

# Final Licence Application Decision

## Inter-city Bus

<b>Application #</b>	3035-18	<b>Applicant</b>	Wilson’s Transportation Ltd.
<b>Trade Name (s)</b>	Island Connector, BC Connector		
<b>Principals</b>	John Murray WILSON		Valerie L. WILSON
<b>Address</b>	4196 Glanford Avenue, Victoria, BC V8Z 4B6		
<b>Current Licence</b>	Passenger Transportation Licence # 70583: <ul style="list-style-type: none"> <li>• Special Authorization: Inter-city bus (ICB)</li> <li>• General Authorization</li> </ul>		
<b>Application Summary</b>	<p><b>Amendment of Licence—ICB</b></p> <p><i>Simplified ICB Process</i></p> <p>Amend the Special Authorization to add the following ICB routes:</p> <ol style="list-style-type: none"> <li>2. Vancouver – Kamloops</li> <li>3. Vancouver – Kelowna</li> </ol> <p><i>Regular ICB Process</i></p> <p>Amend the Special Authorization to add the following ICB route:</p> <ol style="list-style-type: none"> <li>4. Vancouver – Whistler</li> </ol>		
<b>Publication</b>	September 26, 2018		
<b>Submissions Received</b>	Submissions on Route 4 Only: <ul style="list-style-type: none"> <li>• Blue Cactus Coach Lines Ltd.</li> <li>• Universal Coach Line Ltd.</li> </ul>		
<b>Preliminary Decision</b>	<p>Through the Board’s Simplified ICB Application process, the Board considered evidence in support of a proposal by Wilson’s Transportation Ltd. to add two ICB routes to its Special Authorization licence. These are Route 2 (Vancouver – Kamloops) and Route 3 (Vancouver – Kelowna). On October 16, 2018, the Board issued a Preliminary Licence Application Decision approving the two routes as set out in that decision. The preliminary decision was published in the Weekly Bulletin on October 17, 2018. It included the caveat that the decision was preliminary and subject to review should any matter arise in the Board’s review of the whole application that related to any of the orders in the preliminary decision.</p>		

<b>Final Decision</b>	<ol style="list-style-type: none"> <li><b>1. The addition of Route 4 (Vancouver – Whistler) is approved as set out in the application summary.</b></li> <li><b>2. The Preliminary Licence Application Decision of October 16, 2018 approving Routes 2 (Vancouver – Kamloops) and 3 (Vancouver – Kelowna) is affirmed as amended (respecting notice and activation requirements) in this final decision.</b></li> </ol>		
<b>Final Decision Date</b>	October 31, 2018		
<b>Panel Chair</b>	William H. Bell	<b>Panel Member</b>	Spencer Mikituk

## I. Introduction

Wilson’s Transportation Ltd. (WTL) has had a Passenger Transportation (PT) Licence with Special Authorization, Inter-city bus (ICB) since 2016. Under this authority, WTL provides cross ferry transportation between Victoria and Vancouver (Route 1).

In July 2018, Greyhound Transportation Canada ULC issued a news release stating that, as of October 31, 2018, it will stop providing bus service in Western Canada. Subsequently, WTL applied to amend its Special Authorization licence to add the following ICB routes:

Route 2: Vancouver-Kamloops

Route 3: Vancouver-Kelowna

Route 4: Vancouver-Whistler

We processed the Routes 2 and 3 portion of the WTL application under our Simplified ICB Application process for corridors without ICB service at present or when Greyhound Canada withdraws service at the end of October 2018.

Greyhound Canada’s service withdrawal includes services under Route S1 of its licence from Vancouver to Pemberton. However, other ICB operators on the corridor provide service as far north as Whistler. Thus, we processed the Route 4 portion of the WTL application (Vancouver – Whistler) under the regular application process, not the simplified process.

