

## Harder, Derrick AG:EX

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**From:** Harder, Derrick TRAN:EX  
**Sent:** Wednesday, January 31, 2018 1:07 PM  
**To:** Machell, Aileen GCPE:EX  
**Cc:** Robb, Katie GCPE:EX  
**Subject:** Re: Quick OK Issues Scan

On greyhound?  
He can say we expect ruling within next month for sure

Sent from my iPhone

On Jan 31, 2018, at 1:04 PM, Machell, Aileen GCPE:EX <[Aileen.Machell@gov.bc.ca](mailto:Aileen.Machell@gov.bc.ca)> wrote:

Is it possible to say when decision expected? Or no timeline provided yet?

Aileen Machell  
Issues Manager  
778.584.0257

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**From:** Robb, Katie GCPE:EX  
**Sent:** Wednesday, January 31, 2018 12:51 PM  
**To:** Machell, Aileen GCPE:EX  
**Cc:** Harder, Derrick TRAN:EX  
**Subject:** FW: Quick OK Issues Scan

Aileen, one more for you that may crop up in the OK. Unlikely, but possible.

**Katie Robb**  
Communications Director | Ministry of Transportation and Infrastructure  
Government Communications & Public Engagement  
O: [250.953.4865](tel:250.953.4865) | M: [250.920.8371](tel:250.920.8371)

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**From:** Lowe, Sonia GCPE:EX  
**Sent:** Wednesday, January 31, 2018 12:42 PM  
**To:** Robb, Katie GCPE:EX  
**Subject:** RE: Quick OK Issues Scan

Katie – issues that may crop up in the OK.

The Greyhound IN is written with the northern region in mind – as this is the area will be the most impacted - but OK travel will also be impacted as Greyhound is requesting to reduce route frequency on several routes.

Some of the routes that will be impacted (if PTB approves) are:

- Kamloops - Kelowna
- Kelowna - Penticton
- Vancouver - Osoyoos
- Kelowna - Alberta Border & Highway 3

- Kelowna - Vancouver

Media has requested info on this in the past – email attached.

## Harder, Derrick AG:EX

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**From:** Harder, Derrick PREM:EX  
**Sent:** Thursday, October 5, 2017 6:10 PM  
**To:** Reeve, Andrew LASS:EX  
**Subject:** RE: Oct 3rd - Greyhound Meeting

Thanks for this Andrew  
s.13

Thanks  
Derrick

Derrick Harder  
Senior Ministerial Assistant to Hon. Claire Trevena  
Minister for Transportation and Infrastructure  
Office 250 387 1978 / Cell s.17

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**From:** Reeve, Andrew [<mailto:Andrew.Reeve@leg.bc.ca>]  
**Sent:** Tuesday, October 3, 2017 5:42 PM  
**To:** Harder, Derrick PREM:EX  
**Subject:** Oct 3rd - Greyhound Meeting

Derrick,

Thanks for accommodating our meeting this evening to discuss Greyhound. I have attached a digital copy of the letter of which you received a hardcopy today.

Can you provide us with a point of contact at Greyhound in order to organize a meeting with them.

Thanks,

**Andrew Reeve**  
Legislative Assistant, *Official Opposition Caucus of British Columbia*  
Legislature of British Columbia, Room 103  
Phone: (250) 387-8161 | Email: [andrew.reeve@leg.bc.ca](mailto:andrew.reeve@leg.bc.ca)

From: [Broocke, Jan TRAN:EX](#)  
To: [Haywood, Steven TRAN:EX](#)  
Cc: [Vanderkuip, Kristin TRAN:EX](#); [Gergley, Chantelle J TRAN:EX](#)  
Subject: Amendment to Greyhound decision  
Date: April 27, 2018 4:17:15 PM

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FYI...we issued an amended decision to Greyhound yesterday. We noticed a discrepancy in the decision re: notice requirements to reduce MRFs. We copied the Branch on the decision and we have posted the following on our webpage..

[http://www.ptboard.bc.ca/ICB\\_application\\_notices/256-17/256-17\\_greyhound.html](http://www.ptboard.bc.ca/ICB_application_notices/256-17/256-17_greyhound.html)  
256-17 Decision Amendment of APR 25 2018

- To correct a clerical error regarding notice requirements in Section VII "Notice Requirement for Route and Route Point Eliminations" (p. 22) of the Board's February 20, 2018 decision on application 256-17.
- Decision 6 of Section VI "Decisions and Rationale" (p. 20) states that Greyhound must provide 7 days' notice to reduce minimum frequency on Routes A, B1, B2, C, D, E, G, N, P and S1. Section VII of the decision states that the notice period was 14 days and this has been amended to reflect the requirement of 7 days.
- There are no other changes to the decision.

Cheers, JB

*Jan Broocke*

*Director*

*Passenger Transportation Board*

250-953-3777

[Jan.Broocke@gov.bc.ca](mailto:Jan.Broocke@gov.bc.ca)

[www.ptboard.ca](http://www.ptboard.ca)



**From:** [Passenger Transportation Br, TRAN:EX](#)  
**To:** [Vanderkuip, Kristin TRAN:EX](#); [Gergley, Chantelle J TRAN:EX](#); [Haywood, Steven TRAN:EX](#)  
**Subject:** FW: 256-17 Greyhound Canada Transportation ULC - Amendment to Decision  
**Date:** April 26, 2018 1:59:45 PM  
**Attachments:** [256-17 Final - Amendment.pdf](#)

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Hi Kristin, as per our conversation please see this updated decision from the Board regarding the Greyhound decision.

**Naomi Rotgans**

**Passenger Transportation Enforcement Officer**

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

**Phone:** 604.527.2202 **Cellular:** 778.874.6081

Branch email: [passengertransportationbr@gov.bc.ca](mailto:passengertransportationbr@gov.bc.ca)

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**From:** Passenger Transportation Board TRAN:EX  
**Sent:** Thursday, April 26, 2018 1:35 PM  
**To:** 'DBLAIR@mccarthy.ca'  
**Cc:** Passenger Transportation Br, TRAN:EX  
**Subject:** 256-17 Greyhound Canada Transportation ULC - Amendment to Decision

Dear Mr. Blair:

It has come to our attention that there was an error in section VII regarding notice of route reductions. Please find attached the amendment to the decision. There are no other changes to the decision.

We will post the amendment on the Greyhound webpage later today or early tomorrow.

Thank you,

Jane

**Jane Morris**

Research and Administrative Coordinator

Passenger Transportation Board

Ph: 250.953-3777 || Fax 250-953-3788

 Please consider the environment before printing this email.

## Licence Amendment Decision: Inter-City Bus Amendment

<b>Application</b>	256-17	
<b>Applicant</b>	Greyhound Canada Transportation ULC	
<b>Address</b>	3500-855 2 <sup>nd</sup> Street, Calgary AB T2P 4J8	
<b>Principals</b>	LEACH, David KENDRICK, Stuart J. GLESEKER, William KAPLINSKY, Andrew PETRUCCI, Michael	CAHALL, Christina MARTINEZ, Tricia MCANDREW, Christa BEECHEM, Brian J. ELIASON, Nancy
<b>Special Authorization:</b>	Passenger Transportation Licence 70414	
<b>Type of Application</b>	<b>Amendment of Licence</b> <i>(Section 31 of the Passenger Transportation Act)</i>	
<b>Application Summary</b>	<ul style="list-style-type: none"> <li>• <b>Eliminate 9 routes</b></li> <li>• <b>Reduce minimum route frequency to 4 trips weekly (2 times in each direction) and eliminate some route points on 10 routes</b></li> </ul>	
<b>Original Decision</b>	<p><b>A. Route Eliminations</b></p> <ul style="list-style-type: none"> <li>• Route eliminations are approved as set out in this decision.</li> </ul> <p><b>B. Minimum Route Frequency (MRF) Reductions</b></p> <ul style="list-style-type: none"> <li>• MRF reductions are approved as set out in this decision.</li> </ul> <p><b>C. Route Point Elimination</b></p> <ul style="list-style-type: none"> <li>• Route point eliminations are approved as set out in this decision.</li> </ul>	
<b>Date of Original Decision</b>	February 20, 2018	
<b>Reason for Amendment</b>	<p>To correct a clerical error regarding notice requirements in Section VII "Notice Requirement for Route and Route Point Eliminations" (p. 22) of the Board's February 20, 2018 decision on application 256-17.</p> <p>Decision 6 of Section VI "Decisions and Rationale" (p. 20) states that Greyhound must provide 7 days to reduce minimum frequency on Routes A, B1, B2, C, D, E, G, N, P and S1. Section VII states the notice</p>	

	<p>period was 14 days. Section VII is revised as set out below.</p> <p>There are no other changes to the decision.</p>	
<b>Panel</b>	Catharine Read, Chair	William H. Bell, Member
<b>Amended Decision Date:</b>	April 25, 2018	

## VII. Notice Requirements for Route and Route Point Eliminations

### Notification of Route and Route Point Eliminations

Before implementing changes set out in this decision, Greyhound Canada Transportation ULC must, in accordance with the notification periods in (a) and (b) below,

- i. post a notice and effective date(s) in a prominent location on the greyhound.ca website and at its terminals and agents' premises along the route where, and
- ii. notify the Registrar of Passenger Transportation and confirm that it has posted the notices.

#### (a) 7 Day Notice

Seven days' notice is required before:

1. reducing frequency below minimum frequency requirements set out in the Greyhound licence of August 14, 2017, on the following routes:
  - A Alberta Border - Vancouver
  - B1 Kamloops - Kelowna (including B1.1a)
  - B2 Kelowna - Penticton
  - C Vancouver - Osoyoos (including Highways 3/3A)
  - D Kelowna - Alberta Border & Highway 3
  - E Prince George - Vancouver (including Highway 1 between Cache Creek & Hope)
  - G Alberta Border - Dawson Creek
  - I1 Dawson Creek - Fort Nelson
  - I2 Fort Nelson - Yukon Border
  - J Dawson Creek - Prince George
  - L1 Prince Rupert - Prince George
  - L2 Prince George - Alberta Border & Highway 16;
  - N Alberta Border - Vancouver
  - P Kelowna - Vancouver
  - S1 Vancouver - Pemberton; and

2. discontinuing the following routes:

- S2 UBC – Whistler
- T Victoria – Nanaimo.

**(b) 14 Day Notice**

Fourteen days' notice is required before:

1. eliminating the following routes:

- I1 Dawson Creek – Fort Nelson
- I2 Fort Nelson – Yukon Border
- J Dawson Creek – Prince George
- K Prince George – Fort St James
- L1 Prince Rupert – Prince George
- L2 Prince George – Alberta Border & Highway 16;

2. Eliminating the following route segments:

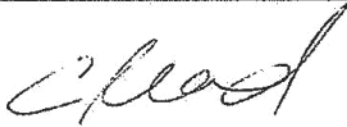

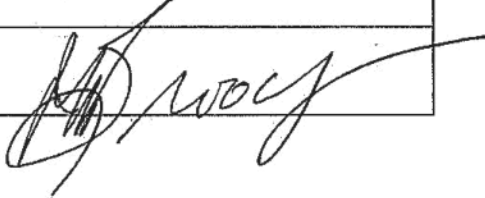
- B1.1 Highway 97 between Highways 1 (near Monte Creek) and 97 north of Vernon
- C Hope-Kaleden Junction (via Highways 3 & 3A)
- E Highway 1 (between Cache Creek & Hope); and

3. discontinuing service to route points listed below:

- A: West Louise Lodge, Field Junction,  
Glacier Park East Gate, Rogers Pass,  
Oyama, Agassiz
- B: Oyama
- C: Agassiz
- D: Beaverdell
- E: McLeese Lake, Laidlaw, Bridal Falls, Agassiz
- N: Agassiz
- P: Agassiz
- S1: West Vancouver, Britannia Beach, Pinecrest / Black  
Tusk, Mount Currie.

The Registrar may, at any time, amend the Greyhound Canada Transportation ULC terms and conditions of licence to incorporate Board-approved changes to inter-city bus routes, route points and minimum frequency requirements as set out in Appendix C of this decision.

Greyhound Canada Transportation ULC is responsible for meeting notice requirements set out above.

Signature of Panel Chair	
Signature of Panel Member	
Date	April 25, 2018
Entered & Sealed by the Director	

**From:** [Faubert, Reg P TRAN:EX](#)  
**To:** [Mercer, Andrea TRAN:EX](#); [Vanderkuip, Kristin TRAN:EX](#)  
**Subject:** FW: greyhound BN  
**Date:** April 10, 2018 3:18:17 PM  
**Importance:** High

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Can one of you send the current draft to Lori? Know that my recent has been the basis of further editing...

\*\*\*\*\*

Reg Faubert | Manager, Air/Marine Policy | Transportation Policy Branch | B.C. Ministry of Transportation and Infrastructure | 250.387.7588 | 250.818.2843 (cel)

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**From:** Gilmour, Lori TRAN:EX  
**Sent:** Tuesday, April 10, 2018 2:54 PM  
**To:** Faubert, Reg P TRAN:EX; Filmer, Cam A TRAN:EX; Vanderkuip, Kristin TRAN:EX  
**Subject:** greyhound BN  
**Importance:** High

Hi – can someone send me a draft, Deborah needs to view. Silas is going to look at I believe but he is out the office. Thanx!!

