

# Licence Application Decision

## Inter-City Bus

Application No.	<b>10403-20</b>
Applicant & Application Summary	<b>Rider Express Transportation Corp.</b> <i>Trade Name:</i> Rider Express <b>Amend ICBA Licence</b> <ul style="list-style-type: none"><li>• Amend the terms and conditions of a licence with Special Authorization: Inter-City Bus Authorization (ICBA)</li><li>• Add the following route on a reservation basis: <b>Route B:</b> Penticton/Kelowna to Alberta Border &amp; Hwy 1 (Penticton is seasonal)</li></ul>
Applicant Information	<i>Current Passenger Transportation Licence:</i> #75149 with: <ul style="list-style-type: none"><li>• Inter-City Bus Authorization (ICBA)</li></ul> <i>Principals</i> <ul style="list-style-type: none"><li>• Firat URAY</li></ul> <i>Office:</i> 1517 11 <sup>th</sup> Avenue, Regina SK S6P 0H3
Publication of Application	December 9, 2020
Submissions & Public Comments	<ul style="list-style-type: none"><li>• HATHAWAY Michael David doing business as Mountain Man Mike's.</li><li>• Revelstoke Connection Ltd. doing business as Everything Revelstoke.</li><li>• Diversified Transportation Ltd. doing business as Ebus.</li></ul>
Board Decision	The application is approved in part: <ul style="list-style-type: none"><li>• Terms and conditions respecting Route B set by the Board</li></ul>
More Info	Notice of applications and published decisions are posted in the <a href="#">PT Board Bulletin</a> . For convenience, published documents for recent ICB applications are listed on the <a href="#">bus application webpage</a> .

Decision Date	October 12, 2021
Panel Chair	Garland Chow
Panel member	William Bell

## I. Introduction

The applicant, Rider Express Transportation Corp., does business as “Rider Express”. The applicant has a licence with a Special Authorization: Inter-City Bus Authorization to operate inter-city buses (ICBs). The licence includes Route “A” with the following routes and minimum route frequencies (MRFs):

Route A via Highways 1 & 5 has an MRF of 1 round trip per day (east to west and west to east). Route points include:

• Alberta border	• Town of Golden	• City of Revelstoke
• District of Sicamous	• City of Salmon Arm	• City of Kamloops
• City of Merritt	• District of Hope	• City of Chilliwack
• City of Abbotsford	• City of Vancouver	

Rider Express is applying to add a Route “B” as outlined below.

## II. Applicant’s Proposals

### *Route B*

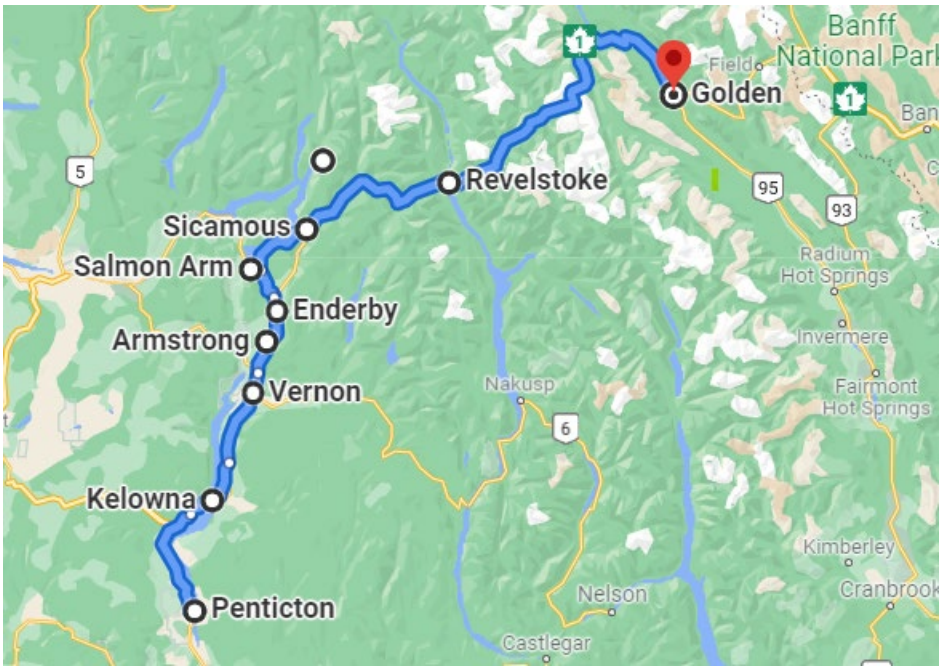
The applicant proposes a new Route B with service of at least one round trip per day between City of Penticton or City of Kelowna to the BC/Alberta border along corridors that include Highways 97, 97A and 1. Proposed route points are:

Golden	Revelstoke	Sicamous
Salmon Arm	Enderby	Armstrong
Vernon	Kelowna	Penticton

The applicant proposes to provide service to and from Penticton on a seasonal basis from April 1 to September 30 only each year.

