

# Provincial Rideshare Framework (Northlander Phase) Program Guidelines

Ministry of Transportation (MTO)

May 2026

This document is for general information and guidance only. It is not a legal document and should not be used as or considered legal advice. To determine your obligations under the *Highway Traffic Act*, [Ontario Regulation 136/26 \(Pilot Project – Rideshare Services Along the Northlander Corridor\)](#) (the “Regulation”), and any other legislation or regulations referenced in this document, please refer directly to the legislation and regulations or contact your legal counsel.

The Provincial Rideshare Framework (Northlander Phase) establishes provincial oversight of rideshare services in designated communities and will support the relaunch of the Northlander passenger rail service in Summer 2026. The program is designed to ensure safe, consistent, and accessible rideshare services, including for travellers connecting to the Northlander Train. These Program Guidelines are published by the Ministry of Transportation and may be amended from time to time.

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## 1. Overview

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The Ministry of Transportation has established a one-year program to set minimum requirements for rideshare operators, drivers and vehicles operating in designated communities and support the relaunch of the Northlander Passenger rail service in Summer 2026.

The program is intended to:

- Support rideshare expansion in the designated area.
- Improve connectivity to and from the Northlander Passenger train and support increased mobility options in communities along the corridor.
- Reduce regulatory burden for rideshare operators by establishing uniform regulatory requirements and ease administrative constraints for municipalities along the Northlander corridor.
- Establish minimum safety and consumer service standards for rideshare operators, drivers, and vehicles.
- Gather relevant information and data to monitor in support of potential future provincial oversight of rideshare.

## 2. Definitions

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For the purposes of the program, the following definitions apply:

- “Rideshare operator” means a business that provides for or arranges requests for rideshare services through a rideshare platform, excluding dispatch services for taxicabs, limousines, and motor vehicles that are used to transport passengers who require medical transportation services.
- “Rideshare vehicle” means a private passenger motor vehicle, other than a motorized mobile home, that is used to provide private passenger transportation services.
- “Rideshare driver” means a person who drives a rideshare vehicle to provide rideshare services to passengers through a rideshare operator’s rideshare platform.
- “Rideshare service” means a private passenger transportation service that is requested through a rideshare platform.
- “Designated area” means a municipality, local board area or unorganized territory identified in Schedule 1 of the Regulation (see Schedule A).

## 3. Program Eligibility and Registration

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To provide rideshare services within any of the designated areas, applicants must submit an application package to the Registrar of Motor Vehicles (the Registrar) that includes all the information required under Ontario Regulation 136/26 (Pilot Project –

Rideshare Services Along the Northlander Corridor), hereby referred to as “the Regulation” made under the *Highway Traffic Act*.

To offer rideshare services within the designated area, each rideshare operator must submit a completed application form to the Registrar via email at [rideshare@ontario.ca](mailto:rideshare@ontario.ca) demonstrating compliance with all requirements outlined in the Regulation and pay an application fee of \$5,000, unless exempted from the application fee by the Registrar.

The Registrar will review each application and may contact the applicant with any questions or clarifications. After reviewing the application and corresponding documents, the Registrar will notify the applicant of the outcome. Approval may be granted with or without conditions, refused, or subsequently suspended or revoked. Within 30 days after receiving notice of a Registrar’s decision, an applicant may appeal the decision by contacting the ministry at [rideshare@ontario.ca](mailto:rideshare@ontario.ca).

The completed and signed application form includes (see applicable sections of these Program Guidelines for more information):

- Information for the individual completing the application on behalf of the applicant (Rideshare Operator), as well as applicant business information (the legal name of the applicant, any name under which it carries on business and its head office or principal place of business in Ontario), and a listing of company owners, partners, associates and officers, including all directors, officers, and any partners or other persons with a direct or indirect ownership interest of 10% or more.
- A list of designated areas in which the applicant proposes to provide designated rideshare services. (See Schedule A in these program guidelines)
- The applicant’s policies and procedures to facilitate providing rideshare services in accessible vehicles, including how the applicant intends to:
  - provide designated rideshare services to persons with disabilities; and
  - promote the availability and use of accessible vehicles for rideshare services.
- A description of the passenger safety features available through the applicant’s rideshare platform.
- A description of the applicant’s process for dealing with complaints, including how complaints are received, reviewed, responded to and resolved.
- A description of the applicant’s training process and training curriculum.
- Proof of that the applicant maintains at least \$5,000,000 per occurrence in Commercial General Liability Insurance, and that each rideshare vehicle used to provide designated rideshare services is insured under a policy of automobile insurance that provides coverage of at least \$2,000,000 against third-party liability, loss or damage resulting from bodily injury to or death of one or more persons and loss of or damage to property for the period beginning when a request for designated rideshare services is accepted by a rideshare driver and ending when the rideshare driver has completed the trip.