**From:** [Bowman, Deborah TRAN:EX](#)  
**To:** [Vanderkuip, Kristin TRAN:EX](#)  
**Subject:** Greyhound  
**Date:** April 5, 2018 4:51:12 PM  
**Importance:** High

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s.13

Deborah Bowman, Assistant Deputy Minister  
Policy and Programs Department | Ministry of Transportation and Infrastructure  
Direct 250. 387-8490 | Mobile 250.818-1709

**From:** Blair, David F  
**To:** [Vanderkuip, Kristin TRAN:EX](#)  
**Cc:** [Kendrick, Stuart](#); [Como, John](#); [Scott, Brad](#); [Hamel, Peter](#)  
**Subject:** Greyhound postings of minimum route frequency reductions  
**Date:** April 26, 2018 3:07:58 PM  
**Attachments:** [image001.png](#)  
[image002.png](#)  
[image003.png](#)  
[DOCS-#17764422-Notice - Minimum Frequency Reduction.pdf](#)

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Greetings Kristin,

Pursuant to our recent telephone conversation, I am authorized to hereby confirm that the above referenced notice has been duly posted in all affected Greyhound terminals and agency offices throughout the province of British Columbia.

We have photographic evidence of the postings in our file and should you require a copy of any or all we would be pleased to forward same to you.

It was also posted on Greyhound's website with a tab on the home page referring to the notice. We are also in possession of screen shots showing same.

The posting period for these changes is from April 24<sup>th</sup> -30<sup>th</sup> inclusively at all locations.

If you require any further information please feel free to contact me.

Kind regards, David.



**David F Blair C.M.**

Associé | Partner  
Affaires | Business  
T: 418-521-3053  
C: 418-654-8899  
F: 418-521-3099  
E: [DBLAI@mcCarthy.ca](mailto:DBLAI@mcCarthy.ca)

**McCarthy Tétrault LLP**

500, Grande Allée Est  
9e étage  
Québec QC G1R 2J7

SVP, pensez à l'environnement avant d'imprimer ce message.



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## **GREYHOUND CANADA TRANSPORTATION ULC**

### **MINIMUM ROUTE FREQUENCY REDUCTION**

#### **NOTICE TO PASSENGERS**

Please take note that pursuant to the BC Passenger Transportation Board decision dated February 20, 2018 (application #256-17), Greyhound Canada Transportation ULC will reduce its mandated minimum route frequency to four trips weekly (two trips in each direction) on the following route points and route segments. GOING FORWARD PLEASE REFER TO SCHEDULES ON GREYHOUND'S WEBSITE FOR DETAILS OF DEPARTURE TIMES AND FREQUENCIES FOR EACH ROUTE.:

- Dawson Creek – Fort Nelson (I1)
- Fort Nelson – Yukon Border (I2)
- Dawson Creek – Prince George (J)
- Prince George – Alberta Border (at Highway 16) (L2)
  - Alberta Border – Vancouver (A)
- Kamloops – Kelowna (except B1.1a) (B1)
  - Kelowna – Penticton (B2)
- Vancouver – Osoyoos (except Highways 3/3A) (C)
- Prince George – Vancouver (except Highway 1 between Cache Creek & Hope) (E)
  - Alberta Border – Dawson Creek (G)
  - Alberta Border – Vancouver (N)
  - Kelowna – Vancouver (P)
  - Vancouver – Pemberton (S1)
- Kamloops – Highway 1/97 Junction (B1.1)
  - Hope-Kaleden Junction (C)
- Highway 1 (between Cache Creek & Hope) (E)

Effective

**APRIL 30, 2018 at 11h59 pm**

Minimum Posting Period - April 24 – April 30, 2018

**From:** [Passenger Transportation Br, TRAN:EX](#)  
**To:** [Connors, Deborah J TRAN:EX](#)  
**Subject:** RE: 256-17 Greyhound Canada Transportation ULC - Amendment to Decision  
**Date:** Thursday, April 26, 2018 3:23:38 PM

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Thanks Deb.

-Naomi

---

**From:** Connors, Deborah J TRAN:EX  
**Sent:** Thursday, April 26, 2018 3:09 PM  
**To:** Passenger Transportation Br, TRAN:EX  
**Subject:** RE: 256-17 Greyhound Canada Transportation ULC - Amendment to Decision

Hi Naomi,

PTLS 256/17 is cross referenced with PTS work item 652/18. I will upload it there. Thanks for checking.

**Deb Connors**  
**Systems Administrator**  
Passenger Transportation Branch | Ministry of Transportation and Infrastructure  
**Phone:** 604.527.2194  
Branch email: [passengertransportationbr@gov.bc.ca](mailto:passengertransportationbr@gov.bc.ca)

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**From:** Passenger Transportation Br, TRAN:EX  
**Sent:** April-26-18 3:00 PM  
**To:** Connors, Deborah J TRAN:EX  
**Subject:** FW: 256-17 Greyhound Canada Transportation ULC - Amendment to Decision

Do you know if the Branch needs to upload this in PTS?

-Naomi

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**From:** Passenger Transportation Board TRAN:EX  
**Sent:** Thursday, April 26, 2018 1:35 PM  
**To:** 'DBLAIR@mccarthy.ca'  
**Cc:** Passenger Transportation Br, TRAN:EX  
**Subject:** 256-17 Greyhound Canada Transportation ULC - Amendment to Decision

Dear Mr. Blair:

It has come to our attention that there was an error in section VII regarding notice of route reductions. Please find attached the amendment to the decision. There are no other changes to the decision.

We will post the amendment on the Greyhound webpage later today or early tomorrow.

Thank you,

Jane

**Jane Morris**

Research and Administrative Coordinator

Passenger Transportation Board

Ph: 250.953-3777 || Fax 250-953-3788

 Please consider the environment before printing this email.

**From:** [Passenger Transportation Br, TRAN:EX](#)  
**To:** [Connors, Deborah J, TRAN:EX](#)  
**Subject:** FW: 256-17 Greyhound Canada Transportation ULC - Amendment to Decision  
**Date:** Thursday, April 26, 2018 3:00:13 PM  
**Attachments:** [256-17 Final - Amendment.pdf](#)

---

Do you know if the Branch needs to upload this in PTS?

-Naomi

---

**From:** Passenger Transportation Board TRAN:EX  
**Sent:** Thursday, April 26, 2018 1:35 PM  
**To:** 'DBLAIR@mccarthy.ca'  
**Cc:** Passenger Transportation Br, TRAN:EX  
**Subject:** 256-17 Greyhound Canada Transportation ULC - Amendment to Decision

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Thank you,

Jane

**Jane Morris**  
Research and Administrative Coordinator  
Passenger Transportation Board  
Ph: 250.953-3777 || Fax 250-953-3788

 Please consider the environment before printing this email.

**From:** [Haywood, Steven](#) TRAN:EX  
**To:** [Rotgans, Naomi](#) TRAN:EX  
**Subject:** Fwd: Service Reductions  
**Date:** Thursday, April 26, 2018 12:45:39 PM

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----- Original message -----

**From:** "Vanderkuip, Kristin" TRAN:EX <[Kristin.Vanderkuip@gov.bc.ca](mailto:Kristin.Vanderkuip@gov.bc.ca)>  
**Date:** 2018-04-26 12:40 PM (GMT-08:00)  
**To:** "Haywood, Steven" TRAN:EX <[Steven.Haywood@gov.bc.ca](mailto:Steven.Haywood@gov.bc.ca)>  
**Subject:** FW: Service Reductions

This was the earlier email from Greyhound.

Kristin Vanderkuip  
Mobile: 604 992-9140

---

**From:** Hamel, Peter [<mailto:Peter.Hamel@greyhound.ca>]  
**Sent:** Monday, March 12, 2018 1:58 PM  
**To:** Vanderkuip, Kristin TRAN:EX  
**Subject:** RE: Service Reductions

Good afternoon Kristin,

As discussed:

The route eliminations will occur no sooner than June 1, 2018, with the exception of the Victoria to Nanaimo route, which will be eliminated April 5, 2018. In instances where eliminations and route flexibility are permitted sooner, we will base our decisions on passenger demand with sufficient notice to our customers for planned route changes – for example, frequencies may be increased or decreased.

These are the changes that will go into effect:

- Discontinue service on the following seven affected routes:
  - Victoria to Nanaimo
  - Prince Rupert to Prince George (*which includes the Prince George – Fort St. James route*)
  - Prince George to Alberta Border & Highway 16 (*which includes the Prince George to Valemount route*)
  - Dawson Creek to Prince George
  - Dawson Creek to Whitehorse (*which includes the Dawson Creek – Fort Nelson route and the Fort Nelson \_ Yukon Border and Highway 97 route*)
  - UBC (University Endowment Lands) – Whistler
- To eliminate a number of stops on alternate routes (where Greyhound Canada shifts service to an alternate highway):
  - Kamloops to Kelowna route: Monte Lake, Westwold, Falkland and Oyama will be eliminated
  - Vancouver to Osoyoos route: manning Park, Eastgate, Town of Princeton, Hedley and Village of Keremeos will be eliminated

- Kelowna to the Alberta Border Highway 3 route: Beaverdell will be eliminated
- To have the option to reduce the minimum number of runs on other routes. These decisions will continue to be driven by public demand will be flexible route planning and quick response to shifting market demand.

I will advise on route stops including flag stops and keep you apprised of any service reductions which I do not see prior to June 1, 2018 however I have qualified this above.

Regards,

Peter Hamel  
RVP Western Canada

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**From:** Vanderkuip, Kristin TRAN:EX [mailto:Kristin.Vanderkuip@gov.bc.ca]  
**Sent:** Monday, March 12, 2018 2:30 PM  
**To:** Hamel, Peter <Peter.Hamel@greyhound.ca>  
**Subject:** Service Reductions

Hi Peter

Are you available for a quick call about service reductions? I have a specific question about Vancouver Island and a general questions about your other plans.

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

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## Coleman, Tammy L TRAN:EX

**From:** Gilmour, Lori TRAN:EX on behalf of Bowman, Deborah TRAN:EX  
**Sent:** Tuesday, April 24, 2018 9:15 AM  
**To:** TRAN HQ TPP  
**Subject:** TPP Department Spring Update Email



Good morning everyone,

In light of our April staff meeting being rescheduled for mid-May, I wanted to provide you with an interim department update as it's been a while now since we've been able to connect in-person or through a live meeting.

The time has flown by and I'd first like to recognize everyone's hard work since the beginning of the calendar year and the legislative session. While the Spring session is always a busy time with the new budget and fiscal year end, it was made even more so with the short notice we received for Estimates debate. I really appreciated how everyone worked together to respond to various requests. It was definitely another great example of the teamwork in our department, your professionalism and commitment!

I'd also like to say welcome to new colleagues and that we appreciate the positive contributions they are already making to TPP!

- Victoria Smith joined our team last month as my Executive Administrative Assistant. Victoria comes to us from MacIsaac & Company, a Victoria law firm, where she worked for the past five years.
- Mike Hallas, from the Infrastructure and Major Projects Department, has joined the Marine branch on a temporary assignment to work on the procurement process for the Inland ferry contracts, and to lead our project to address the safety challenges with the Kootenay Lake ferry service.
- Steve Haywood has joined us as the Acting Registrar for Passenger Transportation on a part-time basis for the next few months while Kristin Vanderkuip focusses her expertise in policy development on taxi reform, party bus safety and Greyhound service reduction. You may know Steve through his role as Director, Commercial Vehicle Safety Enforcement.
- Marie Michel has joined the Policy Branch on a temporary assignment in Jessica Ling's position, while Jessica is on her deferred salary leave. Marie is working with Reg and Tara in a portfolio that includes the BC Air Access Program, as well as contributing to various other priority files as Branch needs dictate. Marie will be with us into September.

While I'll provide an in-depth overview of what's happening in each of our branches when we meet as a group next month, here's a glimpse of the work that needs to be acknowledged on our major files:

- The Marine group's successful negotiation of the Coastal Ferries Service Contract with BC Ferries which enabled government's fare reduction strategy to be implemented on April 1<sup>st</sup>, a comprehensive community consultation process in Balfour regarding Inland ferry service; preparations to issue new RFPs for a number of Inland ferry contracts; and the launch of the second of our four new cable ferries.
- The Passenger Transportation Branch's work on Lower Mainland taxi service and illegal ride hailing companies, along with rolling out a new Passenger Transportation IT System in February.
- Policy branch staff successful negotiation and resolution of a long-standing Human Rights case, revitalizing the Bike BC and BC Air Access grant programs, implementing a number of electric vehicle charging stations in rest areas along BC highways and successfully implementing the Highway 16 Community Vehicle Program.
- Our fabulous finance department team supported two departments (TPP and Infrastructure) in a successful closure to fiscal year end and a lot of additional help with the operational review of BC Ferries that is currently underway.
- Big thanks for all the work to those who helped prepare for the two FPT meetings that are being held in Ottawa this week and the preparation of material for the Council's meeting that took place last January.
- Corporate Planning and Strategic Initiatives' completion of our department's Strategic Business Plan Update Report and the



Good morning everyone,

In light of our April staff meeting being rescheduled for mid-May, I wanted to provide you with an interim department update as it's been a while now since we've been able to connect in-person or through a live meeting.

The time has flown by and I'd first like to recognize everyone's hard work since the beginning of the calendar year and the legislative session. While the Spring session is always a busy time with the new budget and fiscal year end, it was made even more so with the short notice we received for Estimates debate. I really appreciated how everyone worked together to respond to various requests. It was definitely another great example of the teamwork in our department, your professionalism and commitment!

I'd also like to say welcome to new colleagues and that we appreciate the positive contributions they are already making to TPP!

- Victoria Smith joined our team last month as my Executive Administrative Assistant. Victoria comes to us from MacIssac & Company, a Victoria law firm, where she worked for the past five years.
- Mike Hallas, from the Infrastructure and Major Projects Department, has joined the Marine branch on a temporary assignment to work on the procurement process for the inland ferry contracts, and to lead our project to address the safety challenges with the Kootenay Lake ferry service.
- Steve Haywood has joined us as the Acting Registrar for Passenger Transportation on a part-time basis for the next few months while Kristin Vanderkuip focusses her expertise in policy development on taxi reform, party bus safety and Greyhound service reduction. You may know Steve through his role as Director, Commercial Vehicle Safety Enforcement.
- Marie Michel has joined the Policy Branch on a temporary assignment in Jessica Ling's position, while Jessica is on her deferred salary leave. Marie is working with Reg and Tara in a portfolio that includes the BC Air Access Program, as well as contributing to various other priority files as Branch needs dictate. Marie will be with us into September.