The proposed new route is shown in Figure 1 below.

**Figure 1: Route B (Penticton or Kelowna – BC/Alberta Border)**



**III. Background**

Rider Express (Rider) is a bus company operated by an extra provincial company, Rider Express Transportation Corporation, whose head office is in Regina. The company, owned and operated by Firat Uray, was incorporated in Saskatchewan in October 2017 and registered in British Columbia in August 2018. Rider Express Transportation Corporation is licensed to operate in Saskatchewan, Alberta and British Columbia.

In BC, Rider is authorized under passenger transportation license #75149 to provide bus service between Vancouver and BC/AB border on Highways 1 and 5. The license was approved on October 12, 2018.

#### **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**

On December 9, 2020 the Board published the application and the applicant's rationale for the application. It was open for submissions for a 14-day period.

The applicant submitted required forms.

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 Board's [\*Weekly Bulletin\*](#):

*"Connecting Penticton, North Okanagan, interior BC, Calgary, Edmonton, Saskatoon and Regina is beneficial for all. We have collected many letters from potential passengers and consistently receive questions about whether or not we will extend to this region."*

### ***Submissions & Applicant's Response***

The Board received three opposing submissions to the application. Two of the submitters have licences with an inter-city bus authorization and the other has a Special Authorization: Passenger Directed Vehicle (PDV) Authorization. The submissions and the applicant's replies are summarized below.

*Diversified Transportation Ltd. dba Ebus* (ICB) submits:

- The corridor is flooded with carriers meeting and exceeding all the current demand for travel.

- Ebus currently operates the corridor between Kelowna and Salmon Arm and have been doing so daily in each direction since its application for expansion was granted in October of 2019.
- BC Transit operates services between Salmon Arm and Enderby.
- Stoke Shuttle operates a service between Kelowna and Revelstoke with 4 daily departures from Kelowna.
- Mountain Man Mike operates service between Osoyoos and Kelowna.
- Rider is not fit. Rider Express on many occasions has operated with disregard for safety as Ebus has observed on several occasions and have reported these infractions to the Passenger Transportation Branch and Commercial Vehicle Safety Enforcement (CVSE).

*Hathaway, Michael David dba Mountain Man Mike's (MMM)(ICB) submits:*

- Mountain Man Mike's began booking bus service between Osoyoos and Kelowna via highway 97 on August 29, 2020. The company experienced a very large drop in ridership at the end of August and received no bookings for three weeks. It decided to post a public notice and pause service among its routes until the new year due to Covid 19 related ridership struggles. The structuring of this run was a great deal of work and money for a small new company and has not been given a fair chance since its approval. Allowing a major company, such as Rider Express, on the same segment of the route will hinder MMM's ability to build out the service in which it has invested.
- The route points Rider proposes to service are currently served by MMM and Ebus.

*Revelstoke Connection Ltd. dba. "Everything Revelstoke" (PDV) submits:*

- It has been operating passenger transportation services between the City of Revelstoke, the Kelowna area, including the Kelowna Airport, and Golden, BC since 2008.
- The proposed service will duplicate and compete directly with its existing service, and services provided by other British Columbia-based passenger transportation companies, already approved to operate in the same region which include:
  - Stoke Shuttle Service operated by Revelstoke Connection Ltd.

- BC Transit Health Connections Service operated by Revelstoke Connection Ltd
- BC Transit Conventional Service (Kelowna / Vernon / Salmon Arm) – operated by First Transit (Canada)t
- BC Transit Conventional Service (Penticton / Kelowna) operated by Berry & Smith Ltd.
- E-Bus Service (Vancouver / Kamloops / Kelowna) operated by Ebus.
- There are already adequate travel options and capacity for passengers travelling within the proposed corridor. There is simply not sufficient demand for an additional service in this region. Approval of the application will dilute a very limited market. This will result in putting at risk the financial sustainability of the existing British Columbia based operations.

