

NOVA SCOTIA UTILITY AND REVIEW BOARD

- and -

NEW BRUNSWICK BOARD OF COMMISSIONERS OF PUBLIC UTILITIES

IN THE MATTER OF APPLICATIONS by ACADIAN INTERCITY COACHES LP
to amend Motor Carrier License No. 244 and ACADIAN COACH LINES LP
to amend Extra-Provincial Operating License No. X261 respecting
its routes and schedules under the provisions of the said Acts

HEARD BEFORE: Mr. Roland A. Deveau, Nova Scotia Chair
Mr. David C. Nicholson, New Brunswick Chair
Mr. H. Brian Tingley, New Brunswick Commissioner
Mr. James Bateman, New Brunswick Commissioner

PLACE HEARD: Sackville, New Brunswick

DATE HEARD: Wednesday, October 19, 2005

APPEARANCES: Mr. John D. Stringer, Q.C.
Solicitor for the Applicant

Ms. Anne Bonang
Recording Secretary

Transcribed By:
Drake Recording Services Limited
1592 Oxford Street
Halifax, N.S. B3H 3Z4

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THE CHAIR

Good morning, ladies and gentlemen. Sorry about the slow start, but we're not telecommunications experts, I guess. The New Brunswick Public Utility Board and the Nova Scotia UARB are sitting in a joint hearing today, and with me is Roland A. Deveau, the Commissioner from Nova Scotia. And of course, we have Commissioners Tingley and Bateman from New Brunswick. Welcome to New Brunswick, and could I have appearances, please, for Acadian Coach Lines?

MR. STRINGER

John Stringer appearing on behalf of the Applicant.

THE CHAIR

And with you today, Mr. Stringer?

MR. STRINGER

With me today, as you'll see we have a panel. That would be Mr. Langis on your left and we have in the middle Daniel Cote, and on his left would be Marc Perreault. And those would be the witnesses I propose to put forward as a panel as we've done in the past.

THE CHAIR

Thank you, Mr. Stringer. Are there any intervenors from New Brunswick in the room today? We had an

indication that one, Mr. Byron Bartlett, was going to appear, but I guess he's chosen not to. I don't know if Nova Scotia has any or not.

MR. DEVEAU

Do we have any intervenors who wish to testify in relation to the Nova Scotia portion of this hearing? Anyone from Nova Scotia wishing to testify as an intervenor? Okay.

THE CHAIR

We've got -- Mr. Stringer, we have a number of written presentations to the Board, and I'll just rattle them off to make sure that you and your panel are aware of them. We've got one from Mr. Bartlett, the President of Local 1229 ATU which was dated the 11th of October. Another from Denise Babin, who's the President of Denise Babin Parts and Accessories. And again, that was dated the 11th of October. And we have one from Alain Martin, who's the Director of Personnel at the Edmunston Acadia terminal, and a Michael Perry. Mr. Perry has indicated to us that he would like to address the Board by conference phone, and his wife indicates that he'll be home at 1 o'clock, so we'll see.

MR. STRINGER

You may have missed one. Is it all right if I stay seated?

THE CHAIR

Yes, as far as I'm concerned.

MR. STRINGER

I thought there was one from a Pauline Cyr. I thought -- I had thought -- just in fairness, I thought that it had been addressed to the Board. Let's see if I can find that. It would -- maybe I can just show it to the Board.

THE CHAIR

Sure.

MR. STRINGER

If I can just maybe, for the record, just explain what it is. It's in French, and I had a very rough translation done in my office, but it has to do with basically a courier service between Edmunston and Rivière-du-Loup. It's the same issue, I think, that will be raised. Maybe you can keep that and make a copy of it, if you'd like, just for the record.

THE CHAIR

Yes. That's great.

MR. STRINGER

It's addressed to you, Mr. ---

THE CHAIR

Okay. We've been busy. Good. Do you have any interventions that you want to share with ---

MR. DEVEAU

I'd just like to make sure we've got them all on the Nova Scotia side, the written interventions. I should mention as well that attending here today as well is the Director of the Motor Carrier Division, David White. Do you have anyone from New Brunswick?

THE CHAIR

WE have the Board secretary, Lorraine Legere.

MR. DEVEAU

And, obviously, the recording secretary is Anne Bonang.

THE CHAIR

And a doctoral biology student who's watching in, Mr. Young, back there.

MR. DEVEAU

In terms of written interventions, I'll go through the list, just make sure. Hopefully we're in the same order, Mr. Stringer. Katie MacQueen. Are we on the same list? Deborah Foley. Same order?

MR. STRINGER

No. Maybe, Mr. Deveau, if you could just say the ones that are related to Church Point issue and then others.

MR. DEVEAU

Okay. That I don't have. I've got a few that I know

MR. STRINGER

Some came in very late yesterday that I had already left the office and I don't have copies of. I'm aware of them, but I don't have copies. I believe that they were all with regard to the Church Point issue.

MR. DEVEAU

Okay. If you wish, I've got them all here. If you want to read off the ones that you have, and I could find them pretty quickly.

MR. STRINGER

All right. I could probably do that. Beth Andrews, Church Point.

MR. DEVEAU

Yes.

MR. STRINGER

Gerard Beaton. Nadine Hardiman. Nicole Lowe. Patrice Manuel. Patrick -- I think it's Gaudio.

MR. DEVEAU

Yes.

MR. STRINGER

Helena Corbin. Amy Jo Boudreau. Chrystel Arsenault.
Justin Empson. Tonia Vautour. Anne Healy. Kaylah
Jenson. Amanda Maclellan. Cheryl Ratchford. Michelle
Barton. Christine Martin. Ashley Sampson. Stephen
Fraser. Mary Beth Tighe. Those are the ones I have
for Church Point. Now, I think there might have been
two or three came in subsequent to that.

MR. DEVEAU

Yes. There are ---

MR. STRINGER

I have another one from a Mr. Levy.

MR. DEVEAU

Yes.

MR. STRINGER

And previously -- it wasn't really related to this
hearing, but from a Mr. Duffy, which I think was dealt
with by ---

MR. DEVEAU

Duff?

MR. STRINGER

Duff, I guess.

MR. DEVEAU

Yes.

MR. STRINGER

Yeah. I think that was it.

MR. DEVEAU

And Mr. Weagle from ---

MR. STRINGER

And Mr. Weagle.

MR. DEVEAU

Okay. The only other three I have, and I'm not sure if they're Church Point or not -- well, one you should have just received just this morning from Ms. Dull from the Université Sainte-Anne.

MR. STRINGER

I have not. Apparently it came in. I don't have a copy of it, but ---

MR. DEVEAU

Oh, I'm sorry.

MR. STRINGER

Thank you.

MR. DEVEAU

And then -- since you're raising the same issue, I think. And then there's two more, Katie MacQueen and

Deborah Foley.

MR. STRINGER

Fulham?

MR. DEVEAU

Katie MacQueen and Deborah Foley. And I can find those perhaps at the break. I think they're from -- I'd have to check, but I think they're from Sainte-Anne's as well.

MR. STRINGER

Yes.

MR. DEVEAU

And I think they're generally the same import as the other ones.

MR. STRINGER

Thank you.

MR. DEVEAU

Thank you.

THE CHAIR

I will -- during a break, I'll mark those four interventions and possibly the fifth and your panel will have an opportunity to comment on what's in it and, of course, as is the usual with our Board we'll give it the weight that we believe it deserves. Any

other preliminary matters? Go ahead, Mr. Stringer.

MR. STRINGER

Right. I think -- thank you, Mr. Chair. I think what we'll do is just start with the Affidavits of publication for the respective Boards, and if I could just get those marked. It's just confirming that the publication and posting on web sites and terminals and buses have been done in accordance with the respective Boards' notices and orders.

THE CHAIR

How did you ever get by without doing -- slipping it by me so that you didn't do the local press? I can't get over that, i.e. the weeklies?

MR. STRINGER

The weeklies.

THE CHAIR

I thought we talked about that. I'm not accusing you of anything, Mr. Stringer.

MR. STRINGER

We talked about that.

THE CHAIR

Yes.

MR. STRINGER

I'm trying to streamline the process.

THE CHAIR

Well, we've gotten some criticism, frankly, and it's our fault because we signed the -- or I signed the order. Okay.

MR. STRINGER

The next item is just of a preliminary nature, and we had previously advised the New Brunswick Board of a requested amendment to the Acadian application as it applies to New Brunswick. This -- we had given prior notice to the Board on this and we'd like to formally request that this would be in regard to the first part of it, Mr. Chairman, the Route 1. And we would request an additional service be added, a requested service for a departure from Moncton to Saint John at 2:00 p.m., daily departure. And that -- and you will see that the other changes requested are with regard to Trip 277 on Route 2. We've requested a daily departure from Moncton to Fredericton at 12:30. We would like to cancel that request and, vice versa, the Fredericton -- there's another trip that returns from Fredericton to Saint John at 4 o'clock. We'd like to cancel that request.

THE CHAIR

Mr. Stringer, would it be okay if you save your motion until the panel has been able to describe what it was that was in the original application and in the notifications and then the changes that you're about to make to that so that we can appreciate fully ---

MR. STRINGER

Absolutely.

THE CHAIR

--- what impact that has?

MR. STRINGER

You will see in front of each of the panel members a revised document which is the -- it's dated more currently than the previous ones that was filed with the Board to give you some idea of the detail. And it would be dated October 15th. And that would incorporate the changes that we're requesting, and the witnesses will speak to those particular matters.

THE CHAIR

Okay. So what will happen when the panel goes through it is that they will take the existing route, talk about it, then what the proposed change was and then what the amendment will be so that we'll appreciate

exactly what's happening on that route. Okay.

MR. STRINGER

I just wanted to get that on the record at the start,
that motion, and that's fine.

THE CHAIR

Normally we'd rule on it, but we want to make sure we

MR. STRINGER

Understood.

THE CHAIR

--- get the import of it all.

MR. STRINGER

Yes, absolutely. I think those were the preliminary
matters that we had, and we're ready to go with our
witnesses, unless there's something else.

MR. DEVEAU

Anything preliminary in the ---

MR. STRINGER

In Nova Scotia, no.

THE PANEL

MR. SYLVAIN LANGIS, (Sworn)

MR. DANIEL COTE, (Sworn)

MR. MARC PERREAULT, (Sworn)

THE CHAIR

Go ahead, Mr. Stringer.

MR. STRINGER

Thank you.

DIRECT EXAMINATION BY MR. STRINGER

1. Q. We'll start with Mr. Langis. If you could just give your full name, your address and your title.

A. (Langis) Sylvain Langis. I'm the President and Chief Executive Officer of Group Orleans Express, and my address -- do you need the office address or ---

2. Q. That's fine.

A. (Langis) 740 Notre Dame Street West in Montreal.

3. Q. And what's your capacity with the Acadian Bus group?

A. (Langis) I'm also the President of the Acadian Bus group.

4. Q. And maybe we can just move to Mr. Cote. Your full name, Mr. Cote?

A. (Cote) My name is Daniel Cote

5. Q. And where do you reside?

A. (Cote) In Quebec City.

6. Q. And what is your title with the Acadian Bus group?

A. (Cote) I'm Director of Operations for Group Orleans

Express. With Acadian, I'm in the same role.

7. Q. And Mr. Perreault, your full name?

A. (Perreault) My name is Marc Perreault. I live in Moncton, New Brunswick, and I'm the Operations Supervisor for New Brunswick, Nova Scotia and Prince Edward Island.

8. Q. That's for Acadian Bus group?

A. (Perreault) Acadian Coach.

9. Q. Back to you, Mr. Langis. I take it as President of both companies you would be the CEO and direct the overall operations of the -- of Acadian?

A. (Langis) Yes, I do.

10. Q. And by way of background -- I know we've gone over this at a hearing in July of this year, but I think it would be good for the record just to give a little bit of background. Can you describe the constituent limited partnership entities of Acadian Bus group?

A. (Langis) Yes. There are three operating entities which are, for New Brunswick Acadian Coach Lines, limited partnership. In Nova Scotia, Acadian Inter-City Coach Lines. And in the charter section, also based in Nova Scotia, is the Acadian Motor Coach Tour limited partnership. The three of them are -- report

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to one management or holding entity which is called Orleans Maritimes, based in Moncton. And the whole group is fully owned by Group Orleans Express, which is based in Montreal.

11. Q. And when did Group Orleans Express purchase the Acadian Bus group?

A. (Langis) The purchasing -- in fact, the agreement in principle was done on the 1st of December, 2003, and the closing was effective on the 23rd of March of 2004.

12. Q. And what is the parent organization of Group Orleans Express?

A. (Langis) Well, Group Orleans Express has got two main shareholders. The parent company, the major shareholding company -- shareholder company is Keolis Canada. Keolis Canada is a subsidiary of Keolis SA from France, which is a major operator of transit and also of passenger mode transportation in Europe.

13. Q. And are you a shareholder of Group Orleans Express?

A. (Langis) I'm also the other shareholder of Group Orleans Express to the level of 25 percent.

14. Q. And how long have you been with the company?

A. (Langis) I created the company with partners in 1990. I've always been there since then.

15. Q. And can you just briefly describe the operations of Group Orleans and how it joins its services with Acadian between Quebec and Nova Scotia?

A. (Langis) Well, Orleans Express was created in 1990, and operates -- is the main -- the major inter-city bus operator in the province of Quebec, operating from Montreal, which is the western part of the network, to Gaspé, which is the eastern end. It has always inter-connected with the Acadian Bus network in Rivière-du-Loup in the past, and since the purchasing in 2004 we try to continue operating and -- with integrated services. We were already doing some pooling with Acadian in the past, but this has continued and is much easier to do, in fact, now than in the past.

16. Q. So is it fair to say moving out of Halifax if one was going to Quebec City or Montreal the Group Orleans Express and Acadian network are complementary?

A. (Langis) Complementary, and more and more seamless, as both networks are just -- were just sitting next to each other, so they did -- there was already a lot of movements between both networks and we are trying to make sure that these movements, as I said, are seamless.

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17. Q. So is it fair to say that Group Orleans Express is the major inter-city bus carrier in Quebec?

A. (Langis) It is the major inter-city bus carrier in Quebec and, in fact, it was before the -- in eastern Canada as well. It was before the purchasing of Acadian, but now it has taken a bigger scope compared to what it was in the past.

18. Q. And again, I think it's fair to say Acadian would be the premier inter-city motor carrier in the Maritimes?

A. (Langis) Oh, definitely.

19. Q. What -- can you just generally describe the motor carrier operating authorities that Acadian group holds in the Maritimes?

A. (Langis) Well, we have full authorities for the transportation of inter-city passengers within New Brunswick, Nova Scotia -- and Nova Scotia, and we also hold the charter authorities in both of these provinces.

20. Q. And can you just generally describe where you operate terminals in New Brunswick and Nova Scotia?

A. (Langis) Well, the owned and operated terminals are located starting on the western section of the network in Fredericton, Saint John, Moncton. We also have

terminals in Truro, Halifax and Sydney.

21. Q. And I take it interspersed throughout your network you also have agency arrangements for the various parties?

A. (Langis) We have -- the rest of the network is operated by agencies, yes, and we -- the total point of sales that we have within the whole network divided between New Brunswick and Nova Scotia totals, I believe, 70 or 72 POS within the network.

22. Q. And how many employees would Acadian Bus group currently have?

A. (Langis) The exact number, I don't have the exact number, but it's in the range of 235 employees.

23. Q. And approximately how many motor coaches is Acadian Bus group operating in its network?

A. (Langis) The -- in fact operating on the inter-city on a daily basis we're talking approximately 40 coaches in the network. If I add to that all the licenses that we have for charter purposes, we're talking about 62 licensed vehicles.

MR. DEVEAU

That's -- the network you're talking about there includes Quebec or doesn't include Quebec?

MR. LANGIS

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Does not include Quebec. If I include Quebec, we're talking about 110 vehicles.

BY MR. STRINGER

24. Q. And if we -- yes. If we're talking about Quebec and the Maritimes, we would be substantially over, something like 140 vehicles?

A. (Langis) No. We're talking about 110 vehicles, Quebec and Maritimes all together.

25. Q. All right. And where would your maintenance facilities be located in the Maritimes?

A. (Langis) In the Maritimes we have -- the major maintenance centre is located in Moncton, but we also have maintenance centres in Halifax and service centre in Saint John.

26. Q. Now, Mr. Langis, you appeared before these Boards in July, I believe, or June this year. I can't remember.

A. (Langis) In June. Mid June, I believe, yes.

27. Q. June this year with regard to implementing a new rate schedule. Can you describe what steps the company has taken since that time with regard to ordering or looking for additional vehicles, replacement vehicles for your network?

A. (Langis) In the -- you're talking about the past or

future?

28. Q. Well, I'm talking going forward from now.

A. (Langis) Going forward. Well, we've -- if you're talking starting today, like in -- for September, October, November, December we have four vehicles that will be coming in the fleet replacing older pieces of equipment in these four months. Starting in January, we will have four new coaches that will be delivered in January, February, March and April. We like to do it one a month so we don't have all the components to repair all at once and we can plan it and make the necessary inspections when they are due. And in the following months, following those four new coaches, we will have eight additional coaches that will not be -- that will be five year old coaches that will be coming in the network but will replace older coaches that are in the existing fleet. This will allow us to rejuvenate the bus fleet and maintain an average age which will -- which should -- this is one of the reasons why we're doing that, which should be reducing the efforts that we need on the maintenance side of the equipment.

29. Q. Is it your experience both in the Quebec network and in

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your Maritime network that as you reduce the average age of the fleet you've had improved reliability?

A. (Langis) There's a direct relation.

MR. DEVEAU

That's not a leading question, is it?

THE CHAIR

That's not a leading question. That's good, though.

That speeds things up, Mr. Stringer. How about from June, though, when we met before until now? Have you replaced any vehicles?

MR. LANGIS

We haven't replaced any vehicles since June, but we've -- during the summer we've added four vehicles for charter purposes during the summer. I believe we still have these vehicles, but they will be going out by the end of this month with the reduction of demand after the season, but we've already started in September to bring in equipment. Essentially, it's a question of trying to standardize as much as we can the type of vehicles that we have within the bus fleet in the region in order to reduce as well the type of inventories that we have to keep for maintenance purposes.

THE CHAIR

Thank you.

BY MR. STRINGER

30. Q. Specifically with regard to the new rate schedule that was approved by the respective Boards in June, can you comment on how that was received by Acadian customers?
- A. (Langis) Well, from what we see now after a few months, it was an excellent decision that we've taken. It was well received by the -- by passengers. In fact, if you remember, one of the objectives that we had was to try to push forward as much as we could the purchase of return tickets, so -- to have more passengers instead of that used to buy one-way tickets in the past. And we've seen since we've introduced a new fare structure the level of return tickets which are being purchased has just gone up like that. I don't have the exact percentages with me, but I'm sure that we would be more than happy to share it with the Boards if it was asked. We -- people purchase -- because they get a fare reduction, purchase more and more return fares when they buy a ticket. So -- and that was one of the objectives that we had.
31. Q. What other steps has Acadian Bus group taken to enhance

its public passenger services throughout the Maritimes since its acquisition of ---

- A. (Langis) Well, we've done a lot of things which doesn't necessarily show or are publicly seen, but a lot of training has been done with the agents that work. We've done training with direct employees that we have in the terminal just to make sure that they are always aware of the latest policies in place. We've tried to standardize as much as we could the type of policies that we have within the company so that a passenger leaving Halifax or Moncton doesn't get a different type of ticket when they come back. So we've tried to standardize as much as we could the type of policies that we have within the company and implement it within the network here. We've already mentioned that we've introduced a new -- the new fare structure which was also for standardization purposes to make sure that each kilometre that was sold within the network was sold at the same price and not differently. And that fare structure is strongly promoting return fares, and that is not seen, but that is working, working well. But what more can I say? We've been introducing equipment which -- with tables and

electrical plug-ins. We carry a lot of students that travel with computers most of the time, so now they're able to work whenever they travel within the network.