**While I'll provide an in-depth overview of what's happening in each of our branches when we meet as a group next month, here's a glimpse of the work that needs to be acknowledged on our major files:**

- The Marine group's successful negotiation of the Coastal Ferries Service Contract with BC Ferries which enabled government's fare reduction strategy to be implemented on April 1<sup>st</sup>, a comprehensive community consultation process in Balfour regarding inland ferry service; preparations to issue new RFPs for a number of inland ferry contracts; and the launch of the second of our four new cable ferries.
- The Passenger Transportation Branch's work on Lower Mainland taxi service and illegal ride hailing companies, along with rolling out a new Passenger Transportation IT System in February.
- Policy branch staff successful negotiation and resolution of a long-standing Human Rights case, revitalizing the Bike BC and BC Air Access grant programs, implementing a number of electric vehicle charging stations in rest areas along BC highways and successfully implementing the Highway 16 Community Vehicle Program.
- Our fabulous finance department team supported two departments (TPP and Infrastructure) in a successful closure to fiscal year end and a lot of additional help with the operational review of BC Ferries that is currently underway.
- Big thanks for all the work to those who helped prepare for the two FPT meetings that are being held in Ottawa this week and the preparation of material for the Council's meeting that took place last January.
- Corporate Planning and Strategic Initiatives' completion of our department's Strategic Business Plan Update Report and the ministry's 2018/19-2020/21 Service Plan, as well as successfully meeting the mandated turn-around time of 14 business days on Minister's correspondence.
- To the Policy and Programs team, Partnerships and Highways departments, Ministries and outside stakeholders who have been nominated for a Regional Premier's Award for the Highway 16 Action Plan. We are looking forward to the ceremony in the fall.

I'm probably missing a number of other equally important achievements but all this to say, it's been an amazing start to 2019 and I want to thank each and every one of you for your on-going contributions to making our work so successful!

Finally, a quick reminder we are in the final/sign-off phase of the MyPerformance cycle. Supervisors, please ensure you have your final 17/18 MyPerformance conversations with your direct reports, and that sign-off takes place by May 18. If anyone needs support, MyHR and our SHR site contain helpful guides and resources, and key work goals.

I'm looking forward to getting together with you next month and sharing more in-depth updates; in the meantime as always, please don't hesitate to contact me or Lori Gilmour if you have any questions.

Have a great week everyone!

Deborah

## Coleman, Tammy L TRAN:EX

---

**From:** Gergley, Chantelle J TRAN:EX  
**Sent:** Wednesday, February 21, 2018 2:17 PM  
**To:** TRAN ALL Passenger Transportation Staff  
**Subject:** FW: BC Gov News - Minister's statement on Greyhound's service reductions

Hi everyone,

I know Kristin sent you the Greyhound information earlier this afternoon. I thought I would also share the news release.

Thanks

---

**From:** [noreply.newsondemand@gov.bc.ca](mailto:noreply.newsondemand@gov.bc.ca) [<mailto:noreply.newsondemand@gov.bc.ca>]  
**Sent:** Wednesday, February 21, 2018 1:57 PM  
**To:** Gergley, Chantelle J TRAN:EX  
**Subject:** BC Gov News - Minister's statement on Greyhound's service reductions



### Minister's statement on Greyhound's service reductions

Minister of Transportation and Infrastructure Claire Trevena has issued the following statement in response to the Passenger Transportation Board's decision to allow Greyhound Canada to reduce and eliminate long-haul bus service on routes in B.C.:

► [READ MORE](#)

Services, Transportation and Infrastructure

[Manage your subscription](#)

[See more from BC Gov News](#)

Please do not respond to this message

**From:** [Gergley, Chantelle J](#) TRAN:EX  
**To:** [TRAN ALL Passenger Transportation Staff](#)  
**Subject:** FW: BC Gov News - Minister's statement on Greyhound's service reductions  
**Date:** Wednesday, February 21, 2018 2:16:33 PM

---

Hi everyone,

I know Kristin sent you the Greyhound information earlier this afternoon. I thought I would also share the news release.

Thanks

---

**From:** [noreply.newsondemand@gov.bc.ca](mailto:noreply.newsondemand@gov.bc.ca) [mailto:[noreply.newsondemand@gov.bc.ca](mailto:noreply.newsondemand@gov.bc.ca)]  
**Sent:** Wednesday, February 21, 2018 1:57 PM  
**To:** Gergley, Chantelle J TRAN:EX  
**Subject:** BC Gov News - Minister's statement on Greyhound's service reductions



### **Minister's statement on Greyhound's service reductions**

Minister of Transportation and Infrastructure Claire Trevena has issued the following statement in response to the Passenger Transportation Board's decision to allow Greyhound Canada to reduce and eliminate long-haul bus service on routes in B.C.:

**► READ MORE**

[Services, Transportation and Infrastructure](#)

[Manage your subscription](#)

[See more from BC Gov News](#)

Please do not respond to this message

**From:** noreply.newsondemand@gov.bc.ca  
**To:** [Gergley, Chantelle J TRAN:EX](#)  
**Subject:** BC Gov News - Minister's statement on Greyhound's service reductions  
**Date:** February 21, 2018 1:57:32 PM

---



## Minister's statement on Greyhound's service reductions

Minister of Transportation and Infrastructure Claire Trevena has issued the following statement in response to the Passenger Transportation Board's decision to allow Greyhound Canada to reduce and eliminate long-haul bus service on routes in B.C.:

[READ MORE](#)

Services, Transportation and Infrastructure

[Manage your subscription](#)

[See more from BC Gov News](#)

Please do not respond to this message

**From:** [Vanderkuip, Kristin TRAN:EX](#)  
**To:** [TRAN ALL Passenger Transportation Staff](#)  
**Subject:** FW: Greyhound decision - Live  
**Date:** Wednesday, February 21, 2018 1:05:05 PM  
**Attachments:** [Backgrounder GCTU.PDF](#)  
**Importance:** High

---

Heads up!

The PT Board has approved Greyhound's application to eliminate or reduce service throughout BC. Attached is a backgrounder outlining the decision.

It is important to note that Greyhound must continue to provide service along some of the routes approved for elimination until at least May 31<sup>st</sup> and must provide the public with notice before they make schedule changes. The backgrounder will lay that out for you.

If we get calls, please ensure you are respectful of the impact this decision will have on many, particularly in the North and through the Fraser Canyon where service will be eliminated. At the same time, we cannot speak for the Board so you must not speculate on why or how they came to their decision.

I will share a link to our Ministry's media release with you as soon as it is posted.

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

---

**From:** Broocke, Jan TRAN:EX  
**Sent:** Wednesday, February 21, 2018 12:57 PM  
**To:** Vanderkuip, Kristin TRAN:EX; Lowe, Sonia GCPE:EX  
**Cc:** McGee, Michael M TRAN:EX  
**Subject:** Greyhound decision - Live

Hi! All:

The decision is live and may be viewed at:

[http://www.ptboard.bc.ca/ICB\\_application\\_notices/256-17/256-17\\_greyhound.html](http://www.ptboard.bc.ca/ICB_application_notices/256-17/256-17_greyhound.html)

Let me know if you have any questions. Cheers, JB

*Jan Broocke*  
*Director*  
*Passenger Transportation Board*

250-953-3777  
[Jan.Broocke@gov.bc.ca](mailto:Jan.Broocke@gov.bc.ca)



## Backgrounder on Application 256-17 (Greyhound Canada Transportation ULC)

### PT Board Decisions on Routes or Route Points, Notice Requirements before Greyhound can Implement Decisions and PT Board Rationale for a Decision

Route or Route Points	PT Board Decision	Notice Required	PT Board Rationale
Y: Victoria - Vancouver	1. Approved – Immediate Elimination	None	<ul style="list-style-type: none"> <li>Greyhound has not provided service on this route for many years. Board approval of the elimination of Route Y acknowledges this reality.</li> </ul>
S2: BC Endowment Lands – Whistler T: Victoria-Nanaimo	2. Approved – Immediate Elimination	7 days	<ul style="list-style-type: none"> <li>Ridership on these two routes is low and few submissions were received concerning their elimination.</li> <li>Other licensed bus carriers operate on Route S2, the Sea-to-Sky corridor. These include: Pacific Coach Lines, Whistler Rides, Epic Rides, and Snowbus. Greyhound intends to continue to operate route S1 on the Sea-to-Sky corridor, resulting in the elimination of only one route point, the University Endowment Lands, from the service provided by route S2. Other licenced carriers stop at this route point.</li> <li>Route T provides service between the cities of Victoria and Nanaimo. On October 31, 2017, the Board approved the application by Tofino Bus Services Inc. to increase its service between Victoria and Nanaimo. Other carriers that provide service on this route include IslandLink Bus Service and, on some portions of the route, BC Transit.</li> </ul>
K: (Prince George – Fort St. James)	3. Approved (a) Elimination as of June 1, 2018	(a) 14 days	<ul style="list-style-type: none"> <li>This route has extremely low ridership and very large operating losses that significantly impair Greyhound’s viability. Currently the minimum route frequency on this route is two trips weekly (one trip in each direction).</li> <li>If this route elimination is done without adequate notice, public need is not met. Greyhound is relied upon by those who currently use it. Immediate stoppage would endanger public safety given the harsh winter climate, inhospitable terrain, and the isolation of those living and working along it. By May 31st, weather conditions will have tempered. This also provides time for potential new service providers to submit an application to provide inter-city bus service. The Board will expedite applications.</li> </ul>





Route or Route Points		PT Board Decision	Notice Required	PT Board Rationale
<b>A1</b> West Louise Lodge Field Junction Glacier Park East Roger's Pass  <b>A(2)(a)</b> Oyama <b>A(2)(b)</b> Agassiz <b>B1.3</b> Oyama <b>C</b> Agassiz (alt) <b>D</b> Beaverdell <b>E1</b> McLeese Lake <b>E2(b)</b> Laidlaw Bridal Falls Agassiz <b>N</b> Agassiz <b>P</b> Agassiz <b>S1</b> West Vancouver Brittania Beach Pinecrest/Black Tusk Mount Currie		5. Approved – Immediate elimination of route points	14 days	<ul style="list-style-type: none"> <li>These route points have very low ridership. Greyhound needs greater operational flexibility to implement its business strategy, reduce its losses, and move to profitability if the company's passenger operations in BC are to continue. The need to stop at these route points extends the length of a trip and reduces the level of service to remaining passengers</li> </ul>
<b>A:</b> Alberta Border - Vancouver <b>B1:</b> Kamloops – Kelowna <b>B2:</b> Kelowna – Penticton <b>C:</b> :Vancouver - Osoyoos <b>D:</b> Kelowna - Alberta Border & Highway 3 <b>E:</b> Prince George – Vancouver <b>G</b> Alberta Border & Highway 2 - Dawson Creek <b>N</b> :Alberta Border & Highway 16 - Vancouver <b>P</b> :Kelowna – Vancouver <b>S1:</b> Vancouver – Pemberton / Mt. Currie		6. Approved – Immediate reduction in minimum route frequency (MRF)	14 days	<ul style="list-style-type: none"> <li>Greyhound needs greater operational flexibility to implement its business model. It is a for-profit transportation company that receives no subsidies and it must, at times, compete with transportation companies that receive substantial subsidies.</li> <li>Greyhound's current levels of minimum route frequencies result in an unlevel playing field. Its minimum route frequencies are higher than its competitors. This reduces its operating flexibility to respond to changing passenger demand in terms of frequency of service and timing of service (days of the week, seasonal and other times when passenger demand fluctuates). Setting a minimum route frequency of four trips weekly (2 in each direction) will provide the company with operating flexibility to implement its business strategy to cope with its operating losses.</li> <li>The Board expects Greyhound to adhere to its often-stated commitment to reduce service in a gradual manner, if required, and to increase service where demand requires, such as over the Christmas holidays and summer periods.</li> </ul>

**From:** [Broocke, Jan TRAN:EX](#)  
**To:** [Vanderkuip, Kristin TRAN:EX](#)  
**Subject:** Re: Greyhound Decision Date  
**Date:** February 14, 2018 6:50:10 PM

---

Tuesday. We will also send to you @ the same time per the PTA. And we'll do a Board IN for MCT. It will be a busy few days!

Cheers JB

On Feb 14, 2018, at 5:08 PM, Vanderkuip, Kristin TRAN:EX  
<[Kristin.Vanderkuip@gov.bc.ca](mailto:Kristin.Vanderkuip@gov.bc.ca)> wrote:

Thanks Jan

I appreciate the heads up. When will the applicant receive the decision?

Kristin Vanderkuip  
Mobile: 604 992-9140

---

**From:** Broocke, Jan TRAN:EX  
**Sent:** Wednesday, February 14, 2018 4:37 PM  
**To:** Vanderkuip, Kristin TRAN:EX  
**Cc:** McGee, Michael M TRAN:EX; Gergley, Chantelle J TRAN:EX  
**Subject:** Greyhound Decision Date

Hi! Kristin: FYI: Barring a "force majeure," the Board will publish the Greyhound decision next Wednesday. We have updated the status section on our webpage to indicate this.

