PT Board and Branch representatives shared information on current activities and projects and sought stakeholders' perspectives and comments on these and other matters. Topics discussed ranged from taxi soft meters and apps to taxi cameras to updating the PT Board's 2012 Wheelchair Accessible Transportation by Taxi and Inter-city Bus in British Columbia Report.

## COMMUNICATIONS

### Industry Advisories

In 2016/17, the PT Board issued 17 Industry Advisories or Updates on a variety of topics, including rates, safety measures for taxi drivers and taxi reporting requirements.

### Weekly Bulletin

The Weekly Bulletin contains summaries of applications, hearing notices and final decisions of the PT Board. It was published 51 out of 52 weeks in 2016/17 (the exception being December 28, 2016).

### Website

The PT Board maintains a comprehensive website that provides information on such things as: applying for a licence; legislation, rules and policies; limousine and taxi rates and PT Board projects. Throughout the year, we updated the website as required, including adding updated rules and operational policies and accessible taxi statistics.

## GOVERNANCE AND OPERATIONS

### Governance

The PT Board met 7 times in 2016/17: one meeting was by teleconference; and 6 in person. PT Board meetings focus on policy and program development, improving organizational excellence, administrative law, professional development and strategic planning. At each meeting the PT Board reviews application performance results along with a PT Board priorities chart. In 2016/17, the PT Board updated its decision writing manual to include a section on analyzing data and developed an inventory of questions that PT Board members use to seek further information from applicants.



PT Board members also participated in workshops on policy issues, including reviewing the (then) government's stakeholder engagement summary on ridesourcing. The PT Board also updated its framework for performance measurement of members.

One staff member attended the BC Council of Administrative Tribunals in October 2016. The Board Chair participated in two meetings of the Circle of Chair meetings, a group comprised of chairs of British Columbia administrative tribunals.

## LOOKING AHEAD TO 2017/18

Processing applications and decision making is the priority of the PT Board.

Projects that the Board is leading in 2017/18, include:

- Updating the PT Board's 2012 report on wheelchair accessible taxis and inter-city buses in B.C.
- Streamlining approval processes for taxi camera models
- Evaluating taxi soft meters
- Developing a Strategic Plan for 2018-2021
- Initiating a comprehensive review of the Board's website.

PT Board staff will also assist PT Branch staff identify streamlining processes for joint activities, such as transmitting files and decisions, as the PT Branch upgrades its case management system.

The MOU between Minister of Transportation and Infrastructure and the Chair of the PT Board, signed November 13, 2012, states that that parties agree to review it every five years. This is in the 2017/18 reporting period.



# Application and Licensing Matters

---

## GENERAL INFORMATION

The *Passenger Transportation Act* sets out two types of licence authorizations: Special Authorizations; and General Authorizations.

Operators must have a Special Authorization licence to operate passenger directed vehicles or inter-city buses. The PT Board makes decisions on applications that relate to Special Authorization licences.

These include applications for:

- new, transferred or amended licences for all Special Authorization vehicles, and
- additional vehicles and change of rates for passenger directed vehicles.

The PT Board may approve applications for temporary operating permits (TOPs). These allow taxis and limousines and other passenger directed vehicle operators to increase their fleet size on a short-term basis. Also, the Registrar may ask the PT Board to make a determination on whether a particular application is for a Special or a General Authorization.

PT Board decisions are published in the PT Board's Weekly Bulletin and posted at the PT Board's website [www.ptboard.bc.ca](http://www.ptboard.bc.ca)

Two areas where the PT Board may be engaged with a licensee after a decision has been made are: fleet size reviews; and fitness reviews. The PT Board may

decrease the fleet size of a licensee if it has consistently failed to operate its maximum number of vehicles. Fleet size reviews only apply to licensees operating passenger directed vehicles.

The PT Board may conduct a review at any time to determine if a licensee remains fit and proper and capable of providing a transportation service.

## APPLICATION MATTERS

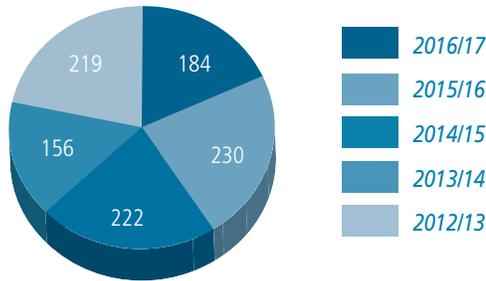
In 2016/17, the PT Board received 184 applications. This is a decrease from 2015/16. In this reporting period, 182 applications were decided on their merits, one was withdrawn and the other dismissed as abandoned. No applications remained undecided.