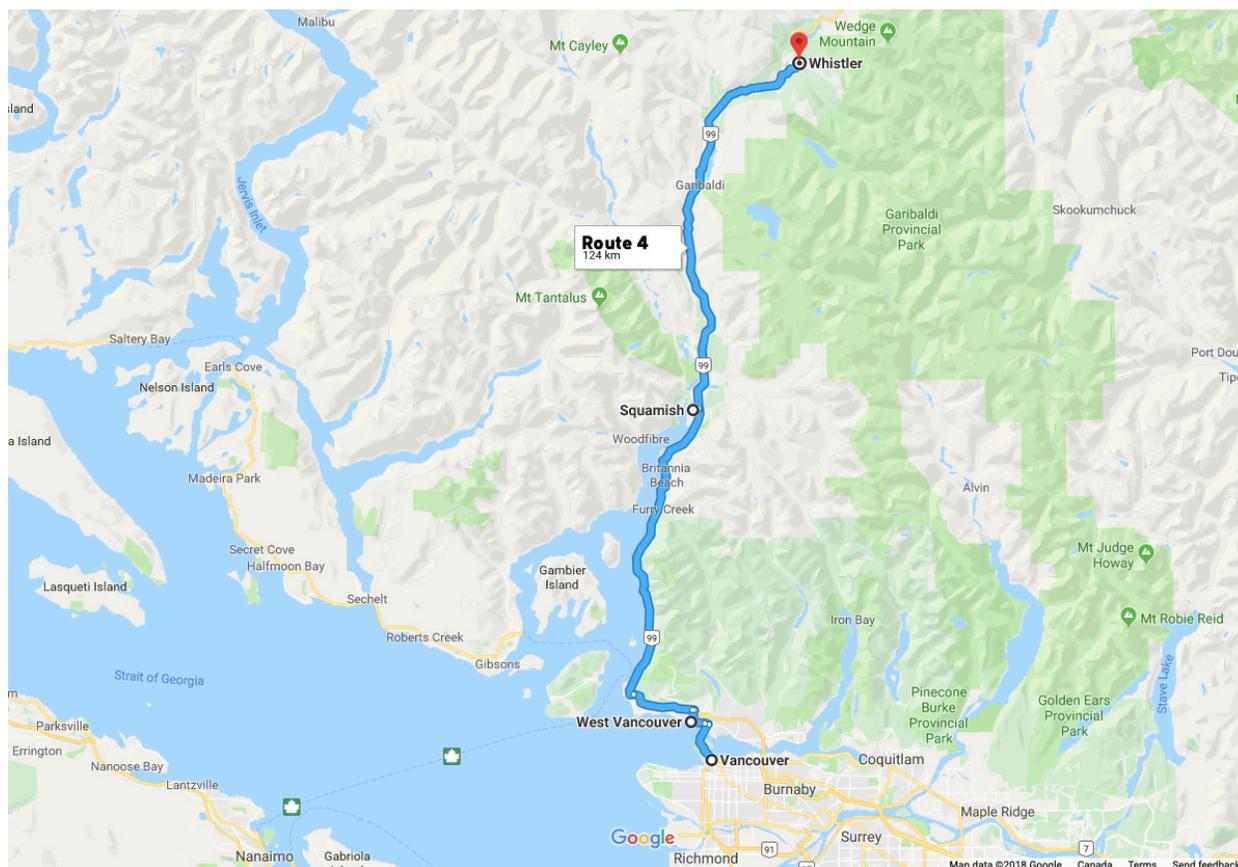
On October 16, 2018, the Board issued a Preliminary Licence Application Decision approving Routes 2 and 3. Section IX of this Final Licence Application Decision affirms the preliminary decision as amended in this decision. Although much of the other information

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in this decision has applicability to the three routes that WTL proposes in application 3035-18, much of the information that follows provides context or reasons for our decision respecting Route 4 (Vancouver – Whistler).

## II. Background (Route 4)

WTL proposes Route 4 (Vancouver – Whistler) as a daily round trip service with stops at Vancouver, West Vancouver, Squamish and Whistler. Route 4 is shown in the map below.



## III. Jurisdiction and Proceedings

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

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Under the PT Act, the Passenger Transportation Board (the “Board”) makes decisions on applications for inter-city buses. The Board has authority to consider and approve applications for new licences as well as applications from existing licensees to change routes and minimum service levels.

The PT Act requires the Board to consider public need, applicant fitness and sound economic conditions in the passenger transportation industry before deciding whether to approve an application, in whole or in part, or to refuse an application. For applications proceeding through the simplified ICB process, much of the Board’s focus is on applicant fitness.