32. Q. Specifically with students, has there been any marketing efforts made on campuses in the Maritimes?

A. (Langis) There has been some marketing efforts which have been done on different campuses. I know that the Moncton University was one. St. Thomas was another one. I don't recall the -- Antigonish, I believe, was one, and UNB as well. I know that we've done specific promotion with the students early in September with the return, the back to school period.

33. Q. Has the company done any work on its web site?

A. (Langis) Yeah. The web site has been rebuilt completely. There are different elements. I know that they're working almost on a constant basis on the web site. I don't have all the details of what has been done. But the web site has been completely rebuilt in order to input all the new policies I was talking about that -- and all the standardization that we've been making, which it has been introduced and ---

34. Q. And is that in both official languages?

A. (Langis) It is in both official languages.

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35. Q. And has the company done any work with regard to its call centre?

A. (Langis) Well, the call centre -- yes. Well, the call centre is always a -- we brought all sorts of modifications within the call centre. The hours which the call centre is open are different than what they were in the past. There's -- but we're asking a little more -- our agents to give a little more service locally instead of having always a point.

36. Q. And so this is where the training has come in.

A. (Langis) That's it. This is one of the elements of the training.

MR. DEVEAU

Perhaps -- sorry. I didn't understand that last question and that last answer about the call centre. Could you just ---

MR. LANGIS

Well, we had to modify the -- the call centre used to be open at a certain number of hours over a seven day period, but during that period there was some times which were practically dead, others which were very busy, so we've concentrated more people at the busiest periods and we've reduced the number of hours where it

was -- like, you know, on a Saturday morning is a very low period, Sunday morning as well. And while concentrating a little more information and requested that our agents get involved a little more. So instead of having information coming only from one call centre, one point, we have 72 points which are now able to give more information to passengers.

MR. DEVEAU

Okay. That's the part I didn't understand.

MR. LANGIS

Okay.

MR. DEVEAU

The call centre is -- is there one call centre?

MR. LANGIS

There's one call centre which is centralized in moncton, and for years the agents locally were merely giving any information because they were always directing all the information requests to that 1-800 number. Now we're asking our agencies to get a little more involved locally with their own people in order to promote the sales as well for them on their own territory and be a little more active with the customers at their encounters. So there's some hours

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like on a Sunday morning, for example, the calls will be directed directly to an agent no matter where it is on the network instead of being directed to Moncton.

MR. DEVEAU

So if you pick up a -- if you look at the web site or pick up the phone book, your call will go to Moncton, but Moncton may direct it to the appropriate agent.

MR. LANGIS

Or it will be -- or it can be -- from the information that we give on the web site and elsewhere, we will ask on the weekends to go directly -- to call directly the agent. But whenever someone calls the call centre, the call is always redirected somewhere where the customer can be answered anyway.

THE CHAIR

Did you have difficulty when revising your web site with -- I've tried to get on a number of times and it's been terribly, terribly slow. My daughter uses your services quite often. And I haven't noticed that in the last three to four weeks, but certainly towards the end of the summer and early in September, I -- and this was from our office, where we have a fibre optics hookup to NBTel, so it's not there. It's -- I just

wondered if you'd have any complaints on that at all.

MR. LANGIS

Well, i'd have to check with the people that have been managing that web site. It's the first time we hear about that.

THE CHAIR

Okay. Well, don't worry about it. It was only a very random sample of a couple of times that it was very slow getting up.

BY MR. STRINGER

37. Q. Mr. Langis, I was wondering if we could get into a little bit of the specifics of a particular one letter concern from a Mr. Levy, and this is on the Nova Scotia side, who has sent a letter to Nova Scotia Board. I think he's representing the Nova Scotia League for Equal Opportunities. These would be people with a disability who would like to travel, in particular, travel on Acadian Lines. Can you just give me a little background of your personal background dealing with people with disabilities?

A. (Langis) Well, we're -- it's funny you ask because I've been -- I've been President of the Canadian Bus Association for a certain number of years, and some

years ago Transport Canada, with -- through a consultation committee that they had for people who wanted to -- or for handicapped people that wanted more mobility. There was a consultative committee that was created by Transport Canada with stakeholders from different organizations throughout the country with whom we were invited to work. And not only the bus industry, but the rail industry, the air industry as well. And -- but I think we're the only industry which came up with them with a code of practice and a code of ethics in order to serve better the needs of people with mobility impairments. This was done eight, nine years ago, I believe. And since then, Group Orleans Express, as a company in Quebec at the time, was one of those that has taken a minimum of 10 percent of the bus fleet to be -- or made sure that at least 10 percent of the bus fleet at all times was accessible in order to be able to respond to the different demands that we have. And in fact, in Montreal we have a person which works on a full-time basis taking calls from mobility impaired persons that need to travel and make sure that the bus is at the right terminal at the right time. If there's a necessary interconnection with another

company, we'll make sure that the bus from another company will come and will be at the right place at the right time to make sure that we can carry this person, and so on. We are -- we have been probably one of the earliest companies that got involved in carrying mobility impaired persons. And I don't know what the complaint is all about. I haven't seen it. But all I can say is that this was one of the questions that we had when we took over the Acadian network.

38. Q. I think the issue is availability, relates to availability and reservations, and maybe I can just go on to ask how many buses currently in the Acadian fleet are equipped for mobility impaired passengers?

A. (Langis) To my knowledge, now there's two buses which are equipped for -- with hydraulic lifts for -- to carry mobility impaired persons. The -- this is one of our preoccupations. We want to bring up that number. And I know that in our capital expense plan, by the end -- and correct me if I'm wrong. By the end of 2007, we will have, on a full-time basis, six vehicles on the territory of the Maritimes to be able to respond much better to the demand because right now 10 percent would mean that we should have at least four vehicles. I'm

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saying 10 percent because normally we've seen through the years that's probably the best number to answer to all demands at peak periods. Peak periods are usually July and August. Maybe a little bit at Christmas, but mainly July and August where people travel a little more. But where we're going is that we're going to have six buses equipped -- fully equipped with all the lifts. But now we have two, and I'm told that they're working perfectly well.

39. Q. And can you describe or ---

A. (Langis) If I can add, we have two on a full-time basis.

MR. DEVEAU

That's two in the whole network, or the Maritimes?

MR. LANGIS

In the Maritimes. In fact, we have a third one which is normally an express bus which is dedicated to the pool between Montreal and Moncton, will leave one night from Montreal and end up in Moncton, the next day will go from Moncton to Montreal. That one is dedicated at all times on the pool and which brings a third vehicle to the network whenever we need to -- if someone needs to go outside of the provinces or outside of the

Maritimes with this bus.

BY MR. STRINGER

40. Q. Can you describe or maybe Mr. -- one of the other -- or maybe Mr. Perreault can describe what the operational policy is for a mobility impaired passenger dealing with Acadian Lines? How would that normally operate?
- A. (Perreault) The way it works is they call the 1-800 number through our customer service, and then they book their reservation. At that time, they send it to our dispatch and we take all -- if we have the bus available due to other people booking ahead of time, we say 72 hours, but unfortunately, sometimes we have a gentleman that always books like two months in advance, so he gets priority because he's booked. And where we only have a limited number of coaches, we come on a first come, first served basis.
41. Q. So with regard to Mr. Levy's concern, you have, I take it from your comments, operational constraints, given the number of vehicles that are equipped for mobility impaired passengers?
- A. (Perreault) That is correct.
42. Q. And in those cases where you're already booked, what is said to the passenger?

36 THE PANEL, DIRECT EXAM. BY MR. STRINGER

A. (Perreault) We generally call the passenger and let them know that the wheelchair accessible bus is -- has been booked. If they'd like to reserve another date, we'll look at the date that we can book. We work with the passengers to find an accommodating date. Sometimes they come earlier. Sometimes they come later. Sometimes it doesn't go with their schedule, so they book like a week in -- later or ---

43. Q. Does it occur very often that you don't have a vehicle available?

A. (Perreault) No. Actually, we've been pretty accommodating to our passengers in being -- the accessible bus being available. Unfortunately, there have been times where we've had -- where we've improved on that is our maintenance department, and it's now better functional. We have a better maintenance program in place since Orleans has taken over, so less and less now.

44. Q. Thank you.

MR. STRINGER

Those were the questions that I had for Mr. Langis. Maybe it'd be a good point if the members of the Board have questions arising from Mr. Langis' evidence,

otherwise, he can -- I think I've got -- those are the questions for him.

THE CHAIR

He's not leaving, is he, Mr. Stringer?

MR. STRINGER

Well, no. It was up to him whether he wanted to stay throughout -- on the witness chair throughout the Powerpoint presentation.

BY MR. STRINGER

45. Q. Now, Mr. Perreault, since Acadian group has purchased the company in March of 2004, has the company had an opportunity to examine all its routes and schedules for the purposes of examining what possible revisions might be desirable?
- A. (Perreault) Yes. We've done so in the last year and a half. We revisited our scheduling and passenger counts.
46. Q. Now, over this period have there been actual changes in highway routes from the point of view of new highways being built, agency locations possibly changing, times between points of service changing?
- A. (Perreault) Yes. There's been, of course, agency changes. There's been faster routes, and those hadn't

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been looked at in quite a while, so the time we might have had scheduled in the past, say it took 20 minutes to do to this destination. Because of change of location of the agency, it's now 25 minutes or it's faster to go to this location because of the new highway.

47. Q. So it's fair to say that some of the timetables were just outdated?

A. (Perreault) Yes.

48. Q. They had not been looked at? In the course of looking at these revisions, what steps did Acadian take? Who did you talk to?

A. (Perreault) We've talked to our drivers, and we also had people go on the bus with a stopwatch and actually take times to make sure that they were correct or -- and we've made changes in this new proposed schedule.

49. Q. And in some of the routing changes you're talking changes in -- either discontinuance or adding services, you say you talked to drivers. What type of information did you seek out from drivers?

A. (Perreault) How many passengers they carried aboard, the parcels, is that what you're referring to or ---

50. Q. No. If they were getting feedback from customers with

regard to times or ---

A. (Perreault) Yes.

51. Q. --- additional service.

A. (Perreault) Regarding times, yes, because a lot of the time they would get there sooner because of the new highways and the people would not be there to pick them up, so that was a concern of our passengers.

52. Q. Did you also take into consideration maybe connecting carrier ---

A. (Perreault) Yes, we have.

53. Q. --- schedules?

A. (Perreault) Yes.

54. Q. And what -- who would be the type of connecting carrier that we're talking about?

A. (Perreault) We have, of course, Orleans Express. We also have Vermont Transit, which is Greyhound in the United States. And we also have Via and the airports connections that we make with.

55. Q. And what steps have you taken to obtain feedback from your customers? Have you talked -- have you had any feedback through agents or your customers as to possible times -- time changes or anything of that nature?

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A. (Perreault) We've talked to our agents. We've talked to our customer service, who keeps records of customers asking for revisions of the schedule or asking for different schedule changes that would accommodate them better. We keep that on record to try to accommodate our passengers.

56. Q. Now, how often -- and maybe Mr. Cote knows this better. How often does Orleans Express examine its routing and its schedules on an annual basis? How often do you do that?

A. (Cote) Twice a year.

57. Q. And that's the norm? You've been doing that for some time?

A. (Cote) Yes. Since -- I'd say since 1990.

MR. DEVEAU

That's twice a year? Sorry.

MR. COTE

Twice a year, yes.

BY MR. STRINGER

58. Q. And that's all about -- depending on the needs of your customers to be more flexible in the marketplace?

A. (Cote) Yes. Sometimes we will change our schedules as much as twice a year, but sometimes when we have gone

through that process we wouldn't change anything. But this would be looked at twice a year, but not changes twice a year. But it happened that twice a year we made changes. And sometimes there were improvements. Sometimes that were cancellations, depending on ridership, depending on ---

59. Q. Perhaps you could speak up a little bit.

A. (Cote) Depending on some customer needs. They would ask us to add service. We would look at it and we would improve the service or add service. But some of the times we would cancel service, also.

60. Q. So is it Acadian's intention to try to follow that lead of Orleans Express and examine the routes and schedules in the Maritimes more often than possibly in the past?

A. (Cote) Yes. We intend to -- what goes well in Group Orleans Express, we want to import that way of doing things here in the Maritimes, yes.

THE CHAIR

Just an aside here, Mr. Cote, you say twice a year you review your scheduling ---

MR. COTE

Yes.

THE CHAIR

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--- and go through that process. Is that at a specific six month interval or do you -- on a revolving schedule?

MR. COTE

Yeah. Changes are made usually in April or October.

THE CHAIR

Thank you.

MR. STRINGER

Now, Mr. Perreault, Mr. Cote, I think you would like to take us through a Powerpoint presentation of the actual specifics, route by route, of the Powerpoint presentation, and maybe the commissioners, Board members can follow along with the revised version dated October 15th, which I've provided copies of. And that we would be presenting as an exhibit at the appropriate time, whatever that number is.

THE CHAIR

Mr. Stringer, we have the one person in New Brunswick who wants to get on the phone to us, and he arrives home at 1 o'clock, I understand. I just wonder if this is an appropriate time to take a lunch break and we can come back and start again at 1 o'clock.

MR. STRINGER

If you'd like that. I wouldn't have thought that this would take a long time, but that's fine if you want to do that and ---

THE CHAIR

Okay.

MR. STRINGER

I just want to make sure that we have the room available so that we can complete today.

THE CHAIR

Well, so do I. There's no problem with the room this afternoon. No. I'm just looking at it, and I think that I personally, and I'm sure my fellow commissioners, will have a number of questions in reference to the schedules. That's all I'm thinking of. And I'm trying to get it so that in my own mind we'd be back by 1:15 at the latest or something like that.

MR. STRINGER

Then we can hear from Mr. Perry.

THE CHAIR

Anyway ---

MR. STRINGER

That's fine.

THE CHAIR

So I think what I'll do is suggest we take a break now
and come back at 1 o'clock.

--- Upon recessing at 12:01 p.m.

--- Upon resuming at 1:31 p.m.

THE CHAIR

Hi, Mr. Perry.

MR. PERRY

Hello.

THE CHAIR

You've indicated to the New Brunswick Board -- we're sitting today in a joint hearing with the Nova Scotia Board as well, and we'll be hearing from some folks in Nova Scotia shortly, I'm sure. But you did write in and you did say that you wanted to address the Board in reference to the applied changes to the service of Acadian in the Charlotte County area.

MR. PERRY

I did, and I thank the -- I thank you for the opportunity to comment.

THE CHAIR

Okay. So please go ahead. The floor is yours. Mr. Stringer ---

MR. PERRY - PRESENTATION

Acadian Lines is trying to serve two separate markets with this same service, an international market and the

Charlotte County market. Because of border crossing delays, the times have changed when crossing the border, and the need to connect with coach services from Bangor to Boston and New York, it's impossible to run a scheduled service to Saint John for passengers from St. Andrews, St. Stephen and St. George at times when people will actually make use of it. The only passengers attracted to the service will be those for Bangor and beyond and connecting in Saint John for a service to Montreal or Toronto in the evening. This is a minority of potential passengers, probably restricted mainly to passengers travelling on the weekends. It's also an expensive service to run because the equipment and the driver must stay in Bangor, in Maine, overnight. A possible solution might be to treat the service as two franchises, allow another franchise to run the Monday to Saturday service from St. Stephen to Saint John while continuing the international daily service that's being proposed and the St. Stephen to Saint John service could be run at a time when people actually use the service. And of course, this is all provided that inter-line transfer privileges would be allowed with Acadian Lines. I don't think Acadian

Lines should be allowed an exclusive franchise which restricts other possible operators if they're going to run a service which really is an express service from Bangor -- from and to Bangor that provides virtually no useful service to Charlotte County communities. And that's my statement.

THE CHAIR

Thank you, Mr. Perry. First of all, there's nothing -- I could make a joke here and say are you planning on offering a local service yourself?

MR. PERRY

Absolutely not.

THE CHAIR

No. But there is absolutely nothing wrong with a carrier other than Acadian requesting the ability and the license to service that route as well. If they were to do so ---

MR. PERRY

They couldn't do that, could they?

THE CHAIR

Oh, yes.

MR. PERRY

My understanding was that a franchise is exclusive to

the company serving the route.

THE CHAIR

Well, it certainly is. However, what happens is that this Board would be charged with looking at what's the best thing in the public interest. It's as simple as that. So it's not -- it is an exclusive franchise, but it could be served by more than one carrier if this Board felt it appropriate.

MR. PERRY

Well, that's useful to know.

THE CHAIR

Yes.

MR. PERRY

But I have no interest in providing the service, of course.

THE CHAIR

And I ---

MR. PERRY

My interest is purely in advocating for public transport users in Charlotte County.

THE CHAIR

Okay. And I anticipated that that would be your response.

MR. PERRY

Yes.

THE CHAIR

Okay. And we do have your intervention on file. I'm going to ask Mr. Stringer if he has any particular questions of you. You're not being cross-examined *per se*.

MR. PERRY

No, I understand.

MR. STRINGER

Good afternoon, Mr. Perry. John Stringer.

EXAMINATION BY MR. PERRY

1. Q. Just some clarification, I think, with regard to your written submission to the New Brunswick Board.
A. Yes.
2. Q. Could you advise the Board where you got the statistics that you're -- you've quoted in your correspondence?
A. From one of the bus drivers.
3. Q. And from the bus driver, when you say the bus driver, is that a bus driver who's employed by Acadia Lines?
A. Well, I don't -- that's hard to say because the bus -- the bus service that is run is run on a -- I think it's some kind of charter basis. I don't understand exactly

50 MR. PERRY, EXAM. BY MR. STRINGER

the connection on which the local bus, which is -- it's a minibus, by the way; it's not a full size bus -- is run and its relationship with Acadian Lines, so I don't understand whether that person is an employee of Acadian Lines or whether they're in some kind of sub-contractual arrangement. I'm not aware of that, of what the actual arrangement is.

4. Q. That's really the point I'm trying to get at.

A. Yes.

5. Q. That ---

A. I'm not aware of what the arrangement is, Mr. Stringer. You'd have to check with Acadian Lines to sort out what the arrangement Acadian Lines have with the local operator.

6. Q. Would I be correct in my understanding that HMS is the shuttle bus operator and is a sub-contractor to Acadian for that service?

