




From:  Vanderkuip, Kristin TRAN:EX
To:  Pickering, Douglas J TRAN:EX
Cc:
Subject: FW: 📺 A Perfect, Unique Holiday Gift - Book Now for the Holiday Season, Whistler and Airport Services

Kristin Vanderkuip
Mobile: 604 992-9140


From: Ritz Limousines [<mailto:info=ritzlimos.com@mail101.atl161.mcsv.net>] **On Behalf Of** Ritz Limousines
Sent: Thursday, November 23, 2017 11:00 AM
To: Vanderkuip, Kristin TRAN:EX
Subject: 📺 A Perfect, Unique Holiday Gift - Book Now for the Holiday Season, Whistler and Airport Services

Copyright


From:  Vanderkuip, Kristin TRAN:EX
To:  Pickering, Douglas J TRAN:EX
Cc:
Subject: FW:  A Perfect, Unique Holiday Gift - Book Now for the Holiday Season, Whistler and Airport Services

Copyright

From:

 Vanderkuip, Kristin TRAN:EX

To:

 Pickering, Douglas J TRAN:EX

Cc:


Subject:

FW:  A Perfect, Unique Holiday Gift - Book Now for the Holiday Season, Whistler and Airport Services

Sent: Thu 2017-11-23 11:30 AM

Copyright

From:

 Vanderkuip, Kristin TRAN:EX


Sent: Thu 2017-11-23 11:30 AM

To:

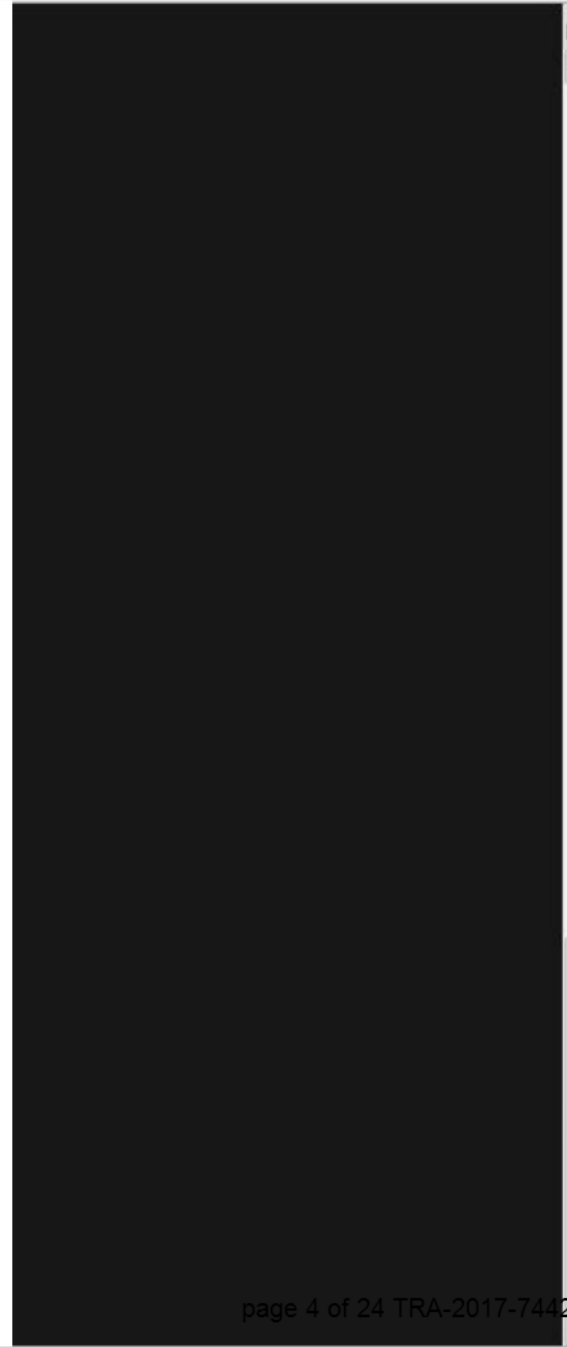
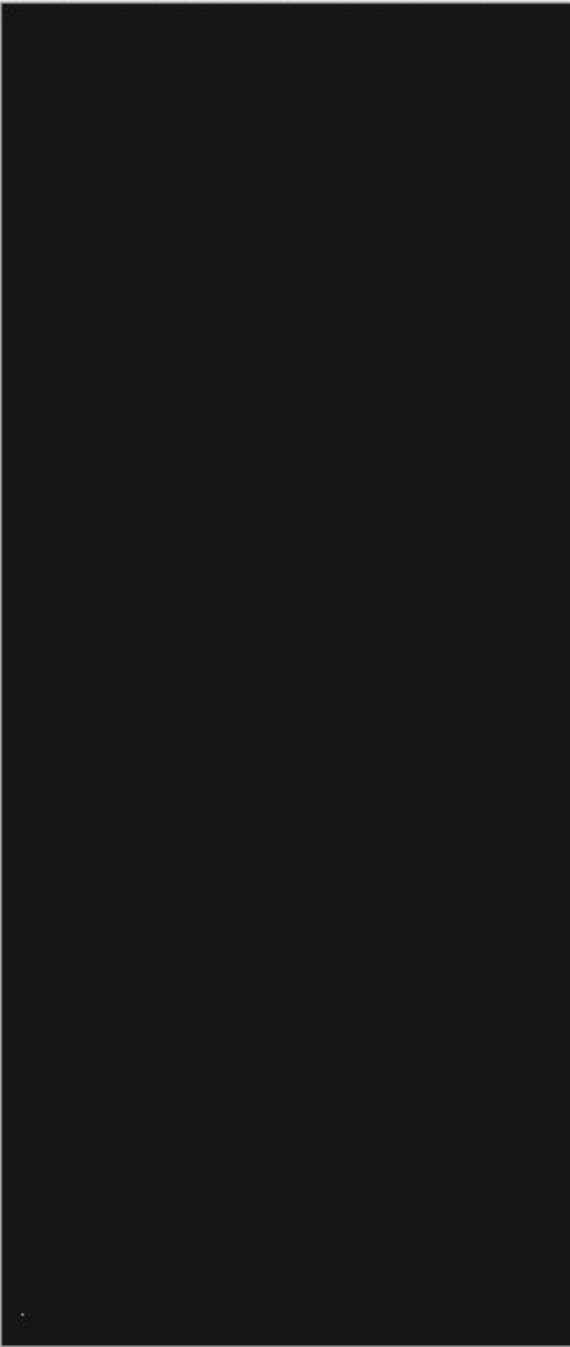
 Pickering, Douglas J TRAN:EX