The Act also allows the Board to, among other things:

- conduct proceedings together [section 14]
- 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)]
- conduct an investigation into any matter related to an application [Section 27(3)(b)]

Section 26(2) of the PT 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.

#### *1. Similar Applications (respecting WTL Route 4)*

Whistler Rides Inc. (WRI) submitted application 2330-18 to obtain a new Special Authorization, ICB with one route (Route 1: Vancouver – Pemberton) on the Sea-to-Sky corridor. It proposes service of at least 1 daily round trip with stops at Vancouver, Squamish, Whistler and Pemberton, and it proposes some route points in common with Route 4 in WTL’s application 3035-18. Pursuant to section 14 of the *Passenger*

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*Transportation Act*, we have considered WRI's application and the Route 4 portion of WTL's application together.

We note that Greyhound's departure is imminent and that the ski season is approaching.

We published application 2413-18 from Blue Cactus Coach Lines Ltd. (operating as Snowbus) on September 26, 2018. This licensee seeks a number of changes to its licence to operate two routes between from Vancouver, UBC and Vancouver to Whistler and return. Our review of this application is not yet complete. We also note that, on October 24, 2018, the PT Board published an application by Cantrail Coach Lines Ltd. (3194-18) to add a Vancouver – Pemberton route to its licence that authorizes the BC portion of an ICB service between Vancouver and Seattle. Decisions on the Blue Cactus and Cantrail applications will be made at a later date.

## 2. *Process*

We are conducting this application by way of a written hearing.

## **IV. Background (Applicant)**

WTL has been in operation since 1962. It currently serves Victoria and part of Vancouver Island. It is Vancouver Island's largest charter bus company and is one of the top three in B.C. In addition to its core business of bus charters and rentals, it operates several scheduled services which include Gray Line Sightseeing, YYJ Airport Shuttle and a BC Ferries Connector Service.

The applicant was initially approved for a Special Authorization: Inter-City Bus in January 2016. That application, 473-15, was submitted and approved as an Urgent Public Need (UPN) application. This service is under contract to BC Ferries and provides bus transportation under PT Licence 70583 (Route 1) between Victoria and Vancouver a minimum of three times daily in each direction. Intermediate route points include Delta, Richmond and YVR.

The Board refused WTL's application 317-17 to amend the terms and conditions of its licence (PTL 70583) to add an express service with an additional Victoria – Vancouver route (one trip monthly in each direction) and a Victoria – Nanaimo route (one trip daily in

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each direction) as the applicant did not meet the requirement to demonstrate a public need for either addition.

More recently, in October 2018, the Board approved application 1486-18 by WTL to add an “engaged carrier authorization” to its licence. This was based on a request for this authorization from Tofino Bus Lines Inc. (TBSI) as proof of need for the service. TBSI is licensed to operate five ICB routes on Vancouver Island between Tofino and Nanaimo, and between Victoria and Port Hardy.

The applicant submitted the requisite material and forms for this application.

## **V. Application Rationale, Submissions and Responses**

### *(a) Applicant’s Rationale*

WTL provided the following text for publication with its application:

*With the pending closure of Greyhound Canada services, there is an immediate demand for transportation services to these three hubs: Vancouver, Kelowna and Kamloops. Wilson’s Transportation would like to provide a solution to this need. With Wilson’s Transportation’s current infrastructure, this would be a good fit for the people and the province.*

### *(b) Submissions & Applicant’s Response (WTL Route 4 only)*

A submission was received from Blue Cactus Coach Lines Ltd. (“Blue Cactus” or “Snowbus”) that is now licensed to provide a seasonal ICB service to Whistler from late November until April.

The submission noted several areas of concern:

- Snowbus has for 14 years provided services tailored to the Whistler transportation market. This market is divided between the local and tourist users. The former is served by Greyhound, Snowbus and Epic Rides. The latter is served by the YVR operator.
- Three authorized ICB operators currently service Whistler. The ICB service from YVR has been detrimental to other ICB operators due to pricing that uses its higher fare for airport-tourist passengers to subsidize a lower fare for local passengers.

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The other threat is the multiple Passenger Directed Vehicle (PDV) and General Authorization (GA) operators on the corridor.