- Proof must be provided by a certificate of insurance, that is signed and stamped and received directly from the insurer or the licensed agent/broker.
- The rideshare operator insurer or licensed agent/broker must send the certificate of insurance directly to: [rideshare@ontario.ca](mailto:rideshare@ontario.ca).
- Completion of a section on Conditions and Declarations.
- Any other documents or information reasonably required by the Registrar for the purposes of administering or evaluating the Regulation.

Rideshare operators must designate one or more personnel as primary contacts and notify the Registrar of any changes to primary contacts. Contact information must include name, title, telephone, and email address.

## 4. Driver Screening

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### 4.1 Driver Eligibility Requirements

Under the Regulation, each rideshare operator, as a condition of initial and ongoing approval, is responsible for ensuring that every driver offering rideshare services through their platform meets all of the following requirements:

- Be at least 18 years of age;
- Eligible to work in Canada (verification of eligibility to work in Canada can include a Canadian Birth Certificate, Passport, Citizenship Card, Permanent Resident Card, or a valid Work Permit. Documents must be current and not expired).
- A driver must provide a [3-year driver abstract](#) (drivers can use this link to order), including from another jurisdiction if the driver was licensed to drive in another jurisdiction within the past three years, to demonstrate that the driver:
  - Holds a valid Class G or higher driver's licence or an equivalent driver's license from a jurisdiction approved by MTO.
  - Does not have more than 8 demerit points on their driving record.
  - Does not have any of the following driver's licence suspensions in the **preceding two years** as a result of having been found guilty or convicted of:
    - Making a false statement (HTA s. 9)
    - Driving while driver's licence suspended (HTA s. 53)
    - Distracted driving (use of a handheld device/electronic device) (HTA ss. 78, 78.1)
    - Speeding 50 km/h or more greater than the speed limit (HTA s. 128(15))
    - Careless driving (HTA s. 130)
    - Stunt driving or racing (HTA s. 172)
    - 30-day administrative suspension (HTA s. 172(9))
    - Failing to remain at scene of collision (HTA s. 200)
    - Failing to stop for police/escaping by flight (HTA s. 216)
    - Driving without insurance (*Compulsory Automobile Insurance Act*, s. 2)

- Does not have any of the following driver's licence suspensions in the **preceding two years** pursuant to provisions for administrative suspension in relation to:
  - Blood alcohol concentration .05 or above (HTA s. 48)
  - Drug or drug and alcohol impairment (HTA ss. 48.0.1, 48.3.1)
  - Blood alcohol concentration .08 or above (HTA s. 48.3)
  - Stunt driving or racing (HTA s. 172(9))
- Does not have any of the following driver's licence suspensions in the **preceding two years** as a result of being found guilty or convicted of the following offences under the Criminal Code (Canada) committed by means of a motor vehicle or while driving or having the care or control of a motor vehicle, or of a comparable offence in another jurisdiction that:
  - Causing death/bodily harm by criminal negligence (CC ss. 220, 221)
  - Manslaughter (CC s. 236)
  - Dangerous operation (CC s. 320.13)
  - Operation while impaired (alcohol and/or drugs) (CC s. 320.14)
  - Failure or refusal to comply with demand (CC s. 320.15)
  - Failure to stop after accident (CC s. 320.16)
  - Flight from peace officer (CC s. 320.17)
- A driver must provide a Criminal Record and Judicial Matters Check (CRJMC) (see below for ways to order) to demonstrate that the driver:
  - Has **not ever** been convicted or found guilty for any of the following offences or a comparable offence in another jurisdiction, or be subject to a charge for such an offence on the date the rideshare operator assesses the rideshare driver's eligibility:
    - Terrorism (CC Part II.1)
    - Sexual interference, invitation to sexual touching, sexual exploitation, sexual exploitation of person with disability (CC ss. 151-153.1)
    - Incest, bestiality, voyeurism, publication of intimate image without consent, prohibition order (CC ss. 155, 160-162.2)
    - Child sexual abuse and exploitation material (CC s. 163.1)
    - Parent or guardian procuring sexual activity, householder permitting prohibited sexual activity, making sexually explicit material available to child, corrupting children, luring a child, arrangement for sexual offence against child (CC ss. 170–172.2)
    - Criminal negligence (bodily harm or death) (CC ss. 219-221)
    - Homicide, murder, manslaughter, attempt to commit murder, accessory after fact to murder, counselling or aiding suicide (CC ss. 222, 235, 236, 239, 240, 241)
    - Discharging firearm with intent, administering a noxious thing (CC ss. 244, 245)
    - Overcoming resistance to commission of offence (CC s. 246)
    - Interfering with transportation facilities (CC s. 248)
    - Aggravated assault, torture (CC ss. 268, 269.1)