Cc:

Subject:

FW:  A Perfect, Unique Holiday Gift - Book Now for the Holiday Season, Whistler and Airport Services

Copyright



From: [Pickering, Douglas J](#) TRAN:EX
To: [Vanderkuip, Kristin](#) TRAN:EX
Subject: APF 101425FW: Website and Social Media Review - PT70196 598074 B.C. Ltd. dba Ritz Limousines
Date: Thursday, November 30, 2017 12:43:45 PM
Attachments: [Ritz Limousine Website & Social Media Review.docx](#)
Importance: High

This was the result for Ritz from the website review in 2015. Louise recalls that they cooperated at the time. Recommendation re the current APF??

Doug

From: Swan, Louise M TRAN:EX
Sent: Friday, May 29, 2015 9:18 AM
To: s.22
Subject: Website and Social Media Review - PT70196 598074 B.C. Ltd. dba Ritz Limousines
Importance: High

Good morning Harbir & Parabhjeet Bains,

As you may know, we are currently in the process of reviewing the websites and social media presence of all perimeter seating bus licensees to ensure all advertising is compliant with the terms and conditions of the new special authorization licences, including Board approved rates and *Liquor Control and Licensing Act* compliance. Where we identify advertising that may contravene the terms and conditions of a licence, we will advise the licensee and ask that the website be revised. If the websites are amended without delay, no further action will be taken. Continuing to advertise services that are not in compliance with a licence may result in administrative fines or penalties.

While reviewing your website, www.ritzlimos.com, we found text that could reasonably infer that the consumption of alcohol in vehicles or by minors is permitted.