Even though the number of applications decreased, a number of files were complex or highly contested, often with legal representation for applicants or submitters. For example, the Board received applications for new taxi services in West Kelowna/Kelowna and Surrey, applications to add collectively 175 more taxis in Vancouver and an application for a regional taxi service in the Metro Vancouver Regional District. The number of submissions on these applications ranged from 7-15. Panels of two or three members were appointed to decide these applications.



The lower than average applications may be influenced somewhat by the speculation, furthered by statements from the previous government, that it may be reregulating or modernizing regulation to accommodate ridesharing or ridesourcing companies.

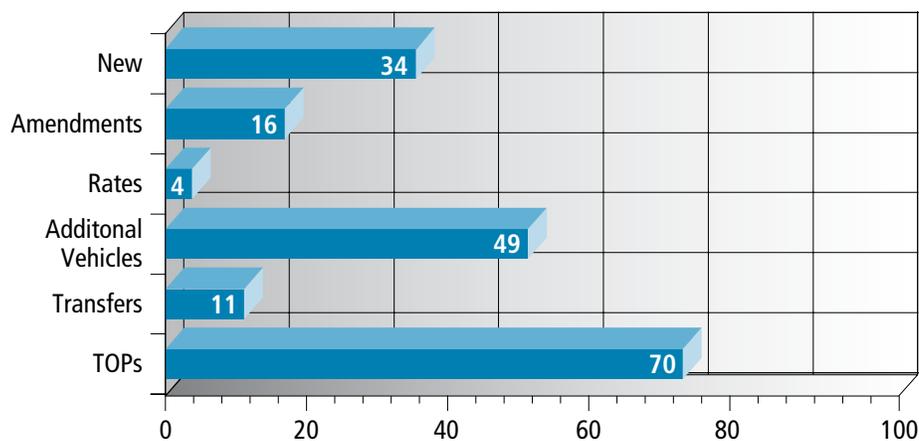
### Total Applications Received in the Five Fiscal Years



In the charts below, application types are denoted as follows:

New	Application for a new Special Authorization licence
AM	Application to amend an existing licence
AV	Application to add more vehicles to a fleet of passenger directed vehicles
Transfer	Application to transfer a licence
RC	Application to change rates for a passenger directed vehicle service
TOP	Application for Temporary Operating Permits
Special Authorization Rq	Application sent by the Registrar for the Board to determine if an Special Authorization licence is required for the service the applicant proposes

### Number of Applications by Type 2016/17



## Decided Applications by Regional District 2015/16 and 2016/17<sup>2</sup>

Regional District	# of Decided Apps 2015/16	# of Decided Apps 2016/17	Regional District	# of Decided Apps 2015/16	# of Decided Apps 2016/17
Alberni-Clayoquot	4	0	Kootenay-Boundary	0	1
Bulkley-Nechako	0	1	Metro Vancouver	138	112
Capital Regional District	16	12	Mt. Waddington	4	2
Cariboo Regional District	2	2	Nanaimo	2	2
Central Coast	0	0	North Okanagan	2	3
Central Kootenay	1	0	Northern Rockies	2	0
Central Okanagan	15	15	Okanagan-Similkameen	0	0
Columbia Shuswap	2	0	Peace River	3	5
Comox Valley	1	3	Powell River	3	2
Cowichan Valley	1	4	Skeena-Queen Charlotte	2	0
East Kootenay	1	0	Squamish-Lillooet	8	4
Fraser Valley	6	8	Strathcona	1	1
Fraser-Fort George	5	1	Sunshine Coast	1	1
Islands Trust	0	0	Thompson-Nicola	1	1
Kitimat-Stikine	2	3	Multi Regional or Extra Provincial	3	0

<sup>2</sup> Excludes withdrawn and dismissed applications.