[http://www.ptboard.bc.ca/ICB\\_application\\_notices/256-17/256-17\\_greyhound.html](http://www.ptboard.bc.ca/ICB_application_notices/256-17/256-17_greyhound.html)

Cheers, JB

*Jan Broocke*  
*Director*  
*Passenger Transportation Board*

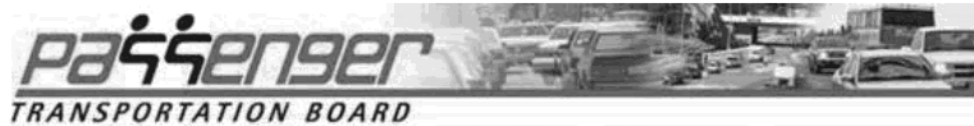
250-953-3777  
[Jan.Broocke@gov.bc.ca](mailto:Jan.Broocke@gov.bc.ca)  
[www.ptboard.ca](http://www.ptboard.ca)

**From:** [Vanderkuip, Kristin TRAN:EX](#)  
**To:** [TRAN ALL Passenger Transportation Staff](#)  
**Subject:** Greyhound Application Update  
**Date:** Wednesday, February 14, 2018 6:34:05 PM  
**Attachments:** [image001.png](#)

---

Hi All

The Board updated the status of the Greyhound application on their website:



**Intercity Bus Application Notice**

**Greyhound Canada Application No. 256-17**

**Status**

**Board Decision Pending**

- Public meetings concluded December 14, 2017
- Decision target date: February 21, 2018

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

**From:** [Vanderkuip, Kristin](#) TRAN:EX  
**To:** [Lowe, Sonia](#) GCPE:EX; [Gergley, Chantelle J](#) TRAN:EX  
**Subject:** RE: FOR APPROVAL - Statement, KMs, QA - Greyhound  
**Date:** February 19, 2018 10:29:01 AM

---

Hi Sonia

We will look at these and get them back to you by 1:00.

Kristin Vanderkuip  
Mobile: 604 992-9140

---

**From:** Lowe, Sonia GCPE:EX  
**Sent:** Monday, February 19, 2018 10:03 AM  
**To:** Vanderkuip, Kristin TRAN:EX; Gergley, Chantelle J TRAN:EX  
**Subject:** FOR APPROVAL - Statement, KMs, QA - Greyhound  
**Importance:** High

Hi both – apparently MO would like this messaging by end of day in advance of Wednesday’s announcement. Sorry, I didn’t get this to you last week, I was knee deep in that Pattullo announcement.

Should I run it by Jan / Michael at the Board after you’ve signed off? Will also send to DB for final sign off.

Let me know if I’m missing anything here!

Thank you,

**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](mailto:sonia.lowe@gov.bc.ca)

**From:** [Vanderkuip, Kristin TRAN:EX](#)  
**To:** [Lowe, Sonia GCPE:EX](#)  
**Cc:** [Gergley, Chantelle J TRAN:EX](#)  
**Subject:** RE: Greyhound decision - Live  
**Date:** February 21, 2018 1:04:22 PM

---

When will the minister's response be posted?

Kristin Vanderkuip  
Mobile: 604 992-9140

---

**From:** Lowe, Sonia GCPE:EX  
**Sent:** Wednesday, February 21, 2018 12:57 PM  
**To:** Broocke, Jan TRAN:EX; Vanderkuip, Kristin TRAN:EX  
**Cc:** McGee, Michael M TRAN:EX  
**Subject:** RE: Greyhound decision - Live  
Thanks for the heads up, Jan – much appreciated.

---

**From:** Broocke, Jan TRAN:EX  
**Sent:** Wednesday, February 21, 2018 12:57 PM  
**To:** Vanderkuip, Kristin TRAN:EX; Lowe, Sonia GCPE:EX  
**Cc:** McGee, Michael M TRAN:EX  
**Subject:** Greyhound decision - Live

Hi! All:

The decision is live and may be viewed at:

[http://www.ptboard.bc.ca/ICB\\_application\\_notices/256-17/256-17\\_greyhound.html](http://www.ptboard.bc.ca/ICB_application_notices/256-17/256-17_greyhound.html)

Let me know if you have any questions. Cheers, JB

*Jan Broocke*

*Director*

*Passenger Transportation Board*

250-953-3777

[Jan.Broocke@gov.bc.ca](mailto:Jan.Broocke@gov.bc.ca)

[www.ptboard.ca](http://www.ptboard.ca)

**From:** [Vanderkuip, Kristin TRAN:EX](#)  
**To:** [Lowe, Sonia GCPE:EX](#)  
**Cc:** [Gergley, Chantelle J TRAN:EX](#)  
**Subject:** STMT\_Greyhound PTB decision (3) KV Edits February 20, 2017 1430 pm  
**Date:** February 20, 2018 2:27:40 PM  
**Attachments:** [STMT\\_Greyhound PTB decision \(3\) KV Edits February 20, 2017 1430 pm.docx](#)

---

Minor edits on this one.

KV



## STATEMENT

For Immediate Release  
[release number]  
[date]

[Ministry of Transportation and  
Infrastructure]

### Minister's statement on Greyhound's decision to eliminate service in rural and remote communities

VICTORIA – Minister of Transportation and Infrastructure Claire Trevena has issued the following statement in response to the Passenger Transportation Board's decision to allow Greyhound Canada to reduce and eliminate long-haul bus service on routes in B.C.:

"I am disappointed to hear that Greyhound will be eliminating service including north and east of Prince George, and reducing service in other parts of the province. I know this decision, made by the Passenger Transportation Board as an independent tribunal, was a difficult and challenging one to consider.

"Greyhound's decision to eliminate and reduce service along rural and remote routes will leave people vulnerable, particularly indigenous communities, women, seniors, children, and those living with disabilities. People who rely on Greyhound's long-haul, inter-city bus service to get to and from major, rural northern cities will be impacted.

Commented [KV1]: As discussed

"It is vital that people across the province have access to safe, reliable and affordable transportation. Though Greyhound has pointed to decreased revenues and declining ridership as factors in their decision, there is still a public need. My ministry will be working with Greyhound to ensure buses remain running in the short term, while looking at how to provide long-term viable solutions that address communities' specific needs.

"In the coming weeks, I will be speaking to local Mayors, MLAs, First Nations and others affected by Greyhound's upcoming service changes. I'm committed to working closely with communities to find safe, reliable and affordable long-haul ground transportation— particularly in the North - to ensure continued bus service remains in place for those who depend on it."

#### Media Contact:

Government Communications and Public Engagement  
Ministry of Transportation and Infrastructure  
250 356-8241

**From:** [Bowman, Deborah TRAN:EX](#)  
**To:** [Vanderkuip, Kristin TRAN:EX](#)  
**Subject:** RE: Greyhound Application Summary  
**Date:** January 18, 2018 2:36:25 PM

---

Thanks Kristin.

---

**From:** Vanderkuip, Kristin TRAN:EX  
**Sent:** Thursday, January 18, 2018 1:24 PM  
**To:** Bowman, Deborah TRAN:EX  
**Subject:** RE: Greyhound Application Summary

Yes, we can include the full application summary.

Kristin Vanderkuip

Mobile: 604 992-9140

---

**From:** Bowman, Deborah TRAN:EX  
**Sent:** Thursday, January 18, 2018 1:09 PM  
**To:** Vanderkuip, Kristin TRAN:EX  
**Subject:** RE: Greyhound Application Summary

Thanks Kristin, can we add this as an appendix to the note? Thanks, db

---

**From:** Vanderkuip, Kristin TRAN:EX  
**Sent:** Thursday, January 18, 2018 12:29 PM  
**To:** Bowman, Deborah TRAN:EX; Brownsey, Silas TRAN:EX  
**Cc:** Harmon, Linda TRAN:EX; Faubert, Reg P TRAN:EX; Kirby, Katherine TRAN:EX; Mercer, Andrea TRAN:EX  
**Subject:** Greyhound Application Summary

As a reminder, Greyhound's application included:

**Eliminate the routes listed below:**

North

- I1: Dawson Creek - Fort Nelson
- I2: Fort Nelson - Yukon Border & Highway 97
- J: Dawson Creek - Prince George
- K: Prince George - Fort St James
- L1: Prince Rupert - Prince George
- L2: Prince George - Albert Border & Highway 16

South Coast



- S2: University Endowment Lands (UBC) - Whistler
- T: Victoria - Nanaimo
- Y: Victoria - Vancouver

**On all other routes, as listed below, reduce minimum route frequency to two trips weekly in each direction and eliminate some route points:**

- A: Alberta Border - Vancouver
- B1: Kamloops - Kelowna
- B2: Kelowna - Penticton
- C: Vancouver - Osoyoos
- D: Kelowna - Alberta Border & Highway 3
- E: Prince George – Vancouver
- G: Alberta Border & Highway 2 - Dawson Creek
- N: Alberta Border & Highway 16 - Vancouver
- P: Kelowna - Vancouver
- S1: Vancouver – Pemberton / Mt. Currie

Kristin Vanderkuip

Mobile: 604 992-9140

**From:** [Gilmour, Lori](#) TRAN:EX  
**To:** [Vanderkuip, Kristin](#) TRAN:EX  
**Cc:** [Gergley, Chantelle J](#) TRAN:EX  
**Subject:** 270824 UBCM Meeting - Thank you  
**Date:** February 2, 2018 11:30:05 AM  
**Attachments:** [Scan MPS005520180202.pdf](#)

---

Hi, please find attached the letters to relating to Greyhound. These issues may have already been addressed with the municipality therefore may not need follow-up. If it does require follow-up, please let me know. Thanx, Lori

---

**From:** Transportation, Minister TRAN:EX  
**Sent:** Tuesday, January 30, 2018 9:47 AM  
**To:** Transportation, ADM Policy and Programs TRAN:EX  
**Cc:** Gilmour, Lori TRAN:EX  
**Subject:** FYI: 270824 UBCM Meeting - Thank you

Good morning,

Please find attached a copy of UBCM correspondence for your information. Other copies indicated have been sent separately.

Please note the originals have been sent by mail to the recipients and may not be received until later this week.

For your reference, copies of incoming correspondence from North Cowichan, Valemount and Princeton are also attached.

Sincerely,

Office of the Minister  
Ministry of Transportation and Infrastructure



Princeton  
- greyhound.

JAN 25 2018

His Worship  
Mayor Mike Armitage  
Town of Princeton  
PO Box 670  
Princeton BC V0X 1W0

Reference: 270824

Dear Mayor Armitage,

**Re: UBCM Meeting - Thank You**

Thank you for taking the time to meet with me at the Union of British Columbia Municipalities (UBCM) gathering in Vancouver. I was glad we had the opportunity to discuss the town's concerns regarding the application by Greyhound Canada to the Passenger Transportation Board. I am glad we were also able to discuss upgrades along Highway 3 between Hope and Princeton and your interest in funding opportunities for the Tulameen River Brown Bridge. Please accept my apologies for the time it has taken me to follow up on our meeting.

As I work to ensure our government delivers the provincial highways, roads, bridges and other infrastructure British Columbians need, I am grateful to have had the chance to meet face-to-face with representatives from across B.C. and gain a clearer understanding of the priorities and needs of their communities. It was a pleasure to see firsthand the outstanding level of dedication shown by local leaders like yourself, and to look at ways we can work together to ensure our province's communities have the resources and support they need to continue building a strong economy that works for everybody.

I am confident we all share the same goal when it comes to transportation and infrastructure in B.C.: to provide British Columbians with the safest, most reliable transportation network possible. Positive and productive collaboration is the key to ensuring we can deliver on our commitments.

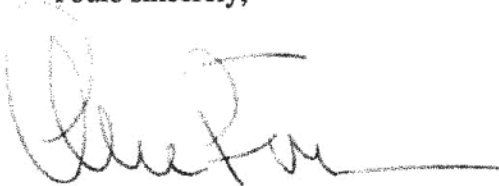
I appreciated your letter of October 18, 2017, following up on our meeting and requesting an opportunity to discuss your interest in funding for an assessment study of the Tulameen River Brown Bridge. I have asked that ministry staff follow up with you directly to arrange a meeting to discuss this matter in more detail.

.../2

- 2 -

Thank you again for taking the time to meet with me.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Claire Trevena', with a long horizontal flourish extending to the right.

Claire Trevena  
Minister

Copy to: Grant Main, Deputy Minister

Deborah Bowman, Assistant Deputy Minister  
Transportation Policy and Programs Department

Patrick Livolsi, Assistant Deputy Minister  
Infrastructure and Major Projects Department

Kevin Richter, Assistant Deputy Minister  
Highways Department

Mike Lorimer, Regional Director  
Southern Interior Region

**From:** [Gergley, Chantelle J](#) TRAN:EX  
**To:** [Pickering, Douglas J](#) TRAN:EX; [Vanderkuip, Kristin](#) TRAN:EX  
**Subject:** RE: Inquiry from Indigenous and Northern Affairs Canada regarding Greyhound  
**Date:** Thursday, January 18, 2018 2:23:17 PM

---

Hi Doug,

I agree with your proposed response. Let's provide him with the information that is publically available given that the Board has not concluded its review of their application.

Thanks for checking in on this one, very interesting.

---

**From:** Pickering, Douglas J TRAN:EX  
**Sent:** Thursday, January 18, 2018 8:54 AM  
**To:** Vanderkuip, Kristin TRAN:EX  
**Cc:** Gergley, Chantelle J TRAN:EX  
**Subject:** Inquiry from Indigenous and Northern Affairs Canada regarding Greyhound

Hello,

I received a call today from Mathew Wilson who said he was with Indigenous Affairs Canada.

