GOVERNMENT OF BERMUDA
Ministry of Tourism & Transport, Culture & Sport

RIDESHARING
FREQUENTLY ASKED QUESTIONS

GENERAL (THE PUBLIC)

LEGISLATION

1) **What is ridesharing?** Ridesharing is a transportation service, which complements the taxi industry, that connects passengers with operators using privately owned vehicles.
2) **Why do we need ridesharing?** To continue with the Ministry's efforts to modernise transportation and increase options for both locals and visitors.
3) **What are the benefits of ridesharing?**
   - Addressing one of the top concerns of visitors to Bermuda
   - Entrepreneurial opportunities
   - Increased transportation options without adding to vehicle congestion
4) **What Government department does ridesharing fall under?** The Transport Control Department.
5) **What are the legislative components of ridesharing?**
   - The Motor Car (Ridesharing) Amendment Act 2026
   - The Motor Car (Ridesharing) Regulations 2026
   - The Motor Taxi (Taxi Despatching Service) Amendment Regulations 2026
6) **Who was consulted to determine the need to amend the transportation legislation?** The Ministry engaged with many stakeholders throughout development, dating as far back as 2017, including despatching companies, enforcement agencies, legal counsel, insurance companies, and members of the Hospitality and Tourism sector and Public Service Vehicle industry.
7) **Will there be an impact on the taxi industry?** No, ridesharing services will complement taxis.
8) **How will the Ministry prioritise the taxi industry?** Taxis will be given priority for transportation requests.
9) **What is the Minister's role?** The Minister has the authority to oversee the implementation of ridesharing, including the issuance and regulation of permits. The Minister can adjust the number of permits based on data collected to ensure a balanced and effective transportation system.
10) **What is needed to provide this service?** A licence to operate a public service vehicle and an approved private motor vehicle.
11) **Are there any fees, taxes or costs that will apply to permit holders?** Yes, as follows:
    - A $1,000 permit, renewable annually
    - Annual payroll tax of $400
    - Ridesharing insurance coverage

- Ridesharing licence plate

12) What type of vehicles can be used?

- A private motor car mainly used for personal transportation, or
- A purpose-built vehicle that can transport a passenger needing mobility assistance (i.e., a passenger who uses a wheelchair or mobility scooter), as defined under the Motor Car Act 1951.

13) Can this service accommodate individuals with disabilities? Yes, however, the number of vehicles that can accommodate passengers with mobility needs will depend on applicant submissions. The Government encourages persons with vehicles capable of transporting persons requiring mobility assistance to apply.

SAFETY AND COMPLIANCE

14) What safety measures are in place? Safety measures include:

- Background checks for operators.
- Operator adherence to a mandatory 'Code of Practice for Ridesharing Operators and Ridesharing Permit Holders'.
- Vehicles must pass a TCD inspection.
- Permit holders must obtain enhanced insurance.
- The Despatchers' mobile apps adhere to specific technical requirements, which include passenger safety features such as real-time vehicle location tracking and in-app communication.

15) What is the 'Code of Practice for Ridesharing Operators and Ridesharing Permit Holders'? The 'Code of Practice for Ridesharing Operators and Ridesharing Permit Holders' outlines guidelines for professionalism, safety and emergency procedures to ensure the delivery of safe and reliable services.

16) Who can I contact if I have an issue with booking? Questions, complaints and feedback related to bookings are managed by the respective despatch services, which provide support channels and contact information.

17) Who can I contact if I have an issue with a ridesharing service or operator? Questions, complaints, and feedback related to a ridesharing service or operator can be sent to the Public Service Vehicles Licensing Board administrator at PSVLB@gov.bm or to the Transport Control Department at TCD@gov.bm.

18) How will I know if a vehicle is approved? Approved vehicles will have distinct licence plates, beginning with RS. There will also be a window decal on the vehicle that houses the permit tied to the vehicle, and a public service vehicle badge on display inside the vehicle.

19) **Are operators vetted?** Yes, they will undergo a Bermuda Police Service (BPS) record check and a TCD traffic record review.

GENERAL (CUSTOMER PERSPECTIVE)

20) **How do I hire a ridesharing vehicle?** Services are only accessible through approved despatching services via an app downloaded to your phone.
21) **Can I hire a ridesharing vehicle without using an app?** No, ridesharing services cannot stop to pick up passengers without pre-booking.
22) **How much does the service cost?** Charges align with current taxi rates and are set out in the Motor Car (Ridesharing) Regulations 2026.
23) **How do I pay for the service?** Services can only be paid for through a despatching service platform with a debit or credit card. Cash will not be accepted.
24) **How can I identify my ridesharing vehicle?** When you request a vehicle through a despatching app, the despatching service will provide vehicle details (i.e., vehicle make, plate number and colour) through the app.