## POST DECISION MATTERS

	Totals	Average Days to Decision
Licence Decisions Amended	5	
Reconsiderations		
• Reconsiderations Proceeded and Decided	5	13
• Reconsiderations Not Proceeded – Grounds Not Established	6	50

Five decisions were amended to correct a clerical or technical error. The PT Board received 11 requests to have its decisions reconsidered. The PT Board determined that six requests did not meet the grounds for reconsideration. Of the five reconsiderations decided on their merits, one original decision was confirmed and four decisions were varied.

## Total Reconsideration Requests Received as a Percentage of Applications Decided for the Past Five Fiscal Years

Fiscal Year	Number of Reconsideration Requests	% of Applications Decided <sup>1</sup>
2016/17	11	6
2015/16	7	7
2014/15	22 <sup>2</sup>	3
2013/14	11	10
2012/13	8	7

## FITNESS REVIEWS

The PT Board did not conduct any fitness reviews in 2016/17.

## FLEET SIZE REVIEW

The PT Board reviewed the fleet size of four companies: two taxis; one limousine; and one other PDV company. Of these, two taxi companies had their fleets reduced for not consistently operating their maximum number of approved vehicles.

<sup>1</sup> Excluded applications dismissed, abandoned or withdrawn.

<sup>2</sup> Twenty (20) of these related to one decision pertaining to 19 applications.



# Performance Measures 2016/17

The PT Board has two sets of performance targets: “low” and “high”. These targets take into account regulatory requirements such as the requirement to publish applications and receive and consider submissions. The low target represents the most efficient processing times. The high target takes into account 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.

The PT Board reviews performance results at each meeting. It strives to improve its performance and timelines.

**Reporting Constraints** – PT Board database reports are based on the date an application is received. Reports compiled for a particular time period will show results for applications that were received during this period and decided or closed at the time the database report is accessed.

**Reporting Timelines** – These are the total number of days that an application was in process with the PT Board. This includes times when the application is inactive pending publication or receipt of further information. Most applications have a 10 day publication period. If submissions are received, applicants have seven days to reply. With public hearings, the reported timelines include adjournments and continuations.

## Performance Targets

PROCESS AND TRACK	LOW TARGET	HIGH TARGET
<b>Application Files</b>	<b># Days</b>	<b># Days</b>
File Review	89 or less	90 – 156
Board Investigation	113 or less	114 – 192
Board Investigation and Hearing	117 or less	118 – 205
Registrar	117 or less	118 – 205
Registrar Investigation and Hearing	197 or less	198 – 331
Hearing	178 or less	179 – 293
Urgent Public Need (UPN)	37 or less	38 – 75
<b>Temporary Operating Permits (TOPs)</b>	<b>15 or less</b>	<b>16 – 30</b>

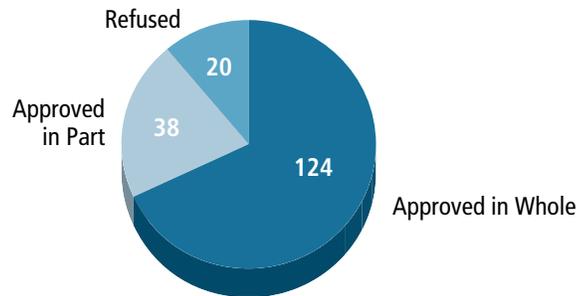


## Application Processing Times in Relation to Performance Targets 2015/16<sup>5</sup>

Type of Processing	# Board Decisions	Average # of days to a decision <sup>6</sup>	% within low target	% within high target	% over high target
File Review	77	48	97	1	2
PT Board Investigation (BI)	35	101	69	17	14
Urgent Public Need UPN <sup>7</sup>	2	6	100	–	–
Temporary Operating Permits (TOPS)	70	5	93	7	–

The PT Board seeks to process at least 75 % of all applications within the low target timeframe. The Board achieved this in three out of four categories.

### Board Decisions by Outcome<sup>8</sup>



<sup>6</sup> These results were based on applications received between April 1, 2016 and March 31, 2017 and closed by August 31, 2017 when the data was compiled.

<sup>7</sup> These timelines are from when an application is received at the PT Board office until a decision is issued, and may include periods when processing times are not in the PT Board's control. For example, an applicant asked for an extension to reply to submissions.

