Passenger Transportation Board
MOVING FORWARD, TOGETHER

Application processing delays

June 25, 2025

Recently, concerns have been raised about processing delays for applications at the Passenger Transportation Board. The Board recognizes there is currently a backlog of applications, and we are committed to find ways to expedite application processes.

Key causes of processing delays

The Board has limited staff resources for application processing and there have been increases in the volume and complexity of applications over the last couple of years. The Board is looking at ways to streamline our processes to improve timelines.

Another issue relates to incomplete applications. It is not unusual for the Board to receive applications that are missing requirements, causing extra time for staff to obtain further information from applicants. This can take weeks or months to resolve, adding to overall application timelines.

Ensuring that applications are submitted completely and correctly would help to address processing delays. To help achieve this objective, we have identified a few key areas for improvement.

1. Cash flow projections

- Applicants often submit cash flow projections in year-by-year format. Instead, cash flow projections must be month-by-month format for a period of 36 months. Assumptions related to these projections should be explained.

- Projections should start the month in which you make your application, then continue 36 months into the future. A common error is giving cash flow figures from the past.

- The Board website has helpful information on how to complete your cash flow projections.

2. Board Form 2

- Applicants sometimes forget to complete the return/reverse section of Board Form 2. Sometimes applicants mix and match between Part A (Taxi) and Part B (Limo & Other PDV) on the form. Please only complete one section based on your proposed service.

- Also, originating areas and destination areas can be unclear. Operating areas are typically described at a municipality, or regional district, or passenger transportation region level, depending on the type of service. It is recommended that you review the Board's operating areas policy for more information.

3. Urgent public need (UPN)

- Urgent public need (UPN) means urgency from the viewpoint of the public. If you apply for a UPN when there is no identified urgency for the public, the UPN will typically be refused. This adds more time to Board decision-making.

- If a UPN is refused, then the application goes back into the regular application queue to be posted in the Board's bulletin. Therefore, applying for a UPN under these circumstances, does not make the application process quicker.

- Before making a UPN application, you may wish to review the Board's UPN policy to ensure "urgency" requirements are met.

Complete applications speed the process

When applicants prepare a complete application for the Board, it expedites processing of the application.

If an application is missing information, or an applicant does not respond to requests from the Registrar or Board for more information, this can create processing delays.

More information

The Board website has more information on how to complete applications correctly. Applicants may find the following pages helpful:

- Taxi applications checklists
- Limousine and shuttle applications checklists

For further inquiries, please contact the Passenger Transportation Board at **ptboard@gov.bc.ca.**