- Existing ICB operators need the incremental business that Greyhound will leave behind. Snowbus and Epic Rides both share Greyhound pickup locations, rider demographics and market segment. Snowbus and Epic need an opportunity for economic stability and increased ridership to improve their services.
- Currently there are 14+ ICB schedules per day among the 3 ICB operations, and any new operator would undercut existing services to gain market share and create an excessively competitive marketplace with detrimental impacts.
- The customer base that Wilson’s may bring from its BC Ferry and other services can easily be met by existing ICB operators. The void of service left by Greyhound on the corridor is not in need of any new ICB operation. It states, *“the route is, and can continue to be, well served by the existing and new, experienced and motivated operators, all of whom, have sufficient capabilities to address any and all passenger needs especially in the ‘local’ marketplace.”*

The applicant responded to the submission as follows:

- The concern over predatory pricing is directed at the current YVR operator not the applicant.
- There will be no new or incremental capacity as WTL is applying to replace Greyhound service at a reduced capacity.
- The submitter’s claim that the route can continue to be well served by existing operators is not credible as the submitter applied to the Board to reduce service levels in the submitter’s licence at a time when Greyhound is abandoning the route, and the submitter has recently solicited WTL to provide it with coaches as the submitter does not own or lease motor coaches.
- It is unclear what reference to “new” operators mean. WTL is an experienced, motivated and capable operator.

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- WTL's application will provide service from Pacific Central Station in Vancouver and mitigate the loss of connectivity for passengers when Greyhound leaves, and will contribute to sound economic conditions for the ground passenger industry as well as connectivity for passengers travelling to and from Vancouver Island via its BC Ferries Connector.

A second submission was received from Universal Coach Line Ltd. (UCLL) that recently acquired the YVR concession currently held by PCL to operate an ICB shuttle service between YVR and Whistler. Intermediate route points include the Richmond Hotel District, the Vancouver Hotel District, and Squamish. UCLL starts the service January 1, 2019, subject to the approval of an application it will submit to the PT Board to start operating ICBs on this Sea-to-Sky route. UCLL object to the WTL application for two reasons:

1. There is no public need for the service. The applicant has not provided a reason in its Application Summary for applying for the Vancouver-Whistler route. The corridor is saturated with many licensed and unlicensed carriers.
2. The WTL application is detrimental to sound economic conditions. UCLL has invested millions of dollars in new buses as it assumes the PCL concession to operate from YVR while offering appealing services, operating at lower costs, maintaining safety and helping to reduce congestion. It strives to meet these goals despite inheriting a service that has experienced annual declines in passengers. On the route, investments made by other GA, PDV and ICB operators invalidates WTL's claim that its proposal would fill a void caused by a lack of available options.

The applicant responded to the submission as follows:

- The YVR concession carries some exclusive rights of pick up at YVR, but these rights do not extend to any other location on the corridor. By and large, the YVR service provides transportation for non-residents bound for Whistler, not local residents.

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- The WTL rationale in its application summary applies to all routes. Greyhound's Vancouver - Whistler route originates from Pacific Central Station and that route was serviced up to 5 times daily during peak periods. The route is now part of the global abandonment by Greyhound. WTL had an interline agreement in place for Vancouver connections to all points on Greyhound's network. Greyhound's departure is decimating the connectivity with WTL's Victoria - Vancouver service.
  - Pacific Central Station, which WTL uses, is an intermodal transportation hub, as is YVR. There is no less "public need" for connecting passengers here, than there is at YVR.
  - The submitter makes a self-serving claim that public need does not exist on a route that is pending abandonment by Greyhound, and which it intends to make an application for. As well, the submitter claims that the WTL application is detrimental to economic conditions due to market dilution, yet the submitter is prepared to invest million to dilute the market.
  - Competitiveness on the route has resulted in a consumer-friendly pricing model for the travelling public.

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 my review of this application.

## **VI. Mandate**

Section 28(1) of the Act says that the Board may approve the application, if the Board considers that:

- (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.

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## VII. Reasons for the Board's Decision

*(a) Is there a public need for the service that the applicant proposes to provide under special authorization?*

The Board expects applicants to show that there is an “unmet” public need for an inter-city bus service on the corridor where they want to provide service. Applicants should give the Board information that is **factual** and **objective**. Applicants should not rely on their opinion or general statements to show public need.