We are recommending that licensees avoid contributing to the misconception that alcohol is permitted in commercial passenger vehicles. As such, we want to draw your attention to the text **bolded and underlined** in the above attachment.

If you have any other related websites, please ensure all content is compliant.

If you have any questions or are unable to comply with this direction, please don't hesitate to give a duty inspector a call or send us an email.

Regards,

Louise Swan

Passenger Transportation Inspector
Passenger Transportation Branch
Ministry of Transportation and Infrastructure
Suite 313 - 1500 Woolridge Street
Coquitlam, BC V3K 0B8
Direct Line: 604-527-2186 Fax: 604-527-2205

Main Telephone: 604-527-2198
e-mail: passengertransportationbr@gov.bc.ca
BC residents can call toll free through Enquiry BC
Victoria: 250-387-6121
Elsewhere in BC: 1-800-663-7867

This message, including any attachments, is confidential and may contain privileged information intended to be relied upon by the sender and/or the person(s) named above. If you are not the intended recipient or have received this message in error, immediately notify the sender by reply email, permanently delete the original transmission from the sender, including any attachments, without making a copy and confirm these actions in your reply email.

From: [Vanderkuip, Kristin TRAN:EX](#)
To: [Bowman, Deborah TRAN:EX](#); [Haywood, Steven TRAN:EX](#)
Subject: Bus Fire in Downtown Vancouver
Date: Sunday, November 19, 2017 9:19:00 AM
Attachments: [image001.png](#)
[image002.png](#)

Hi Deborah and Steve

As you know, a perimeter seating bus (PSB, seats 12 or more passengers, plus the driver) was involved in a fire in Vancouver's Downtown Entertainment District last night. The company and vehicle information has not yet been confirmed to me but here is what I can ascertain from the media photos and PT Branch records:

- The logo on the vehicle appears to be that of Silver Star Limousine Ltd. (Silver Star)
- This is not the same company involved in Chelsea James' fatality



- Silver Star has been a PT Licence holder since 2006 and the licence was last renewed in May 2017
- Silver Star is currently licensed to operate 10 limousines, including 4 PSB
- Silver Star operates a vehicle similar to that in the photos, a 2008 Ford F550, which can seat up to 20 passengers (this should not be released until confirmed)
- The Registrar has investigated one complaint against the licensee, related to rates, and has not issued any administrative penalties
- This is the same company whose passenger allegedly assaulted a VPD officer in 2016 when their PSB was stopped and officers tried to arrest a passenger following an incident at a restaurant earlier in the evening. Silver Star's vehicle was allowed to proceed with the remaining passengers once the arrests were made.

<http://www.cbc.ca/news/canada/british-columbia/partybus-vancouverpolice-vancouver-1.3447328>

Steve – Am I correct in saying that CVSE will respond to questions about the company's Safety Certificate and vehicle inspection history, once the company and vehicle identity is confirmed by VPD?

Kristin Vanderkuip, Registrar and Executive Director
Passenger Transportation Branch | Ministry of Transportation and Infrastructure
Mobile 604-992-9140

From: [Vanderkuip, Kristin TRAN:EX](#)
To: [Evans, Sandy J TRAN:EX](#); [Rockerbie, Kirk TRAN:EX](#); [Thompson, Kim J TRAN:EX](#)
Cc: [Kirby, Katherine TRAN:EX](#)
Subject: FW: Party Bus CVSA STATS
Date: Monday, December 11, 2017 12:19:00 PM
Attachments: [level 1 limo & party buses Mar 28 -30 2017.xlsx](#)
[Limo checks Mar 1-4 2016.xls](#)
[Party Bus check Jun 10-11 2015.xls](#)
[Mar 05-7, 12,20 2013 party bus.xlsx](#)
[May 23-25 2012 party bus.xlsx](#)

Here are the stats from the past party bus checks.

OS = out of service (towed away)

VP = violations present

Kristin Vanderkuip
Mobile: 604 992-9140

From: Gergley, Chantelle J TRAN:EX
Sent: Friday, December 8, 2017 1:51 PM
To: Vanderkuip, Kristin TRAN:EX
Subject: FW: Party Bus CVSA STATS

Here are STATs from Steve B.