A. Is that your understanding? I don't know.

7. Q. But HMS is the operator of that minivan.

A. Well, it's not a minivan. It's a minibus.

8. Q. Minibus.

A. It's more than a van.

9. Q. And do you know ---

A. About a 15 passenger bus, I think.

10. Q. Fifteen passenger. Right. And so the operator of that minibus is who you got those statistics from.

A. Yes. Had been collecting the statistics, yeah.

11. Q. And do you know whether those statistics are based on a seven day week?

A. No. They're based on -- the service only runs four days a week, so it's based on a four day week. And it -- as far as I understand, it covers the entire service from St. Andrews through to Young's Cove, and return. It's not specific as to who's getting on what stop. It's just the number of passengers in total using it.

12. Q. So it's my understanding in just being briefed by my client on this matter that you might have a situation where somebody gets on in St. Stephen, gets off in St. Andrews or ---

A. Exactly.

13. Q. And you count that as one trip.

A. And that would still count -- that would still be counted as one user, as far as I understand it, on those statistics, yes.

14. Q. And when you talk about somebody using that service, a return trip would be basically two trips. If somebody

52 MR. PERRY, EXAM. BY MR. STRINGER

went to -- from, say, St. Stephen to Saint John and
then from Saint John ---

A. Returned again.

15. Q. --- that would be ---

A. Yes. They were counted twice. Yes, they were, on
those statistics, from what my understanding is. Yes,
they were counted twice.

16. Q. Would you agree that what we're dealing with here today
is trying to rationalize service throughout the
province of New Brunswick?

A. Rationalize it? What do you mean by "rationalize it"?

17. Q. Well, we're trying to make a schedule which is --
permits interconnections throughout the province from a
timing point of view.

A. Well, it's a very intricate schedule that Acadian has,
yes. It's a very -- it's a very cleverly put together
schedule, to tell you the truth. But it isn't -- I
don't think it's enhanced by this new Route 1 proposal.
It actually restricts -- reduces the number of
interconnections, at least into the province, for
people from Charlotte County.

18. Q. You would agree that the proposal is from Acadian that
it use its own vehicles to do the majority of that

service, so it would be using a highway coach in future?

A. It would be using a highway coach so far as I understand it, for that service through to Bangor, yes.

19. Q. And would you think that that is an improvement, to use a highway coach versus a mini coach?

A. Not if it's not going to provide a service to people who want to use it.

THE CHAIR

Mr. Stringer ---

BY MR. PERRY

A. I mean, you can use a coach if you wanted to, but if people aren't going to use it, I don't see that it's a useful service.

20. Q. That's fine. I won't proceed down that road any further.

A. Yes. Okay.

21. Q. Perhaps you could just explain to us how many times per year you use the service?

A. I don't think that's relevant to this issue, but I've used it about five times.

22. Q. In ---

A. But I don't see the relevance of that. My issue is the

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provision of public transport for people in Charlotte County to Saint John and beyond.

23. Q. Would you agree that it is important for a public passenger carrier to run a profitable operation?

A. To what?

24. Q. To run at a profit?

A. If it's possible for it to do so, yes. It's very difficult for public transport operations to run a profit.

25. Q. You would agree that you know of no subsidy that Acadian Lines is receiving from the province of New Brunswick?

A. I don't know if there are any and I don't know if they're receiving any from the state of Maine for the service into Bangor. I have no idea.

MR. STRINGER

Thank you very much, Mr. Perry. Possibly the Board members have some questions.

THE CHAIR

Yes, I think we may have. Well, I think -- this is Dave Nicholson again, the Chairman.

MR. PERRY

Yes, Mr. Nicholson.

THE CHAIR

And I think that Mr. Stringer's questions have answered most of the ones that I wanted to put forward. And I realize that the bus is, in fact, owned by HMS Limousines and I guess you'd call it a sub-contract basis.

MR. PERRY

I guess so. I don't know. I don't know what the business arrangement is between the two companies. I'm not a party to it, neither do I understand it, but I should imagine Acadian Lines could enlighten you on what exactly the nature of the arrangement is.

THE CHAIR

Well, I want to thank you for your participation and answering the questions, and the Board will certainly take into consideration the representation that you've made. And as well, I'll ensure that we've got your e-mail address and we'll ship you off a copy of the decision or at least an outline of it when we do make it.

MR. PERRY

Right. Well, I would like a copy, if possible, please.

THE CHAIR

Yes.

MR. PERRY

And I thank you again for the opportunity to comment.

THE CHAIR

Fine. Thank you very much.

MR. TINGLEY

I have a question. That minibus in question goes from where to where? It goes from St. Stephen to St. Andrews to Saint John?

MR. PERREAULT

It starts from St. Stephen at 8:15 in the morning ---

THE CHAIR

In fact, I'll correct you there. Your schedule is from St. Stephen.

MR. PERREAULT

That's correct.

THE CHAIR

The bus overnights in St. Andrews. That's where HMS Limousines is. The folks in St. Andrews are going to get on that bus in St. Andrews, then they go to St. Stephen, you know. And that's just practicality, is all.

MR. PERREAULT

Yes. That's something that HMS does on their own.

THE CHAIR

Sure. I think it's more convenient for everybody to do it that way. And then it goes from St. Stephen to St. George. I shouldn't be giving testimony, should I, Mr. Stringer?

MR. STRINGER

That's fine.

MR. TINGLEY

So the issue is going to Bangor or points -- so this minivan you propose to cease to exist, from your point of view.

MR. PERREAULT

Not quite. They will still offer -- HMS will still offer a service for us from St. Andrews to the highway because of the length of going through the town of St. Andrews, so they will bring the passengers from there and make connections with our bus going to Bangor.

THE CHAIR

Which is the way it used to be.

MR. PERREAULT

Yes, correct. That's correct.

MR. TINGLEY

Connections going to Bangor and ---

MR. PERREAULT

Saint John, Moncton, Fredericton.

MR. TINGLEY

Or Saint John.

THE CHAIR

One thing that gentleman did say that surprised me when he said it, Young's Cove. Now, where does that bug so? Maybe I misheard him. But Young's Cove is on Grand Lake.

MR. PERREAULT

It goes from Sussex -- okay. It goes from -- HMS goes from ---

THE CHAIR

Oh, it goes up from Grady's Restaurant. Okay.

MR. PERREAULT

Yes, that's correct.

THE CHAIR

So that's making that ---

MR. PERREAULT

The connection with the bus coming from Fredericton, from Montreal, and then the bus from Moncton going toward Montreal. And we get passengers going to

Fredericton, from Fredericton, because we have a Saint John bus that brings people to Sussex.

MR. TINGLEY

I'm still a little confused. As it exists now, that service runs from St. Andrews -- just tell me just exactly where it runs.

MR. PERREAULT

It goes from St. Stephen to St. Andrews to St. George to Penfield, Saint John, Saint John to Hampton, Hampton to Sussex, Sussex to Young's Cove and does the reverse on the return.

MR. COTE

Four days a week, Monday to Thursday.

MR. TINGLEY

Four days a week.

MR. COTE

Yes.

MR. TINGLEY

And the new proposal is just goes to the highway.

MR. PERREAULT

No. Seven days a week -- it'll still service St. Stephen, St. Andrews, but at different times. At different times.

MR. TINGLEY

So the issue there is there's not enough frequency to allow passengers to be able to make that return trip without staying over in Saint John.

MR. PERREAULT

Saint John. That's correct.

THE CHAIR

Effectively, you're moving that purely local run, is what you're doing, and you're -- no, you're not. I see everybody shaking their head.

MR. STRINGER

We'll go through this in some level.

THE CHAIR

You better hand out another degree in following your schedule. A couple in the room had some great difficulty in understanding it.

MR. STRINGER

I think it does lead right into it. If I might, thank you, Mr. Chairman, I think when we broke just before lunch we were just about to get into the Powerpoint presentation. But just a bit of housekeeping. I know that we need to mark some of these things as exhibits, I'm told, with regard to the new -- the Affidavit of

Publication. I think ---

THE CHAIR

I've simply marked it not as an exhibit, but simply as part of the record. Okay?

MR. STRINGER

That's fine.

THE CHAIR

These go with exhibits. I have also marked simply not by way of exhibit but just as simply marked the various written interventions that we've gotten and discussed at the beginning. Has the secretary had a chance to find out anything about that fifth intervenor?

THE CLERK

I made a copy of that for our file.

THE CHAIR

Okay. Well, I will mark that as well.

MR. STRINGER

It's just a matter of I just wanted to make sure that the exhibit that you found on the commissioner's desk first thing this morning would be an exhibit and part of the record.

THE CHAIR

Okay.

MR. STRINGER

This is the one of -- it says new passenger schedule recommendations October 15th, 2005.

THE CHAIR

I'm going to suggest, Mr. Stringer, we mark both of them ---

MR. STRINGER

That's fine.

THE CHAIR

--- because we will undoubtedly be referring to both.

MR. STRINGER

Absolutely. So we've got September 12th, which would be whatever exhibit number would be appropriate.

THE CHAIR

A-1, then, both Boards.

EXHIBIT NO. A-1 (ENTERED) - PASSENGER SCHEDULE - SEPT. 12, 2005

MR. STRINGER

And then October 15th A-2, then?

THE CHAIR

And the October 15 is A-2.

EXHIBIT NO. A-2 (ENTERED) - PASSENGER SCHEDULE - OCT. 15, 2005

MR. STRINGER

So, Mr. Perreault, are you ready to proceed with your presentation? Can everybody see that well enough? I didn't close the curtains as much as we can.

THE CHAIR

We can see that all right.

THE PANEL, (Previously affirmed)

DIRECT EXAMINATION BY MR. STRINGER (cont'd)

26. Q. Mr. Perreault, the floor is yours.

A. (Perreault) Thank you. Our new schedule objectives are as follows. Acadian has not re-evaluated its bus schedule since 2003. The only temporary change that Acadian has requested was a cancellation of the frequency between Moncton and Truro as of May 9th, 2005 for a three month period. Acadian has reviewed all its network in light of customer traffic patterns and operational efficiencies. We are recommending changes all across the network. We believe these recommendations will benefit both consumers and Acadian.

THE CHAIR

If I can interrupt you, again, I'm just speaking from

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memory. I thought there was a change in that, for instance, on the Moncton-Charlottetown run that used to go directly to Moncton-Charlottetown and then it was changed so it hubbed through Amherst. Now, it may be before your time, if you'll pardon the pun.

MR. PERREAULT

I'll check the exact date for you on exactly what -- when that was changed.

THE CHAIR

Yes. I thought that was one that we had approved after you acquired the company, but we'll find out.

MR. STRINGER

I don't think so. We're proposing that in this application.

MR. PERREAULT

No. I know which one you're talking about. You're talking about the one that goes from Charlottetown to Amherst now and make connections in the morning for people going to Halifax.

THE CHAIR

That's right.

MR. PERREAULT

Yes.

THE CHAIR

And it previously had gone -- and they had to head through Moncton, but they made that change and went through there.

MR. PERREAULT

Yes, but that was, I believe, before Orleans Express had bought it.

THE CHAIR

Okay. Fine. I have a long corporate knowledge.

MR. PERREAULT

But to make sure, I will find that out. Why do we need a schedule change? The schedule is the heart of our service being offered to our consumers. They are the essence of our product. Our schedules need to reflect consumer usage, habits and, consequently, need to adapt to the changes of their travel patterns. Acadian schedules need to be flexible and adjustable as time goes by to adapt to customer needs. We re-evaluate our schedules twice a year and our thinking process is fed by different sources, consumer demands, driver recommendations, sale agent points of view. They are facing customers on a daily basis and receiving feedback from them. And obviously, our sales results

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per trip per day. What kind of changes? There's three types of changes to our schedule, addition to frequencies on a corridor, reduction to frequencies on a corridor and minor modifications such as departure time and arrival time, from express trip to a multi-stops trip operational changes and readjustments due to a review in our actual driving time. The network impacted by the new schedules in New Brunswick are Bangor-Saint John-Moncton, Campbellton-Fredericton-Saint John, Campbellton-Miramichi-Moncton, and Charlottetown-Amherst-Moncton in New Brunswick. In Nova Scotia, Halifax-Kentville-Digby, and then the Halifax-Truro to Sydney. And inter-provincial is Rivière-du-Loup and Moncton, Moncton to Halifax.

THE CHAIR

I welcome Amherst as part of our province, but I think Mr. Stringer wants it to stay in Nova Scotia. But carry on.

MR. PERREAULT

Okay. We'll start with Route 1 and we'll go through the changes, and if you have any questions. Sorry. Go ahead.

MR. STRINGER

I think just from the point of view of organizational purposes, in proceeding with this it would be good if maybe any questions were raised at the time we were on a particular route.

THE CHAIR

We'll try to do that, Mr. Stringer.

MR. STRINGER

It would be useful.

MR. COTE

I think to explain better and for you to understand better also, we would -- we should look at St. Stephen to Saint John and the changes to Route 1, and then do the Saint John to Moncton Service.

THE CHAIR

I agree with you, yes. Thanks.

MR. COTE

Okay. So if we talk Route 9, 11, 13 and 17.

THE CHAIR

Maybe it would be helpful if you, Mr. Stringer, were to refer us to the exhibit number that this is taken off of because we're looking at times and things are getting fuzzy.

MR. STRINGER

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We're looking at page 8 of Exhibit A-2.

THE CHAIR

A-2?

MR. STRINGER

A-2, page 8.

THE CHAIR

Thank you.

MR. STRINGER

I'm sorry. Now -- you've got page 10 up now.

THE CHAIR

It's your case, Mr. Stringer.

MR. STRINGER

You've got page 10 up now of A-2.

MR. COTE

Okay. So if we look at Trip No. 9, it was a daily frequency leaving at 11:50. It would be again daily frequency, but departure time would be at noon instead, so ten minutes.

THE CHAIR

I'm sorry, sir. I can't hear you. There's a truck outside there.

MR. COTE

I'm sorry.

MR. STRINGER

You're going to have to speak up, Mr. Cote.

MR. COTE

I'm trying.

THE CHAIR

I appreciate that.

MR. COTE

So instead of being at 11:50, it's going to be at noon, so ten minutes later, but it's the same service with different travelling time. We added time on the schedule. And we talk only between Moncton and Saint John for right now. Okay? We'll deal with St. Stephen after. We had also a departure at 6 o'clock at night, which is still there, so no modifications in frequency.

THE CHAIR

Sorry. I want to follow you here. Departure at 6 o'clock at night. In other words, that's the St. Stephen end.

MR. COTE

No. I'd like to talk only about between Moncton and Saint John.

THE CHAIR

Okay. I'm sorry. I'm not following you. That's the

70 THE PANEL, DIRECT EXAM. BY MR. STRINGER

problem there. You're referring now to -- you said we had a 6 o'clock departure?

MR. STRINGER

Can we just back up a minute? Can we take it through from when it leaves Moncton to when it gets to its destination?

MR. COTE

Okay. I'm sorry. I just wanted to split Saint John for St. Stephen and Moncton to Saint John, but if it's too -- if it's easier ---

MR. BATEMAN

As long as we know you've gone to the next page.

THE CHAIR

No, I'm sorry. What happened here was you said you used to have a departure at, and that led us into that next leg, I guess, so I immediately leapt on that because I couldn't see it here. You start again and do it the way you'd like to.

MR. COTE

Okay. So the proposed schedule, as I said, is at noon instead of 11:50.

MR. STRINGER

That's on page 10 of A-2.

MR. COTE

The reason for that is Via Rail, they changed their own schedule, so connection with train in Moncton, they needed more time for the arrival, so we decided to delay the departure at noon instead of 11:50. That's the reason behind the delayed departure now.

THE CHAIR

Just let me ask you as we pass on from that, the Petitcodiac 12:46, it's got an F after it. Does that mean flag stop?

MR. COTE

That means flag stop, yes.

THE CHAIR

Has it always been a flag stop because it doesn't show on the other? And Salisbury above it shows as a flag stop. So I guess my question really is, is this a change.

MR. COTE

Salisbury was a flag stop, but not Petitcodiac.

THE CHAIR

So you're proposing to make it a flag stop now.

MR. COTE

Yes.

72 THE PANEL, DIRECT EXAM. BY MR. STRINGER

THE CHAIR

And flag stops require 24 hour notice or thereabouts to your ---

MR. PERREAULT

They would -- we accommodate our passengers because if the bus hasn't left the Moncton terminal and they call that day at 10 o'clock or 11 o'clock, we call the driver and let them know to stop at that time, yes.

THE CHAIR

Good, because that was the difficulty we had previously. Okay. Fine. Carry on, sir.

MR. COTE

Okay. Then Monday to Thursday, we had local service -- we currently have local service between Saint John and St. Stephen at 4 o'clock Monday to Thursday.

THE CHAIR

Which page are we on now?

MR. COTE

On that page, page 10.

THE CHAIR

Okay.

MR. COTE

Okay? So between -- at 4 o'clock between Saint John

and St. Stephen we currently have that departure. What we propose is that service between Saint John and St. Stephen, we want it to be seven days a week at 2:20 in the afternoon. So instead of having Monday to Thursday at 4:00 and the rest of the week at 2:15, it would be 2:20 seven days a week. And that would be -- that departure, that would go down to Bangor, and again, seven days a week instead of three days a week, which currently is Thursday to Sunday. So we would want to provide that service seven days a week.

MR. BATEMAN

That replaces what HMS used to do?

MR. COTE

HMS used to do the service at 4 o'clock, so this service would not exist any more. It would be done at 2:20 by our coaches.

MR. STRINGER

And that would be on a daily basis.

MR. COTE

Daily basis, seven days a week instead of four days a week only.

MR. BATEMAN

So is your service from Saint John to St. Stephen, when

74 THE PANEL, DIRECT EXAM. BY MR. STRINGER

you look at overall, is it increasing?

MR. COTE

Between Saint John and St. Stephen, no, it's not increasing. It's -- right now we have a departure at 4 o'clock done by HMS with a minibus four days a week, and the rest of the week is done at 2:15 by our coaches.

MR. BATEMAN

So HMS is coming out.

MR. COTE

HMS is coming out, yes.

THE CHAIR

The thing, as I understand it, is HMS has a run up in the morning leaving St. Stephen at 8:15, so residents of Charlotte County can make a round trip into Saint John, which is the regional medical centre, etc., and to have doctors' appointments, getting them in the four days a week that you run it, and then turn around and go back home that same night, not have to overnight, whereas on your revised schedule which you're proposing, there's the one run a day, not the two, and you -- if you're to get from western Charlotte County into the regional centre you've got to overnight in the

regional centre.

MR. COTE

Yes, you're right.

THE CHAIR

Okay. Thanks.

MR. COTE

Then on Trip 13 was a daily service at 6 o'clock at night.

MR. STRINGER

Page 11.

MR. COTE

And in our proposal, it stays the same. It's only that we added 15 minutes onto the travelling time, but the service stays the same.

THE CHAIR

What does OD mean in current schedule?

MR. COTE

On demand.

THE CHAIR

That's basically a flag stop, is it?

MR. COTE

To disembark. If there are passengers aboard that want to disembark at those places, they can ask for it.

76 THE PANEL, DIRECT EXAM. BY MR. STRINGER

THE CHAIR

I see.

MR. COTE

You had a departure, Trip 15, Friday, Saturday and Sunday at 8:00 at night -- at ten past 8:00. This would not be operating any more. This one would be cancelled.

