

British Columbia

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Greyhound Canada has taken the difficult decision to downsize its operations. The company has notified all proper authorities of its intention to discontinue some or all service – both passenger and freight -- **Effective October 31, 2018.**

In British Columbia, all routes will cease.

Note: Service between Vancouver and Seattle, which is operated by Greyhound Lines, Inc. (USA) and BoltBus, is unaffected.

Discontinued routes TO and FROM British Columbia

- **Calgary – Kelowna – Kamloops – Vancouver**
- **Vancouver – Whistler – Pemberton**
- **Prince George – Kamloops**
- **Osoyoos – Penticton – Kelowna – Kamloops**

Decision Rationale

This decision is regrettable and is due to a challenging transportation environment that is characterized by declining ridership in rural communities; increased competition from subsidized national and inter-regional passenger transportation services; the new entry of ultra-low-cost carriers; regulatory constraints, and increased car travel.

Greyhound Canada had taken a range of cost reduction steps over the last few years, including frequency adjustments to route schedules and other efficiency measures. Unfortunately, these actions were insufficient and the downward trajectory continued.

“It is with a heavy heart that we announce these service impacts for the end of October. We understand that these route changes are difficult for our customers. Despite best efforts over several years, ridership has dropped nearly 41% across the country since 2010 within a changing and increasingly challenging transportation environment. Simply put, we can no longer operate unsustainable routes.

“We are committed to keeping customers informed and will continue to provide fair and open communications to ensure that adequate notice is given.”

-Stuart Kendrick, Senior Vice President, Greyhound Canada.

Business as Usual Until October 31, 2018

Important to note: it is business as usual until October 31, 2018 — Greyhound Canada’s operations will continue during the summer period and beyond Thanksgiving.

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Frequently Asked Questions

 news.greyhound.ca/frequently-asked-questions

1. Why is Greyhound discontinuing routes in Canada?

Greyhound Canada has taken the difficult decision to downsize its Canadian business.

Ridership has dropped 41% across the country since 2010 within a changing and increasingly challenging transportation environment.

We sympathize with the many small towns and rural areas where we have proudly provided service but simply put, despite our best efforts over several years, we can no longer operate unsustainable routes.

It is important to note that these changes do not take effect until October 31, 2018 at 11:59pm.

2. What routes will be eliminated?

Effective Oct. 31, Greyhound Canada will discontinue service in British Columbia, Alberta, Saskatchewan, and Manitoba.

In British Columbia, the Vancouver to Seattle route will continue, which is operated by Greyhound Lines, Inc. (USA) and BoltBus service.

No changes will occur in Quebec.

In northern Ontario, we will exit the Trans-Canada service west of Sudbury.

All other routes in Ontario and Quebec will continue unchanged, including the following corridors:

- Toronto-Ottawa-Montreal-New York
- Toronto-Niagara Falls-Buffalo-New York
- Toronto-London-Windsor-Detroit
- Toronto-Barrie, Toronto-Guelph/Kitchener/Cambridge, and all other southern Ontario services.

It is with a heavy heart that we announce these service impacts for the end of October. We understand that these route changes are difficult for our customers. We sympathize with the many small towns and rural areas where we have proudly provided service, but simply put, we can no longer operate unsustainable routes.

3. When do the route eliminations go into effect?

We will no longer operate in the impacted provinces beginning as of 11:59 p.m., Oct. 31.

4. What other transportation options will be available after Greyhound eliminates the routes? Depending on the community, Via Rail and other bus services may be available. It will vary by community.

5. How am I going to get to my medical appointments or commute to work now?

We understand that route changes are difficult for our customers, including students. It is very important to state that no change will take place until October 31, 2018.

6. Could the company not just decrease frequency instead of eliminating entire routes?

Over the last few years Greyhound Canada had taken a range of cost reduction steps including frequency adjustments to route schedules and other efficiency measures. Unfortunately, these actions were insufficient and the downward trajectory continued.

7. What happens if I have tickets for a trip after Oct. 31? Will I get a refund?

Yes, you will be issued a refund. Customers who purchased their ticket online, will automatically receive a refund credited to the purchasing card they used. Those who paid at the terminal or over the phone can call **877-463-6446** to receive their refund. Customers should have their name, confirmation number and mailing address available when they call customer service for their refund. Refunds will be processed within 7-10 business days.

8. How will freight service be impacted?

In the locations where Greyhound will discontinue service, Greyhound Package Express will no longer be available. In locations Greyhound will continue to serve, Package Express will be offered from station to station.

9. Who can I talk to if I have questions or want to voice my concerns about this decision?

We understand that route changes are difficult for our customers. We will continue to provide fair and open communications to ensure that adequate notice is given and route changes are available on our website. You may also contact our customer service department at 1 (800) 661-8747 if you have any questions or concerns.

10. Is there any way this decision could be reversed? Would you consider continuing the routes?

Bus passenger transport has been challenged by many factors, including declining ridership in rural communities; increased competition from subsidized national and inter-regional passenger transportation services; the entry of ultra-low-cost carriers; regulatory constraints and increased car travel. We must, unfortunately, move forward with our decision to discontinue the routes.