[http://geds.gc.ca/en/GEDS?](http://geds.gc.ca/en/GEDS?pgid=015&dn=cn%3Dmathew.wilson%40canada.ca%2Cou%3DPLA-PLA%2Cou%3DPRO-DIR%2COU%3DBRI-REG%2Cou%3DINAC-AANC%2Co%3DGC%2Cc%3DCA)  
[pgid=015&dn=cn%3Dmathew.wilson%40canada.ca%2Cou%3DPLA-](http://geds.gc.ca/en/GEDS?pgid=015&dn=cn%3Dmathew.wilson%40canada.ca%2Cou%3DPLA-PLA%2Cou%3DPRO-DIR%2COU%3DBRI-REG%2Cou%3DINAC-AANC%2Co%3DGC%2Cc%3DCA)  
[PLA%2Cou%3DPRO-DIR%2COU%3DBRI-REG%2Cou%3DINAC-](http://geds.gc.ca/en/GEDS?pgid=015&dn=cn%3Dmathew.wilson%40canada.ca%2Cou%3DPLA-PLA%2Cou%3DPRO-DIR%2COU%3DBRI-REG%2Cou%3DINAC-AANC%2Co%3DGC%2Cc%3DCA)  
[AANC%2Co%3DGC%2Cc%3DCA](http://geds.gc.ca/en/GEDS?pgid=015&dn=cn%3Dmathew.wilson%40canada.ca%2Cou%3DPLA-PLA%2Cou%3DPRO-DIR%2COU%3DBRI-REG%2Cou%3DINAC-AANC%2Co%3DGC%2Cc%3DCA)  
Email: [Mathew.wilson@canada.ca](mailto:Mathew.wilson@canada.ca)

He said they had received a letter from some BC MLA's asking about how the Greyhound application would affect indigenous communities in BC. They want to prepare a response and he was asking for information on the application. I said I would send him a link to the Board's application notice page. Before I do just wanted to check if you had any input.

**Douglas Pickering**  
**Passenger Transportation Enforcement Officer**  
Passenger Transportation Branch | Ministry of Transportation and Infrastructure  
**Phone:** 604.527.2196  
**Branch phone:** 604.527.2198  
**Branch email:** [passengertransportationbr@gov.bc.ca](mailto:passengertransportationbr@gov.bc.ca)

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 e-mail, permanently delete the original transmission from the sender, including any attachments, without making a copy and confirm these actions in your reply e-mail.

**From:** [Bowman, Deborah TRAN:EX](#)  
**To:** [Vanderkuip, Kristin TRAN:EX](#); [Steele, Bob D TRAN:EX](#); [Kirby, Katherine TRAN:EX](#)  
**Cc:** [Gilmour, Lori TRAN:EX](#); [Brownsey, Silas TRAN:EX](#); [Mercer, Andrea TRAN:EX](#)  
**Subject:** FW: FYI re: 273250 Minister Garneau / Greyhound Canada application to reduce service (XREF 270986)  
**Date:** January 8, 2018 11:55:54 AM  
**Attachments:** [regarding Greyhound Canada"s application to reduce or eliminate services in parts of British Columbia.msg](#)

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Please see below, this may be a very timely topic of interest for MCT to bring forward at the council of ministers meeting at the end of the month.

I suggest this be flagged for the pre-brief with MCT.

Bob, please reach out to Silas/Andrea for the Hwy 16 BC Transit service information. Reg can provide you with the community vehicle program details.

Thanks everyone, db

---

**From:** Shepard, Aaron TRAN:EX  
**Sent:** Tuesday, January 2, 2018 9:32 AM  
**To:** Perry, Alisma, TRAN:EX; Chapotelle, Jacqueline TRAN:EX  
**Cc:** Harder, Derrick TRAN:EX; Handrahan, Kirk TRAN:EX; Bowman, Deborah TRAN:EX; Gergley, Chantelle J TRAN:EX; Vanderkuip, Kristin TRAN:EX  
**Subject:** FYI re: 273250 Minister Garneau / Greyhound Canada application to reduce service (XREF 270986)

Hello,

Just wanted you to be aware of this correspondence from Minister Marc Garneau, responding to Minister Trevena's letter of October 10, regarding applications for service reductions in rural and remote Canadian Communities.

Note Minister Garneau's statement in his response:

**I am interested in collaboratively exploring potential regulatory changes or other strategies that could lead to alternative options to meet the mobility needs of Canadians in rural and remote areas. In addition, I would like to learn more about the role of your province's subsidized intercity bus services—specifically with regard to how these services provide a public transportation option in sparsely populated areas along Highway 16, and with regard to the interplay between these subsidized services and commercial services like those operated by Greyhound.**

In this context, there may be an opportunity to consider changes that leverage innovation and new technologies to allow for more transportation options for British Columbians living in rural and remote areas.

As you indicate, these issues affect Canadians across the country. Accordingly, I have directed my officials to start a dialogue aimed at identifying options for the future. I anticipate that they will engage with your officials over the coming weeks and months through regular federal-provincial collaborative channels, such as the committees that support our work at the Council of Ministers.

Writing Services has filed as FYI for now. Please let us know if you recommend a course of action, or require anything else from us.

Thanks very much,

**Aaron Shepard**

**Writing Services Coordinator | Corporate Writing Services**

Ministry of Transportation and Infrastructure

5B - 940 Blanshard Street | Victoria, BC V8W 9T5

Phone: 250 356-0863



**From:** Minister of Transport / Ministre des Transports (TC)  
**To:** [Transportation, Minister TRAN:EX](#)  
**Cc:** [Minister@aadnc-aandc.gc.ca](#); [jane.philpott@canada.ca](#)  
**Subject:** regarding Greyhound Canada's application to reduce or eliminate services in parts of British Columbia  
**Date:** December 22, 2017 7:56:25 AM  
**Attachments:** [270986 - Passenger Transportation Board Applications for Service Reductions in Rural and Remote Canadian Communities.msg](#)

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The Honourable Claire Trevena, M.L.A.  
Minister of Transportation and Infrastructure, British Columbia  
[Minister.Transportation@gov.bc.ca](mailto:Minister.Transportation@gov.bc.ca)  
Dear Minister:

Thank you for your correspondence of October 10, 2017, in which you expressed concern regarding Greyhound Canada's application to reduce or eliminate services in parts of British Columbia. I appreciate learning of your concerns on this matter.

At the outset, I should note that, as Minister of Transport, my overarching goal is to ensure that Canada's transportation system supports our ambitious economic growth and job creation agenda. Canadians require a transportation system that is safe and reliable, and that facilitates trade and the movement of people and goods.

As I announced in November 2016, Transportation 2030 is the Department's strategic plan for the future of transportation in Canada. I consulted widely with Canadians on what was needed to make our transportation system work better. The Government of Canada is developing strategies that provide greater choice and better service for Canadian travellers.

With respect to the issue you raise in your letter, intercity passenger bus operators have largely operated within Canada as private entities on a commercial basis. Through the *Motor Vehicle Transport Act*, the federal government is responsible for establishing regulations for the safe operation of highway vehicles, including intercity buses. The economic regulation of intercity bus transportation—including establishing or eliminating routes and setting fares or subsidies—falls under provincial jurisdiction. It would therefore be outside of the purview of the federal government to intervene in this commercial decision by a private company.

While influencing the commercial decisions of a carrier falls outside of my role as the federal Minister of Transport, I recognize the significance of the surface transportation mobility needs of Canadians and the importance of meeting these needs in a manner that is efficient, effective and financially sustainable from the taxpayers' perspective. In particular, I am interested in collaboratively exploring potential regulatory changes or other strategies that could lead to alternative options to meet the mobility needs of Canadians in rural and remote areas. In addition, I would like to learn more about the role of your province's subsidized intercity bus services—specifically with regard to how these services provide a public transportation option in sparsely populated areas along Highway 16, and with regard to the interplay between these subsidized services and commercial services like those operated by Greyhound.

In this context, there may be an opportunity to consider changes that leverage innovation and new technologies to allow for more transportation options for British Columbians living in rural and remote areas.

As you indicate, these issues affect Canadians across the country. Accordingly, I have directed my officials to start a dialogue aimed at identifying options for the future. I anticipate that they will engage with your officials over the coming weeks and months through regular federal–provincial collaborative channels, such as the committees that support our work at the Council of Ministers.

I have noted your comments about the importance of public transportation services in rural and northern British Columbia, and

particularly for First Nations communities. To this effect, I have also forwarded a copy of your correspondence to the Honourable Carolyn Bennett, Minister of Crown-Indigenous Relations and Northern Affairs, and to the Honourable Jane Philpott, Minister of Indigenous Services.

I trust that the foregoing will be of assistance. Thank you again for writing.

Yours sincerely,

The Honourable Marc Garneau, P.C., M.P.

Minister of Transport

c.c. The Honourable Carolyn Bennett, M.D., P.C., M.P.

Minister of Crown-Indigenous Relations and Northern Affairs

The Honourable Jane Philpott, P.C., M.P.

Minister of Indigenous Services

**From:** [Transportation, Minister TRAN:EX](#)  
**To:** [Minister of Transport / Ministre des Transports \(TC\)](#)  
**Cc:** [OfficeofthePremier, Office PREM:EX; Bond,MLA, Shirley LASS:EX; Rustad,MLA, John LASS:EX; Ross,MLA, Ellis LASS:EX; Davies,MLA, Dan LASS:EX; Main, Grant TRAN:EX; Bowman, Deborah TRAN:EX; "Dan.Albas@parl.gc.ca"; "John.Aldag@parl.gc.ca"; "Mel.Arnold@parl.gc.ca"; "Terry.Beech@parl.gc.ca"; "Rachel.Blaney@parl.gc.ca"; "Richard.Cannings@parl.gc.ca"; "nathan.cullen@parl.gc.ca"; "don.davies@parl.gc.ca"; "Sukh.Dhaliwal@parl.gc.ca"; "Todd.Doherty@parl.gc.ca"; "fin.donnelly@parl.gc.ca"; "ed.fast@parl.gc.ca"; "hedy.fry@parl.gc.ca"; "Stephen.Fuhr@parl.gc.ca"; "Randall.Garrison@parl.gc.ca"; "Pam.Goldsmith-Jones@parl.gc.ca"; "Ken.Hardie@parl.gc.ca"; "Gord.Johns@parl.gc.ca"; "peter.julian@parl.gc.ca"; "Jenny.Kwan@parl.gc.ca"; "Alistair.MacGregor@parl.gc.ca"; "Sheila.Malcolmson@parl.gc.ca"; "Elizabeth.May@parl.gc.ca"; "Ron.McKinnon@parl.gc.ca"; "cathy.mcleod@parl.gc.ca"; "joyce.murray@parl.gc.ca"; "Joe.Peschisolido@parl.gc.ca"; "Carla.Qualtrough@parl.gc.ca"; "Murray.Rankin@parl.gc.ca"; "Dan.Ruimy@parl.gc.ca"; "Harjit.Sajjan@parl.gc.ca"; "Randeep.Sarai@parl.gc.ca"; "Jati.Sidhu@parl.gc.ca"; "Wayne.Stetski@parl.gc.ca"; "Kennedy.Stewart@parl.gc.ca"; "Mark.Strahl@parl.gc.ca"; "mark.warawa@parl.gc.ca"; "Jonathan.Wilkinson@parl.gc.ca"; "Jody.Wilson-Raybould@parl.gc.ca"; "alice.wong@parl.gc.ca"; "bob.zimmer@parl.gc.ca"; Passenger Transportation Board TRAN:EX](#)  
**Subject:** 270986 - Passenger Transportation Board – Applications for Service Reductions in Rural and Remote Canadian Communities  
**Date:** October 10, 2017 12:58:19 PM  
**Attachments:** [270986.pdf](#)

---

(463452) XAL-2017-463455

The Honourable Marc Garneau

Minister of Transport

Government of Canada

[TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca](mailto:TC.MinisterofTransport-MinistredesTransports.TC@tc.gc.ca)

Dear Minister Garneau:

Please find attached correspondence from the Honourable Claire Trevena, Minister of Transportation and Infrastructure. Hard copy to follow by mail.

Sincerely,

Office of the Minister

Ministry of Transportation and Infrastructure

Copy to: British Columbia Members of Parliament

Premier John Horgan

Shirley Bond, MLA

Prince George-Valemount

John Rustad, MLA

Nechako Lakes

Ellis Ross, MLA

Skeena

Dan Davies, MLA

Peace River North

Chair Catharine Read

Passenger Transportation Board

Grant Main

Deputy Minister

Deborah Bowman, Assistant Deputy Minister

Transportation Policy and Programs Department



October 10, 2017

The Honourable Marc Garneau  
Minister of Transport  
Government of Canada  
House of Commons  
Ottawa ON K1A 0A6

Reference: 270986

Dear Minister Garneau,

**Re: Passenger Transportation Board – Applications for Service Reductions in Rural and Remote Canadian Communities**

The recent and well-publicized application by Greyhound Canada to the Province of British Columbia's independent Passenger Transportation Board is a matter of great concern to me.

As there is a real possibility that the application to reduce or eliminate service to B.C.'s rural and remote communities will be approved, potential impacts to British Columbia's residents and communities cannot be minimized. Without the existing services provided by Greyhound Canada, the social and economic well-being of residents living in rural and northern British Columbia will be impacted.

As you know, many of British Columbia's rural and remote First Nations communities rely on transportation service provided by Greyhound. In some communities, taking the Greyhound bus is the only means for citizens to travel to and from major centres. Over the years, this service has been steadily eroding and further cuts will eliminate access to affordable transportation and increase the divide between rural and urban communities.

The reduction or elimination of services provided by independently operated transportation providers, such as Greyhound Canada, affects the ability for travel through other provinces, long haul travel and further reduces affordable transportation options for all Canadians.

Greyhound Canada has engaged in discussions across provincial jurisdictions on similar reduction or elimination of service route requests, creating pressure and concern on the part of all levels of government to respond.

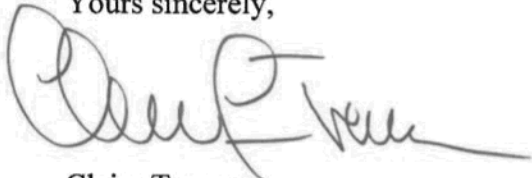
B.C.'s Passenger Transportation Board, the independent tribunal that will determine the outcome of Greyhound Canada's application, is taking written submissions until October 13, 2017. I am urging the Board to also consider conducting public hearings on this very important issue.

