



## Passenger Transportation Branch Timelines for Application and Licence Renewal

\*The actual timelines may vary from one application and one licence renewal to another depending on workload volumes when received at the Passenger Transportation Branch. These timelines are based on the assumption that all required information and/or documentation is received at the Passenger Transportation Branch at time of submission.

Application Type	Application Description	*Estimated Time (Business Days Monday – Friday)
Additional Vehicles for General Authorization & Inter-City Buses	<ul style="list-style-type: none"> <li>▪ Application to add another vehicle to an existing general authorization licence – PT(GA) Form PT5021; PT (ICB) Form PT5023</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1 – 3 days</li> </ul>
Activate Passenger Directed Vehicles (PDV) on Special Authorization Licenses	<ul style="list-style-type: none"> <li>▪ A request to activate another vehicle to the approved maximum PDV fleet size of the licence.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 1 – 3 days</li> </ul>
Replacement of lost or stolen document and/or /plate; Alternate plate replacement for Special and/or General Authorization Licenses	<ul style="list-style-type: none"> <li>▪ Application to declare lost or stolen plate vehicle identification certificate, decal and/ or Terms &amp; Conditions of Licence -Form PT5018; Alternate Vehicle – Form PT5019</li> </ul>	<ul style="list-style-type: none"> <li>▪ Maximum of 24 hours from receipt of application form</li> </ul>
Renewals of Passenger Transportation Licenses (Yearly after date of issue or if otherwise specified by the Passenger Transportation Board.)	<ul style="list-style-type: none"> <li>▪ Renewal of licence and associated vehicle identification certificates, plates &amp; decals - Form PT5015</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum 2 weeks prior to licence expiry</li> </ul>
New or Transfer for General Authorization	<ul style="list-style-type: none"> <li>▪ Application for a new general authorization licence – Form PT5005</li> <li>▪ Application for a transfer of general authorization licence – Form PT5027</li> </ul>	<ul style="list-style-type: none"> <li>▪ 5 – 7 days</li> </ul>
New, Alteration or Transfer for Special Authorization	<ul style="list-style-type: none"> <li>▪ Receipt, review and forward to Passenger Transportation Board (PTB)</li> <li>▪ Issue licence on receipt of approval from PTB</li> <li>▪ Application for a new &amp; alteration special authorization licence – Form PT5010</li> <li>▪ Application for a transfer of special authorization licence – Form PT5025</li> </ul>	<ul style="list-style-type: none"> <li>▪ 5 – 7 days</li> <li>▪ 1 - 3 days</li> </ul>
Temporary Operating Permits (TOP) for Special & General Authorization	<ul style="list-style-type: none"> <li>▪ Receipt, review and forward to Passenger Transportation Board (PTB) or Passenger Transportation Registrar (PTR)</li> <li>▪ Issue TOP on receipt of approval from the PTB or PTR</li> <li>▪ Forms PT5045SA &amp; PT5046</li> </ul>	<ul style="list-style-type: none"> <li>▪ Same business day</li> </ul>
Signing Authority Changes	<ul style="list-style-type: none"> <li>▪ Signing Authority Application to either change the name of principal(s) or partner(s) in the partnership, and to add/delete person(s) named with signing authorities – Form PT5002</li> </ul>	<ul style="list-style-type: none"> <li>▪ Same business day</li> </ul>

Licensee Name Change or Directors Changes	<ul style="list-style-type: none"> <li>▪ Changes in legal individual name or company name and/or directors (other than a transfer licence application) submitted in writing.</li> <li>▪ Note: Same business day for BC applicants, once we have received notification from the National Safety Code Program Office.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Same business day</li> </ul>
Address Changes	<ul style="list-style-type: none"> <li>▪ Change of the business mailing address and/or the physical location of records address – Form PT5009</li> </ul>	<ul style="list-style-type: none"> <li>▪ Same business day</li> </ul>
View Documents Request	<ul style="list-style-type: none"> <li>▪ Request to view the Passenger Transportation Licence (Terms &amp; Conditions); Rates and Rules (Tariff) – Form PT5022. Note: Estimate time other than multiple requests.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Same business day</li> </ul>