BY MR. STRINGER

27. Q. What about Trip 17?

A. (Cote) Trip 17, this is one of the additions that we came late with. I don't know if you want to talk about this right now or ---

28. Q. Well, it'd be good. It flows at this time.

A. (Cote) Okay. So that departure we had discussion with our drivers and they told us that it would be better to give certain -- to provide service to Via Rail because we can't give the time in Moncton. We can't wait for them because we have connections to make with Bangor, so we can't wait for the train which is -- will leave on time. What happens is we have to offer cab service to the passengers coming from the train, so the proposal that came from the drivers was we should add a departure from Moncton at 2 o'clock in the afternoon

that would go to -- directly to Saint John.

MR. STRINGER

And this -- if we compared it with A-1, would be page 15 of A-1. You'll see the change, the addition.

That's where the amendment is.

THE CHAIR

This is, I'm sure, a difficult question to answer, but where does that bus physically go after it arrives in Saint John at, what is that, 3:50, ten to 4:00?

MR. COTE

It stays there overnight and resumes the next morning, coming out from Moncton.

THE CHAIR

And your -- okay. And so that -- so I understand completely, moving that to 2 o'clock in the afternoon is to facilitate Via Rail's arrival?

MR. COTE

Yes.

THE CHAIR

Picking up passengers from that.

MR. COTE

Yes.

THE CHAIR

78 THE PANEL, DIRECT EXAM. BY MR. STRINGER

And your -- previously you would have left -- that same bus, presumably, would have left at 8 o'clock at night.

MR. COTE

It's because Via Rail made changes in their schedule.

THE CHAIR

Yes, but all you're doing is you're shifting your times of departure for the same motor coach, presumably. In other words, does it tie in to the rest of your system? Is that one of the reasons that you're bringing it back to that as well? Is it in addition to Via Rail, or what is it? Perhaps I'm not making myself clear. In other words, the reason that you say that you wanted to move that current scheduled bus No. 15 from an 8:10 departure from Moncton at night back to 2 o'clock in the afternoon is because of Via Rail's arrival time.

MR. COTE

Trip 15, it's on -- we looked at the ridership, and there was no ridership on the 15, so it's only done three days a week, Friday, Saturday and Sunday, but there were no passengers on that bus, so that's one of the reasons why we wanted to cancel that departure. But 2 o'clock, it's because very often in the week we have to use cabs to transport passengers that are late

from Via. And the reason why they are late now is Via changed their schedule three or four months ago, and before they would arrive at 11:30 in the morning and we had that departure at noon that they could transfer on, but now they -- it arrives somewhere around 11:45, but most of the time they are late, so they can't take the noon departure for Saint John so we have to cab them when they arrive.

THE CHAIR

Is the noon departure still on?

MR. COTE

Yes. Trip 9. It's still there.

MR. DEVEAU

I'm glad Nova Scotia's a much easier province to understand.

THE CHAIR

That's because you've got two centres. Okay.

MR. COTE

So if you look at ---

THE CHAIR

What -- just let me go with this, if I might, again. What's your professional opinion is going to happen to the ridership if you move Route No. 9, the daily

80 THE PANEL, DIRECT EXAM. BY MR. STRINGER

departure, ahead by ten minutes to 12 noon and then you put in this one leaving at 2:00? What's going to happen to the ridership on those two?

MR. COTE

We hope it will increase. That's what we're looking for. Instead of having two departures leaving Moncton to Saint John each day, we're going to have three departures daily, one at noon, one at 2:00, one at 6:00.

THE CHAIR

All right.

MR. COTE

And if you look at the current one, we have one at, let's say, noon, 11:50, then you have one at 6:00 at night and the other one at 8:00 at night only Friday, Saturday and Sunday.

THE CHAIR

I've got you. Thank you. Go ahead. Carry on.

MR. BATEMAN

So the new schedule is seven days a week?

MR. COTE

Yes. Daily.

MR. BATEMAN

On all three departures.

MR. COTE

Yes, sir. So one departure at noon, one at 2:00, one at 6:00 daily.

MR. BATEMAN

So you're actually increasing the service between Moncton and Saint John.

MR. COTE

Yes, we are.

THE CHAIR

That was one of the amendments, was it not?

MR. STRINGER

That was one of the amendments, that we'd gone from two to three.

THE CHAIR

Yes. Okay. Very good.

MR. COTE

And if we're talking about that additional service, we are also providing service on a daily basis between Moncton and Bangor was Thursday to Sunday. It's going to be done daily now, leaving Moncton, going to Saint John, and Saint John to Bangor. It will be done seven days a week.

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THE CHAIR

Just so I can get a picture in my mind, let's go in reverse. The service from Saint John to Moncton under the new schedule compared to now. You're coming to that, are you?

MR. COTE

That's the next.

THE CHAIR

Okay. Go ahead.

MR. COTE

And between -- just to finish on this one, between Saint John, St. Stephen, we had the departure at 4:00, four days a week, Monday to Thursday, and the rest of the week was at 2:15. Now what we propose is same thing each day, 2:20, seven days a week. So the frequency is the same. One departure between Saint John and St. Stephen ---

THE CHAIR

Oh, there are presently two, though.

MR. COTE

No, we don't have two. We have one at 4:00 Monday through Thursday ---

THE CHAIR

Oh, I'm sorry. Different days of the week. I beg your pardon. You're correct.

MR. COTE

So frequency is the same, one departure a day between Saint John and St. Stephen in the afternoon.

MR. BATEMAN

But, David, you were saying because it's 2:00 instead of 4:00 you're not going to be able to return to St. Stephen?

MR. COTE

That's the next explanation. There will be between Saint John -- between -- the other way around.

THE CHAIR

St. Stephen?

MR. COTE

St. Stephen, yes. St. Stephen to Saint John. That's the one ---

MR. STRINGER

That's on page 16. No, sorry. Yeah, 16. No, that's not 16 at all.

MR. DEVEAU

Page 12, I believe.

MR. COTE

84 THE PANEL, DIRECT EXAM. BY MR. STRINGER

Page 12 in A-2. Okay. We have a departure from Saint John to Moncton at 7:00. We propose ---

THE CHAIR

Hang on. Let's go back to the St. Stephen thing here so we've got that all cleared up.

MR. COTE

Okay.

THE CHAIR

That's on the current schedule -- okay. I see. That's Run No. 10.

MR. COTE

Okay.

THE CHAIR

Is that not right?

MR. COTE

Yes.

THE CHAIR

Okay. So that goes through to -- leaves St. Stephen 8:15 in the morning, arrives in Saint John at 9:35.

MR. COTE

Yes. Okay. This one was Monday to Thursday -- is Monday to Thursday right now, so it leaves St. Stephen at 8:15, arrives in Saint John at 9:35, leaves Saint

John at 10:30, goes to Sussex, arrives in Sussex at 11:45. This one is done, actually, Monday to Thursday. In our proposal because of the cost of it and because there's no ridership, not enough ridership, we propose not to do it any more.

MR. STRINGER

And we'll talk about the statistics of that ridership in a moment, Mr. Chair.

THE CHAIR

Great.

MR. COTE

And so that's the one that would disappear. That's the one that Mr. Perry was concerned about, I think.

BY MR. STRINGER

29. Q. And that's currently done by HMS?

A. (Cote) Yes. That's done by HMS with the minibus.

30. Q. Four days a week.

A. (Cote) Four days a week.

31. Q. With a 15 passenger minicoach.

A. (Cote) Yes. Trip 8, which is currently at 7 o'clock, we would like to leave Saint John at 6:45 in the morning, which is 15 minutes sooner -- earlier in the morning.

86 THE PANEL, DIRECT EXAM. BY MR. STRINGER

32. Q. And you propose Hampton to be a flag stop?

A. (Cote) Hampton, yes. We've added Hampton as a flag stop. There is no ---

THE CHAIR

And Petitcodiac.

MR. COTE

And Petitcodiac.

THE CHAIR

Salisbury is presently.

MR. COTE

Yes. So we're adding Hampton and Petitcodiac as flag stops.

BY MR. STRINGER

33. Q. Maybe you could move to the page with regard to the statistics, or have we still got the other way around?
Okay.

A. (Cote) We're still on that one, yes. Trip 14, we have a departure right now at ---

THE CHAIR

Page 13?

MR. COTE

Yes.

THE CHAIR

Trip 14.

MR. COTE

Yes. We have right now a departure at 3 o'clock in the afternoon, so it doesn't change. It stays a departure at 3 o'clock in the afternoon. It's the arrival time which is different in Moncton. It's five minutes later arrival. Same thing with Petitcodiac. It's a flag stop. It's not one now. And Salisbury was one, I think, and would stay a flag stop. So the change is Petitcodiac would become a flag stop. Trip 12. That trip was done only Friday, Saturday and Sunday. We propose to do it seven days a week, so we would add a service from Bangor to Moncton seven days a week. And it would be between Saint John and Moncton, also an additional service because that 6 o'clock was done only during the weekend. Now we would have between Saint John and Moncton a 6 o'clock departure daily. So that's in addition.

BY MR. STRINGER

34. Q. So are there any further -- I don't think there's any more.

A. (Cote) No.

35. Q. We'll just move to page 16. It's not on -- no. This

88 THE PANEL, DIRECT EXAM. BY MR. STRINGER

is -- these are notes with regard to the statistics that we wanted to present just to -- you won't find that in that exhibit. This is just additional slides that we added, given the interest that Mr. Perry has expressed in this particular route.

A. (Cote) What we could say about that is the average number of passengers is 5.8 since the beginning of the year -- 4.8 on the bus, so the revenues are not there to compensate the cost of ---

THE CHAIR

Have you split that between your four day a week run and your three day a week weekend run that goes through to Bangor? I'm interested, frankly, in knowing what has been the average number of passengers taking what I term the intra-New Brunswick route as versus the Bangor one. Bangor's not in my jurisdiction. Seriously, that's where I'm coming from is the complaint that we've had is -- comes from a resident of St. Andrews or Charlotte County, and if the ridership is anywhere near on that minibus what he claimed it to be, then that's a very different picture than is painted here. So ---

MR. STRINGER

Isn't that what we have here? This is just from St.

Stephen to Saint John. That's all we have here.

That's what we've presented.

MR. COTE

St. Stephen to ---

THE CHAIR

I can't see that, Mr. Stringer, and you didn't give me one.

MR. STRINGER

You want to compare these numbers to the Bangor numbers, or these to the ---

THE CHAIR

See, I can't see that screen. Those numbers are too - and we don't have them up here.

MR. STRINGER

No. This is just St. Stephen to Saint John.

THE CHAIR

All right.

MR. BATEMAN

But, of course, this doesn't include what goes on HMS.

MR. STRINGER

Oh, this is the HMS.

MR. COTE

This is HMS service.

90 THE PANEL, DIRECT EXAM. BY MR. STRINGER

MR. STRINGER

This is the HMS. What we're trying to get at here is they're taking some issue and I asked Mr. Cote about this with the numbers that Mr. Perry was referring to. We take issue with those numbers.

MR. BATEMAN

Well, this is the HMS service.

THE CHAIR

Yes. Trip No. 10 would be the HMS service.

MR. STRINGER

HMS service, yes.

MR. COTE

Yes.

THE CHAIR

Yes.

MR. COTE

That's correct.

MR. STRINGER

These are ---

THE CHAIR

However, we are at a disadvantage, as you can appreciate. We don't have a copy of this.

MR. STRINGER

No. And we can make a copy of this available. These were just put together very quickly to respond to Mr. Perry's concern. But we will undertake to provide you copies of this.

THE CHAIR

Okay. However, again, so that I fully appreciate, the total of 77 passengers in the month of January -- what's the -- down the left hand column of that chart? 14, 15, 16. It's sequential.

MS. PECHÉ

Can I answer?

THE CHAIR

Go ahead. Give us the answer.

MS. PECHÉ

The numbers are days of operation. That trip is only four days a week, and in the month of January there had been 14 days of operation. There's been 77 passage divided by 14 gives you the average passengers of 5.5, so overall, over nine months, the average 4.8 passengers on that ---

THE CHAIR

The shorthand reporter should say unidentified person in audience gave testimony.

92 THE PANEL, DIRECT EXAM. BY MR. STRINGER

THE CLERK

If she'd give her name, she wouldn't be unidentified.

THE CHAIR

What's your name?

MS. PECHÉ

Manon Peché.

THE CHAIR

Okay. That clears that up. I just couldn't see it from here. Now, are these just through passengers, in other words, somebody who buys a ticket from St.

Stephen to Saint John?

MS. PECHÉ

It's everybody that goes into the bus.

THE CHAIR

So if they got on in St. Andrews and rode to St. Stephen, they'd be counted.

MS. PECHÉ

Yes.

THE CHAIR

And you got these figures how?

MS. PECHÉ

Through our operational people.

THE CHAIR

Okay. I'll go back to the operational people. How did you get them?

MR. PERREAULT

We get them from our drivers that come into our terminals and give their counts when they come in. What they do is they have like a count sheet, is what we call them, and we pick up three in St. Stephen, okay, and we pick up two in Saint John or St. Andrews and then, when they go into like our major terminals like Saint John, they come up to the person at the counter and say, "I came in with five people." And then those people can -- let's say they're going to Sussex. They would stay on the bus, and let's say two more people got on. They would say, "I'm leaving with seven people." But it doesn't actually mean he picked up an additional seven people. It's just he's leaving now with seven.

BY MR. STRINGER

36. Q. So with regard to -- Mr. Perreault, with regard to Mr. Perry's statistics that he had represented, would you think that there's some double counting there?

A. (Perreault) Yeah, there's double counting for sure because, I mean, first of all, they only have -- HMS

94 THE PANEL, DIRECT EXAM. BY MR. STRINGER

has a 22 passenger, not a 15 passenger. There's no way that he could have those -- they're double counted because they're still counted -- they're staying on the bus and he counts them again, so you would add seven and seven is 14, but in reality you only have an additional two. But because you said you came in with seven and you're leaving with seven, sometimes they count that as a double count, which is not correct.

37. Q. So if the -- just to clarify, the statistics that you're presenting here are based on revenue statistics ---

A. (Perreault) Yes.

38. Q. --- that you would have internally?

A. (Perreault) Yes.

39. Q. And so the average here, if we looked for January through September, would be 4.8 passengers per day?

A. (Perreault) That's correct. In the operational, which is four times a week. And they're broken down to 14 days in January, 16 days in February and so on.

40. Q. And just to clarify, over that -- those months of operation, January through September, the revenue was twenty thousand, three hundred and thirty-three dollars (\$20,333)?

MS. PECHÉ

Well, that is -- can I answer?

THE CHAIR

Maybe you should be sworn. We'll let you answer this one, though. Go ahead.

MS. PECHÉ

That is an estimation of our average revenue per month because we don't specifically have in our statistical database revenues generated for that specific route.

MR. STRINGER

So that's the estimated revenue.

MS. PECHÉ

Yes.

BY MR. STRINGER

41. Q. And if we just move on and we deal with the part of Trip 10 from Saint John through to Sussex, you show on the right hand side of this presentation an average of 8.6 passengers, Mr. Perreault.
- A. (Perreault) 8.2, 7.4 for February, 8.9 for March. That's correct.
42. Q. But the average for that period ---
- A. (Perreault) The average, yes, for the year.
43. Q. And again, the estimated revenue with the caveat that

96 THE PANEL, DIRECT EXAM. BY MR. STRINGER

Ms. Peché put on that was thirty-six thousand dollars
(\$36,000) rounded off?

A. (Perreault) That's correct.

44. Q. All right. And so if you go on and you talk about
similarly on Trip 9, maybe, the next page.

THE CHAIR

Can I just ask you to do something, Mr. Stringer?
Would you file in confidence with us -- with the New
Brunswick Board -- I can't speak for Nova Scotia -- the
costs of that sub-contract for that same period of
time?

MR. PERREAULT

The cost per day?

MR. STRINGER

We have it in this presentation right here.

THE CHAIR

Very good, sir.

MR. STRINGER

We're getting to that.

THE CHAIR

Very good.

MR. STRINGER

And I don't think we have any issue about that being in

camera or in confidence part of the presentation, so we'll certainly get to that and would -- it will show that that's running on a loss. Part of the motivation of this application.

BY MR. STRINGER

45. Q. So I think we're on Trip 9, and I don't know if you want to continue on, Mr. Perreault, or if you can just finish that off.
- A. (Perreault) As you can see by the data compiled, an average of 5.1 passengers per day for any motor coach, whether it be a 22 passenger, is not sufficient ridership to warrant that trip.
46. Q. And then you have the part of the trip from Sussex back to Saint John. You've got an average over that same period of .4.
- A. (Perreault) Yes.
47. Q. And again, from both instances, for the trip from Saint John to St. Stephen, the estimated revenue is twenty-one thousand, six hundred and eighty-nine dollars (\$21,689)?
- A. (Perreault) That is correct.
48. Q. And in the reverse, it was one thousand, eight hundred and ninety-six dollars and fifty-three cents

98 THE PANEL, DIRECT EXAM. BY MR. STRINGER

(\$1,896.53)?

A. (Perreault) That is correct.

THE CHAIR

What do you attribute that difference to? In other words, the fact that the out run -- the HMS service that you have that goes up to Young's Cove from Saint John is -- well, it's not fully populated, by any stretch of the imagination, but you get a fair ridership in it whereas, the return, you're getting just the odd body periodically.

MR. PERREAULT

It's due to the fact of the population of Sussex. Is that what you're saying, the return trip from Sussex to Saint John? Sorry.

THE CHAIR

Okay. Well, you've just -- you've done it that way, but I thought that your Trip No. 10 and Trip No. 9 where you both say Sussex, you're actually meaning via Sussex to Young's Cove and return. Would that be a fair assessment?

MR. PERREAULT

Yes.

THE CHAIR

Okay. To what do you attribute that? In other words, what I'm driving at is presumably it's the connection that you're making from Saint John ---

MR. PERREAULT

Yes.

THE CHAIR

--- to those buses that are going on the new highway going one way or the other, and it's not the same advantage coming back.

MR. STRINGER

There's nothing connecting coming back the other way. That's correct.

THE CHAIR

And are you proposing to discontinue that Sussex to Young's Cove bus?

MR. PERREAULT

No, sir.

THE CHAIR

Okay. I'll be quiet. You go ahead.

MR. PERREAULT

We're going to operate that bus with ourselves.

THE CHAIR

You go ahead.

100 THE PANEL, DIRECT EXAM. BY MR. STRINGER

BY MR. STRINGER

49. Q. And maybe we can draw the direct comparison on the next slide here. If you could just show that. It shows a little more graphically what the revenues are and what the cost is to run that.

A. (Perreault) That is correct. If you look at Trip 10, our revenues from September to date for nine months is fifty-six thousand, four hundred and thirteen dollars (\$56,413). For trip No. 9 is twenty-three thousand, five hundred and eighty-six for a total revenue of seventy-nine thousand, nine hundred and ninety-nine dollars (\$79,999). On the -- for Trip 10, the revenue estimated for 12 months is seventy-five thousand, two hundred and seventeen, and Trip No. 9 is thirty-one thousand, four hundred and forty-seven for a total revenue of a hundred and six thousand, six hundred and sixty-five. Annual cost is a hundred and thirty-five thousand, two hundred, so it's a loss of twenty-eight thousand, five hundred and thirty-five dollars (\$28,535).