.../2

I am requesting, in your role as federal minister responsible for transportation, to support B.C.'s opposition to Greyhound Canada's proposed changes in our province. Your advocacy is needed to engage Greyhound Canada on a federal level, in support of all provinces and territories faced with the very real possibility that motor coach transportation options across our nation will be either entirely eliminated or greatly reduced.

Thank you for considering this urgent transportation issue facing rural and remote communities in British Columbia. I look forward to hearing from you at your earliest convenience.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Claire Trevena', with a stylized flourish at the end.

Claire Trevena  
Minister

Copy to: British Columbia Members of Parliament

Premier John Horgan

Shirley Bond, MLA  
Prince George-Valemount

John Rustad, MLA  
Nechako Lakes

Ellis Ross, MLA  
Skeena

Dan Davies, MLA  
Peace River North

Chair Catharine Read  
Passenger Transportation Board

Grant Main  
Deputy Minister

Deborah Bowman, Assistant Deputy Minister  
Transportation Policy and Programs Department

**From:** [Handrahan, Kirk](#) TRAN:EX  
**To:** [Bowman, Deborah](#) TRAN:EX; [Vanderkuip, Kristin](#) TRAN:EX; [Kirby, Katherine](#) TRAN:EX  
**Subject:** FW: Letter to Minister  
**Date:** January 5, 2018 3:55:23 PM  
**Attachments:** [Fund proposed by Greyhound.pdf](#)

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Catharine Reid called indicating that they would be making a decision on the Greyhound application in the near future and that we should be aware of this proposal that Greyhound has put out there.

Kirk

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**From:** Broocke, Jan TRAN:EX  
**Sent:** Friday, January 5, 2018 3:45 PM  
**To:** Handrahan, Kirk TRAN:EX; Evans, Sandy J TRAN:EX  
**Subject:** Letter to Minister

Hi! Guys: Attached is the letter that Catharine Read, Board Chair, sent to the Minister yesterday. Cheers, Jan

*Jan Broocke*  
*Director*  
*Passenger Transportation Board*

250-953-3777  
[Jan.Broocke@gov.bc.ca](mailto:Jan.Broocke@gov.bc.ca)  
[www.ptboard.ca](http://www.ptboard.ca)

January 4, 2018

Honourable Claire Trevena  
Minister of Transportation & Infrastructure  
Parliament Buildings  
Victoria BC V8W 9E2

Via email: Claire.Trevena@gov.bc.ca

Dear Minister Trevena:

**Re: A Proposal by Greyhound Canada Transportation ULC for Government to establish a fund to support inter-city bus service in the Province.**

The Passenger Transportation (PT) Board is currently considering application #256-17 from Greyhound Canada Transportation ULC ("Greyhound") to eliminate or reduce service.

Specifically, Greyhound is applying to:

- Eliminate 9 routes , many of which are in the North Central Region of BC; and
- Reduce minimum route frequency to 4 trips weekly (2 times in each direction) and eliminate 27 route points on the 10 remaining routes

From December 11- 14, 2017, the PT Board held public hearings in Prince George, Terrace, Smithers and Fort St. John. Speakers included local government officials, advocacy organizations as well as individuals.

Before the PT Board heard from speakers, Greyhound made a presentation. This presentation is public and posted on the Board's [website](#). It includes a "solution for the Provincial Government" which is that Government should create a "connecting communities fund" to:

- Provide funding for municipalities and First Nations to publicly tender private sector intercity transit operators
- Ensure sustainable and cost-effective transportation

Greyhound's proposition for a fund is directed at Government and is outside the mandate of the PT Board. For this reason, we want to ensure that you are aware of the proposal.

The PT Board is reviewing all the information and evidence received regarding this application. We will make our decision based on our mandate and PT Board policies. We have indicated to Greyhound and the public that we expect to issue a decision early in 2018.

After the PT Board issues its decision, it will discuss inter-city bus regulation and policies generally. At that time, we would be pleased to engage further with you and the Ministry about inter-city bus regulatory policy.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'C. Read', written in a cursive style.

Catharine Read  
Chair

pc: Grant Main  
Deputy Minister

Deborah Bowman  
Assistant Deputy Minister  
Policy & Planning Department

Jan Broocke  
Director  
Passenger Transportation Board



**From:** [Lowe, Sonia GCPE:EX](#)  
**To:** [Vanderkuip, Kristin TRAN:EX](#)  
**Cc:** [Gergley, Chantelle J TRAN:EX](#)  
**Subject:** FOR REVIEW - Draft IN - Greyhound Bus Service Changes  
**Date:** January 9, 2018 9:22:12 AM  
**Attachments:** [IN Greyhound Bus Service Change Application.doc](#)

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Hi – no rush on this one – later in the week is fine. I have to update all of our Issues Notes – here’s the one on Greyhound proposed changes.

I expect to update again once PT Board renders their decision on the 22<sup>nd</sup>.

Thanks,

**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](mailto:sonia.lowe@gov.bc.ca)

## ADVICE TO MINISTER

<p><b>CONFIDENTIAL ISSUES NOTE</b></p> <p>Ministry: Transportation and Infrastructure Date: January 9, 2018 Minister Responsible: Claire Trevena</p>	<p><b>Greyhound Bus Service Changes</b></p>
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### ADVICE AND RECOMMENDED RESPONSE:

- In December, the Passenger Transportation Board held public meetings in several northern communities to hear directly from the community about Greyhound's request and application to eliminate service north and east of Prince George.
- I know this service is important to those who use it and I'm committed to ensuring people have access to safe, reliable transportation in these rural communities.
- Greyhound is a private company operating in a regulated industry. Any service reductions or route eliminations must be approved by the Passenger Transportation Board, an independent tribunal that makes decisions based on their mandate.
- The PT Board makes these decisions based on whether there's a public need for the service, whether the applicant is capable of providing the service and whether the application supports sound economic conditions in the industry.
- With these meetings now complete, the PT Board will review the information and make a decision on Greyhound's application by the end of January.

*If asked about Greyhound's proposal to fund transportation routes in rural and remote B.C.:*

- I am aware of Greyhound Canada's proposal calling for the creation of a Connecting Communities Fund to fund transportation routes for rural and remote B.C. communities.
- Our government is committed to facilitating the services that people count on. B.C.'s rural communities deserve transportation investments and we've been working closely with affected communities toward finding reliable transportation options for the North.
- While the ministry waits for a decision from the Passenger Transportation Board on Greyhound's application, we will continue to work with local governments to explore all options to maintain affordable transportation across the province, including examining how other jurisdictions have successfully preserved rural bus services.

- It would be premature to comment on Greyhound's suggestion for subsidies before the Passenger Transportation Board reaches its decision.

*If asked whether BC Transit service is taking Greyhound's business away:*

- There's a difference between the service being offered by BC Transit and by Greyhound. BC Transit connects communities with frequent stops along a designated route within a region while Greyhound offers long-haul service between major Canadian cities.
- BC Transit's new service on Highway 16 has been established as part of our Highway 16 Transportation Action Plan, providing a safe and accessible transportation option along the Highway 16 corridor. People travelling between these remote communities likely wouldn't be seeking this service from Greyhound.
- It is also important to note the BC Transit service on Highway 16 was designed to cover segments rather than travel the entire corridor, connecting people from smaller communities along Highway 16 to their nearest larger community for same day return travel.
- BC Transit's services complement, not compete, with private carriers, which have buses equipped for long distance travel (ie. washrooms, luggage storage, etc.)
- In cases where a bus company has been approved to reduce or discontinue service, we have seen other companies step in to serve those routes. For example, when Greyhound eliminated service up Vancouver Island in 2015, the Tofino Bus picked up those routes.

## **BACKGROUND REGARDING THE ISSUE:**

In December 2017, the Passenger Transportation Board held four public meetings in Prince George, Terrace, Smithers and Fort St. John on Greyhound Canada's request to reduce or eliminate bus service along some routes. The PT Board also received more than 220 written comments from people across B.C.

A decision by the Board on Greyhound's application is expected in late January.

Greyhound is requesting to eliminate the following routes:

- Dawson Creek - Fort Nelson
- Fort Nelson - Yukon Border & Highway 97
- Dawson Creek - Prince George
- Prince George - Fort St James
- Prince Rupert - Prince George
- Prince George - Albert Border & Highway 16
- University Endowment Lands (UBC) - Whistler
- Victoria - Nanaimo
- Victoria - Vancouver

## ADVICE TO MINISTER

On all other routes, as listed below, Greyhound is requesting to reduce minimum route frequency to two trips weekly in each direction and eliminate some route points:

- Alberta Border - Vancouver
- Kamloops - Kelowna
- Kelowna - Penticton
- Vancouver - Osoyoos
- Kelowna - Alberta Border & Highway 3
- Prince George – Vancouver
- Alberta Border & Highway 2 - Dawson Creek
- Alberta Border & Highway 16 - Vancouver
- Kelowna - Vancouver
- Vancouver – Pemberton / Mt. Currie

Since the introduction of the Passenger Transportation Act in 2004, the Passenger Transportation Board has regulated routes and minimum route frequency of private inter-city buses. Inter-city bus operators may not go below their minimum route frequency on an individual route without Board approval. Operators must not eliminate routes or route points without Board approval. Operators may increase route frequency on their own initiative. The Board does not regulate fares or fleet size.

Between 2005-06 and 2017, the Passenger Transportation Board has received and decided on a total of 10 applications from Greyhound to reduce, eliminate or make changes to routes. Each of these applications included a number of requests to make changes. Of these applications, the board approved:

- 6 route cancellations
- 37 route reductions
- 30 stops eliminated on 11 routes in B.C.

*For details on previous applications re: Greyhound Service Reductions/Eliminations in BC, see Appendix 1 at the end of this note.*

Communications Contact: Sonia Lowe – TRAN GCPE  
Program Area Contact: Kristin Vanderkuip

**From:** [Gergley, Chantelle J](#) TRAN:EX  
**To:** [Pickering, Douglas J](#) TRAN:EX  
**Subject:** FW: 271455 Complaint  
**Date:** Wednesday, January 3, 2018 2:18:27 PM

---

Here you go!

---

**From:** Gergley, Chantelle J TRAN:EX  
**Sent:** Thursday, December 7, 2017 10:17 AM  
**To:** s.22  
**Cc:** WEBMASTER TRAN:EX  
**Subject:** RE: 271455 Complaint

Hi s.22

Thank you for your email and my sincere apologies for the response delay.

I will be forwarding your complaint to our Passenger Transportation Inspectors to investigate. We  
s.15

s.15 and we appreciate receiving your information.

As you may know, the government has committed to introducing ridesharing in B.C., and is equally committed to ensuring the taxi industry can compete on a level playing field. The legislation around passenger transportation in British Columbia has not been updated in many years, and much work needs to be done to modernize the existing laws. The ministry has hired industry expert Dr. Dan Hara to engage with the taxi industry and stakeholders to make recommendations that will help modernize the taxi industry and create a fair and level approach to ridesharing. Dr. Hara has worked with cities and provinces across Canada as they brought in commercial ridesharing services, and we are confident that his contributions will help us to create a safe, fair and accessible "made in B.C." solution for taxis and other passenger directed vehicles.

With regard to Greyhound's recent application to reduce services in some areas of the province, the application is currently with the Passenger Transportation Board who have just recently announced their intention to hold public hearings in the some of the affected rural areas. You can find information about those public hearings and the application on the Board's website:

Thank you again for your email.

**Chantelle Gergley, Deputy Registrar**

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

**Cellular:** 604-862-5550

Branch email: [passengertransportationbr@gov.bc.ca](mailto:passengertransportationbr@gov.bc.ca)

**From:** s.22

**Sent:** Thursday, October 19, 2017 1:40 PM

**To:** WEBMASTER TRAN:EX; Transportation, Minister TRAN:EX

**Subject:** 271455 Complaint

Hello,

I would like to lodge a complaint regarding certain ride sharing services in BC. Whilst the BC government has recently announced that it plans to support for large ride-sharing services such as Uber that are willing to embrace regulatory compliance; there are however several smaller ride sharing companies operating in BC whose business models don't seem to stand a chance of meeting any form of regulations. Due to their smaller stance, they seem to be flying under the radar - however their combined presence is significant. With some such as Pop Rideshare boasting almost 70, 000 rides during their short span of operations.

Examples of these types of ride-sharing services include; <https://www.poparide.com/> , <https://ride-share.org/about> , and <http://bcrideshare.com/>

While these all might seem altruistic in their core concept; the simple fact is that the majority of the users of these websites all charge money in exchange for their transportation services; some on an ad-hoc basis, and some on a full time professional basis.

I think this is concerning on a number of levels:

1) From a regulatory compliance perspective - there are numerous concerns. a) The province of BC requires drivers operating a commercial vehicle (such as a taxi) to hold a class 1, 2, 3, or 4 license b) There are no imposed requirements from these platforms for their drivers to provide a registered business number or GST number; thus you can assume tax is being avoided here c) There are no requirements imposed by these platforms to procure the necessary insurance to cover commercial passengers d) No employment records provided by these platforms, nor holiday pay, EI, CPP contributions etc... e) Potentially un-mitigated safety concerns such as abduction and sexual violence

2) From a fairness of competition perspective - due to their lack of regulatory compliance; these platforms have been able to impose anti-competitive conditions on industries that do comply to local laws and regulations. These industries employ thousands of people in BC and include the Taxi industry, car rental industry, the bus industry, automotive services industry, and the wider tourism and tour operations industry. For example, just a few months ago Greyhound announced that it is shutting down a number of rural routes. CBC covered the situation in detail citing "increased competition from ride sharing companies"  
<http://www.cbc.ca/beta/news/canada/british-columbia/trains-planes-or-hitchhiking-greyhound-users-on-how-they-ll-get-around-without-the-bus-1.4272823> This is a shame, and I share the same perspective with the CBC reporter, as well as the numerous others who commented on the article and via twitter that this will no doubt affect the poor, as well as those with existing mobility issues.