From: Bauer, Steven TRAN:EX
Sent: Friday, December 8, 2017 1:46 PM
To: Gergley, Chantelle J TRAN:EX; Haywood, Steven TRAN:EX
Subject: RE: Party Bus CVSA STATS

Hi Chantelle,

Here are some stats covering the last 5 years. Please note these stats encompass only the Lower Mainland area of the Province. There are minimal buses in other jurisdictions.

Thanks
Steve

From: Gergley, Chantelle J TRAN:EX
Sent: Friday, December 8, 2017 1:18 PM
To: Haywood, Steven TRAN:EX; Bauer, Steven TRAN:EX
Subject: Party Bus CVSA STATS

Hi Steve and Steve,

Would you be able to provide us with the CVSA fail rates from the annual party bus checks for the past 5 years?

Thank you!

Chantelle Gergley, Deputy Registrar

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Cellular: 604-862-5550

Branch email: passengertransportationbr@gov.bc.ca

Page 10

Withheld pursuant to/removed as

s.14

From: Evans, Sandy I TRAN:EX
To: Thompson, Kim I TRAN:EX
Cc: Vanderkuip, Kristin TRAN:EX; Rockerbie, Kirk TRAN:EX
Subject: party bus research
Date: Friday, November 10, 2017 2:58:16 PM

Hi, Kim. I spoke to Kirk, who suggested that you may be able to complete a research project for Kristin and I next week (due to Kristin November 20). In each case, please design a succinct chart that outlines what's noted below. A version of each will likely be appended to a briefing note we are preparing for the minister.

- An inter-jurisdictional scan of the rules/laws specific to party buses in Canada (earlier we found AB SK and MN), and any US states that jump out at you (we found California). Laws may be alcohol-related, or methods for monitoring the safety of passengers (the driver can't really do that effectively while driving). Enforcement is also a challenge ... so any information on enforcement methods and their success would be helpful (e.g. random inspections, routine inspections, etc.).
- An incident scan (via the media) for the last five years focusing on Canada, but perhaps including examples of US incidents. Show what happened (e.g. death or injury), what they did about it (beefed up laws, inspections, enforcement, etc.), and how things are working for them now.

Kristin ... if you notice that anything here that is unclear, please provide clarity to Kim (I won't be offended).

Kim ... s.22

s.22

Kathy has been involved in this issue, and may be available to respond to a question.

Sandy Evans, Manager

Passenger Transportation Policy

BC Ministry of Transportation and Infrastructure

Office: 250-953-4940 Cell: 778-679-0566

From: [Evans, Sandy J](#) TRAN:EX
To: [Vanderkuip, Kristin](#) TRAN:EX
Cc: [Thompson, Kim J](#) TRAN:EX
Subject: RE: ? about party buses and NSC
Date: Wednesday, December 6, 2017 9:04:02 AM

Sorry, Kristin. Kim missed copying you on this information.

From: Thompson, Kim J TRAN:EX
Sent: Wednesday, December 6, 2017 8:58 AM
To: Coverett, Karen TRAN:EX
Cc: Rockerbie, Kirk TRAN:EX; Evans, Sandy J TRAN:EX
Subject: RE: ? about party buses and NSC

Thank you, Karen!

From: Coverett, Karen TRAN:EX
Sent: Tuesday, December 5, 2017 4:56 PM
To: Thompson, Kim J TRAN:EX
Subject: RE: ? about party buses and NSC

Hi Kim,

s.13

Unless issued with conditions, an NSC certificate allows the holder to register any type of commercial vehicle under their certificate number s.13

s.13

ICBC's system enforces the entry of an NSC certificate at time of registration if the vehicle meets the definitions and requires an NSC certificate. If the vehicle is not licensed correctly, there are definitely VTs that could be issued by a peace officer. s.13

s.13

NSC does not issue administrative fines. The only administrative sanctions we have relate to suspensions and cancellations of NSC certificates.

s.13

Thanks,

Karen Coverett
250-953-4045

From: Thompson, Kim J TRAN:EX
Sent: Tuesday, December 5, 2017 4:09 PM
To: Coverett, Karen TRAN:EX
Subject: ? about party buses and NSC

Hi Karen,

s.13

What happens if owners operate without NSC? Is there a fine? Administrative sanction?