50. Q. So your current contract with HMS would call for a cost of a hundred and thirty-five thousand, tow hundred dollars (\$135,200)?

A. (Perreault) That's correct.

51. Q. So currently there's approximately a twenty-nine thousand dollar (\$29,000) loss on an annualized basis on that run?

A. (Perreault) That is correct. But that -- yes.

THE CHAIR

Have you done the splitting of those figures between the St. Stephen-Saint John statement as one run and Saint John to Young's Cove and return as another?

MS. PECHÉ

No, we haven't done it because ---

THE CHAIR

Oh, tut, tut, tut.

MS. PECHÉ

We have the numbers, though, but the annual contract that we have with HMS is based on the full route, and the total cost is a hundred and thirty-five, so it's not a cost that can be split in any way unless we would ask them to ---

THE CHAIR

I'm sure that if you're about to let somebody no longer run that route at all that if you offered them half of it that you might be able to negotiate something, but

102 THE PANEL, DIRECT EXAM. BY MR. STRINGER

I'm speculating. Okay. So you don't have that figure, then.

MS. PECHÉ

No.

THE CHAIR

Okay.

BY MR. STRINGER

52. Q. So is there anything further with regard to the issues arising from Route 1 on that particular item? I think that's the extent of ---

A. (Perreault) That's the extent of it.

53. Q. And maybe if there's any further questions on that you could kind of deal with those while we're on this slide, or anything else arising.

THE CHAIR

No. That seems to have covered the waterfront.

MR. PERREAULT

I'd just like to make a point, if I may. What we're doing is shifting the 8:15 departure to the 2 o'clock departure on a daily basis seven days a week.

THE CHAIR

Yes. In other words, you've got a run coming from -- going from Saint John to Bangor in a westerly direction

and one coming east ---

MR. PERREAULT

That's correct.

THE CHAIR

--- seven days a week.

MR. PERREAULT

Yes.

THE CHAIR

It's just the time that they do because of that additional two and a half hours from the border to Bangor, or whatever it may be.

BY MR. STRINGER

54. Q. Just to summarize, Mr. Perreault, so you'll be enhancing service by going from a daily service and you'll be operating it internally with the Acadian Bus group with a highway motor coach.
- A. (Perreault) With a highway 51 passenger motor coach, yes.
55. Q. And you've indicated that your research tells you both from drivers and customers that you believe that this enhancement will be positively received?
- A. (Perreault) Yes, and also speaking with our -- with Vermont Transit, which is in Bangor, which I ---

104 THE PANEL, DIRECT EXAM. BY MR. STRINGER

THE CHAIR

Is that -- Greyhound is only coming up to Portland now
or something?

MR. PERREAULT

They go as far as Bangor, Maine.

THE CHAIR

Greyhound?

MR. PERREAULT

Vermont Transit, which is Greyhound, yes.

THE CHAIR

Oh, I see.

MR. PERREAULT

It's the same company.

THE CHAIR

All right.

MR. PERREAULT

It's not like us.

BY MR. STRINGER

56. Q. Thank you. Maybe we can move to Route 2, if you want
to continue with that. We would be on ---

THE CHAIR

Why don't you give Nova Scotia a chance here? Oh,
that's it.

MR. DEVEAU

It's coming.

THE CHAIR

Good idea.

BY MR. STRINGER

57. Q. This would be the route all the way from Halifax to Rivièrè-du-Loup covering, really, three provinces.

THE CHAIR

Mr. Stringer, I might suggest that we take this new schedule, this rationale document that you've just provided us with, and mark that as an exhibit.

MR. STRINGER

Absolutely. We can do that.

THE CHAIR

In our break, if you can get some copies made.

MR. STRINGER

We'll get copies, yes.

THE CHAIR

Great. So that'll be ---

MR. STRINGER

It was put together very quickly to respond to some of the issues that ---

THE CHAIR

106 THE PANEL, DIRECT EXAM. BY MR. STRINGER

No, and I appreciate that.

MR. STRINGER

--- were late breaking.

THE CHAIR

So that's A-3.

EXHIBIT NO. A-3 (ENTERED) - PASSENGER SCHEDULED DATED OCT.
19, 2005

MR. STRINGER

And what we did, we just merged those documents
together for the presentation.

THE CHAIR

No, that's great. This is helpful.

MR. STRINGER

So Route 2. And this would be page 16.

BY MR. STRINGER

58. Q. And if you want to just take us through those
particular trips.

A. (Perreault) We'll start with Trip 21, which is --
frequency is daily and ---

THE CHAIR

I'm sorry. Are we in A-2 or ---

MR. STRINGER

We're A-2.

THE CHAIR

We're A-2. Thank you. Got it.

BY THE PANEL

A. (Perreault) We'll start with Trip 21, which is Halifax to -- all the way through to Rivière-du-Loup. We had a departure time of 7:30 -- currently we have a departure time of 7:30. We're looking to change that to 7:15. I'll go from Halifax to Moncton. The changes there are minor changes to the scheduled times.

59. Q. And would these attribute to trying to connect a little bit better with some of your other trips?

A. (Perreault) Basically for Trip 21, it's to connect with the Via. It's also to connect with our bus coming from Prince Edward Island, which we'll see in the next few pages. But also, it's also because of our agencies and the timing it takes to get there, and to allow passengers to have a little bit more of a rest period at times and to allow for our passengers to embark, especially in Sackville, New Brunswick where we have so many university students and would like to accommodate them all. So the changes there are -- like I say, are minor. They're just hour changes in minutes, like five minutes here, ten minutes there. I'll go from Trip 21

from Moncton to Fredericton. We are going -- it's HMS that services Sussex, but we will service Sussex with the new proposed schedule. And we will also go through Young's Cove, which is also done by HMS. We'll -- instead of them transferring in Young's Cove, we'll go through Sussex and then through Young's Cove. Then we'll go from Fredericton to Edmundston. A lot of those changes are time changes. We've allowed for a lunch break for people that may have gotten on the bus in Halifax at 7:15 in the morning and have to go all the way -- they get in at 11:20 in Moncton and have to depart at 11:40, so it doesn't give them much time to have something to eat, so we've allowed for a break time in Fredericton. We've allowed 45 minutes to give them time for something to eat. We leave Fredericton -- currently we leave at 1:30. We'll be leaving at 2:15. And we'll arrive in Edmundston at 1843, where we used to arrive at 1745. And the reasoning behind that was to allow the people to have something to eat in Fredericton. We have to consider all our passengers. And then we leave Edmundston at 1900 and arrive in Rivière-du-Loup at 1945 eastern time, which would be 2045 our time. And that's a change of 15 minutes in

the whole perspective of the schedule.

THE CHAIR

Let me ask a quick couple of questions.

MR. PERREAULT

Certainly.

THE CHAIR

On demand from Moncton Airport.

MR. PERREAULT

Yes.

THE CHAIR

But do you have a stop at Moncton Airport?

MR. PERREAULT

No, we do not, sir.

THE CHAIR

No. And, you know, I'm not going to book a -- in other words, I couldn't if I were flying in ask you on demand because I'm not on the bus.

MR. PERREAULT

That's correct.

THE CHAIR

So you really have no service to Moncton Airport.

MR. PERREAULT

No. Only ---

110 THE PANEL, DIRECT EXAM. BY MR. STRINGER

THE CHAIR

Whereas on the Halifax situation, why, they can count on it coming in.

MR. STRINGER

But if I might, if you had somebody coming from, say, Truro wanting to go to Moncton to get off at the airport, they could ask to get off at the Moncton Airport.

MR. PERREAULT

Yes, they -- that's correct.

THE CHAIR

Anybody that goes from Truro to Moncton to take a plane has got to be crazy.

MR. STRINGER

Well, they could certainly go from Amherst.

THE CHAIR

That's better.

MR. STRINGER

A better example.

THE CHAIR

Yes, better example.

MR. PERREAULT

On the one to -- Trip 21 depart from Moncton, which is

a new addition -- sorry. Trip 23. I apologize. We have a trip that leaves at 1740. We're going to add -- right now we currently -- in our current schedule we have one bus that leaves Moncton to Fredericton. With the new proposed schedule, we're going to have two buses that leave from Moncton at 1740 to Fredericton which leads on to Rivière-du-Loup.

MR. TINGLEY

But no stops in between. No stops in between Fredericton and -- Moncton and Fredericton.

MR. PERREAULT

That's a new addition. On Trip 23 on this page 16 that you have, that's a new addition. It has no -- it's direct from ---

MR. TINGLEY

That's, in fact, what the schedule is -- will be is a direct ---

MR. PERREAULT

That new addition? Yes, sir.

MR. TINGLEY

A direct flight right from Moncton.

MR. PERREAULT

Direct flight. You're correct.

112 THE PANEL, DIRECT EXAM. BY MR. STRINGER

BY MR. STRINGER

60. Q. This may be a good time just to point out that at this juncture if you went back and you look at A-1, we had proposed a Trip 277. And that -- we're now proposing that that addition be deleted from the proposed schedule.

A. (Perreault) That is correct.

THE CHAIR

Where's that? We might as well take a look at it.

MR. STRINGER

This is probably just a good time to do that. If you look at A-1, page 20, you can see that we have proposed to have a trip commencing in Moncton at 12:30 and going to Fredericton at 3:05.

BY MR. STRINGER

61. Q. And can you explain the reasons why that's been proposed to delete that from the original application?

A. (Perreault) On speaking with the agencies at our terminal in Fredericton and Moncton, and also our motor coach operators, it would be better suited that Departure 21 that leaves at 11:40 do the regular stops there instead of making an addition because the passengers didn't warrant an additional bus at that

time. And that's the reason for wanting us to amend it.

62. Q. This would have been less than an hour later.

A. (Perreault) Yes. Less than an hour.

63. Q. So that's that other one.

A. (Perreault) That's correct.

64. Q. Sorry for interrupting. I just thought it was a good time to ---

A. (Perreault) No, that's correct.

65. Q. --- deal with that.

A. (Perreault) I just want to point out on the A-1 we weren't going to stop originally. Now on A-2, the current one you have in front of you, we are going to stop all at the local stops, Sussex and so on.

66. Q. So we'll move on to the next page.

A. (Perreault) Page 17.

67. Q. It would be 17 of A-2, Trip 25.

A. (Perreault) And again, we are departing on Trip 25 at 12:45 from Halifax. There's only -- from Halifax to Moncton, it's just timing changes. Just five minutes here or minutes taken out, and that was taken by motor coach operators with a stopwatch riding on the cushion, not actually driving.

114 THE PANEL, DIRECT EXAM. BY MR. STRINGER

68. Q. So a lot of this would have to do with the new highway and that ---

A. (Perreault) The new highway and our new agencies that we relocated or ---

69. Q. So it really ends up in Rivière-du-Loup. There's only -- there's a 45 minute change in that whole trip.

A. (Perreault) That's correct.

70. Q. And Trip 29?

A. (Perreault) Trip -- no. Well, I also want to add that Trip 25 is an additional part which I was talking to -- about earlier, is it's a second bus leaving Moncton at 1740. And that bus will make all the stops, whereas the other one was a direct flight, as Mr. Tingley had said. This one's going to make all the stops to service Sussex, Petitcodiac, Salisbury and also Oromocto.

THE CHAIR

Do they both leave Moncton at the same time?

MR. PERREAULT

Yes. Yes, sir, which the 1740 that is direct to Fredericton and the local, and also because of our maintenance facilities being in Moncton, it brings the bus -- it brings the motor coach to Moncton to get

services, fuelled, cleaned, where we don't have one in Fredericton. Before, in the current schedule, it only shows one bus stopping in Fredericton, but we had to actually make them come down to be serviced for our passengers to have a nice, clean bus and operational bus.

THE CHAIR

Do you have the clientele for that?

MR. PERREAULT

Yes, we do. Yes, sir.

BY THE PANEL

A. (Perreault) I'll go to Trip 29, departure from Halifax at 4 o'clock. Leaves at 4:00 and gets in at 1930 currently. With the new schedule, it'll arrive at 2010. And again, the reason for that is change of route, change of agencies, and that's the sole reason of the time changes.

71. Q. Thank you. We can move on to the next page, page 18. Trip 19.

A. (Perreault) Trip 19 is a proposed cancellation. Currently out of Halifax we have with this -- right now this is on a temporary permit that it has been stopped, but we'd like to apply for a full ---

116 THE PANEL, DIRECT EXAM. BY MR. STRINGER

72. Q. That's been since May of ---

A. (Perreault) Of this year, yes. It was -- it is currently a departure at 1730. It arrives in Moncton at 2015. But currently, out of Halifax, we have three departures for Moncton. We have one at 7:30, one at 12:45 and one at 4:00. There's not a warrant for a fourth departure an hour later at ---

73. Q. There simply wasn't the demand?

A. (Perreault) No, there was not, so that's the reason for that cancellation that we are requesting. The next one is Edmundston to Rivière-du-Loup, which is a 9:50 departure and arriving in Rivière-du-Loup at 10:40 eastern time. We are asking to amend that to cancel it.

THE CHAIR

That's the biggie, isn't it?

MR. STRINGER

That's the issue.

THE CHAIR

Where does that bus come from?

MR. PERREAULT

Okay. I'll try to explain it so that you understand it. I know in my head how it does it, but I'll try to

explain it the best I can.

THE CHAIR

That's your job today, getting it into my head.

MR. PERREAULT

I'll try to explain it. Okay. What it does, it -- there are two buses that leave at -- okay. There's one bus that leaves Moncton at 11:15 for Rivière-du-Loup. Okay? It goes up from Moncton to Rivière-du-Loup. It arrives in -- I'll take my schedule out and tell you exactly what time it arrives currently in Rivière-du-Loup. It arrives currently in Rivière-du-Loup at 1930. Then there's a departure at 2020 out of Rivière-du-Loup. It goes to Edmundston, and it stops there. And it arrives in Edmundston at 2310. It arrives at 2310 and sleeps there for the night. Then we have our two buses that depart Moncton at 1740. One is a pool bus with Orleans and the other one is an Acadian coach line, or an Acadian bus. They both go up to Fredericton, Edmundston, Rivière-du-Loup. One bus goes on through to Montreal and one stops in Edmundston. So there's one bus that stops in Edmundston and one that continues on to Montreal, and then there's a bus that comes from Montreal that we -- that's a pool bus,

118 THE PANEL, DIRECT EXAM. BY MR. STRINGER

again, for the passengers so they don't have to transfer buses at 3 o'clock in the morning. It goes through to Moncton. Now, that bus that arrived there at 2310 from -- that stopped in Edmundston at 2310, then that bus in the morning goes from -- at 9:50 in the morning, which is on the schedule here, goes to Rivière-du-Loup, and then there's another departure from Rivière-du-Loup at 11:20, and it goes from Rivière-du-Loup to Edmundston, then Edmundston to Moncton. But that -- sorry if I ---

THE CHAIR

No, no. I think I follow you now.

BY MR. STRINGER

74. Q. It's proposed that that be cancelled. And is that due to a demand issue?

A. (Perreault) That is due to ridership, yes.

75. Q. And we'll talk about that ridership in a moment -- about that. Now, we've heard a little bit about Ms. Martin and others that have -- is there issue primarily to do with parcel express?

A. (Perreault) Yes, it is. Yes.

76. Q. So it's not a ridership issue. It's a public -- it's a parcel express issue?

A. (Perreault) That is correct.

77. Q. And you'll explain those statistics as to passengers in a few minutes.

A. (Perreault) Yes. Next page.

78. Q. Next page 19.

A. (Perreault) 19 of A-2.

79. Q. Of A-2.

A. (Perreault) We go to Trip 28, which is from Moncton to Halifax. If you look at the time -- departure time, it's still the same, but the arrival times into Sackville and Amherst are different. Those were taken again by motor coach operators with a stopwatch and timing. And this allows for passengers to get off and have a little bit of a stretch and for us to be able to board the new passengers. The arrival time is the same because of the new highway and everything else indicated, but it's still -- it still takes the same amount of time but, like I say, just new agencies.

80. Q. So we have Trip 20.

A. (Perreault) Trip 20.

81. Q. And could you just explain -- it would be useful for my edification -- how much of this trip from Rivière-du-Loup to Edmundston is in the province of Quebec and how

120 THE PANEL, DIRECT EXAM. BY MR. STRINGER

much of it is in the province of New Brunswick?

A. (Perreault) Currently the run from Edmundston to Rivière-du-Loup and Rivière-du-Loup to Edmundston, in Quebec -- the province of Quebec it is 95 percent. It's only 15 kilometres from Edmundston into St. Louis-de-Haha, which is a border for Quebec.

82. Q. So it's a very minor ---

A. (Perreault) It's ---

83. Q. And when you make these changes in the province of Quebec, what public notice do you have?

A. (Perreault) We have to give 24 -- excuse me, 21 days' notice to the public and it's posted on each of our coaches so they have -- they can submit any of their concerns to the Quebec Transportation Department.

84. Q. And with regard to any of the proposed changes that you have here today, did any of your customers or any members of the public in Quebec file a concern?

A. (Perreault) No, sir. None. No concern from Quebec.

85. Q. So provided the New Brunswick Board is satisfied with these, is there anything further that you have to do in the province of Quebec?

A. (Perreault) No.

86. Q. Thank you. Sorry. Please continue.

A. (Perreault) Trip 20. Currently we have a -- it starts at 4:15 out of Rivière-du-Loup and it goes to Edmundston, arrives at Edmundston at 6:45.

87. Q. And that's all new.

A. (Perreault) That's all new, yes. That is correct. That is ---

THE CHAIR

Where are we now? Sorry.

MR. STRINGER

We're on page 19 of A-2.

THE CHAIR

Yes.

MR. STRINGER

Trip 20.

THE CHAIR

20?

BY THE PANEL

A. (Perreault) The new addition would from Rivière-du-Loup to Edmundston. That is instead of leaving with one bus out of Rivière-du-Loup at 4:15, we would leave with two buses. And that's because of demand. And the reason for that demand is because of the Toronto-Calgary-Montreal-Quebec that comes into our province.

122 THE PANEL, DIRECT EXAM. BY MR. STRINGER

So there is a demand for that, and that's why we're asking for a second motor coach to be put on there. It arrives at 6:45 and makes its way through to Moncton and servicing the local areas like St. Leonard's, Grand Falls, Perth-Andover, Hartlen, Woodstock. Excuse my term. It's a milk run, but it services all the little communities that we have in New Brunswick. And, sorry, the portion from Fredericton to Oromocto to Young's Cove and Sussex is all -- and -- is also a new portion. Next page.

88. Q. Page 20, A-2.

A. (Perreault) Trip 22. We have a departure time out of Rivière-du-Loup at 4:00. We would like to change it to 4:15. There's no major changes in Trip 22. We have a meal stop in Perth-Andover for passengers, of course, that's been on the bus since Montreal and Quebec, which is quite early. We're allowing them to have breakfast in Perth-Andover here. And then, from Perth-Andover, it would go direct to Fredericton. And from Fredericton, it would leave at 11:20, go to Moncton, and that would not service the Oromocto-Young's Cove because, of course, the other bus would be. And then you have from Moncton to Halifax, which is a change in

time. Currently we leave at 2 o'clock out of Moncton for Halifax. The change would be at 2:05. We have some changes within our Amherst-Springhill, but that's mainly just timing. Okay. Trip 24. This would be a new stop addition would be the -- out of Rivière-du-Loup. We leave at 11:20 currently and we'd leave at 11:15. Flag stop in St. Louis-de-Haha and go through to Perth. Then, from Perth, we'd go to Fredericton, which is our terminal, and from Fredericton to Moncton and then Moncton to Halifax. The arrival time in Halifax currently is 2340. The time would be 12:10 a.m. And the reasoning for that is the schedules and the agencies and allowing our passengers to have a break and take -- next page.