WTL seeks an amendment to its “Special Authorization (SA): Inter-city Bus” licence to operate a daily round-trip service between Vancouver and Whistler with stops at West Vancouver and Squamish. WTL, in its business plan, sets out a vision to provide a more comfortable and convenient express-style service between the Metro Vancouver and Whistler markets. It is dedicated to improving commuter bus service on this corridor and feels the exit of Greyhound is a great opportunity to streamline services and attract a different travelling customer to commuter bus services.

To provide some context regarding public need for ICB service on the corridor, it is important to note that Greyhound and three other ICB operators currently provide service on the corridor. These include Pacific Coach Lines Ltd. (PCL) that, at present, has a contract with YVR to provide daily service year-round between YVR and Whistler. Blue Cactus (dba Snowbus) and Epic Rides are licensed to provide seasonal ICB service. Further, more than 20 licensees with General or Special Authorization, or both, operate on the corridor providing limousine, tour, sightseeing, shuttle, and other passenger transportation services. The licensed services of the current four ICB operators can be summarized as set out below.

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**Greyhound Canada:**

Year-round service on its Route S1 between Vancouver and Pemberton with a minimum route frequency (MRF) of two trips per week in each direction and stops at Squamish and Whistler. Prior to the Board's decision of February 20, 2018, on Greyhound application 256-17, the MRF on Greyhound's Route S1 was a total of 56 trips per week (Vancouver to Whistler) and 42 trips per week at Whistler and Pemberton—with service to or from Mt. Currie at least 14 trips per week. The decision on application 256-17 approved Greyhound's proposed elimination of its Route S2, a seasonal route serving UBC, Vancouver, West Vancouver and Whistler with a minimum of six trips weekly from November to April.

**Pacific Coach Lines:**

Year-round service between the Vancouver International Airport (YVR) and Whistler with a daily minimum route frequency of four trips in each direction. The service includes stops in the Richmond Hotel Area, the Vancouver Hotel Area and the District of Squamish.

**Blue Cactus Coach Lines (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.

**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.

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The applicant in its Business Plan refers to the large population and customer base including the annual influx of tourists required to sustain an ICB service on the Vancouver-Whistler corridor. Many rely on and choose bus transportation as their desired form of travel. The service will focus on both the local and tourist markets. Further in relation to business partnerships and alliances it will continue working with Greyhound Lines, Inc., the US based company, as the new service will be an interline service that can seamlessly connect with Greyhound Lines' Vancouver-Seattle route. Also, WTL's partnership with BC Ferries and the new proposed Island Ferries (Nanaimo) can connect Vancouver Island passengers to the mainland, as will their current daily BC Ferries Connector bus (Victoria – Vancouver) that offers seamless connectivity. The applicant notes that *“Whistler currently has service by Pacific Coach Lines who operate a bus from the Vancouver Airport (YVR) direct to Whistler, but that would not be a market we are targeting.”*

The Board received a letter from the mayor of Squamish dated October 4, 2018 that reports that all communities within the Sea to Sky Corridor rely on ICB service as there are few commuter options for residents, and the gap created by the imminent Greyhound exit will adversely affect many residents and commuters.

Previously, the Board received three submissions from local government authorities in response to application 256-17 by Greyhound Canada that proposed changes to its services on the Sea-to-Sky corridor. As noted in the February 20, 2018 decision on the Greyhound application, these representatives expressed concerns about the Greyhound proposal to eliminate route points and reduce service levels. The panel considers some of the concerns as still valid. Concerns include the following:

- the Sea-to-Sky corridor is expanding and ICB transportation options for Lower Mainland access are vital
- decreased transportation options for residents in Pemberton will have significant negative impacts on the community
- Whistler's destination as a premier resort may decrease with reduced services

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- the corridor is challenged by severe road and highway congestion that can worsen and lead to increased safety issues
  - convenient, reliable and affordable inter-regional transportation is needed to connect communities along the corridor

The applicant's proposed service and route stops replace some services and stops along Route S1 that Greyhound Canada is exiting October 31, 2018. The panel finds that WTL's Route 4 proposal has some overlaps with current and proposed ICB services on the corridor (including those of PCL and WRI), and that they are also distinguishable based on their different combinations of services, target market focus, vehicle fleets, and options for intermodal connectivity.