<sup>8</sup> A "UPN" is an application that the PT Board determines should be processed on the basis of "urgent public need". These applications are not published and submissions are not solicited. Most "UPN's" are processed on the basis of a file review.



## Appeals

---

The PT Board hears appeals from licensees who have received an administrative penalty from the Registrar of Passenger Transportation. The PT Board received one appeal in 2016/17. The PT Board rescinded the penalty.



## Appendix 1: Board Members, Staff and Budget

### BOARD MEMBERS

PT Board members make decisions on applications and appeals.

The PT Board is appointed by Cabinet. *The Passenger Transportation Act* says

that there must be at least three PT Board members. One member must be designated as Chair. Appointment processes and terms are governed by the *Administrative Tribunals Act*.



## 2016/17 Board Members

Member	Appointed by	Initial Appointment Effective	Term Expiry Date
 <p>Don Zurowski Chair</p>	Cabinet	<p>January 1, 2010 (member)</p> <p>September 1, 2011 (Chair)</p>	September 30, 2017
 <p>William (Bill) Bell</p>	Cabinet	February 2, 2008	December 31, 2017
 <p>Brenda Brown</p>	Cabinet	December 31, 2008	December 31, 2017
 <p>Roger Leclerc</p>	Cabinet	November 8, 2012	December 31, 2018
 <p>Spencer Mikituk</p>	Cabinet	March 29, 2012	March 29, 2018
 <p>Mary Sjostrom</p>	Cabinet	December 31, 2015	December 31, 2017



## Board Staff

The PT Board is supported by a staff of four full-time employees who work out of the office in Victoria. Staff handle the administrative functions of the PT Board, undertake policy initiatives and respond to inquiries from applicants, submitters and the public. Board staff are:



Jan Broocke,  
Director to the PT Board

Michael McGee,  
Manager, Policy and Communications

Kathy Mitten,  
Finance, Appeals and Operations  
Coordinator

Jane Morris  
Administrative and Research Coordinator

## Board Contact Information

**Mailing Address:** PO Box 9850 STN  
PROV GOVT  
Victoria, British  
Columbia, V8W 9T5

**Street Address:** 202, 940 Blanshard St.  
Victoria, BC

**Phone:** 250-953-3777

**Facsimile:** 250-953-3788

**Website:** [www.ptboard.bc.ca](http://www.ptboard.bc.ca)



## Passenger Transportation Board Budget

2016/17		
Budget Category	Allocation (\$)	Expenditure (\$)
Salaries	262,000	258,728
Benefits	64,000	62,857
Board Per Diems and Travel	140,000	175,279
Staff Travel	8,000	4,676
Professional Services – Operational	2,000	–
Information Systems – Operating	9,000	6,974
Office and Business Expenses	5,000	9,119
Stat. Advertising and Publications	1,000	–
Recoveries – Within Government	(1,000)	–
Recoveries – External, Misc.	(1,000)	–
<b>Total</b>	<b>490,000</b>	<b>517,634</b>

The budget overage was attributable in part to work that the PT Board undertook as directed by the (then) Minister to: include stretch SUVs and limousine buses into Special Authorization licensing stream; include a sixth PT Board member; and strategic research.



## Appendix 2: PT Board Goals and Objectives

---

### GOAL A

Policies contribute to a commercial, small passenger vehicle and inter-city bus industry that:

- serves the public
- is run by capable licensees
- is economically sustainable

#### OBJECTIVES

PT Board policies facilitate:

1. a dynamic, innovative and healthy industry;
2. licensing of responsible, competent and accountable persons or companies;
3. diversity of service options; and
4. responsiveness to market conditions and relevant legislation.

#### STRATEGIES

Guide policy development by:

1. Initiating contact with licensees and other stakeholders on priority and emerging issues in the commercial passenger transportation industry.
2. Identifying social trends and developments relative to commercial passenger transportation.
3. Assessing relevant legislation and policies.
4. Monitoring or linking to other strategic planning processes involved with transportation in BC.



## GOAL B

PT Board processes are clear and relevant

<b>OBJECTIVES</b>	Processes are efficient, effective and administratively fair.
<b>STRATEGIES</b>	<ol style="list-style-type: none"><li>1. Evaluate PT Board application processes from an internal and an external perspective.</li><li>2. Modify application processes to improve timelines, public access to materials and increase efficiency.</li></ol>

## GOAL C

PT Board facilitates, and participates in, communications with stakeholders.