89. Q. That would be page 21, A-2.

A. (Perreault) Trip 18 from Moncton to Truro. We're asking for a cancellation in that due to ridership. We're on temporary -- on a temporary permit at this time, but we'd like to cancel that.

90. Q. On a permanent basis.

A. (Perreault) On a permanent basis. That's correct, from Moncton to Truro.

91. Q. And that hasn't been operated since May of this year.

124 THE PANEL, DIRECT EXAM. BY MR. STRINGER

A. (Perreault) That's correct. May 9th, 2005.

MR. DEVEAU

And then again ---

MR. PERREAULT

Sorry.

MR. DEVEAU

Then again, that is the -- that would represent the fourth -- you've got three other trips from Moncton to at least Truro.

MR. PERREAULT

Yes.

MR. DEVEAU

So this is the fourth trip.

MR. PERREAULT

That's correct, sir.

MR. DEVEAU

If I'm right, the other trips start -- this one here started at 7:30. You have other trips that -- the trips that would survive would start at 9:00, 2:05 and 8:15.

MR. PERREAULT

That's correct.

BY THE PANEL

A. (Perreault) Trip 26 from Rivière-du-Loup to Edmundston, we're proposing a -- to cancel that run. The reason again is ridership.

92. Q. And you -- I'm sorry.

MR. STRINGER

Are there any questions at this point? If not, maybe we can just talk about some of the statistical ---

MR. DEVEAU

I have a couple of questions, actually. One is in relation to the trips arriving into Halifax. The last one is really late, but the first two, one arrives at 1:00 and one arrives at 1830, 4:30. Obviously Halifax is not the absolute end. You've got vehicles going to Yarmouth and Sydney.

MR. PERREAULT

That's correct.

MR. DEVEAU

Does it impact those connections?

MR. PERREAULT

No. We've made sure to keep those connections for sure, yes. No.

MR. DEVEAU

Thank you.

126 THE PANEL, DIRECT EXAM. BY MR. STRINGER

BY MR. STRINGER

93. Q. What time does the bus leave for Yarmouth in the evening?

A. (Perreault) It currently leaves at 6:25 p.m. from Halifax to Yarmouth.

MR. DEVEAU

And the one from Digby -- the one to Digby.

MR. PERREAULT

Digby is -- currently is 1830. Our present slide will show that we're asking for the time because -- to make connections and so forth.

MR. DEVEAU

So to accommodate those two runs.

MR. PERREAULT

Yes, sir.

MR. DEVEAU

And what about the Sydney one?

MR. PERREAULT

Yes, sir.

MR. DEVEAU

At what time does that leave?

MR. PERREAULT

Well, see, the people leaving out of Moncton at ---

MR. DEVEAU

So they don't make it to Halifax. They stop in Truro.

MR. PERREAULT

That's correct. They make a connection in Truro.

MR. DEVEAU

Okay.

BY MR. STRINGER

94. Q. Now, maybe we can just talk about the Edmundston situation.

THE CHAIR

Yes, I've got a question before we go off the scheduling. And believe me, my made is not made up, so don't ---

MR. PERREAULT

No, no.

THE CHAIR

--- let this question worry you.

MR. PERREAULT

That's fine.

THE CHAIR

But on page 18, Trip 27 and on page 21, Trip 26, that's the -- from Edmundston to Rivière-du-Loup and Rivière-du-Loup and reverse.

128 THE PANEL, DIRECT EXAM. BY MR. STRINGER

MR. PERREAULT

That's correct.

THE CHAIR

If this Board were to, say, keep that on for six months and do thus and such, so what's that going to do with your bus movements?

MR. PERREAULT

If you tell us to keep it the way it is?

THE CHAIR

Yes.

MR. PERREAULT

It's going to be a major operational cost and with the passengers that we ---

THE CHAIR

No, no. That's not my question.

MR. PERREAULT

Oh, sorry.

THE CHAIR

My question is the use of your buses. In other words, you have proposals in the schedule that involve changing departures or adding, etc., that sort of thing, and I'm wondering what impact those other changes -- what impact it would have on those changes.

MR. STRINGER

What the ripple effect would be ---

THE CHAIR

Yes, that's right.

MR. STRINGER

--- with regard to driver hours and availability of equipment.

THE CHAIR

And so you don't have to answer that standing on your feet. We'll be taking a break in a few minutes and you can think about it over the break and come back in and tell me.

MR. PERREAULT

Okay. Go ahead.

MR. DEVEAU

I have one other question in relation, and probably now is as convenient a time as other, arising from Mr. Langis' comments this morning about the coach that was dedicated for -- dedicated to persons with disabilities leaving from Moncton to Rivière-du-Loup or Montreal. Just a query why providing that service from Moncton to Montreal and not from Halifax to Montreal.

MR. PERREAULT

130 THE PANEL, DIRECT EXAM. BY MR. STRINGER

It does ---

MR. DEVEAU

And I'm not sure ---

MR. PERREAULT

No, it does.

MR. DEVEAU

It does.

MR. PERREAULT

It does. If somebody from Halifax requires the accessible bus, they make the reservations three days in advance. If it's not booked at that time for other passengers within New Brunswick and Nova Scotia, we get the bus up there.

MR. STRINGER

Mr. Perreault, I think the question's different than what you're answering.

MR. DEVEAU

There is a coach dedicated from Moncton to Montreal.

MR. PERREAULT

Yes.

MR. STRINGER

The pool bus.

MR. PERREAULT

The pool bus, yes.

MR. DEVEAU

So why doesn't it start from Halifax, or why wouldn't that service be from Halifax as opposed to Moncton?

MR. PERREAULT

Halifax to Montreal?

MR. DEVEAU

Yes.

MR. PERREAULT

Timing. It's the arrival time from Montreal into -- to Moncton because we ---

MR. DEVEAU

You would haven't the time to turn it over from Halifax? You have to turn it over from Moncton?

MR. PERREAULT

I wouldn't have the time to turn it over from Halifax for it to come from Moncton on the same day. I'm not saying that it's not something that we can look at in the future.

MR. DEVEAU

So someone asking from Halifax to Montreal, that would be on a first come, first serve on those other two coaches, if they are available.

132 THE PANEL, DIRECT EXAM. BY MR. STRINGER

MR. PERREAULT

Yes, that's correct.

THE CHAIR

Would that -- just this is really -- but would that mean you would have to get them from Halifax to Moncton to hit the pool bus ---

MR. PERREAULT

Yes.

THE CHAIR

--- so that you wouldn't have to run that second bus all the way through to Montreal?

MR. PERREAULT

If ---

THE CHAIR

In other words, you have a dedicated one on the Montreal-Moncton-Montreal route, as I understand it, so you've got one.

MR. PERREAULT

But, see, that -- and it changes. Like one day it's Orleans bus. Another day it's our bus. So let's say somebody from Halifax was coming from Halifax and wanted to go to Montreal, and it wasn't an Orleans bus. We would keep that passenger on and make them go all

the way through with that bus to Montreal. If it's a bus that is the pool bus, which is an Orleans bus, and it's the accessible -- which would be the accessible bus and they would be coming out of Halifax, we would transfer the passenger in Moncton and they would get on that bus and go to Montreal on the Orleans bus.

THE CHAIR

That Orleans bus that you call the pool bus, is -- does that run both ways each day, or is it a round trip each day?

MR. PERREAULT

It's a -- like it's every second day we receive it into New Brunswick and they receive our bus.

THE CHAIR

And when you send your bus up, does that go up -- that doesn't go up every second day. It's just the Orleans bus that comes down and goes back.

MR. PERREAULT

No. our bus also goes to Montreal. We have on one -- okay. Like let's say the Montreal bus leaves Montreal at 10:20 on Monday night. It arrives in Moncton on Tuesday at 1:30 in the afternoon. When it left Montreal at 10:20 at night, our bus left New Brunswick

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at 1740 and went all the way to Montreal. So ---

THE CHAIR

So they're passing one another each day.

MR. PERREAULT

Yes. So one day they have ours. We have -- at that same day we have theirs, and then vice versa.

THE CHAIR

When your President was giving testimony this morning, he described it that there were two Acadian buses that were properly equipped to handle those folks.

MR. PERREAULT

Yes.

THE CHAIR

Now, is that one of those two buses the ones that make the run, so the two buses that you speak of that are -- serve the Maritimes are in addition to the Acadian bus that does run Moncton-Montreal.

MR. PERREAULT

That Orleans bus that does the trip, yes.

THE CHAIR

Thank you.

MR. STRINGER

Maybe we can -- if we're ready we can deal with some of

the issues around the ---

THE CHAIR

I'm ready for a break, Mr. Stringer.

MR. STRINGER

Oh, that's fine.

(15-MINUTE BREAK)

THE CHAIR

Are we all set to go?

BY MR. STRINGER

95. Q. Mr. Perreault, I think you were, just before the break, at this particular spot of the Powerpoint presentation dealing with some of the rationale about the cancellation of the Edmunston-Rivière-du-Loup run where it's reduced from three trips to two trips. There's been some level of controversy with regard to express service and there may be an interruption and we'll pause, but maybe if you'll just explain what the rationale is for the company's change -- proposed change.
- A. (Perreault) Okay. Basically -- what page would it be on for them?
96. Q. It would be -- I don't think the pages of A-3 are numbered, but it would just be on the second page of

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the Edmundston portion. And it's Trip 27.

A. (Perreault) This is showing the average passenger per trip for Trip 27 at 9:50 for 2004 was 5.0, and average for 2005 was 5.5. Revenue per passenger on the network is twenty-eight dollars and sixteen cents (\$28.16), and the estimated revenue is fifty-six thousand, eight hundred and twenty-four dollars and twenty-one cents (\$56,824.21).

97. Q. And would it be -- is it fair to say that that's well below what your cost of operation of that trip is?

A. (Perreault) That is correct. Trip 26, which is the departure at 2020 from Rivière-du-Loup to Edmundston, the 2005 average is 6.2. The revenue per passenger on the network is twenty-eight dollars and twenty-two cents (\$28.22), which is an estimated revenue for 2005 is sixty-three thousand, nine hundred and twenty-four dollars and twenty-six cents (\$63,924.26). The cost evaluation, which would be the next page, Trip 26 revenue from -- for nine months is sixty-three thousand, nine hundred and twenty-four dollars and twenty-six cents (\$63,924.26). Trip 27 is fifty-six thousand, eight hundred and twenty-four and twenty-one cents (\$56,924.21) for a total revenue of a hundred and

twenty thousand, seven hundred and forty-eight and forty-seven cents (\$120,748.47). The estimated revenue for the 12 months is a hundred and sixty thousand, nine hundred and ninety-seven, and total operational cost is two hundred and forty-one thousand, one hundred and seventy-five cents.

THE CHAIR

Have you reduced that to a cost per mile to operate that?

MR. PERREAULT

We can do that for you, yes.

THE CHAIR

Would you?

MR. PERREAULT

Yes.

BY MR. STRINGER

98. Q. So there would be -- based on that document, Mr. Perreault, the estimated loss for that run on an annual basis would be over eighty thousand dollars (\$80,000)

A. (Perreault) That's correct.

99. Q. --- just for that ---

A. (Perreault) Just for that.

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100. Q. --- for those two trips.

A. (Perreault) Yes.

101. Q. All right. And it says on that document:

"These costs don't include the commission rates, holiday hire costs and social benefit costs."

A. (Perreault) That is correct.

102. Q. So in -- basically, that evaluation is under-estimating the cost of ---

A. (Perreault) Yes.

THE CHAIR

What's the commission rate? Is that the sale of tickets?

BY MR. STRINGER

103. Q. That would be your agency fees?

A. (Perreault) That is correct. They get a percentage of the ticket sale.

104. Q. Certainly. And what percentage of your overall revenues come from parcel express versus passenger?

You don't have that? So ---

A. (Perreault) 20 percent. Sorry.

105. Q. And so it's fair to say you're in the passenger carrier service, not a parcel express.

A. (Perreault) That's correct.

THE CHAIR

Well, that's certainly not what SMT used to tell us, is that they were in both services and there are some routes in our province, I know, that that's -- that makes the run. For instance, Fredericton-Miramichi, because you have a large parcel express service on that route. You -- all the various communities up and down that valley use the bus. That was the old story, anyway.

MR. PERREAULT

Yes. Of course, our No. 1 priority is our passengers, is to make sure that they get to their destination. The parcel is a bonus for us going down the road and, like you say, Miramichi, Campbellton, and places like that, they do use the parcel express quite frequently. And that's what -- I mean, we can't -- unfortunately -- not unfortunately. I want to rephrase that. We can't make -- we can't stop that run because it's the only run that we offer for that Miramichi, so the parcel business in that sense helps us to be able to operate that run.

BY MR. STRINGER

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106. Q. Now, just to follow up, Mr. Perreault, on something that Chairman Nicholson had said, if, for instance, the Board were to pick a particular issue like this one dealing with the proposed cancelled trips in Edmundston to Rivière-du-Loup and vice versa and permit all the other schedule changes, what kind of an effect would that have on your drivers' schedule or your vehicle availability for your whole network?

A. (Perreault) That will have a major impact, but I'm going to let Daniel answer that question.

A. (Cote) We would have a major impact on the drivers' schedules. They would not work. If we would be authorized to all the other changes but we would have to keep that particular trip, it wouldn't have worked. We would have real issues with the drivers and we would have major driver schedule issues also. But for the fleet, it would work. For the fleet it would not be a problem because the bus would stay in Rivière-du-Loup instead of riding between Rivière-du-Loup and Edmundston at 2020 at night. Instead of being overnight in Edmundston, it would be overnight in Rivière-du-Loup. It would not be a problem.

107. Q. Mr. Cote, is the point that this is an integrated

system with the drivers? You have to have a driver for a bus.

A. (Cote) Yes. The issue would be with the driver's schedule.

THE CHAIR

What about if you were to go to the HMS Limousines of either Rivière-du-Loup or Edmundston to provide that service instead of one of your highway cruises?

MR. COTE

You mean HMS?

THE CHAIR

Well, not -- their counterpart from that region, is what I'm saying.

MR. COTE

They are too far apart, those two departures. One is at 9:50 in the morning. The other one is at 2020 from Rivière-du-Loup, so it would not work. Let's say it would start at Rivière-du-Loup at 8:00 at night. It would be in Edmundston at 11 o'clock. It would have to wait till 9:50 in the morning to come back to Rivière-du-Loup. It's not working. Too many hours and where would stay the driver. Would he be paid, all that waiting time? It's not the way it's working right now

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because when he does the 9:50 he didn't do the 2020 the previous night. It's not the way to work that. So it's a puzzle. It's difficult to separate those issues. Those two departures are not done by the same driver.

THE CHAIR

No, no. And I understand and appreciate that, and I also understand and appreciate the fact that even though you have a public franchise to run the routes that you are, you must make a return on your investment, and I understand that as well. It just seems to me, and Mr. Stringer will cover this in his summation, I'm sure, but that you have two areas with our regional hospital situation in this province that are being perhaps not heavily used but I noticed on the St. Stephen to Saint John run your average passenger count has gone up in the last three months, which might or might not be attributable to the price of gasoline and things of that nature. That we're in that kind of public transportation bind and you have -- do have patients who have to go to a regional hospital, and Quebec City provides a lot of those services for the francophone population in Madawaska County in New

Brunswick. And that was the nature of the passenger complaint, as I have read through.

MR. STRINGER

I'm sorry, Mr. Chairman. You're getting something that I'm not getting. I don't think that there's an issue with regard to passenger. I thought it was all parcel express with regard to the Edmunston-Rivière-du-Loup issue.

THE CHAIR

We're just going back.

MR. STRINGER

We have gone through that. We didn't see any particular issue. I thought it was to do with lab specimens or something of that nature.

THE CHAIR

Well, certainly that.

MR. STRINGER

Maybe I missed something, but I had thought it was ---

THE CHAIR

Well, I may have picked up something, too.

MR. STRINGER

We just hadn't seen it that way. We thought it was all to do with blood specimens or things of that nature.

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THE CHAIR

Well, that's a sizeable petition that has been signed,
but just a sec.

MR. STRINGER

Maybe I've missed something in the translation of one
of the letters, but ---

THE CHAIR

Yes. In my translation, it's paragraph 4 of the letter
addressed by the -- your agency in Edmundston that:

"The cancellation of the 9:50 departure from
Edmundston means that the people of
Edmundston will have to find another way of
transportation to go to their medical
appointments in Rivière-du-Loup and Quebec
City. In effect, the people of Edmundston
have to go to Quebec to receive any cardiac
care and for the Edmundston Regional Hospital
to send specimens off for analysis."

MR. STRINGER

I'm sorry. I missed that.

THE CHAIR

It -- now, mind you, the loss occurred on that route is
far greater than it is on the Charlotte County route

with the HMS Limousine run involved. But again, I appreciate the fact that you're trying to streamline an inter-provincial system and have it dovetail with your stops, etc. in New Brunswick, but we are in a bit of a -- I don't know where the federal money is going. They were saying it's going to go to public transportation, but perhaps this is an area where it should.

MR. TINGLEY

They do say in that letter, though, that the Edmundston Regional Hospital sends specimens off to analyze at the Quebec hospital, so ---

MR. STRINGER

That was one I was picking up on.

MR. TINGLEY

Is there any -- has there been any communication with any of these -- the hospital or others on what alternative transportation there are for this type of thing?

MR. STRINGER

Well, the only thing I was going to ask Mr. Perreault about was the number of couriers that they compete against in that area, the availability of other couriers if something has to go at a particular time.

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BY THE PANEL

A. (Perreault) I'm not -- I can't tell you the exact number of courier service that they have in Edmundston and Rivière-du-Loup, but that -- that is an option for the hospital that they could utilize.

MR. TINGLEY

But it's obvious there are ---

MR. PERREAULT

Yes. There's daily service. I can't tell you approximately how many. I don't know that number. It's something I could definitely investigate and find out for you.

MR. TINGLEY

Well, I -- you know, the transporting blood and such, there are private couriers. Like I have a friend that does that. That's his business. He transfers blood from Moncton to Saint John to Halifax. That's all he does. So, you know, I mean, that doesn't seem to be a big issue that they need the bus.

MR. PERREAULT

They could also send it at 6:30 p.m. from Edmundston. It would get to Rivière-du-Loup and same thing with Rivière-du-Loup. Could still send it at a later time

instead of the morning. They could send it at night time, departing Edmundston. And they -- out of Rivière-du-Loup they could -- we have a departure at 11:15 from Rivière-du-Loup to Edmundston that they could still put it onto that -- those coaches.

BY MR. STRINGER

108. Q. Thank you. Maybe we could move on to the next route. I think we've dealt with that one. So we'd be dealing with -- oh, yes. There would be some statistics there on that printout if you wanted to touch on that for a second. Trip 19, Halifax-Moncton. These would be ones just to fill in for the justification?
- A. (Perreault) The departure from Halifax to Truro at 1730 operated from Monday to Friday.