### ***Applicant's Reply***

The Board received a reply from the applicant to all of the submissions, which noted:

- Rider Express has been operating in B.C. close to two years with appropriate licensing. It has been subjected to frequent CVSE audits and checks both in B.C. and other provinces in Canada. In addition to these, it subjects itself to extra audits done by independent compliance companies. Rider's pristine track record shows clearly that it is compliant with the industry rules and regulations.
- Rider Express is offering long distance inter-city bus service which people prefer to driving. Moreover, some of the services said to be offered in the objection letters are very scarce and entail limitations and restrictions regarding frequency of service (i.e. Mountain Man Mike's twice a week service; and, Everything Revelstoke requirement for minimum passenger ticketing.) Further, pricing can be unaffordable for many.
- Despite alternatives suggested between Penticton and Revelstoke, Rider's purpose is to connect the towns and cities between Penticton and Salmon Arm to many cities and towns, such as Calgary, Edmonton, Saskatoon and Regina, that are in other provinces. So, service aims to offer a larger network of many cities and towns.

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

## VII. Reasons for the Board's Decision

### 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.



## Analysis and Findings

Rider Express Transportation Corp. (Rider) was incorporated in Saskatchewan on October 19, 2017 and registered as an extra-provincial company in British Columbia on August 8, 2018.

On October 18, 2018, the Board approved Rider's application, # 2712-18, to operate ICBs between the Alberta Border & HWY 1 and Vancouver. The company currently operates routes in British Columbia, Alberta and Saskatchewan, using 10 coach buses of various makes and models. The applicant plans to acquire two additional buses to provide the proposed service.

Rider holds an Alberta Safety Certificate and its Alberta Carrier Profile Summary indicates a Safety Fitness Rating of "Satisfactory Unaudited".

The Registrar of Passenger Transportation noted nine complaints regarding the applicant that it had investigated, substantiated and closed between November 2018 and October 2019. The Board considered these complaints in its review of application #7922-29 and Chair Allevato stated in her decision, issued June 22, 2020, that: *"In my view this number and frequency of violations is troubling. However, I note that no violations after October 2019 have been brought to the Board's attention. This bodes well and is an indication that Rider Express understands that it must comply with the conditions of its licence"*. We concur with this finding and note no new complaints were cited since October 2019.

The applicant has submitted the disclosure and declaration forms. No discrepancies are noted.

The president and owner, Firat Uray, has over 21 years' experience in the transportation business in Canada and overseas. The management team has two other individuals. The general manager joined Rider in 2020 and has over ten years of management experience. The chief financial and technology officer has 16 years' experience in finance and IT.

Based on the above, we are satisfied that the licensee is a fit and proper entity.

The applicant hires drivers with a clean criminal record, a class 1 or 2 driver's licence with air brake certification and at least 2 years' experience.

In-house training is provided to drivers, including how to operate mobility aids. Driving history is reviewed annually and semi-annually by the firm's insurance provider. The company has service agreements with repair and service shops in British Columbia.

Rider plans on marketing its service online through social media, billboards and word of mouth. It also provides parcel service daily on the route.

The financial information included a one-year Profit and Loss (P&L) statement and balance sheet for 12 months ending June 2020 and monthly financial projections from October 20, 2020 to September 23, 2023. The P&L statement indicates that Rider was profitable in its existing route in the year ending June 2020, which was mostly prior to the pandemic. The financial projections reflected the applicant's estimate of ridership during Covid 19 through a recovery period for the combined operations of the firm with the revenues and expenses of the proposed route identified separately. The applicant states in its assessment of marketing challenges that: "... it will take some time before we start making a profit in this route." However, it forecasts in its financial projections that revenue would exceed expenses on the new route B within five months of starting the service.

We have reviewed the financial information, marketing and operating plans submitted with the application. We find the applicant has the necessary skills, plans and infrastructure in place to indicate that it is capable of managing and providing the proposed route B.

### **Board Finding**

Based on the information and evidence above, we find that Rider Express Transportation Corp. is a fit and proper entity to provide the proposed service, and 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?*
3. *Would approving the application support sound economic conditions in the passenger transportation business in British Columbia?*

The Board is considering public need and sound economic conditions together. The Board seeks to balance public need for available, accessible and reliable commercial passenger transportation service and overall industry viability and competitiveness.

The Board must decide what level of service meets public need. If the Board determines that the proposed route will meet the public need, it may grant the application. If it determines that the proposed level will not meet the public need, then it may refuse the application or grant it in part in a manner that meets the public need. For a proposed amendment such as that presented by this application it may approve the application when the level of public need is sufficient to justify it.