Thank you

Kimberley Thompson
Policy Analyst
Ministry of Transportation
Transportation Policy & Programs
(250) 356-8191

From: [Vanderkuip, Kristin TRAN:EX](#)
To: [Evans, Sandy J TRAN:EX](#)
Cc: [Thompson, Kim J TRAN:EX](#)
Subject: Re: ? about party buses and NSC
Date: Wednesday, December 6, 2017 9:35:40 AM

Thanks for getting this info Kim. ^{s.13}
s.22

Kristin Vanderkuip
Registrar & Executive Director
Passenger Transportation Branch
604-992-9140

On Dec 6, 2017, at 9:04 AM, Evans, Sandy J TRAN:EX <Sandy.Evans@gov.bc.ca> wrote:

Sorry, Kristin. Kim missed copying you on this information.

From: Thompson, Kim J TRAN:EX
Sent: Wednesday, December 6, 2017 8:58 AM
To: Coverett, Karen TRAN:EX
Cc: Rockerbie, Kirk TRAN:EX; Evans, Sandy J TRAN:EX
Subject: RE: ? about party buses and NSC

Thank you, Karen!

From: Coverett, Karen TRAN:EX
Sent: Tuesday, December 5, 2017 4:56 PM
To: Thompson, Kim J TRAN:EX
Subject: RE: ? about party buses and NSC

Hi Kim,

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250-953-4045

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To: Coverett, Karen TRAN:EX
Subject: ? about party buses and NSC

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s.13

What happens if owners operate without NSC? Is there a fine? Administrative sanction?

Thank you

Kimberley Thompson
Policy Analyst
Ministry of Transportation
Transportation Policy & Programs
(250) 356-8191

From: [Evans, Sandy J](#) TRAN:EX
To: [Vanderkuip, Kristin](#) TRAN:EX
Subject: RE: Party Bus CVSA STATS
Date: Monday, December 11, 2017 1:06:14 PM

OOPS ... missed a page. Heres an edit:

Lower Mainland party bus checks over five years identified 61% with violations present (64/105) and 36% were taken out of service (38/105).

From: Vanderkuip, Kristin TRAN:EX
Sent: Monday, December 11, 2017 12:20 PM
To: Evans, Sandy J TRAN:EX; Rockerbie, Kirk TRAN:EX; Thompson, Kim J TRAN:EX
Cc: Kirby, Katherine TRAN:EX
Subject: FW: Party Bus CVSA STATS

Here are the stats from the past party bus checks.

OS = out of service (towed away)

VP = violations present

Kristin Vanderkuip
Mobile: 604 992-9140

From: Gergley, Chantelle J TRAN:EX
Sent: Friday, December 8, 2017 1:51 PM
To: Vanderkuip, Kristin TRAN:EX
Subject: FW: Party Bus CVSA STATS

Here are STATs from Steve B.

From: Bauer, Steven TRAN:EX
Sent: Friday, December 8, 2017 1:46 PM
To: Gergley, Chantelle J TRAN:EX; Haywood, Steven TRAN:EX
Subject: RE: Party Bus CVSA STATS

Hi Chantelle,

Here are some stats covering the last 5 years. Please not these stats encompass only the Lower Mainland area of the Province. There are minimal buses in other jurisdictions.

Thanks
Steve

From: Gergley, Chantelle J TRAN:EX
Sent: Friday, December 8, 2017 1:18 PM
To: Haywood, Steven TRAN:EX; Bauer, Steven TRAN:EX

Subject: Party Bus CVSA STATS

Hi Steve and Steve,

Would you be able to provide us with the CVSA fail rates from the annual party bus checks for the past 5 years?

Thank you!

Chantelle Gergley, Deputy Registrar

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

Cellular: 604-862-5550

Branch email: passengertransportationbr@gov.bc.ca

From: [Lowe, Sonia GCPE:EX](#)
To: [Vanderkuip, Kristin TRAN:EX](#)
Subject: RE: Party Bus NR
Date: Friday, December 8, 2017 12:57:05 PM

Not too late – will change.