The WTL service does not include stops at Pemberton that we are approving for Whistler Rides Inc. (WRI). WTL adds West Vancouver as a stop not serviced by any current, year-round ICB operator. The Vancouver – Whistler route enhances the Wilson's ICB network and options for travelers passing through its Vancouver hub. It expands connections through the ICB services it provides to Victoria (BC Ferry Connector), Kamloops (Route 2) and Kelowna (Route 3). Further, WTL will interline with Greyhound Lines (based in the US) to extend its Vancouver - Seattle route with a seamless connection to the Vancouver to Whistler route. WTL is also positioned to leverage partnerships it has established with BC Ferries and Tofino Bus Lines Inc. to connect passengers travelling between Vancouver Island and the mainland.

The panel notes that WTL has the availability of wheelchair accessible buses that can add a further distinction to its proposed services.

The panel is persuaded that there is a market and demand for the services that WTL seeks to provide on the Sea-to-Sky corridor. We note that many of Greyhound Canada's customers have used the WTL BC Ferries Connector to access routes on the Greyhound network. Similarly, adding Route 4 to the WTL licence enables connection options that

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serve the needs of Sea-to-Sky travelers who are connecting with destinations beyond Vancouver. Further, WTL support letters indicate a growing potential user base for the proposed service and satisfy the panel that a public need exists to sustain an operation on Route 4 with a minimum route frequency of 1 round trip daily, as WTL has applied to do.

We find there is sufficient evidence and that the applicant has demonstrated a public need for the proposed service.

*(b) Would the application, if granted, promote sound economic conditions in the passenger transportation business in British Columbia?*

The Board looks at the state of inter-city bus services in the area where the applicant is applying to operate. The Board considers how the service could benefit the market and whether the market has the capacity to absorb additional services.

There are many markets for transportation services. A healthy, competitive industry on the Sea to Sky Corridor provides the public with service options while enabling successful operators to run a successful business.

We find that the proposed service by WTL both fills a gap left by Greyhound and complements ICB transportation service options on the corridor. The panel is persuaded that the start of the WTL service on its Route 4 will attract a stronger and wider ridership base over time. In this respect the panel was not persuaded by arguments of submitters, including the general position that the service proposed by WTL will be detrimental to sound economic conditions. Similar to the Board's approval of the application by WRI, the WTL proposal should have an overall beneficial effect on market demand and the industry as a whole.

The panel finds the approving of this application will promote sound economic conditions in the passenger transportation business in British Columbia.

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*(c) Is the applicant a fit and proper person to provide that service and is the applicant capable of providing that service?*

The Board looks at fitness in two parts:

- (i) is the applicant a “fit and proper person” to provide the proposed service; and
- (ii) is the applicant capable of providing that service?

The Board reviews the conduct of an applicant and the structure of its operations. Does the applicant seem to understand passenger transportation laws and policies? Is the business set up to follow these laws? Is there something in the applicant’s background that shows it disregards the law?

Applicants must show that they have the resources and skills to manage the service that they want to operate. The Board gets much of this information from business plans and financial statements.

WTL was incorporated on December 4, 1980. The applicant’s National Safety Code certificate is in good standing. The disclosure form, Unlawful Activity and Bankruptcy, indicates no negative concerns about the principals.

The applicant’s fleet includes 150 vehicles. The company’s website indicates these consist of highway coaches, mini coaches, school buses and vans. Wheelchair accessible buses are available. The company also operates an eight-bay mechanical and body shop facility to maintain its vehicles and, under contract, retrofit BC Transit buses. This is an extensive government-certified inspection facility. All buses based in the Lower Mainland will follow a structured maintenance routine to ensure proper maintenance.

Under the Wilson’s group of companies, it also operates the Capital City Station, the Capital City Café and a new Wilson’s Customer Experience Call Centre. The company has a strong management organization with both Victoria and Vancouver-based operating divisions. Through WTL’s BC Ferries Connector service, the Vancouver division has infrastructure in place to manage the two proposed routes. WTL has also been connected to Greyhound operations through its operation of the Capital City Station, the current bus terminal in Victoria. The company sold tickets for all Greyhound routes, during which time it interacted with customers who provided insight into the consumer demand for its proposed routes.