<b>OBJECTIVES</b>	PT Board communications are effective and meaningful.
<b>STRATEGIES</b>	<ol style="list-style-type: none"><li>1. Enhance accessibility of information by:<ol style="list-style-type: none"><li>(a) Organizing and presenting online information so it is user centered, related materials are centralized in a single place, and stakeholders can find, understand and use what is important.</li><li>(b) Using technology to communicate more proactively with stakeholders.</li><li>(c) Maintaining openness to stakeholder input on PT Board initiatives and policy changes by seeking and considering stakeholder perspectives on key PT Board policy or projects.</li></ol></li><li>2. Maintain a productive working relationship with the Passenger Transportation Branch.</li></ol>



## GOAL D

PT Board governance that leads to organizational excellence

### OBJECTIVES

The PT Board:

- (a) fosters a culture of professionalism and fairness.
- (b) evaluates its performance.
- (c) seeks continual improvement.
- (d) is accountable to government and the public.

### STRATEGIES

1. PT Board members and staff adhere to principles of administrative justice and strive for consistency in all processes.
2. PT Board members and staff have access to ongoing training and learning opportunities in administrative justice and other subjects that are needed to fulfill PT Board operational and governance responsibilities.
3. The PT Board evaluates its performance against targets.
4. PT Board fulfills its obligations as per the MOU between the Chair and the Minister.
5. Budget is managed in accordance with government legislation and policies.



## Appendix 3: Status Report on 2016/17 Strategic Plan Performance Measures

### 2016/17 PERFORMANCE MEASURES – STATUS REPORT

Performance Measure	Status
<b>GOAL A</b>	
Advance standardization of licences in the Capital Regional District by requiring dispatch service priority and minimum operating times for wheelchair accessible taxis.	Completed
Promote adoption of, through industry advisories and other means, taxi cameras in communities in BC .	Fraser Valley taxi camera program approved in December 2016.  Advisory on safety shields and cameras posted March 22, 2017.
Continue proactive steps to include limousine industry representatives (including PSBs and mid-tier luxury services) in PT Board policy development activities and consultations.	Pending
Apply TSP requirements to taxi companies operating in markets with a population of 10,000 or more.	Completed
Include accessible taxi usage in the next fleet size review.	Completed
Review issues related to hailing and flagging, and express authorization requirements in the Act, in light of changing technologies.	Pending
Review policy on the use of meters and apps for metering taxi and limousine fares.	Completed
Update the PT Board's Wheelchair Accessible Transportation Report.	Underway
Consider a policy of incorporating flip seat authorization on any licence where the licensee has authority for accessible taxis.	Completed
Review taxi camera program implications for mandating forward facing cameras.	Pending
Continue to monitor changes in transportation policy in various jurisdictions.	Ongoing



Performance Measure	Status
<b>GOAL B</b>	
Work with the PT Branch to:	Underway
a. investigate options to replace our current database with a more functional joint case management system; and	
b. develop a business case to obtain appropriate funding.	
Streamline processes for limousines to apply for Peak Season Temporary Operating Permits.	Completed
Investigate and implement ways to promote continuous improvement of applications materials through such things as stakeholder feedback, annual reviews of materials, etc.	Ongoing
With the PT Branch, develop a file management system for appeals.	Pending
Publish a simple, all-purpose data spreadsheet that non-taxi applicants can use to summarize public need indicators for an additional vehicle application.	Completed
Develop self-populating PT Board forms.	Completed
Develop an inventory of investigation questions for various application types.	Completed
Initiate 2017 fleet size review.	Completed
Consider alternatives to zzeem such as sharepoint or new database.	Completed
<b>GOAL C</b>	
Identify and evaluate options for social media as a tool for enhancing stakeholder engagement.	On hold
Initiate, if agreed to, social media as a stakeholder engagement tool.	On hold
Develop video guides for PT Board website.	On hold