From: Vanderkuip, Kristin TRAN:EX
Sent: Friday, December 8, 2017 12:49 PM
To: Lowe, Sonia GCPE:EX
Subject: RE: Party Bus NR

One small change, if it's not too late. We have distributed over 800 decals.

Kristin Vanderkuip
Mobile: 604 992-9140

From: Lowe, Sonia GCPE:EX
Sent: Friday, December 8, 2017 11:06 AM
To: Vanderkuip, Kristin TRAN:EX
Subject: Party Bus NR

Revised party bus NR. Deborah made some edits.

Sonia Lowe | Senior Public Affairs Officer
Ministry of Transportation and Infrastructure
Government Communications and Public Engagement
Tel: 250.387.5710 **NEW** | **Mobile:** 250.882.6696 | email: sonia.lowe@gov.bc.ca

From: Vanderkuip, Kristin TRAN:EX
To: Lowe, Sonia GCPE:EX
Subject: RE: RUSH - PLS REVIEW - Party bus incident
Date: Monday, November 20, 2017 10:13:00 AM

Good for me too

Kristin Vanderkuip
Mobile: 604 992-9140

From: Lowe, Sonia GCPE:EX
Sent: Monday, November 20, 2017 10:13 AM
To: Vanderkuip, Kristin TRAN:EX
Subject: FW: RUSH - PLS REVIEW - Party bus incident
Importance: High

Is this okay on your end?

From: Lowe, Sonia GCPE:EX
Sent: Monday, November 20, 2017 9:54 AM
To: Delisle, Cole TRAN:EX; Vanderkuip, Kristin TRAN:EX
Cc: Haywood, Steven TRAN:EX; Dennis, Perry TRAN:EX
Subject: RUSH - PLS REVIEW - Party bus incident
Importance: High

Hi Cole and Kristin – can you please take a look at the response below and ensure it is okay?
Will need to get this up to this up to MO asap. Cole – let me know if you're okay with the
bullets to the last question.

Thanks,
Sonia

Proposed response:

- I am aware of a party bus catching fire on Saturday night in downtown Vancouver.
- I'm relieved to hear there were no injuries in this incident.
- The Vancouver Police Department and the Vancouver Fire Department are the lead investigating agencies. Once they have identified the company and vehicle involved CVSE and PTB will have more information to provide about the company's safety record.

If asked – I understand the company is called Silver Star Limousines – what can you tell me about their record?

- It is important that we let Vancouver Police and Vancouver Fire proceed with the investigation – they still need to confirm the company and vehicle involved. Once we have confirmed this information, we can provide more information on their safety record.

Is this the same company that was involved in Chelsea James' death?

- No. That company was called Silver Lady. This is a different party bus company.

Regarding this accident- why can't the family of the victim get answers on whether or not the driver paid his fines?

- This was a very tragic situation and my heart goes out to the family of this young woman who lost her life at such a young age. I certainly understand and respect the family's need for closure.
- In terms of the investigation, our CVSE branch worked closely with the Vancouver Police Department and provided as much information as possible to assist them with this case.
- As the Premier said on Friday, it is unacceptable that the family can't find out if the driver has paid his fines. I agree with the Premier and I'm certainly committed to working with the family to get an answer to their questions.

What have you done to improve safety in this industry?

- In 2015, we strengthened the licensing regulation for limousines with perimeter seating to ensure increased safety and enforcement of these vehicles and making operators more accountable.
- Licensees have to display their Passenger Transportation licence plate and decal on every vehicle, allowing us to monitor individual vehicles in each fleet.
- This enhanced regulation of the industry has allowed government and police to better enforce the industry and motivate operators to provide a service that is safe and compliant with provincial laws.
- Consumers, especially those booking trips for minors, are encouraged to look for licensees that advertise strict policies related to drinking in vehicles.
- To raise awareness of liquor laws in B.C., the ministry distributed over 900 decals to licensed limousine operators for display in their vehicles, reminding passengers that

consuming alcohol in any vehicle is illegal in B.C.

What about chaperones on party buses? How will that improve safety?

- I agree that more can be done to improve safety in the industry.
- I'm committed to looking at enhancing regulations – possibly looking at more robust vehicle inspections and look at the requirements set out for operators.
- My ministry will continue to monitor the industry to see if our current regulations go far enough.