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It has a marketing plan to use various media, including a fully functional website, to enable customers to access its services, and it states that it has been collaborating with Greyhound to get assistance with the changeover. It notes a main marketing opportunity includes the ability to cross-market its new proposed services as a connection option for its BC Ferries Connector service. The applicant outlined its extensive hiring and training process for drivers that, in part, includes a comprehensive driver's manual.

The financial information included a balance sheet and income statements for the year ending December 31, 2017. Also included were three-year financial projections that cover the proposed routes. The forecasts appear reasonable and realistic given the assumptions outlined. The infrastructure and vehicles for the startup of this Vancouver-based ICB service are in place and the applicant is able to keep operating costs to a minimum.

There has not been any information brought to our attention to prove that the applicant is not fit and proper. Further, WTL has the experience, operational knowledge and capacity to service its proposed new route safely and effectively.

We find the applicant to be fit and proper person with the necessary skills and infrastructure in place, and that it is capable of managing and operating the proposed Route 4 services.

### **VIII. Route 4 Approval**

For the reasons set out above, we approve Route 4 (Vancouver – Whistler) as set out in the application summary.

### **IX. Preliminary Decision: Routes 2 & 3**

The Board previously considered evidence respecting the Route 2 (Vancouver – Kamloops) and Route 3 (Vancouver – Kelowna) portions of this application. On October 16, 2018, it issued a decision approving the routes as set out in the Preliminary Licence Application Decision. The preliminary decision was published in the Weekly Bulletin on October 17, 2018. The preliminary decision was issued with the caveat that should any matter arise in the Board's review of the whole application that relates to any of the orders in this preliminary decision, the Board may reconsider any or all of the preliminary decisions.

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With the amendment noted below, this final decision affirms both route approvals and terms and conditions set out in the preliminary decision on application 3035-18:

- We amend the service implementation and vehicle activation requirements in the Preliminary Licence Application Decision to establish a single set of deadlines applicable to the authorization approved with respect to the application as a whole. Amended notice and activation requirements are set out in appendices I and II.

## **X. Conclusion**

For the reasons above, the Board:

1. affirms the Preliminary Licence Application Decision of October 16, 2018 respecting Routes 2 and 3, as amended in this final decision with respect to deadlines for public notice and vehicle activation; and
2. approves Route 4 as set out in the application summary.

We establish notice and activation requirements, and the terms and conditions of licence, that are attached to this decision as Appendices I and II. These form an integral part of the decision. Appendices in this final decision supersede appendices in the preliminary decision.

## **Appendix 1: Public Notice Requirements**

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

### **A. Direction to the Applicant Regarding Notice and Implementation**

- Unless otherwise ordered by the Passenger Transportation Board, Wilson's Transportation Ltd. must post time schedules on line and make available to the public on line its reservation system for Routes 2, 3 and 4 no later than **November 15, 2018** to enable advance bookings.

### **B. Direction to the Registrar of Passenger Transportation Regarding Issuance**

- The Registrar of Passenger Transportation (Registrar) may only issue a licence to Wilson's Transportation Ltd. that reflects the amendments approved in this decision and set out in Appendix II after the Registrar is satisfied that Wilson's Transportation Ltd. has posted time schedules on line and made available to the public on line its reservation system.

<b>Licence Required to Operate Vehicles</b>	The Registrar of Passenger Transportation must issue the applicant a licence before the applicant can operate any vehicles approved in this decision.
<b>Approval of application may expire</b>	<ol style="list-style-type: none"> <li>1. The applicant must activate at least 2 vehicles by <b>November 30, 2018</b>.</li> <li>2. If the applicant does not meet the requirements set out in 1 above, this Special Authorization expires.</li> <li>3. The Passenger Transportation Board may vary the requirements set out in 1 above, if circumstances warrant it.</li> <li>4. If an applicant needs more time to activate its vehicles, then the applicant must make a request to the Board before <b>November 21, 2018</b>.</li> </ol> <p>(Note: "activate" means that the applicant has submitted the documents required to obtain a Special Authorization Vehicle Identifier to the Registrar of Passenger Transportation.)</p>
<b>Notice to Registrar</b>	<p>The Registrar must not, without direction from the Board, issue the applicant a licence or any Special Authorization Vehicle Identifiers if the applicant has not activated at least 2 vehicles by <b>November 30, 2018</b>.</p> <p>(Note: activated means that the applicant has submitted to the Registrar of Passenger Transportation the documents required to obtain a Special Authorization Vehicle Identifier.)</p>