The Board considers the issue of sound economic conditions 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 market place 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 applicant proposes Route B with the termination points being the City of Penticton and the Alberta Border & Hwy 1.

The applicant in defining its target market for the proposed route states: *"We are offering long distance intercity bus service and people tend to prefer taking a bus to driving long distances."* The applicant later adds: *"Simply put our application is to connect the towns and cities between Penticton and Salmon Arm to many cities and towns across three*

*provinces in the Western Canada, namely Calgary, Edmonton, Saskatoon and Regina. So, our service aims offer a larger network of many cities and town.”*

*In regards to the impact of the service on existing competitors, the applicant states “It will have very minor impact on our competitor. Our routes overlap only very partially. Ebus runs between Salmon Arm and Kelowna. Our main target is those in north Okanagan and Kelowna to connect with those in Revelstoke, Golden, Calgary and Edmonton and beyond.”*

The applicant’s main target market is customers originating from points south of Salmon Arm on highway 97 to Penticton and destined to points east of Salmon Arm to the Alberta border and beyond as well as the reverse direction. The applicant speaks of Northern Okanagan and BC Interior corridors. We define these as noted below and refer to them as route B1 and B2.:

- “Northern Okanagan” (B1) as the corridor between Penticton to Salmon Arm on Highway 97. This would include Penticton, Kelowna, Vernon, Armstrong, Enderby and any additional stop prior to Salmon Arm.
- “BC Interior” (B2) as the corridor between Salmon Arm and the BC/AB border on highway 1. This would include the Sicamous, Revelstoke and Golden as well as any additional stops east of Salmon Arm to the BC/AB border.

In the analysis of public need and sound economic conditions, we make the following observations and considerations regarding the proposed Route B:

- The segment of the route between Penticton and Kelowna (B1) is currently serviced by Hathaway, Michael David.
- The segment of the route between Kelowna and Salmon Arm (B1) is currently serviced by Diversified.
- The segment of the route between Salmon Arm and the Alberta border (B2) is currently serviced by Rider.

We considered the relevant history of ICB service on the proposed route B. All of the route points on the proposed Route B, except for one, were previously on Route A operated by Greyhound Canada Transportation ULC until its withdrawal in October 2018. The exception was Penticton.

The applicant presented the following information and evidence to support its request to add Route B:

- The applicant claims that it has received numerous inquiries from existing and potential customers about when Rider would expand its services to other locations and specifically from B.C. communities south of Salmon Arm. These inquiries were not documented and aggregated into valid indicators of public need.
- The applicant provided 27 user support statements in the form of email messages to support public need for inter-city bus service on its proposed Route B. These support statements came predominantly from residents in Revelstoke. A majority indicated some kind of regular usage of the proposed service. Themes included the need for medical connections in Kelowna or Calgary, airport connections, transportation for the infirmed and elderly, particularly in winter conditions, but also for educational and family reasons. The majority of the user statements indicated the need and planned utilization of ICB service between Revelstoke and Golden, on one hand, and Kelowna on the other hand. There were no support statements for service to or from Penticton.

## **Analysis and Findings**

### ***Current ICB Market Observations of the Proposed Route B***

#### *Penticton to Kelowna (B1)*

In this segment of Route B, the applicant seeks to provide daily, nonstop bus service between Penticton and Kelowna between April 1 and September 30. Currently, Mountain Man Mikes (MMM) is authorized to provide a minimum of one trip per week in each direction year-round. MMM's Route C originates in Osoyoos, stops in Penticton and has three additional stops between Penticton and Kelowna. The ICB authority was approved on June 11, 2020. The service was suspended at the end of 2020 due to COVID and reinstated in 2021.

Penticton and Kelowna are also served by Route 70 of BC Transit as part of the South Okanagan-Similkameen Transit system. The service is contracted to Penticton Transit Service Ltd. This subsidized service provides additional options but is different from and not a substitute for, a long haul ICB service.

### *Kelowna to Salmon Arm (B1)*

In this segment of Route B, the applicant wants to transport passengers between communities in the Salmon Arm – Kelowna Highway 97 corridor. Required stops would include Kelowna, Vernon, Armstrong, Enderby and Salmon Arm. Diversified Transportation Ltd., operating under the trade name Ebus is authorized to operate between Kamloops and Kelowna. Ebus' route includes the identical stops sought by Rider between Kelowna and Salmon Arm. Ebus also stops at Chase and Sorrento. The MRF is five per week in each direction, with express service between Kamloops and Vernon and Kelowna two days a week. The other schedule is express service from Kamloops to Vernon and Kelowna only.