I look forward to your response per the attached contact details.

Regards,

s.22

**From:** Vanderkuip, Kristin TRAN:EX  
**To:** Cardoso, Sean TRAN:EX; Connors, Deborah J TRAN:EX; Copeland, James TRAN:EX; Galang, Marilou TRAN:EX; Levesque, Karen TRAN:EX; Lovell, Margaret G TRAN:EX; McCallum, Hannah TRAN:EX; Hold - 180517 - Merlo, Veronica R TRAN:EX; Ng, Anne TRAN:EX; Pickering, Douglas J TRAN:EX; Rotgans, Naomi TRAN:EX; Swan, Louise M TRAN:EX; Vanderkuip, Kristin TRAN:EX  
**Cc:** Gergley, Chantelle J TRAN:EX; Gilmour, Lori TRAN:EX  
**Subject:** IMPORTANT: PT Board to Hold Public Hearings on Greyhound Application  
**Date:** Wednesday, November 29, 2017 5:45:19 PM  
**Importance:** High

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Hi All

The Board has published notice that they are holding public meetings on the recent Greyhound application in their Weekly Bulletin.

What you need to know if you get calls:

- If callers have questions or concerns about the process, they should be directed to the [notice](#) on the Board's website.
- Per the notice, meetings will be held in four north central BC communities:

Prince George	December 11, 2017	Coast Inn of the North	10:00 a.m. – 1:00 p.m.
Terrace	December 12, 2017	Best Western Terrace Inn	1:00 p.m.– 3: 00 p.m.
Smithers	December 13, 2017	Prestige Hudson Bay Lodge	8:30 a.m. – 10:30 a.m.
Fort St. John	December 14, 2017	Pomeroy Hotel & Conference Centre	2:00 p.m. – 4:00 p.m. <u>MST</u>
- The deadline to register as a speaker at a meeting is **12 noon on Friday December 8**. Callers should be directed to the [notice](#) on the Board's website for information on how to register.

Please let me know if you have any questions.

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



**From:** [Passenger Transportation Br, TRAN:EX](#)  
**To:** [Pickering, Douglas J TRAN:EX](#)  
**Subject:** FW: Reduction & Elimination of Bus routes in B.C.  
**Date:** Tuesday, October 10, 2017 8:26:30 AM

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**From:** s.22  
**Sent:** Monday, October 9, 2017 5:05 PM  
**To:** Passenger Transportation Br, TRAN:EX  
**Subject:** Reduction & Elimination of Bus routes in B.C.

ATTENTION: Provincial Passenger Transportation Board

Dear Sir or Madam,

Greyhound Canada is asking the Provincial Transportation Regulatory Board to consider its application

to reduce frequency service between Kelowna to the Alberta border. to twice-weekly via Highway 3.

The company also filed an application to eliminate some routes altogether, including routes from

Victoria to Nanaimo and Victoria to Vancouver, as well as Dawson Creek to Fort Nelson and Prince

George to the Alberta border. 10 routes on the Greyhound website will be affected.

I am concerned about the erosion of Greyhound Bus services in the province of British Columbia.

The reduced services have a huge impact on a lot of people in the province. It is difficult for some

seniors and others who have no choice and have a home in rural areas.

Many who don't drive or don't own a vehicle need to get to main centers for medical attention,

or to visit family. Adverse weather conditions in B.C. also cause concern for providing a safer mode of transportation.

s.22 , I have had to rely on

Greyhound bus

services, especially in the last several years. Ridership seemed to be substantial at any given time.

Greyhound Bus Service is a lifeline and we need to keep as many services as possible in rural areas!

Sincerely,

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 Virus-free. [www.avast.com](https://www.avast.com)

**From:** [Coleman, Tammy L TRAN:EX](#)  
**To:** [Cardoso, Sean TRAN:EX](#); [Coleman, Tammy L TRAN:EX](#); [Connors, Deborah J TRAN:EX](#); [Galang, Marilou TRAN:EX](#); [Gergley, Chantelle J TRAN:EX](#); [Levesque, Karen TRAN:EX](#); [McCallum, Hannah TRAN:EX](#); [Hold - 180517 - Merlo, Veronica R TRAN:EX](#); [Ng, Anne TRAN:EX](#); [Pickering, Douglas J TRAN:EX](#); [Rotgans, Naomi TRAN:EX](#); [Swan, Louise M TRAN:EX](#); [Vanderkuip, Kristin TRAN:EX](#)  
**Subject:** Greyhound  
**Date:** Wednesday, September 13, 2017 10:31:01 AM

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Just a heads up team – the Passenger Transportation Board is publishing Greyhound's reduction of service application today on their website.

**Tam Coleman**

**Registration Officer**

Passenger Transportation Branch | Ministry of Transportation and Infrastructure

**Phone:** 604.527.2192

Branch email: [passengertransportationbr@gov.bc.ca](mailto:passengertransportationbr@gov.bc.ca)

**From:** [Vanderkuip, Kristin](#) TRAN:EX  
**To:** [Ng, Anne](#) TRAN:EX  
**Cc:** [Gergley, Chantelle J](#) TRAN:EX  
**Subject:** Confidential: PT Board Decision on Greyhound Canada Transportation ULC application  
**Date:** February 20, 2018 10:39:51 AM  
**Attachments:** [transmittal package.pdf](#)  
[PT Board IN re GCTU.pdf](#)  
[Backgrounder GCTU.pdf](#)

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FYI

Records – OPR for the IN and backgrounder are the DM's office.

Kristin Vanderkuip

Mobile: 604 992-9140

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**From:** Passenger Transportation Board TRAN:EX

**Sent:** Tuesday, February 20, 2018 8:58 AM

**To:** Trevena, Claire TRAN:EX

**Cc:** Main, Grant TRAN:EX; Bowman, Deborah TRAN:EX; Harder, Derrick TRAN:EX; Vanderkuip, Kristin TRAN:EX; Catharine Read s.22 Broocke, Jan TRAN:EX

**Subject:** PT Board Decision on Greyhound Canada Transportation ULC application

Dear Minister Trevena:

Catharine Read, Chair of the Passenger Transportation Board has asked me to provide you with a copy of the Board's Greyhound decision. We have issued the decision to Greyhound and we will publish tomorrow at which time it will be public. Until then, we are sending this on a confidential basis.

We have also attached an Information Note on the decision as well as a Backgrounder which summarizes decisions on specific routes and provides the Board's rationale.

Thank you,

Jane

**Jane Morris**

Research and Administrative Coordinator

Passenger Transportation Board

Ph: 250.953-3777 || Fax 250-953-3788

 Please consider the environment before printing this email.

# Information Note

**Prepared for:** Honourable Claire Trevena, Minister of Transportation and Infrastructure

**Copies to:** Grant Main, Deputy Minister  
Deborah Bowman, Assistant Deputy Minister, Transportation Policy & Planning  
Kristin Vanderkuip, Executive Director/Registrar  
Passenger Transportation Branch

**Date:** February 20, 2018

**Subject** PT Board Decision on Greyhound Canada Transportation ULC's application to reduce service in B.C.

## PT Board Decision

On February 20, 2018, the PT Board approved Greyhound's application to

- eliminate
  - service on six routes in the North Central region of B.C.,
  - three routes in southwestern B.C.<sup>1</sup>,
  - three route segments: the Fraser Canyon area, Hope to Kaledan Junction (via highways 3 & 3A) and along highway 97 from Monte Lake to Vernon
  - some route points on remaining routes
- set a minimum service requirement floor of four trips weekly (2 times in each direction) on the 10 remaining routes

The PT Board will issue the decision to the applicant on February 20, 2018, with a copy to the Registrar of Transportation, and publish the decision on February, 21, 2018. Until published, the information is being provided on a strictly confidential basis.

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<sup>1</sup> These routes are served by other licensed carriers as well as public transit.

## **Key Messages**

The PT Board recognizes that eliminating or reducing service will intensify safety concerns and create hardships for many people and communities, especially those in the North Central Region of B.C., who rely on Greyhound's passenger services.

Demand for Greyhound's passenger bus services declined by 30% over the past 5 years. Greyhound has incurred financial losses of about \$70 million dollars over the last six years. It currently loses \$35,000 per day in B.C. Routes approved for elimination in the North Central Region have very low ridership and very large operating losses. Generally, ridership on the 3 route segments approved for elimination was not sufficient to sustain service, given Greyhound's operating losses.

Revenue from more profitable routes is insufficient to subsidize the losses on those routes that will be eliminated.

The PT Board cannot compel a private company like Greyhound to continue sustaining significant financial losses indefinitely.

Approving the application gives Greyhound flexibility to adjust schedules according to demand and, on some routes, to provide more efficient service. Greyhound will eliminate 1.6 million scheduled miles and continue to provide service on 3.7 million scheduled miles of passenger bus service in central and southern B.C.

At any time after 14 days' notice, Greyhound may decrease service on remaining routes to levels that it determines meet passenger demand, which may exceed the approved minimum route frequency requirement of 4 times per week.

Greyhound must provide inter-city bus service on the 6 routes in North Central B.C. and 3 route segments approved for elimination until May 31, 2018. In the interim, Greyhound may reduce frequency of service. This enables Greyhound passengers to travel safely over the harsh winter months and provides time for potential new service providers to submit an application to provide inter-city bus service. Any applications received will be expedited.

Greyhound must provide notice before reducing service on any route.

## Context

With this application, the PT Board focused on whether: (a) ridership is sufficient to show public need for the service; and (b) approving the application will promote sound economic conditions in the passenger transportation industry in B.C.

The PT Board published application 256-17 on September 13, 2017. The PT Board received over 200 comments as well as about 1700 form letter e-mails pertaining to route eliminations on Highway 16, and 1000 emails, petitions & comments on route E about service loss on the Fraser Canyon from Cache Creek to Hope.

The PT Board held public hearings in Prince George, Smithers, Terrace, and Fort St. John between December 11 and December 14, 2017. Federal, provincial and local government representatives/agencies and some individuals made submissions at the hearings.

At the public hearings, Greyhound proposed that the provincial government create a “Connecting Communities Fund” to:

- Provide funding for municipalities and First Nations to publicly tender private sector intercity transit operators.
- Ensure sustainable and cost-effective transportation.

The PT Board made its decision after an extensive review of ridership and financial information and evidence provided by Greyhound, people who sent written submissions to the PT Board and presenters at the public hearings.

The PT Board does not have jurisdiction over the movement of freight, public transit or transportation subsidies, or inter-city bus operators’ rates, or time schedules.

The PT Board’s overall decision as well as a summary of route specific decisions, notice requirements and rationale for decisions are attached. These will be posted on the PT Board’s website.

## Statutory

The PT Board is an independent tribunal created under the *Passenger Transportation Act* to make decisions, among other things, on applications from private inter-city bus operators.

The PT Board may approve an application if the PT Board considers that

- there is a public need for the service the applicant proposes to provide under any special authorization,
- the applicant is a fit and proper person to provide that service and is capable of providing that service, and
- the application, if granted, would promote sound economic conditions in the passenger transportation business in British Columbia.

There is no general right of appeal of PT Board decisions. The PT Board may only reconsider a decision if the PT Board is satisfied that

- (a) information has become available that was not available at the time the decision was made, or
- (b) there has been an error in procedure.

#### **Suggested Ministerial Response:**

- The Passenger Transportation Board, an independent tribunal, made the decision on Greyhound's application.
- Government respects the independence and arm's length decision-making of the PT Board.
- The PT Board makes its decisions on applications according to its powers and mandate under the *Passenger Transportation Act* as well as principles of administrative fairness.
- For more information, contact Catharine Read, Chair of the PT Board at (250) 661-8839 or Jan Broocke, Director to the PT Board, at (250) 953-3782.

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<b>Prepared by:</b>	Jan Broocke Director to the PT Board	<b>Phone:</b>	250-953-3782
<b>Approved by:</b>	Catharine Read Chair, Passenger Transportation PT Board	<b>Phone:</b>	250-953-3777 (PT Board office) 250-661-8839 (cell)
<b>Date Approved:</b>	February 19, 2018		

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# Greyhound Estimates Note

Ministry of Transportation and Infrastructure

Date: January 24, 2018

## ISSUE

- Greyhound made an application to the Passenger Transportation Board to reduce service in B.C. The proposed service reduction impacts many northern, rural communities who have expressed concern about their citizens' access to safe reliable transportation options.

## ADVICE AND RECOMMENDED RESPONSE

- The ministry is committed to finding ways to ensure that the people of British Columbia can access safe and reliable transportation across the province.
- Greyhound's application to the Passenger Transportation Board (Board) was published on the Board's website on September 13, 2017 and was open for public comments until October 13, 2017.
- Service reductions must be approved by the Board – an independent tribunal – and these decisions are based on whether there's a public need for the service, whether the applicant is capable of providing the service and whether the application supports sound economic conditions in the industry.
- In December 2017, the Passenger Transportation Board held public consultation meetings in three affected northern communities. They have also received more than 200 written comments from people across B.C.
- As a private company in a regulated industry, Greyhound must make decisions based on customer demand in compliance with the terms of their licence.
- The Board is currently in the process of evaluating the application and the feedback they received, they have not made a decision on Greyhound's application.

### If asked about possible service reductions and what B.C. would do:

- We are committed to finding ways to ensure there are safe transportation options for British Columbians.
- We work with communities across British Columbia to identify transportation services that work for the needs of their region and we will continue with this approach for those that may be affected by changing services.