<b>Special Authorization:</b>	<b>Inter-City Bus (ICB)</b>
<b>Terms &amp; Conditions:</b>	
Service:	Transportation of passengers must be provided to and from each <i>route point</i> on a scheduled basis according to the minimum frequency that is set for the <i>authorized route</i> .
Schedule:	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.
Abbreviation:	The following abbreviation is used to describe terms and conditions of this special authorization.

	alt “alternate” route point that is not located directly enroute between other route points authorized by the Board; service may be provided to one or more alternate route points at the option and frequency of the licence holder on the condition that all minimum route frequencies approved or set by the Board are maintained.
<b>Route Number: 1</b>	
Terminating Point 1:	<b>Victoria</b>
Terminating Point 2:	<b>Vancouver</b>
Route Points	Daily Minimum (round trips)
City of Victoria	3
Town of Sidney <sup>1</sup>	alt
Swartz Bay Ferry Terminal	3
Tsawwassen Ferry Terminal	3
Corporation of Delta	alt
City of Richmond <sup>2</sup>	alt
Vancouver International Airport	alt
City of Vancouver	3
Footnotes:	<p><sup>1</sup>The “alt” authorization for the Town of Sidney is for Victoria bound trips only.</p> <p><sup>2</sup>The Vancouver International Airport is excluded from the City of Richmond for the purposes of this special authorization.</p>
Limited Pick Up & Drop Off:	<p><i>Victoria Bound Trips:</i> From the City of Vancouver through until the Vancouver International Airport, passengers may be picked up only. After departing from the Vancouver International Airport, passengers may be picked up or dropped off.</p> <p><i>Vancouver Bound Trips:</i> From the City of Victoria through until any point reached before arriving at the Vancouver International Airport, passengers may be picked up or dropped off. From the Vancouver International Airport through until the City of Vancouver, passengers may be dropped off only.</p> <p><i>Pick up and Drop off in Richmond<sup>1</sup>:</i> Despite the limitations set out above, passengers may be picked up and dropped off in either direction within the City of Richmond<sup>1</sup>.</p>
Service	Service may only be provided when the licensee has a written

Limitation: transportation service agreement with BC Ferries to provide inter-city bus service on this cross water route.	
<b>Route Number: 2</b>	
Terminating Point 1:	<b>Vancouver</b>
Terminating Point 2:	<b>Kamloops</b>
Corridors:	Highway 1: Vancouver – Hope Highway 5: Hope - Kamloops
Route Points	Daily Minimum (round trips)
City of Vancouver	1
City or Township of Langley	1
City of Chilliwack	1
City of Merritt	1
City of Kamloops	1
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 on highway corridors approved for this route.
<b>Route Number: 3</b>	
Terminating Point 1:	<b>Vancouver</b>
Terminating Point 2:	<b>Kelowna</b>
Corridors:	Highway 1: Vancouver – Hope Highway 5: Hope – Merritt Highway 97C: Merritt - Kelowna
Route Points	Daily Minimum (round trips)
City of Vancouver	1
City or Township of Langley	1
City of Chilliwack	1
City of Merritt	1
District of West Kelowna	1
City of Kelowna	1
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 on highway corridors approved for this route.

<b>Route Number: 4</b>	
Terminating Point 1:	<b>Vancouver</b>
Terminating Point 2:	<b>Whistler</b>
Corridor:	Highway 99
Route Points	Daily Minimum (round trips)
City of Vancouver	1
District of West Vancouver	1
District of Squamish	1
Resort Municipality of Whistler	1
<b>Transfer of a Licence:</b>	This special authorization may not be assigned or transferred except with the approval of the Board pursuant to section 30 of the Passenger Transportation Act.