- Sexual assault including with a weapon, aggravated sexual assault, removal of child from Canada, kidnapping, human trafficking including benefiting from trafficking, exploitation, hostage taking, child abduction (CC ss. 271–283)
- Obtaining sexual services for consideration from a minor (CC s. 286.1(2))
- Material benefit from sexual services involving a minor (CC s. 286.2(2))
- Procuring sexual services of a minor (CC s. 286.3(2))
- Attempting, being an accessory, counselling, or conspiring in relation to an offence listed above (CC ss. 463, 464, 465)
- A driver **must not be subject to a court order, conditions of parole or an undertaking to a peace officer** prohibiting them from:
  - Possessing a weapon, or
  - Being alone with, in the presence of or in proximity to persons under any age that may be specified in the order, conditions or undertaking.
- A driver must have **not ever** been convicted or found guilty of:
  - An offence under section 5, 6 or 7 of the Controlled Drug and Substances Act (CDSA), or of a comparable offence in another jurisdiction, or
  - Attempting, being an accessory, counselling, or conspiring in relation to an offence listed above (CC ss. 463, 464, 465).
- A driver must not have been convicted or found guilty in the **preceding five years** of:
  - Any other CDSA offence, or of a comparable offence in another jurisdiction, or
  - Attempting, being an accessory, counselling or conspiring in relation to an offence listed above (CC, ss. 463, 464, 465).

Rideshare drivers can apply for a CRJMC from their local municipal police service. If the driver lives in an area that does not have a local municipal police service, then they can apply for a CRJMC from the [Ontario Provincial Police](#).

The rideshare driver, when providing rideshare services, must also carry and, on request by a police officer or an officer appointed for the purposes of carrying out the provisions of the Act, produce their rideshare driver identifier.

#### **4.2 Driver Training Requirements**

Driver training is foundational to the safety of both rideshare passengers and drivers. As such, approved rideshare operators are required for ensuring that all prospective rideshare drivers are trained in specific matters outlined in the Regulation.

### 4.2.1 Training Requirements

Rideshare operators are required to ensure drivers are trained on the following:

- Transporting passengers in a safe manner, which could include safe driving behaviours (e.g. safe pick-ups, drop offs, driving without distraction), and sharing the road with vulnerable road users
- Rideshare operator service standards, including standards respecting professional conduct, passenger interactions, and non-discrimination and anti-human trafficking.
  - Anti-human trafficking training could include how to spot signs of human trafficking and how to report cases of human trafficking to law enforcement.
- Providing service to persons with disabilities, which could include how to provide accessible services to people using an assistive device or service animal.
- Procedures for handling emergencies, collisions and safety incidents, including the rideshare driver's reporting obligations to report any collision or safety incident that occurs during a designated rideshare service to the rideshare operator immediately after the occurrence or as soon as practicable thereafter.
- The proper use of the rideshare operator's rideshare platform.
- Privacy and information protection obligations applicable to rideshare drivers when using the rideshare platform.
- The obligations applicable to rideshare drivers under the Regulation and under the rideshare operator's policies.

Rideshare operators can provide some or all of the training directly to the driver or direct drivers to several driver education providers within Ontario that provide training courses specifically for rideshare drivers. Examples of existing driver education providers with rideshare specific curriculum include:

Program name	Cost	Duration	Format
<a href="#">DrivePro</a>	\$89.27	4 hours	E-Learning
<a href="#">Alert Driving</a>	\$86.49	Self-paced	E-Learning, self-paced
<a href="#">AMB Driving School</a>	\$250 + HST	6.5 hours	In-Class, Virtual, or Self-Paced E-Learning
<a href="#">DriveWise</a>	\$225 + HST	8 hours	In-Class
<a href="#">DVRVR Hub</a>	\$70.95--\$99 + HST	5-6 hours	Virtual, Hybrid, or In-Person
<a href="#">Parachute</a>	\$85 course fee + \$10.99 Certificate Reissuance	6 hours	Hybrid

Note that these programs have been vetted and approved by the [City of Toronto](#), not by the Ministry of Transportation.