THE CHAIR

We have that.

BY MR. STRINGER

109. Q. So we'll just move on to Route 3 on page 22 of A-2.
- A. (Perreault) Route 3, no reduction proposed. Some minor timetable changes on departure times only.
110. Q. So there's really nothing going on with that.
- A. (Perreault) No.
111. Q. Some slight changes?

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A. (Perreault) That's correct.

112. Q. And unless there were some ---

A. (Perreault) Route 4, Miramichi-Campbellton, no major changes. It's basically time changes. Route 5, which would be on your A-2.

113. Q. I'm sorry. We're not moving on to Route 5 quite yet.

A. (Perreault) Oh, sorry.

114. Q. We're on -- we'd like to just talk about the proposed change with regard to the application dealing with Trip 35, which would have been on page 28 of A-1.

A. (Perreault) Oh, yes.

115. Q. This would have been the proposed trip between Fredericton to Saint John.

A. (Perreault) Yes. Re-evaluating and speaking with the drivers and our Fredericton terminal and also with our passengers from the university, they don't finish university till 4:00, 4:30 and we have a departure at 6 o'clock, so there's -- there wouldn't be a ridership for that departure, so we would ask that we cancel that proposal.

116. Q. That request that was being ---

A. (Perreault) That request.

117. Q. --- proposed. That was the third revision, Mr.

Chairman.

THE CHAIR

Yes. And where's the -- what you had proposed originally?

MR. STRINGER

What we had proposed would have been on page -- it would have been on page 28 of A-1. And it would have been Trip 35, if you see it commencing Fredericton at 4 o'clock, arriving in Saint John at 5:30.

THE CHAIR

So in A-2 it's on page?

MR. STRINGER

On A-2, obviously, it's no longer there because we're proposing that it not be added.

THE CHAIR

Okay. So -- all right. Got you.

MR. TINGLEY

That new addition is no longer a new addition.

MR. STRINGER

Absolutely. That's right. So we could -- I think we've covered all the requested revisions in the motion, so the next -- we've dealt with Route 3 and Route 4, and there's no changes in that.

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BY MR. STRINGER

118. Q. And so we're on Route 5, which would commence on page 36. If you'd start with Trip 50.

A. (Perreault) Trip 50, no major changes there. Just times. Trip 52, no major changes there. Just times. Trip 54 changed. We currently operate Friday, Saturday and Sunday night out of Moncton at 2000. We would like to operate on Friday and Sunday. The ridership on the Saturday was -- is not warranted with the passenger counts.

MR. TINGLEY

Roughly what are your passenger counts?

MR. PERREAULT

Just one moment.

MR. TINGLEY

If you have it right handy.

MR. PERREAULT

Yes, I do have it.

MR. STRINGER

So we're on page 36, I'm sorry, of A-2. 32. I'm sorry. We could undertake to provide that.

MR. TINGLEY

Yeah. That's not important. It's low, though. Under

ten?

MR. PERREAULT

Oh, yes.

MR. TINGLEY

Under five? Probably the same as -- 5, 6, 7 or whatever.

MR. PERREAULT

On Saturdays, yes. On Fridays it's more because of the universities going home and universities coming back, returning.

BY THE PANEL

A. (Perreault) Trip 51, Route 5, no changes. Trip 53, no major changes. Just timing. And Trip 55, again, we operate Friday, Saturday and Sunday. We'd only operate on Friday and Sunday.

119. Q. All right. If ---

THE CHAIR

Have you noticed any drop in your Charlottetown-Moncton route figures?

MR. PERREAULT

On a daily basis, no. On the Saturday night one, yes. It's consistent with very low numbers, but no. They've been quite steady, actually, from -- yeah, from

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Charlottetown to Moncton and Moncton to Charlottetown.

THE CHAIR

Nova Scotia, of course, allows passenger van size vehicles to make runs.

MR. PERREAULT

Yes.

THE CHAIR

We attempt -- well, it's against the law in New Brunswick, but that's not to say that it is not occurring. It's a question of enforcement. And I encourage you, if you know of anyone or someone who is making those runs, to let us know. We'll forward it along to Public Safety, who do our enforcement ---

MR. PERREAULT

Most definitely.

THE CHAIR

--- to try and find out. But I know there are a number of vans that run out of Halifax into PEI and drop you off the back door and ---

MR. PERREAULT

That's correct, yes. Of course, we would have more if we didn't have those shuttle vans, but ---

THE CHAIR

Pardon me?

MR. PERREAULT

I said we would have more passengers if we didn't have those shuttle vans.

THE CHAIR

Well, no, and that's why I'm pleased and always have been that New Brunswick has the legislation it does, and we won't -- while we've had a number of instances where they've applied and we've turned it down.

MR. PERREAULT

Thank you. What you were asking about PEI, if you look at five years ago when there was not as many shuttle vans and today currently where there's a lot more to operate, yes, our numbers have decreased from that, yes, but as a whole ---

MR. DEVEAU

And you've increased -- you've added one trip into Amherst towards Charlottetown -- going to Charlottetown, but not the other way back.

MR. PERREAULT

Pardon me? Sorry.

MR. DEVEAU

Coming back, it remains the same schedule.

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MR. PERREAULT

Yes.

MR. DEVEAU

You have one trip that goes into Amherst. That would remain the same.

MR. PERREAULT

That remains the same.

MR. DEVEAU

Going out, there's currently -- there's one now. There will be another one.

MR. PERREAULT

There will be another one, yes. It's just a route change.

BY MR. STRINGER

120. Q. Okay. Maybe we could move to Route 6, and page 36.

A. (Perreault) The biggest part of this is an addition to Trip 61 and 68, which would service Antigonish, New Glasgow and Halifax. And a return trip which would depart -- Port Hastings currently has a flag stop. We'd like to remove that as an agency. Port Hawkesbury currently is a flag stop. It would be kept as the official agency and won't be a flag stop any more. Next page, Trip 67, no major changes there. Time table

only. Trip 69, no major changes. Only time table again. Next page, Route -- Trip 65, no major changes. Just time table. Route 63, no major changes except for time table. And a new proposed, which is Trip 61, which would depart Halifax at 11:30 and go to Antigonish and arrive at 1440. That's a proposed addition.

121. Q. Is it fair to say that's primarily to service St. F-X?

A. (Perreault) St. F-X, New Glasgow and Truro. Next page over, Trip 60, time table changes. Trip 62, again, time table changes. Trip 66, again, time table changes. Trip 68, a new departure out of Antigonish at 7:15 a.m. and going to New Glasgow and Halifax, arriving at 10:15. And that's mainly for -- and that would service also the proposed cancellation for Trip 19 from Moncton -- Trip 18 from Moncton to Halifax. This would continue to service our Truro passengers and also offer a new service for Antigonish and New Glasgow, that proposed addition to that. Anybody have questions?

122. Q. Next is Route 7.

A. (Perreault) Route 7. Church Point is currently served by a taxi company to reach Digby. Acadian has taken

over to reach the final destination. Church Point to Digby is a half hour drive. It represents a lot of expense to Acadian. Only one regular customer uses the service. Our recommendation is to cut Church Point as a point of service when it starts to run into Digby. Reduction into Halifax-Kentville. Currently Halifax-Kentville is serviced twice a day plus a third time a day on a Monday and a Friday. We propose to reduce the third frequency to Fridays only, as there is no demand -- high demands on the Mondays. If we look at the next page, Route 7 --- this is page 42 of A-2.

- A. (Perreault) Sorry. Page 42 of A-2. Currently Trip 75 operates on Mondays and Fridays only. We would like to cancel the Monday and operate on the Friday only at the 8 o'clock departure. Trip 73, no changes except for time table changes. Trip 71, again, no changes. Just time table except for the request of the cancelled Digby-Church Point. Next page over. Trip 76, again, we operate currently Monday and Friday. We would like to operate it on Friday only. Next trip, 72, again is the Church Point. We would propose cancellation from Digby to Halifax. We would operate from Digby to Halifax and not Church Point. Trip 74, no change

except for time table changes.

123. Q. And maybe we can just move to the Document A-3 where you've got some rationale with regard to the cost of servicing Church Point.

A. (Perreault) Yes. Currently, to buy a ticket to go from Halifax to Church Point, it is thirty-eight dollars -- sorry, forty-one to Church Point. Excuse me. And the taxi, we pay forty-five for the taxi.

124. Q. Did it go up?

A. (Perreault) It went from forty to forty-five.

125. Q. That's if -- that's a one way fare?

A. (Perreault) That's a one way fare. So our -- yes. Our ticket -- to buy a ticket from Halifax to Church Point is forty-one. At that time, we call the taxi company and ask them to pick them up in Digby when their bus arrives and to take them to Church Point, and they charge me forty-five.

126. Q. So what's your net loss on that trip?

A. (Perreault) Forty-two dollars (\$42).

127. Q. And you've got some statistics with regard to the number of transactions?

A. (Perreault) Yes. Average transaction from Digby to Church Point is 62. Church point to Digby is 38, for a

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total of 100, but penetration rate is 27.7 -- 22 percent, 13.9 and 18.3. The taxi expense is twenty-five hundred dollars (\$2,500) for 61 percent from Digby to Church Point. From Church Point to Digby is one thousand, five hundred and seventy, which is a 39 percent, for a total of four thousand, seventy dollars (\$4,070). Only 30 percent of request for a taxi run are from Church Point. The majority of taxi requests is from Digby, so they come from outside the Church Point Community.

MR. DEVEAU

Sorry. I just want to stop you there.

MR. PERREAULT

Okay.

MR. DEVEAU

What's the logical connection behind that? Why are you saying that they come from the Digby -- if it's in relation to Digby to Church Point route, why are you saying that the requests don't come from Church Point? I don't understand that logic.

MS. PECHÉ

Well -- can I answer? Basically, these are the real data, so we have more people requesting the taxi

service from Digby to Church Point than from Church Point to Digby.

MR. DEVEAU

Right. I understand.

MS. PECHÉ

So it's probably coming from Halifax, they're going back to school, and they now -- at that point they need a service to go back to school. But they don't ask for the service equally on both sides. That's what we're seeing in those numbers. Why, we don't know.

MR. DEVEAU

But they do relate to Church Point. Obviously if they want the taxi from Digby to Church Point, they're interested in getting to Church Point.

MS. PECHÉ

For sure, but what it may say as well it's not necessarily people from Church Point. When I say from Church Point, I mean the community of Church Point, not necessarily the university.

MR. PERREAULT

I can give you an example of the question you're asking. I have a girl that goes to university at Church Point and her boyfriend lives in Middleton. He

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calls and gets the -- to go see his girlfriend in Church Point, which is not a university resident, student or a person who lives in Church Point. He's a person that goes and visits his girlfriend on a regular basis to -- and a ticket from Middleton to Church Point is less than the forty-one dollars (\$41.00), so he travels on the -- he pays maybe thirty dollars (\$30) for his ticket and we pay forty-five for the cab.

BY MR. STRINGER

128. Q. So you're saying -- your point is that it costs more to service that customer ---

A. (Perreault) Yes.

129. Q. --- than somebody coming from -- there's a greater loss ---

A. (Perreault) Yes. Yes.

130. Q. --- on the route.

A. (Perreault) Yes.

131. Q. And can you just comment on the next page, the actual statistics on the number of transactions over the last number of months?

A. (Perreault) Okay. From Digby to Church Point, transaction 11 for January for a total of 62 transactions from January till September, which is a

.23 percent average per day, which is 22.7 percent penetration for that. From Church Point to Digby, 38 transactions from January to September, which is an average of .14, which is a penetration of 13.9 percent. Total average for transactions, 100 from January to September, which is .18, which is 18.3 percent penetration.

132. Q. Now, Mr. Perreault, we've heard in a letter from Kim Daull, Vice-President of Student Services at the Université Ste-Anne that there are approximately 300 students currently enroled at the Université Ste-Anne.
- A. (Perreault) Okay.
133. Q. And do you know whether the Université Ste-Anne has any transportation facility for students?
- A. (Perreault) I know they have the -- they at one time had a van. Now they have a school bus that sometimes brings people to Dartmouth or to Digby, from what I understand.
134. Q. And if -- does Acadian Lines have any permanent arrangement with a taxi company at this point in time?
- A. (Perreault) No. A permanent arrangement, no.
135. Q. Well, what I'm saying is you're at the mercy of the taxi company if they raise their fares?

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A. (Perreault) Yes, that is correct.

136. Q. The next slide deals with the Halifax schedule issue.

A. (Perreault) Cancellation of Trip 75 on Monday. We would still run it on Friday from Halifax to Kentville, departure time at 8 o'clock out of Halifax and arrival time at 10:03 into Kentville. Cancellation of Trip 76 on the Monday, but we would still offer the service on Friday from Kentville to Halifax for departure time at 10:25 and arrival time of 12:05.

137. Q. And you have some statistics on that usage for that particular route?

A. (Perreault) For 2005, the total average from January till September is 301 -- is that correct -- which is an average of 7.7, which revenue passenger per network is twenty-eight dollars and thirteen cents (\$28.13) with an estimated revenue of eight thousand, four hundred and sixty-six dollars and twenty-two cents (\$8,466.22).

138. Q. And similarly, Trip 76, the next page.

A. (Perreault) Same thing. January to September, total is 313, average of 8 people, for a revenue is twenty-eight eighteen for an estimated revenue of eight thousand, eight hundred and twenty-one dollars and sixty-two cents (\$8,821.62).

139. Q. Based on your understanding of the operating costs of Acadian Lines, would that trip be running at a loss?

A. (Perreault) Yes. Trip 76, Kentville to Halifax, cancelled on Monday.

140. Q. We've already done that. That would deal with Route 7, I think. That concludes -- we do have a continuation of the presentation with regard to the new schedule brochure. Maybe you could just go over that briefly.

MR. DEVEAU

I have questions on Route 7. I was going to wait till you finished.

MR. STRINGER

Yes.

MR. DEVEAU

In relation to the Church Point, my understanding is the elimination of the -- it used to be that there was a Halifax to Yarmouth run via the South Shore.

MR. PERREAULT

Yes.

MR. DEVEAU

And that was eliminated before Orleans Express purchased Acadian a couple of years ago.

MR. PERREAULT

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That's correct.

MR. DEVEAU

And part -- at one point they eliminated that. That was eliminated by an application to the Board. The condition was that Church Point would remain on that run. Is that correct?

MR. PERREAULT

That is correct.

MR. DEVEAU

Just remind, do you know why there was no charge on the van service? What happened there, why there was no fee or ---

MR. PERREAULT

For?

MR. DEVEAU

For the van service from Church Point to Digby, what the rationale behind that was in terms of that service. Why is there no fee now in terms of ---

MR. PERREAULT

Why is there no fee into the price ---

MR. DEVEAU

Yes.

MR. PERREAULT

--- of the taxi?

MR. DEVEAU

Yes.

MR. PERREAULT

No, I cannot. I don't have that answer.

BY MR. STRINGER

141. Q. I think -- is it fair to say that the new owners of Acadian inherited that pricing schedule?

A. (Perreault) That is correct.

142. Q. And it was not changed the last -- when the amendments were made?

A. (Perreault) No. That is correct.

MR. DEVEAU

Let me ask that another way. Would another option have been to put the coach down in Church Point and add the corresponding fee?

MR. PERREAULT

The problem with that is hours of service for the driver because it's an extra half hour to Church Point, which affects his arrival time into -- which would affect his time into Church Point and the departure time in the morning.

MR. DEVEAU

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So in that sense ---

MR. PERREAULT

Because we don't have lodging in Church Point, so we'd have to go from Church Point back to Digby and then, in the morning, return and accrue some what we call non-productive kilometres on the bus.

MR. DEVEAU

So in that sense, just on that rationale itself, really, the reason for cutting out that part is not a problem with ridership, but a problem of hours of service. I realize there's ridership issues as well, but one ---

MR. PERREAULT

It's ---

MR. DEVEAU

--- of the basis you're claiming is you can't find the drivers to do that in terms of scheduling the hours.

MR. COTE

The reason why the driver has to stop in Digby is because of resting hours between those two days of work. He barely has the minimum hours of rest. He cannot go further than Digby because, if he does, he'd only seven hours of rest, and the law says he has to

have eight hours of rest. That's why the bus has to stop in Digby and we're using cabs for the rest of the route.

MR. DEVEAU

But my question is really that logic really relates to hours of service, not the ridership.

MR. PERREAULT

And the ridership. The ridership -- I mean, we're losing -- every time we have one passenger, we're losing forty-two dollars (\$42) on the ticket, so yes, it also has to do with the cost of having to transport the students there and -- like they paid forty-one dollars (\$41) for the ticket and we pay forty-five for the -- so, I mean, they were -- on our coach, if they got on in Halifax and went from Halifax to Digby, they were on our coach, which, of course, has operational costs, but once they get to Digby we have to turn around and take their money that he just bought for his ticket and then put out another four additional dollars to get him to Church Point.

MR. DEVEAU

So if there's more than one student -- every additional student obviously cuts down on your cost of your taxi.

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MR. PERREAULT

That's correct. That's correct.

MR. DEVEAU

At one point it would make it economical for you if there were enough students to put a coach there, but you're saying that the problem with that is -- if you had enough students, it would be economical for you to put a coach, but you're saying you have a -- enough if that happened, you have a problem with your driver's hours.

MR. PERREAULT

Yes.

MR. DEVEAU

So when that service was taken out -- there was an agent at Church Point. That agent was taken out. Is that correct?

MS. PECHÉ

There's no agent there.

MR. DEVEAU

There's no agent there now. Nor is there any freight to Church Point, either.

MR. PERREAULT

No, that's correct.

MR. DEVEAU

Mr. Langis mentioned some marketing that had taken place in universities this fall.

MR. PERREAULT

Yes.

MR. DEVEAU

Was there any marketing done in Ste-Anne this fall or in prior -- I realize the application was recent, but were there any advertisements ---

MR. PERREAULT

I'd have to ask my colleague.

MR. DEVEAU

The question I have -- because I'm from that region, so I know it very well. If you ask the average person on the street -- I suspect the students might know more the schedule, but if you ask the average person in that community, they think there's no more bus service to that area. So I think -- and that's -- I think that's general knowledge. So I'm just wondering what efforts the line really has made to garner more ridership on that route. I sense from your answer today that you really don't want ridership if it's really going to cause a problem with your drivers, so there's no real

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incentive for you to do it if you're going to have a problem with your drivers for scheduling.

MR. PERREAULT

For scheduling, how do I say, you're correct in saying that right now. The scheduling -- if the ridership was there and something -- and we had to go to -- then that would affect our whole network schedule again because of the time they arrive into Halifax and the connections they make. I would say that would be fair to say.

MR. COTE

A solution could be made with the drivers with the union because we could make schedules differently so they would -- they would start their week of work in Church Point first day. They would go to Halifax. Second they would go to Sydney. Third day, they would come back from Sydney to Halifax. The fourth day, which is the last, would finish in Church Point. They would have two days off, then they would start again. It's something that we'd have to discuss and discuss and discuss with the union because right now it's not working.