OPERATIONAL DETAILS

25) **What are the operational dates and hours for the service?** Ridesharing operates 24 hours a day from April 1 to September 30. From October 1 to March 31, services are available on weekends and public holidays, and nightly from 10 pm to 6 am (Monday through Friday).
26) **Can there be exceptions to the operational dates and hours**? Ridesharing services may also be made available during high-demand periods by the Minister responsible for Transport, by Order published in the Official Gazette.

POTENTIAL OPERATORS

GENERAL

27) **What type of licence is required to be a ridesharing operator?** Operators must hold a valid licence to operate a Public Service Vehicle.
28) **Are all Public Service Vehicle Licence holders eligible?** No, holders of a Public Service Vehicle Licence that is specific to and only for a Heavy Truck or Community Service Vehicle are not eligible for a ridesharing permit.

29) **How do I get a licence to operate a Public Service Vehicle?** You need to complete a Public Service Vehicle Licence application for a Minibus, Taxi, Limousine, Airport Limousine, Carriage, or Omnibus, submit it to the TCD, pass the computer test (if for a Taxi), pass the driving exam and pay the licence fee.

30) **What is the process to become a ridesharing permit holder?** The process involves:

- completing the online application,
- passing the BPS record check and TCD traffic record review,
- being selected in the randomisation process,
- completing the pre-approval steps,
- paying the payroll tax,
- paying for and being issued a permit,
- installing the licence plates and any required decals, and
- signing up with every approved despatching service.

31) **Who will do the randomisation?** A third party to ensure that the selection process is unbiased.

32) **What vehicles can be used for this service?** Ridesharing vehicles must be either a four-door private motor car that can carry a minimum of four passengers or a vehicle that can accommodate passengers with mobility needs (i.e., a passenger who uses a wheelchair or mobility scooter).

33) **Is an additional inspection other than the annual vehicle inspection required?** Yes, a vehicle eligibility inspection by the TCD will be required for your vehicle to be eligible to be a ridesharing vehicle.

34) **Can more than one operator use the same vehicle?** Yes, any operator with a licence to operate a Public Service Vehicle and who is registered with the despatching service can be linked to and use a ridesharing vehicle to provide services.

35) **Can ridesharing operators ply for hire?** No, services are only available through the despatching services.

THE APPLICATION PROCESS

36) **How can I apply for a permit?** You can apply only through forms.gov.bm, following the official announcement. Once the application is live, the public will have 14 calendar days to apply.

37) **What should I do if I miss the application deadline?** If you miss the application deadline, you can check the official Government communication channels for the next intake period.

38) **What happens after I have been pre-approved for a permit?** Pre-approved applicants must:

- bring the vehicle proposed for use to TCD for examination,
- register with every approved despatching service,
- read the ‘Code of Practice for Ridesharing Operators and Ridesharing Permit Holders’, and

- acquire ridesharing insurance.

These instructions will be provided in the pre-approval notification email.

39) **What does pre-approved mean?** Pre-approved means that, post-randomisation, the Public Service Vehicles Licensing Board has confirmed the applicant's eligibility for a ridesharing permit. However, this does not mean that the applicant will receive a permit. The applicant will need to complete some steps before being fully approved.

40) **Do I need ridesharing insurance?**

- **Ridesharing permit holder:** Yes, you must obtain ridesharing insurance from your private vehicles insurer to ensure safety and compliance with local regulations. Insurance rates are set by local insurance companies.
- **Ridesharing operator:** No, however, they have the option to purchase this insurance.

41) **What happens after I have been approved for a permit?** Approved applicants must:

- pay for their permit,
- install the required decals, and
- register with every approved despatching service.

These instructions will be provided in the approval notification email.

42) **Why do operators have to sign up with all the approved despatching services?** This is to ensure that all customers, regardless of which despatching service they use, can have access to all ridesharing service options.

43) **What is the cost to sign up for the despatching services?** There are no costs associated with despatching service sign-up for ridesharing operators.

44) **How long is a permit valid for?** Ridesharing permits are valid for twelve months.

45) **How do I renew my permit?** Existing ridesharing permit holders will be provided renewal information not later than 31 December 2026.

46) **Can I transfer my permit?** No, permits are non-transferable from one person to another or from one private motor vehicle to another.

47) **What if I don't want to use ridesharing?** You can still order a taxi by app, phone or hailing a taxi that is in service on the street.

48) **Is ridesharing operated by the Government?** No, it is to complement the taxi industry and is available through private despatching companies' service apps.