Anti-human trafficking training can be found free and publicly available online. Example of existing modules include:

Program Name	Cost	Duration	Format
Truckers Against Trafficking Course for Local Drivers	Free	approximately 35 minutes	E-Learning, self-paced
#NotInMyCity E-Learning Course	Free	30 minutes	E-Learning

Beyond initial training requirements, there may be cases where rideshare operators must ensure drivers complete updated or additional training. This would be required in the following situations:

- If there is a material change to training curriculum.
- If required by the Registrar as a condition of approval.
- In response to a collision, safety incident or non-compliance with the Regulation.

#### 4.2.2 Additional Optional Training

Because the Regulation covers a wide geographic area of rural and northern Ontario, it is recommended that rideshare operators require drivers to take additional training, including related to:

- Driving in northern, rural and remote areas.
- Driving at night and in adverse weather conditions (i.e., rain, snow, and ice).

Training for driving in adverse conditions (including winter-specific driver training) can be found for free online. Examples of existing additional training options include:

Program Name	Cost	Duration	Format
Ontario E-Learning Module – <a href="#">Northern Rural and Remote Driving</a>	Free	30 minutes	E-Learning, self-paced
Young Drivers <a href="#">Winter Driving Program</a>	\$200	4-6 hours	E-Learning, self-paced
<a href="#">Winter Driving Video Series &amp; Winter Driving Guide - Infrastructure</a>	Free	approximately 30 minutes	Virtual, self-paced (video series available on YouTube)

## 5. Vehicle Requirements

Rideshare operators must ensure that each vehicle used to provide rideshare services through their platform meets all of the following requirements:

- Is a private passenger vehicle (other than a motorized mobile home), such as a car, sedan, minivan, SUV, etc.
- Passed a mechanical inspection and was issued a Safety Standards Certificate within the previous 13 months.
- Based on the vehicle's model year, is less than:

- 20 years old for a zero-emissions or wheelchair-accessible vehicle, or
- 10 years old for any other type of vehicle.
- Has four working doors, heating, defrost, and air-conditioning systems are in good working order, and functioning seatbelts for all seating positions.
- Has a seating capacity of not more than 10 persons (including the driver).
- Is equipped with winter tires, or all-weather tires bearing the three-peak mountain snowflake symbol, between December 1 and April 30 each year.
- Displays a rideshare operator identifier in a clearly visible from outside the vehicle.
- If a rideshare vehicle uses an interior camera, a sign visible to passengers must be displayed during a designated rideshare service indicating the presence of the camera.

Rideshare operators are responsible for maintaining records and providing information to the Registrar to demonstrate compliance with these requirements of the Regulation (see section 9 Data Collection and Reporting).

## **6. Insurance Requirements**

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Rideshare operators shall ensure that each rideshare vehicle used to provide designated rideshare services is insured under a policy of automobile insurance that provides coverage of at least \$2,000,000 against third-party liability, loss or damage resulting from bodily injury to or death of one or more persons and loss of or damage to property.

Rideshare operators shall ensure this coverage is in effect for the period beginning when a request for designated rideshare services is accepted by a rideshare driver and ending when the rideshare driver has completed the trip.

The rideshare operator shall maintain and provide proof of commercial general liability insurance of at least \$5,000,000 per occurrence as part of the application process and upon request at any time during the program.

Proof of insurance must be provided by a certificate of insurance that is signed and stamped and received directly from the insurer OR the licensed agent/broker by the ministry at [rideshare@ontario.ca](mailto:rideshare@ontario.ca).

## **7. Service Standards**

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### **7.1 Proposed Fare and Route**

Rideshare operators shall disclose the following details to a passenger through the rideshare platform before the passenger is required to confirm their request for a designated rideshare service:

- The fare that will be charged for the service, including all fees, surcharges and any other charges.
- The proposed route.

Before a passenger for a designated rideshare service enters a rideshare vehicle, the rideshare platform must:

- Provide means for the passenger to verify that they are entering the requested rideshare vehicle.
- Provide the passenger with the licence plate number of the rideshare vehicle and the rideshare driver's first name and photograph.