MR. DEVEAU

Obviously you're aware that, I'm sure -- or your counsel's aware, at least, anyhow, that we received quite a number of comments from students from Ste-Anne, and a number of them have suggested in their comments that they realize that a daily service may not be realistic and a number of them have suggested either weekend service or occasional service. I'm wondering what your comments are in relation to that.

MR. PERREAULT

On a Friday and Sunday basis, you mean?

MR. DEVEAU

Yes.

MR. PERREAULT

That -- I mean, that would -- I think if people are ---

MR. DEVEAU

I'm not talking Digby, but ---

MR. PERREAULT

Yeah, Church Point. I think in that case if they wanted to go from Digby to Church Point or Church Point to Digby on a Friday and Saturday you would have more of a ridership. What I mean by -- instead of getting one cab for one person, you could get more taxis to -- there'd be three per car, so it'd be less of a loss to

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us. And we'd have better ridership if we offered it at certain times of -- like you say, a Friday and a Sunday night for return, and even on Monday holidays where it was long weekends, even.

MR. STRINGER

Mr. Chair, I just have -- I've been given some instructions that I could put the proposal before the Board. We've seen a tremendous amount of discussion about this issue. It's obviously a hot button issue. If the Board were to consider a Friday and Sunday service and then maybe a service on the Monday of a holiday weekend and that it would allow for sufficient students maybe on an organized basis to get in a cab and maybe it's two cabs or one cab, and then the cost would be shared over the three or four or five people in that cab. And that would be a compromise that I'm told the company could live with.

MR. DEVEAU

Okay. One of the letter mentions -- I realize one of the problems, apparently -- and you haven't mentioned it in your reasons, but that on occasion there's a tax that's sent down to Church Point and no one is there.

MR. PERREAULT

Yes.

MR. DEVEAU

I think Ms. Daull mentioned it, that she acknowledges that that's happened on occasion or two.

MR. PERREAULT

That was ---

MR. DEVEAU

That the taxi is called or requested in advance, the taxi goes down to Church Point and nobody's there.

MR. PERREAULT

Yes, that's happened. That has happened that we've sent -- the person would call and make a reservation, we would send the cab -- the taxi down to Church Point, wait for our departure time of 7:25, and nobody showed up.

MR. DEVEAU

Do you have facilities to take credit -- she suggests credit card -- getting a credit card over the phone. Is that something that you do now, getting credit cards over the phone?

MR. PERREAULT

No. No, because it goes through customer service and they, at that time, send it to our dispatch operation,

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and dispatch calls the taxi.

MS. PECHÉ

We could organize that. The only thing that we would be afraid of is the accessibility of student having a credit card.

MR. DEVEAU

Yes, I realize that's an issue.

MS. PECHÉ

We're not sure that that's -- you know, not everyone has one.

MR. PERREAULT

Mr. Deveau?

MR. DEVEAU

Yes.

MR. COTE

We're not very at ease with the use of cabs between Church Point and Digby or wherever on the network. If we were put in a position where we would have to to serve Church Point, we'd rather be in a position where we would have to serve that particular point of -- with a bus, with a coach, not with cabs. Then we could put pressure on our union and make the schedule changes that we want to make and we'd be in a much more -- it's

an easier way and much better way also to serve that community.

MR. DEVEAU

It might be more of a -- obviously, the No. 1 would be a bigger presence not just at the university but the community at large.

MR. COTE

And as you said, per history, they don't even know -- people in town, they don't even know there is a service. So if we were there with a coach and an agency, maybe we would have more ridership, and more ridership with cabs means for us more losses because three persons in a cab that pay three dollars (\$3) each, for ---

MR. DEVEAU

Do you get charged forty dollars (\$40) per person?

MR. PERREAULT

No.

MR. COTE

No, no, for a cab, but you cannot have more than three people in a cab.

MR. DEVEAU

Right, yes.

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MR. COTE

So we would have then dollars of revenue.

MR. DEVEAU

So at a certain point it's economical for you to put a coach in Church Point, is what you're saying, rather than getting a couple of cabs or ---

MR. STRINGER

Maybe I can just also clarify the ---

MR. PERREAULT

Maybe ask the question here.

MR. STRINGER

Just clarify the proposition. If the Board were to consider this compromise proposal, we would like to see the caveat put on it that it would be between September and April. That's the university year. There would virtually be no demand at all in the summer months.

MR. DEVEAU

Yes. I see from the numbers that that's -- basically there's nothing in the summer.

MR. STRINGER

There's nothing, so ---

MR. DEVEAU

The Board wouldn't have a problem with that.

MR. STRINGER

--- if the Board would consider that compromise, that might be an adequate solution to this issue.

BY MR. STRINGER

143. Q. I think we're -- is there anything further on that point?

A. (Perreault) Well, there may be some elements. I know that we had ---

144. Q. Yes. So what -- we've just been discussing that proposal which, just to clarify again, it would be September through April, the school calendar year. It would be run on Fridays and Sundays and then on holiday weekends it would be the Monday of a long weekend that that would be available. And we think that that would be a good compromise.

A. (Langis) If I may, maybe not on a very short period of time, but on a mid or longer term we need to understand where and why the Boards are there and the work that the Boards are doing. I think we understand that. One of your preoccupations is to make sure that service is being given where needed. Here, there may be a need in Church Point because of the presence of university students who don't necessarily have the use of cars and

we're faced with the taxis. What I'm realizing, as President of the company, we don't necessarily have our fingers on all the [inaudible] at the same time, but what I'm realizing is that we have schedules which are being built in this case because we have with our union a situation by which we can't mix runs. Is that? You know, mixing runs for a union -- union purposes and meeting the needs of the public for which we are -- which is our mission as a public service, I think we -- you know, there may be a way, I believe, with some pressure from the Board by which we could have to sit with our union and make sure that we have enough pressure from the Board to make something viable for all parties. This would be -- and this is where I want the Board to understand that reopening some elements of the collective agreement is something that can happen tomorrow morning. But I think that the -- it would help us having some pressure from the Board to make sure that our workers understand the needs that we have right there at Church Point and maybe we could have not too much higher costs or probably the same costs that we have now for what we're proposing, be able to do the job adequately by being able to mix the runs for our

drivers. That would mean that someone would leave Church Point instead of going back and sleeping at Church Point at night would end up sleeping elsewhere in the network, but that's our problem. It's not yours.

MR. DEVEAU

Obviously the Board is conscious of the fact that, you know, if you have one rider on a run it's not economical to run either, but if that's -- but if there are other reasons why there are no riders, whether it's scheduling difficulty or marketing difficulty or -- obviously those have to be taken into account as well.

MR. LANGIS

Well, it's obvious if we don't go to Church Point, we won't market it and that people don't use it. And if, on the other side, we can't do it because of operational problems, it becomes a vicious circle and we don't have the flexibility that we need in order to serve the public adequately. And this is not why we are there. It's to be able to -- and I think that if there's a need from a Board's point of view, from a public service point of view, I think it needs to be addressed internally and we need to find the right

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solution.

MR. DEVEAU

I think -- just one other question I have on that in terms of -- with that, obviously you get a coach into Church Point. You'd also need an amendment to your fee schedule as well to include them in the zone.

MR. LANGIS

This is why I'm saying, you know, on the short term it's very hard to turn around.

MR. STRINGER

They're in the zone right now.

MR. DEVEAU

But there's no -- is there a fee?

MR. STRINGER

There's not an additional fee for the taxi.

MR. DEVEAU

Oh, I see. Okay. So they are in the zone, but there's no additional fee.

MR. STRINGER

That's right.

MR. COTE

It's three dollars (\$3) from Church Point.

MR. DEVEAU

Oh, I see. Okay. Well, I'll reserve on that point and perhaps with Mr. White's division we can speak with Mr. Stringer and his client and come to some accommodation there. That arrangement might be something we can look at, then. Thank you.

MR. STRINGER

If there's no other questions with regard to the various route proposals, the balance of the Powerpoint just dealt with the new brochure which would allow for all this by giving them the timing. That would conclude the presentation of the Applicant, subject to any further questions that the members of the Board might have.

THE CHAIR

Why don't we take a two minute break to conference?

MR. STRINGER

I do have some closing remarks, but it's up to ---

THE CHAIR

No, no. That's fine.

(10-MINUTE BREAK)

THE CHAIR

Mr. Stringer, I requested the break so I could confer with my colleagues on the New Brunswick Board, and

we're completely satisfied with the application. And the only two areas we want you to address are the Charlotte County area run that is presently being handled by HMS Limousines and the combination of that early morning departure into Rivière-du-Loup, and Rivière-du-Loup back. Otherwise, don't waste your time and ours because we're quite prepared to approve all those changes. We're concerned about -- and that's why I asked the question of the witnesses about what it's going to do to your scheduling if we do something with Edmundston. As laymen, we look at the Charlotte County thing and we say, well, that's a money loser. From just eyeballing the figures on the fact that that bus goes through to Young's Cove now and back, if you cut off the Saint John-Young's Cove end because you don't need it any more, then that's going to reduce that loss on that and maybe we can look at it for six months and see what happens with the ridership, plus the fact that the Board unanimously is of the opinion that government should be looking at -- with moving things into regionalization and things of that nature in our health care system, etc., that they should be looking at providing some sort of subsidy for a local area

transportation within New Brunswick like that run which will provide service ---

MR. STRINGER

For tertiary care facilities.

THE CHAIR

Well, that sort of thing. But at least one of our concerns, and I don't want to give a lecture on this, but -- and I will defer to you, sir, after, but, you know, when a regulator grants a public convenience and necessity certificate and gives a franchise to a public utility such as this bus company, then they will protect it as a regulated entity from undue complication because that's a service that's required. But the quid pro quo is that the buses always leave on schedule plus the fact there will be some routes that are more prosperous than others. And that has to balance out over the whole system. And our Board realizes that as of last June this company was not making money in the Maritimes, and that's even excluding the writeoffs and goodwill and that sort of thing. So we're cognizant of that as well. However, I don't know if you want to caucus with your clients about the Edmundston end of things or just sum up to

the Board. Now, isn't that a delightful thing to throw at you?

MR. STRINGER

Well, I probably would like to caucus with my clients. I don't know if Chairman Deveau has any comments.

MR. DEVEAU

In relation to Nova Scotia, we accept for the Church Point issue which, based on the representation, the Board is prepared to reserve on that and that's, again, speaking with Mr. White. That matter can be looked at on the terms that you explained. The only other issue -- with respect to everything else on the application, the Board is prepared to grant that, so you don't have to spend any time on that. The only other issue that arose was in relation to Mr. Levy, and obviously the Board is quite concerned with that issue, but based on the comments of Mr. Langis and Mr. Perreault, the Board is satisfied that your client is looking and that and would just direct in its decision that it keep abreast of that issue and make the improvements on the schedule that's indicated and keep looking at that issue. So in terms of submissions, I don't think we need anything more today.

MR. STRINGER

Maybe I could just have five minutes with my client with regard to those two issues.

THE CHAIR

Sure.

(13-MINUTE BREAK)

MR. STRINGER - SUBMISSIONS

Given the Board's comments, I'll save you my eloquent prose that I had prepared. But focusing on Chairman Nicholson's comments with regard to the Charlotte County issue, we'd like to put a further proposal to the New Brunswick Board. Our clients have stated that the Edmundston-Rivière-du-Loup proposed change is an absolute must within the network. In order for everything to gel and to work, that is a must. We don't think that there really is any reduction in service there. It's a timing issue that really affects a parcel express issue, not a public passenger issue of a major nature. We do appreciate the comments of Mr. Perry and also the Chairman's comments with regard to the return day trip on Charlotte County issue, and we would like to try to work out again a compromise, trying to be sensitive to some of the locales there.

And what we would like to do, if the Board is prepared to deal with our proposal on the Edmundston-Rivière-du-Loup matter is propose a temporary continuation of an early morning run out of St. Stephen to Saint John. And right now it's an 8:15 run out of -- commencing in St. Stephen. We think that, given the time hospitals open and doctors' offices, if we could move that back to, say, 7:00 or 7:30 in the morning, an earlier time, and therefore permit people to return on the afternoon run, the schedule run that we have proposed, and again, Acadian tells me if that if we could look at that on a six month period with the Board in consultation with the Board and see how it works and show you the statistics on it and see what the need really is there, and take that over. I mean, we would talk with HMS, but it may be more economical for Acadian to either lease or use one of its minicoaches itself. It would like to try to get its arms around that run itself. And we're just wondering if that might satisfy the Board so that I think the issue is a return day run for people to get in early enough to have a doctor's appointment and get back the same day. I think that that's the issue, that's the crux of the matter.

THE CHAIR

The problem, Mr. Stringer, is a lot of physicians who have specialties in the regional hospital in Saint John -- I'm familiar with it -- have their clinics in the afternoon. You know, they'll operate or whatever in the morning hours. They might start at 11:00, but normally you'll find that the appointments run from 1 o'clock on.

MR. STRINGER

Because what you'll see -- what the proposed schedule would leave Saint John at, I think, it's 2:20 in the afternoon. 2:20 in the afternoon to make the return run to get back to St. Stephen, so we're in a little bit of between a rock and a hard place here trying to work out something that will be amenable to everyone here ---

THE CHAIR

Well, leave that with us.

MR. STRINGER

--- because it does -- again, I don't want to repeat myself, but all of these things have a ripple effect because when the schedulers and the dispatchers sit down and look at all the schedules, they have to look

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at the drivers' time and where the buses are going to be so that it connects for another service for furtherage. But that ---

THE CHAIR

We appreciate that.

MR. STRINGER

So that's where we really are on that, but we're open minded about doing something on a temporary basis about an early morning departure, and we're sensitive to that.

THE CHAIR

Let me ask you again, when would be the earliest bus that would leave Edmundston for Rivière-du-Loup in your proposed application?

MR. COTE

1835. 1835.

THE CHAIR

So it's an afternoon bus, then.

MR. COTE

Yes.

THE CHAIR

Not in the morning.

MR. COTE

No. The other one ---

MR. STRINGER

So it would be -- if there were samples collected all day, it would get on that bus and it would be sent on that bus for delivery the next morning to a hospital.

THE CHAIR

Well, I'm not so concerned about samples. I am concerned, but I'm not -- what I'm concerned about are the passengers who -- and it's my understanding -- I've actually had friends who are from the area who have used the bus service to get to the cardiac clinics in Quebec City and come back the same day, and their wives will go along with them, that sort of thing. But anyway, we -- it simply is that morning run. It's not so important from what I see is in the evening run. Is there any thought of perhaps borrowing from Church Point and having a run in the morning over to Rivière-du-Loup? I understand there's four departures from Rivière-du-Loup to Quebec City on your lines during the day.

MR. COTE

Yes. There are four. Yeah, maybe more than that. They were set up by the Gaspé centre mostly.

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THE CHAIR

Yes. That's why I was alluding to it if there were HMS Limousine service that was available in the Grand Falls-Edmundston area to take that one run over in the morning and track that for ---

MR. STRINGER

Can I suggest, Mr. Chairman ---

THE CHAIR

This is like a regulatory negotiation.

MR. STRINGER

--- why can't an individual person that has that that wants to pick up the bus pick up the telephone themselves and make that arrangement?

THE CHAIR

Because I don't know if there is an arrangement, who could provide that service.

MR. STRINGER

No. I'm just saying if there were a taxi service or a limousine service equally, an individual could leave at the time that they wanted to leave and hook up with the Orleans service in Rivière-du-Loup to go wherever they wanted to if they had to go for an appointment in Quebec City or elsewhere. What we're just -- what we

were grappling with when we took this break, it's just that -- that is a must do within this scheme, that we can work something on a temporary basis on the Charlotte County issue and we're trying to be as motivated as we can ---

THE CHAIR

I appreciate that.

MR. STRINGER

--- with what we bring before the Board.

THE CHAIR

I will throw this into the mix, is that my regulatory experience leads me to believe that Quebec province has a jurisdiction on licensing public transport or, in the old days, motor carrier freight, was extremely restrictive. It may have changed. Do you still have a régis that does it, or is it a line department?

MR. COTE

I don't understand the question.

THE CHAIR

Well, in other words, to get a license to operate a public motor bus in the province of Quebec, is it a régis that does it for you, a Board similar to these?

MR. COTE

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Yeah, it's a Board. It's a Board.

THE CHAIR

Right. And I would expect that if you had somebody out of Edmundston applying to make that run to Rivière-du-Loup it would be a rather cumbersome kind of process, whereas Acadian presently has the license to do that. That's where I'm coming from. That's my only thing.

MR. STRINGER

And the other point that I think I previously made is that, really, on a regulated basis for this Board we're only dealing with a very few miles from Edmundston to the border, and we've gone through the regulatory process in Quebec and did not get any response, I'm told.

THE CHAIR

That just means there's not a good night life in Edmundston. That's all.

MR. BATEMAN

What is the earliest now you can leave Edmundston to go to Rivière-du-Loup on your present schedule?

MR. COTE

Currently, 9:50 in the morning.

MR. BATEMAN

So you can go to Rivière-du-Loup and Quebec City and come back the same day.

MR. COTE

Yes. It would be a major issue with the drivers. The union will never allow us any more to sub-contract part of the network. They did it with HMS and they will never do it again. They told us that a few weeks ago. So we would say to the drivers one of us -- one of you will stay home because we're going to cut the job and we'll sub-contract that service between Edmundston and Rivière-du-Loup with HMS or whatever. They would not allow us to do it. That's for sure. They told us.

THE CHAIR

Anything else you want to ---

MR. STRINGER

I can leave it with you. Those are ---

THE CHAIR

I'm afraid you're going to have to, Mr. Stringer.

MR. STRINGER

Those are our comments, Mr. Chairman. We do appreciate the time. It's a complicated issue. You can see how this all -- the network operates. We believe that we've addressed the various concerns of the parties and

we've tried, in the Nova Scotia sense, to propose compromises. And I'm told that if the Boards -- respective Boards see fit to grant the applications there's a lead time we require of about six weeks in order to get printing done of new schedules in order to change web sites and do the training that we would need to do with our agents, so whatever the date would be that we would get formal approval of the changes, we would like to just advise the Boards that it would be six weeks hence before those would be implemented.

THE CHAIR

From a practical point of view, would you like to have those changes occur immediately prior to Christmas because that's what we're starting to get into?

MR. STRINGER

The ideal situation, I think, would be fairly early in December would be -- first week of December would be ideal. If we get much further, it gets -- it's a very concentrated period of time for parcel express and passengers, and ---

THE CHAIR

So what Mr. Stringer is telling us is we have to have a written decision out in two days.

MR. STRINGER

No, no, no, Mr. Chair. Just the decision. Reasons can follow.

THE CHAIR

I have no further questions. I want to thank the Nova Scotia Board for making arrangements in reference to the room and recording equipment, and I want to thank you as usual, Mr. Stringer, on your presentation, and the witnesses. Thank you very much.

(HEARING CONCLUDES)

CERTIFICATE OF COURT REPORTER

I, Jacqueline Clark, Court Reporter, hereby certify that I have transcribed the foregoing and that it is a true and accurate transcript of the evidence given in this matter, Application by Acadian Intercity Coaches LP, taken by way of electronic tape recording pursuant to Section 15 of the Court Reporter's Act.

Jacqueline Clark
Certified Court Reporter

Wednesday, November 16, 2005, Halifax, Nova Scotia