### If asked: What if Greyhound stops operating its routes along Highway 16 in the North?

- In other provinces and here in B.C., we have seen smaller bus companies step up to fill the gaps left by Greyhound, just as Tofino Bus did on Vancouver Island in 2015.
- Smaller companies are able to develop service models that more efficiently meet local needs and are cheaper to operate.
- BC Transit has been working with local governments and First Nations to introduce new safe, reliable, affordable inter-community transit service along the Highway 16 corridor.

## BACKGROUND

- July 2016 – Stuart Kendrick, Senior Vice President and Peter Hamel, Regional Vice-President Western Canada for Greyhound Canada met with ministry staff to advise that despite service reductions and internal cost cutting, Greyhound remained

unprofitable on most routes and that less regulated connector buses operating with GA licences, subsidized transit, and Health Connector programs take potential passengers away.

- Greyhound is requesting to eliminate 9 routes and reduce minimum frequency on 10.
- Transit services, as well as services operated by a municipality or regional district, are exempt from provisions of the *Passenger Transportation Act* (PTA). Regional transit operations that provide commuter services and Health Connections programs are examples of inter-city services requiring no passenger transportation (PT) licence
- Other Canadian jurisdictions have moved away from economic regulation - Alberta, Manitoba, and Ontario have eliminated regulation and retained vehicle safety regulations. Manitoba carriers must provide adequate public notice of changes in schedules, fares and service discontinuances and local entrepreneurs are providing new scheduled services on routes abandoned by Greyhound. In Alberta, partnerships have developed to maintain services in areas where routes were abandoned.
- In 2013 and 2015 Greyhound reduced service based on low ridership. Often these routes have seen smaller bus companies step up to fill the gaps left by them.

### Highway 16 Corridor

- Greyhound services currently run along the Highway 16 corridor in the North, between Prince Rupert and Prince George, one trip in each direction per day.
- The information on current Greyhound services, as well as transit, inter-city bus, medical transportation, rail, and community-based transportation services has been put into one place – the web-based Highway 16 portal [www.gov.bc.ca/Highway16Corridor](http://www.gov.bc.ca/Highway16Corridor).
- For residents who don't have access to a computer, Service BC offices along Highway 16 can provide access to view the website.
- BC Transit is introducing inter-community transit service between several communities along the Highway 16 corridor. The province has committed \$800,000 per year for five years towards operating costs (2/3 funded by BC Transit; 1/3 by local governments). The province is covering 100% of vehicle costs.
- To provide an alternative to inter-city bus services, the Community Transportation Grant Program is providing \$2 million over three years to 12 applicant communities along the Highway 16 corridor to establish community-based transportation services, operated by First Nations and community organizations. Many of the services funded include neighbouring communities, thereby extending the impact of the program.

### PROGRAM CONTACT

Kristin Vanderkuip, Director and Registrar, Passenger Transportation Branch

Transportation Policy and Programs Division – Cell: 604-992-9140

#### APPROVALS:

Deborah Bowman, ADM

Pat Marsh, CFO

Carol Bishop, ED, Crown Agencies

Jan 26/18

Date

Date

# Greyhound Estimates Note

Ministry of Transportation and Infrastructure

Date: February 5, 2018

## ISSUE

- Greyhound indicates that they are experiencing multi-million dollar losses due to insufficient ridership and market competition and have submitted an application to reduce service.

## ADVICE AND RECOMMENDED RESPONSE

- Greyhound's application to the Passenger Transportation Board (Board) was published on the Board's website on September 13, 2017 and was open for public comments until October 13, 2017.
- Service reductions must be approved by the Board – an independent tribunal – and these decisions are based on whether there's a public need for the service, whether the applicant is capable of providing the service and whether the application supports sound economic conditions in the industry.
- In December 2017, the Board held public meetings in several northern communities to hear directly from the community about Greyhound's service reduction request.
- The ministry is committed to finding ways to ensure that the people of British Columbia can access safe and reliable transportation across the province.
- As a private company in a regulated industry, Greyhound must make decisions based on customer demand in compliance with the terms of their licence.
- The Board is reviewing the information they gathered and will make a decision on Greyhound's application in February 2018.

### If asked about possible service reductions and what B.C. would do:

- We are committed to finding ways to ensure there are safe transportation options for British Columbians.
- We have been working with communities across British Columbia to identify transportation services that work for the needs of their region and we will continue with this approach for those that may be affected by changing services.

### If asked: What if Greyhound stops operating its routes along Highway 16 in the North?

- In other provinces and here in B.C., we have seen smaller bus companies step up to fill the gaps left by Greyhound, just as Tofino Bus did on Vancouver Island in 2015.
- In cases where a bus company has been approved to reduce or discontinue service, we have seen other companies step in to serve those routes. For example, when Greyhound eliminated service up Vancouver Island in 2015, the Tofino Bus picked up those routes.
- BC Transit has been working with local governments and First Nations to introduce new safe, reliable, affordable inter-community transit service along the Highway 16 corridor.

## BACKGROUND

- Transit services, as well as services operated by a municipality or regional district, are exempt from provisions of the *Passenger Transportation Act* (PTA). Regional transit operations that provide commuter services and Health Connections programs

are examples of inter-city services requiring no passenger transportation (PT) licence.

- July 2016 – Stuart Kendrick, Senior Vice President and Peter Hamel, Regional Vice-President Western Canada for Greyhound Canada met with ministry staff to advise that despite service reductions and internal cost cutting, Greyhound remained unprofitable on most routes and that less regulated connector buses operating with GA licences, subsidized transit, and Health Connector programs take potential passengers away.
- Other Canadian jurisdictions have moved away from economic regulation - Alberta, Manitoba, and Ontario have eliminated regulation and retained vehicle safety regulations. Manitoba carriers must provide adequate public notice of changes in schedules, fares and service discontinuances and local entrepreneurs are providing new scheduled services on routes abandoned by Greyhound. In Alberta, partnerships have developed to maintain services in areas where routes were abandoned.
- Between 2005-06 and 2017, the Passenger Transportation Board has received and decided on a total of 10 applications from Greyhound to reduce, eliminate or make changes to routes. Each of these applications included a number of requests to make changes. Of these applications, the board approved: 6 route cancellation, 37 route reductions and 30 stops were eliminated on 11 routes in B.C

### Highway 16 Corridor

- Greyhound services currently run along the Highway 16 corridor in the North, between Prince Rupert and Prince George, one trip in each direction per day. There are concerns that Greyhound may reduce services, or else eliminate services all together.
- The information on current Greyhound services, as well as transit, inter-city bus, medical transportation, rail, and community-based transportation services has been put into one place – the web-based Highway 16 portal [www.gov.bc.ca/Highway16Corridor](http://www.gov.bc.ca/Highway16Corridor).
- For residents who don't have access to a computer, Service BC offices along Highway 16 can provide access to view the website.
- BC Transit is introducing inter-community transit service between several communities along the Highway 16 corridor. The province has committed \$800,000 per year for five years towards operating costs (2/3 funded by BC Transit; 1/3 by local governments). The province is covering 100% of vehicle costs.
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### PROGRAM CONTACT

Kristin Vanderkuip, Director and Registrar, Passenger Transportation Branch

Transportation Policy and Programs Division – Cell:  
604-992-9140

#### APPROVALS:

Deborah Bowman, ADM  
Pat Marsh, CFO  
Carol Bishop, ED, Crown Agencies

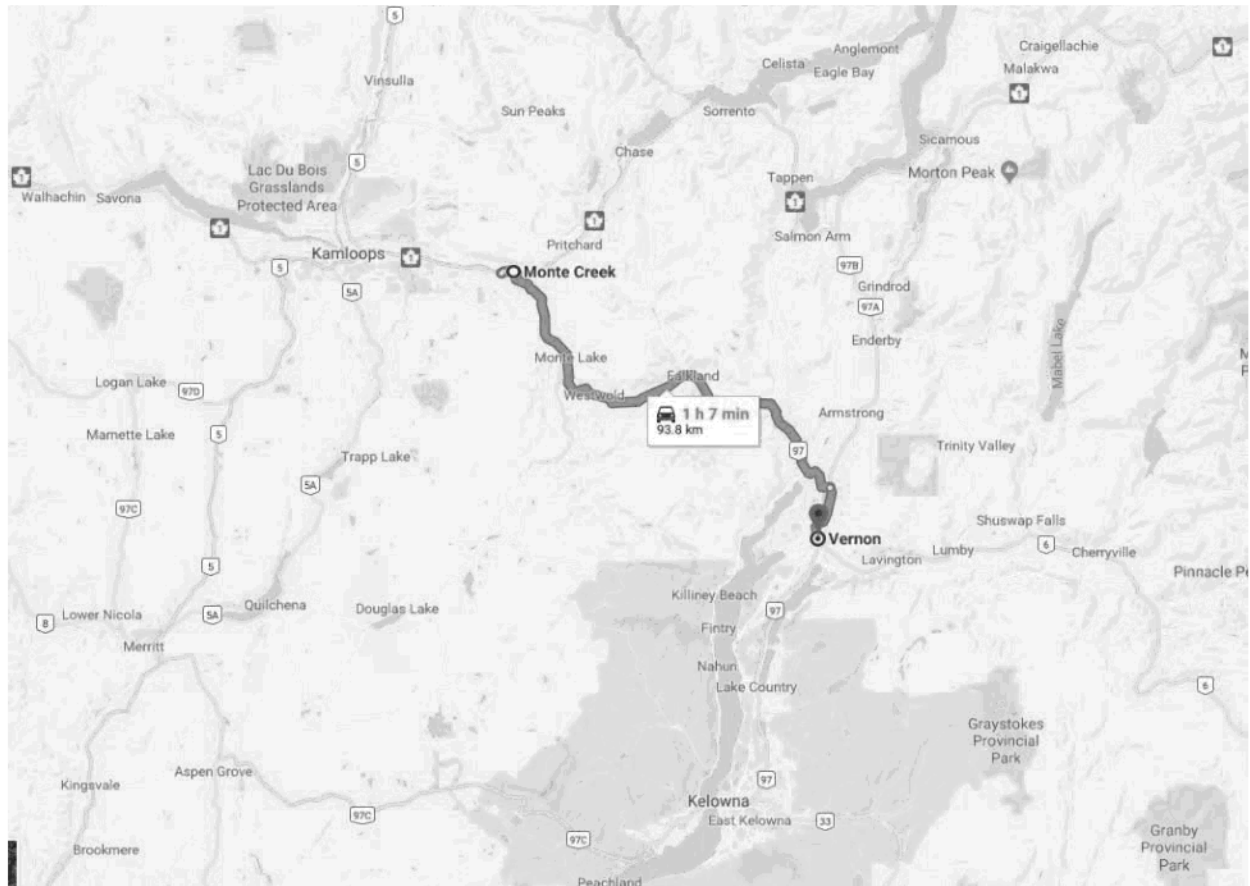
Date  
Date  
Date

From: [Vanderkuip, Kristin](#) [TRAN:EX](#)  
To: [Gilmour, Lori](#) [TRAN:EX](#)  
Cc: [Bowman, Deborah](#) [TRAN:EX](#); [Gergley, Chantelle](#) [TRAN:EX](#)  
Subject: Additional Map for Greyhound Decision  
Date: Monday, March 5, 2018 2:26:00 PM  
Attachments: [image001.png](#)

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Hi Lori

Greyhound continues to serve Monte Creek to Vernon on Hwy 1 via Salmon Arm but the towns along this section of Hwy 97 will no longer have service.



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

# Greyhound Estimates Note

Ministry of Transportation and Infrastructure

Date: February 1, 2018

## ISSUE

- Greyhound made an application to the Passenger Transportation Board to reduce service in B.C. The proposed service reduction impacts many northern, rural communities who have expressed concern about their citizens' access to safe reliable transportation options.

## ADVICE AND RECOMMENDED RESPONSE

- The ministry is committed to finding ways to ensure that the people of British Columbia can access safe and reliable transportation across the province.
- Greyhound's application to the Passenger Transportation Board (Board) was published on the Board's website on September 13, 2017 and was open for public comments until October 13, 2017.
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- Smaller companies are able to develop service models that more efficiently meet local needs and are cheaper to operate.
- BC Transit has been working with local governments and First Nations to introduce new, safe, reliable, affordable inter-community transit service along the Highway 16 corridor.

## BACKGROUND

- July 2016 – Stuart Kendrick, Senior Vice President and Peter Hamel, Regional Vice-President Western Canada for Greyhound Canada met with ministry staff to advise that despite service reductions and internal cost cutting, Greyhound remained unprofitable on most routes and that less regulated connector buses operating with GA licences, subsidized transit, and Health Connector programs take potential passengers away.
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- For residents who don't have access to a computer, Service BC offices along Highway 16 can provide access to view the website.
- BC Transit is introducing inter-community transit service between several communities along the Highway 16 corridor. The province has committed \$800,000 per year for five years starting in 2017/18 towards operating costs (2/3 funded by BC Transit; 1/3 by local governments). Including the \$165,000 funding in 2016/17, the total Province commitment for this aspect of the Highway 16 Corridor is \$4.2 million. The province is covering 100% of vehicle costs.
- To provide an alternative to inter-city bus services, the Community Transportation Grant Program is providing \$2 million to fund three year operating agreements with 12 applicant communities along the Highway 16 corridor to establish community-based transportation services, operated by First Nations and community organizations. Many of the services funded include neighbouring communities, thereby extending the impact of the program.

## **PROGRAM CONTACT**

Kristin Vanderkuip, Director and Registrar, Passenger Transportation Branch  
Transportation Policy and Programs Division – Cell: 604-992-9140

### **APPROVALS:**

Deborah Bowman, ADM  
Pat Marsh, CFO PM

Feb 1, 2018  
Feb 1, 2018