The Kelowna – Vernon portions of this route segment is served by Route 90 of BC Transit as part of the Vernon Regional Transit system. This subsidized service provides additional transportation options, but is different from and not a substitute for, a long haul ICB service.

There is also connector bus service provided by Revelstoke Connection Ltd dba as Everything Revelstoke. This service is marketed as Stoke Shuttle Service. The service travels from the Kelowna Airport to Revelstoke and may drop off at any point on the highway route to Revelstoke. In the reverse direction, the service travels from Revelstoke to the Kelowna Airport and may pick up at any point on the highways to the Kelowna Airport. This service provides additional transportation options but is not a substitute for ICB service.

### *Salmon Arm to the Alberta border (B2)*

In this segment of Route B, the applicant wants to transport passengers between communities on the Highway 1 corridor between Salmon Arm and the Alberta border. Rider is currently authorized under Route A to provide service, with a minimum of one trip daily along this corridor stopping at Salmon Arm, Sicamous, Revelstoke and Golden. Rider may also pick up or drop off passengers between these route points.

### *The market between the North Okanagan corridor and the BC Interior corridor (B1& B2)*

Bus transportation connecting service between the North Okanagan corridor from Kelowna to Salmon Arm and the BC Interior corridor between Salmon Arm and the Alberta border is the applicant's target market in the Route B application.

Ebus is currently authorized to provide a minimum of 1 trip daily in each direction to and from Vernon and Kelowna, and five trips per week to and from Armstrong, Enderby and Salmon Arm.

Currently, Rider and Ebus services intersect at Salmon Arm for travelers who utilize ICB service to travel between North Okanagan and the BC Interior. Both services stop at Salmon Arm; however, they are operated independently.

Revelstoke Connection Ltd. (dba. Everything Revelstoke) operates Stoke Shuttle Service, a daily year-round service between Revelstoke and the Kelowna Airport. This service is provided under a General Authorization in accordance with the “connector bus” exclusion outlined in the Passenger Transportation Act. Therefore, it is not an ICB. Rider claims in its reply to the submission by Revelstoke Connection Ltd. that Stoke Shuttle operates only if there are at least three ticketed passengers. The Stoke Shuttle website states: “All shuttles run based on minimum numbers and will only run when reserved in advance.” Under the connector bus exclusion in the *Passenger Transportation Act*, passengers along the route from Revelstoke to the Kelowna Airport may only be picked up and passengers going from the Kelowna Airport to Revelstoke may only be dropped off. The Stoke Shuttle does not provide service to points east of Revelstoke. Revelstoke Connection Ltd also operates the subsidized BC Transit Health Connections Service based in Revelstoke. Neither of these services are substitutes for long haul ICB service.

The applicant seeks to operate an ICB service from Penticton, B.C. (seasonally) and Kelowna, B.C. (year-round) to the Alberta Border once per day. ICB service was formerly provided by Greyhound on this corridor. While there are other commercial ICB operations on the corridor, we find there are critical limitations to these services in terms of scheduling and connections and the absence of a single, scheduled and seamless ICB bus service connecting the Northern Okanagan corridor (B1) and the BC Interior (B2).

We have considered and provided strong weighting to the email support statements from the public seeking regular travel on Route B as a whole or in parts. The emails related to needed travel for medical reasons, airport connections, education and visiting family and relatives. Some pointed out the need for the elderly and infirm that do not drive.

The user statements corroborate the continue public need for a seamless or continuous service between the Northern Okanagan corridor and BC Interior corridor; however, we do not find that there is a need for pickup and drop-off service between route points on the Northern Okanagan corridor (B1).

Rider's proposed route allows an added option for passengers and expands ICB options involving travel between the Northern Okanagan and BC Interior and the Alberta border with connections further east. Overall, approving the application in part should complement all of the related ICB operations.

We find approving the application for this segment of the application would promote sound economic in the passenger transportation business industry in B.C.

However, in dealing with the other components of this application we find a lack of evidence to support an additional ICB service:

- Between Penticton and Kelowna
- Between the communities from Kelowna to/from Salmon Arm

We find in each of these market segments that there is existing ICB service and we cannot determine an unmet public need from the evidence provided in the user statements. The addition of new ICB service in these markets would dilute the traffic volume, a concern expressed in the submissions of authorized ICB operators. This would not promote sound economic conditions. Therefore, we will set pickup and drop-off limitations in the terms and conditions.