Sonia Lowe | Senior Public Affairs Officer
Ministry of Transportation and Infrastructure
Government Communications and Public Engagement
Tel: 250.387.5710 **NEW** | Mobile: 250.882.6696 | email: sonia.lowe@gov.bc.ca

From: Delisle, Cole TRAN:EX
To: Lowe, Sonia GCPE:EX
Cc: Gergley, Chantelle J TRAN:EX; Vanderkuip, Kristin TRAN:EX; Haywood, Steven TRAN:EX
Subject: RE: TRAN Media Request: Party bus incident - 2015
Date: Tuesday, October 31, 2017 12:31:40 PM
Attachments: image001.png

I believe it's basically closed, but best to direct to them for any questions specific to the investigation.

From: Lowe, Sonia GCPE:EX
Sent: Tuesday, October 31, 2017 12:30 PM
To: Delisle, Cole TRAN:EX
Cc: Gergley, Chantelle J TRAN:EX; Vanderkuip, Kristin TRAN:EX; Haywood, Steven TRAN:EX
Subject: RE: TRAN Media Request: Party bus incident - 2015

Thanks – do we know if there is still an investigation underway with VPD?

From: Delisle, Cole TRAN:EX
Sent: Tuesday, October 31, 2017 12:28 PM
To: Lowe, Sonia GCPE:EX
Cc: Gergley, Chantelle J TRAN:EX; Vanderkuip, Kristin TRAN:EX; Haywood, Steven TRAN:EX
Subject: RE: TRAN Media Request: Party bus incident - 2015

Hi Sonia,

Agreed, much of this falls within the VPD investigation, (specifically an reference to charges, fines paid, etc). I think it's safe to provide some basic facts to this point, information for discussion in red below.

Regards,
Cole

From: Lowe, Sonia GCPE:EX
Sent: Tuesday, October 31, 2017 12:18 PM
To: Delisle, Cole TRAN:EX
Cc: Gergley, Chantelle J TRAN:EX; Vanderkuip, Kristin TRAN:EX
Subject: RE: TRAN Media Request: Party bus incident - 2015

Cole, let me know if you're able to assist. I know in the past we've been limited on what we can provide to the reporter so let me know what we can say.

From: Vanderkuip, Kristin TRAN:EX
Sent: Tuesday, October 31, 2017 11:41 AM
To: Lowe, Sonia GCPE:EX
Cc: Gergley, Chantelle J TRAN:EX; Delisle, Cole TRAN:EX
Subject: RE: TRAN Media Request: Party bus incident - 2015

Hi Sonia

Sorry, we are all tied up in Estimates. This is a question for CVSE. Steve Haywood is at Estimates so I have copied Cole Delisle for his information.

Kristin Vanderkuip
Mobile: 604 992-9140

From: Lowe, Sonia GCPE:EX
Sent: Tuesday, October 31, 2017 9:41 AM
To: Vanderkuip, Kristin TRAN:EX
Cc: Gergley, Chantelle J TRAN:EX
Subject: FW: TRAN Media Request: Party bus incident - 2015

Good morning – heads up on this one. Jon Woodward from CTV with a party bus request. Maybe we can discuss approach with this one, he's got quite a few questions, as you can see below.

Thanks,
Sonia

From: Pope, Danielle GCPE:EX
Sent: Tuesday, October 31, 2017 9:29 AM
To: Lowe, Sonia GCPE:EX
Cc: Bowness, Lianne GCPE:EX; Jabs, Ryan GCPE:EX
Subject: FW: TRAN Media Request: Party bus incident - 2015

Hi Sonia,

Please see this below request about a party bus incident that happened in 2015. The copied page that the reporter references is copied below for reference. If this info is something we can provide, he's hoping for something back on this today.

Thanks,
Danielle

Reporter
Jon Woodward, Reporter
CTV News (BC)
Jon.Woodward@bellmedia.ca
604-351-1831
Deadline ASAP

Request
Reporter says: We're doing a party bus followup and wondered:

s.13

Page 24

Withheld pursuant to/removed as

s.14