Performance Measure	Status
<b>GOAL D</b>	
Track PSB application volumes and assess PT Board resource impacts of the 2015 expansion in PT Board jurisdiction to include PSBs.	Completed
Finalize website "modularization" of policies.	Discontinued
During Annual Report and Strategic Planning work, identify risk and capacity factors that could affect future PT Board performance.	Completed
In-house PT Board discussion and workshops centred on evaluating evidence (e.g. social media as evidence of need, assessing quantitative data, considering quantitative and qualitative together).	Completed
Initiate a PT Board/Branch workshop to enhance understanding of roles.	Completed
Update framework for PT Board member evaluation.	Completed



## Appendix 4: Definitions of Vehicles Requiring a Special Authorization

---

### INTER-CITY BUSES (ICBs)

- Operate on set time schedules between municipalities (other than those in the GVRD or CRD)
- For individual fares
- Over a regular route
- Between fixed terminating points, picking up and dropping off passengers at intermediate points, as necessary

A common example is a private bus service operated on a schedule between two or more cities. Inter-city buses are not public transit buses.

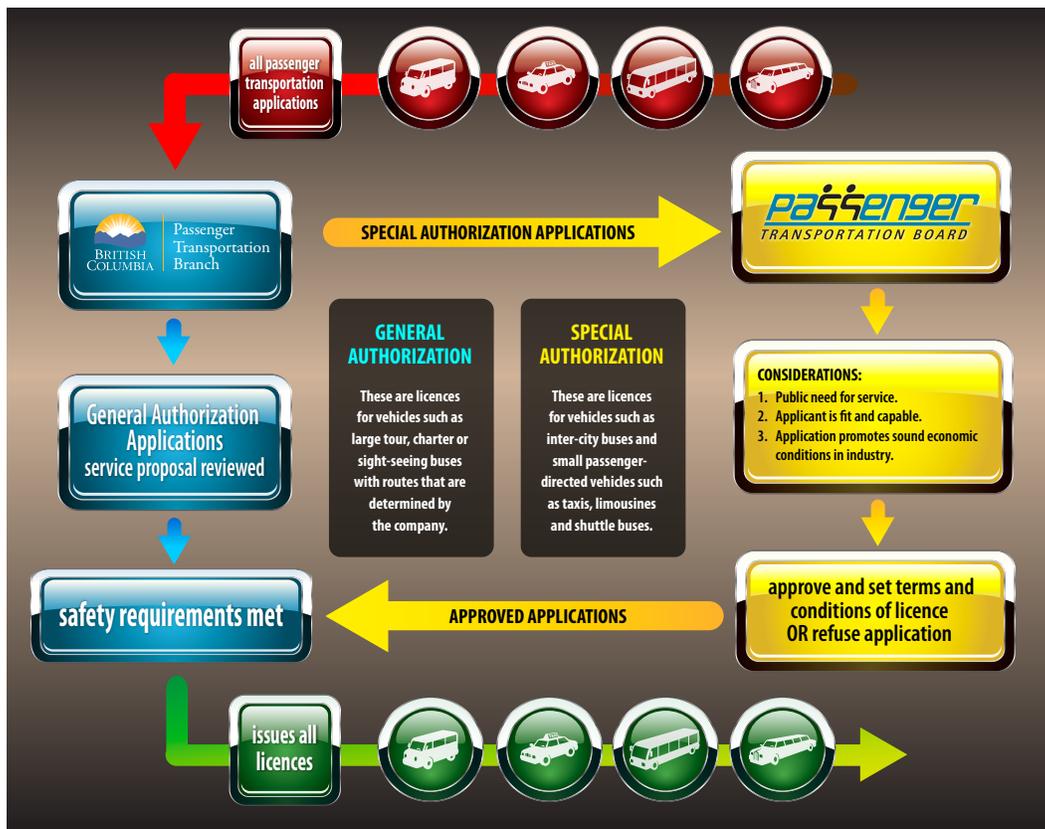
### PASSENGER DIRECTED VEHICLES (PDVs)

- Carry a driver and not more than 11 passengers or have passenger seats that are primarily located along the sides or at the rear of the vehicle
- Operate to and from locations determined by the passengers
- Is a commercial passenger vehicle with perimeter seating, regardless of how many passengers the commercial passenger vehicle can accommodate

Common examples of PDVs include taxis, limousines, including stretch SUVs and limo buses, and shuttle vans.



# Appendix 5: Diagram of Commercial Passenger Vehicle Licensing Process





***Passenger***  
TRANSPORTATION BOARD

***Annual Report***  
***2016/17***