The applicant is the incumbent carrier providing ICB service between the communities in the Salmon Arm to/from the Alberta border corridor. Any dilution of traffic volume from the applicant's current Route A service to the applicants proposed Route B service would be an intracompany transfer from one route service to another. The public would benefit from additional service frequency and sound economic conditions are improved. We find approving the application for the Salmon Arm to Alberta border segment of the application would promote sound economic in the passenger transportation business industry in B.C.



## **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.

# Rider Express Transportation Corp.

Rider Express

## 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:

The Passenger Transportation Licence must be activated no later than 30 days after the Passenger Transportation Board cancels the temporary order to reduce or suspend scheduled service due to COVID-19 [Order](#). Unless otherwise ordered by the Passenger Transportation Board, **RIDER EXPRESS TRANSPORTATION CORP.** must, no later than **two weeks before it starts service**:

- 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 **RIDER EXPRESS TRANSPORTATION CORP.** has met requirements set out in 2(a) above.

# Rider Express Transportation Corp.

Rider Express

## Special Authorization & Proposed Terms & Conditions of Licence

*The licensee is subject to licence requirements including terms and conditions of licence that are set out below*

<b>Special Authorization INTER-CITY BUS AUTHORIZATION (ICBA) Terms &amp; Conditions</b>	
Definitions	“Board” means the Passenger Transportation Board “Registrar” means the Registrar, Passenger Transportation
<b>A. Legislative Requirements</b>	
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>B. Services</b>	
Accessibility	Accessible inter-city bus services must be available to persons with mobility aids within 72 hours of receiving a request for an accessible inter-city bus.
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	<p>Routes may only be operated on a “pre-booked” or “reservation required” basis if the route points are:</p> <ul style="list-style-type: none"> <li>(a) designated as reservation required in the licence;</li> <li>(b) identified as pre-booked or reservation required in all current; published schedule information; and</li> <li>(c) available at all times for pre-booking or reservation on the licensee’s website.</li> </ul> <p>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.</p>

<b>Route A</b>	
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
Terminating Point 1:	<b>Alberta Border &amp; Hwy 1</b>
Terminating Point 2:	<b>City of Vancouver</b>
Corridors:	Highway 1: Vancouver - Hope Highway 5: Hope - Kamloops
Route Points	Minimum Frequencies (in each direction)

Alberta Border & HWY 1	n/a
Town of Golden	1 per day
City of Revelstoke	1 per day
District of Sicamous	1 per day
City of Salmon Arm	1 per day
Sorrento	1 per day
Village of Chase	1 per day
City of Kamloops	1 per day
City of Merritt	1 per day
District of Hope	1 per day
City of Chilliwack	1 per day
City of Abbotsford	1 per day
City of Surrey	1 per day
City of Vancouver	1 per day

<b>Route B 1 &amp; 2</b>	
Alternative Points	Subject to the limited pick up and drop off service limitation below, 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.
<b>Route B1 (Northern Okanagan corridor)</b> Terminating Point 1	<b>City of Kelowna</b>
Terminating Point 2:	<b>Enderby</b>
Corridors:	Highway 97/97A: City of Kelowna-Enderby
Route Points	Minimum Frequencies (in each direction)
City of Kelowna	1 trip per day
City of Vernon	1 trip per day
City of Armstrong	1 trip per day
City of Enderby	1 trip per day
<b>Route B2 (BC Interior)</b> Terminating Point 1	<b>Salmon Arm</b>
Terminating Point 2:	<b>Alberta Border</b>
Corridors:	Highway 1: Salmon Arm- Alberta Border & Hwy 1
City of Salmon Arm	1 trip per day

District of Sicamous	1 trip per day
City of Revelstoke	1 trip per day
Town of Golden	1 trip per day
Alberta Border & Hwy 1	n/a
<b>Limited Pick Up/Drop Off</b>	<ol style="list-style-type: none"> <li>1. Passengers heading west from the BC/AB border to Kelowna cannot be picked up in B1 or Salmon Arm.</li> <li>2. Passengers heading east from Kelowna to the BC/AB border may not be dropped off in Salmon Arm or B1.</li> </ol>
<b>C. Other Requirements</b>	
Transfer of a license	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> .
<i>Liquor Control and Licensing Act</i> <i>Cannabis Control and Licensing Act</i>	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> .
Temporary Suspension of Service Requirements:	Until this term and condition is revoked, the license holder may temporarily, after providing public notice, reduce or suspend scheduled services that it normally must provide at the minimum frequencies set out in the license.