A rideshare driver shall notify the passenger of any material deviations from the proposed route.

For every rideshare service rendered, rideshare operators shall:

- Accept payment for the fare through the rideshare operator's platform.
- Issue an itemized receipt for a designated rideshare service electronically.

## 7.2 Driver Conduct

Drivers should provide safe and courteous service to all passengers at all times. A rideshare driver must ensure that any luggage or load carried in or on the rideshare vehicle is securely loaded and restrained so that it cannot:

- Interfere with the entry and exit of passengers from the vehicle.
- Fall or shift in a way that could contact or interfere with a passenger or the driver.

This excludes a bicycle that is securely fastened to an exterior bicycle rack or to a mobility device used by a passenger with disabilities.

A rideshare driver shall report any collision or safety incident that occurs during a designated rideshare service requested through a rideshare operator platform to the rideshare operator immediately after the occurrence or as soon as practicable thereafter.

## 7.3 Accessible Services

**Service Animals:** Rideshare operators must ensure the following in relation to providing services to a person with a service animal:

- No rideshare driver shall refuse to provide service solely because of the presence of a service animal accompanying a person with a disability. Drivers must permit the person and their service animal to enter and remain in the vehicle.
- No rideshare driver shall charge, impose or apply different fares, fees, surcharge or pricing structure because of the presence of a service animal.

Drivers may provide proof to the rideshare operators of any limitations to providing services to passengers travelling with a service animal based on Ontario Human Rights Code protected grounds.

**Accessible Vehicles:** Rideshare operators shall ensure on an ongoing basis that it has detailed measures, policies and procedures to facilitate the provision of designated rideshare services in accessible vehicles.

As part of the application and renewal process or on request of the Registrar, the Rideshare operators shall inform the Registrar on how it intends to:

- Provide rideshare services to persons with disabilities.
- Promote the availability and use of accessible vehicles for rideshare services.

#### **7.4 Complaints**

Rideshare operators shall ensure that the passengers who receive designated rideshare services are able to submit complaints through the rideshare platform and the rideshare operators shall monitor and promptly respond to any complaints received.

Complaints must be made available to the ministry upon request and rideshare operators must fully cooperate with any inquiries received from the ministry related to passenger complaints or service issues.

### **8. Ongoing Compliance**

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Every rideshare operator approved to offer rideshare services under the Regulation is responsible for ensuring continued compliance with regulatory requirements throughout the duration of the program.

Approved rideshare operators are responsible for maintaining records related to these requirements and will be requested to produce information at structured intervals and may be asked to produce information at the time of application and/or by request by the Registrar (see Section 9 Data Collection and Reporting).

If the Registrar finds, at any time, that a rideshare operator is in non-compliance with regulatory requirements, the Registrar may issue a written compliance order requiring the operator to take specified corrective or remedial action within a specified period. A compliance order may include requirements respecting the rideshare operator's policies, training, record keeping, reporting, accessibility measures or any other matter the Registrar considers necessary to remedy the non-compliance.

### **9. Fees**

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An application fee of CAD \$5,000.00 is required for each application to participate in the program. This fee is mandatory unless an exemption has been authorized by the

Registrar for rideshare operators that have paid a municipal licensing fee to provide rideshare services in the designated area.

The application fee (or evidence for exemption):

- Must be submitted at the time of application.
- Is **non-refundable**, regardless of the outcome of the application.

Payment options include:

- Complete a credit card authorization form and submit to [rideshare@ontario.ca](mailto:rideshare@ontario.ca) along with your application; or
- Mail a bank draft payable to the Minister of Finance to:  
87 Sir William Hearst Avenue, Room 173  
Toronto, Ontario M3M 0B4

The ministry will not begin its review of an application until the application fee has been received in full or a fee exemption has been provided by the Registrar. Please allow time for payment processing.

## 10. Data Collection and Reporting

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### 10.1 Quarterly Reporting

Rideshare operators must submit the following information to the Registrar on a quarterly basis:

- A list of rideshare drivers and rideshare vehicles that were eligible to provide designated rideshare services during the period, and whether the vehicles were accessible vehicles.
- The number of trips requested and provided and whether the request was for an accessible vehicle.
- The number of complaints received and the nature of each complaint.
- The number of collisions and safety incidents, including the following details for each collision or safety incident:
  - Date, time and location of collision or safety incident
  - Description collision or safety incident
  - Any injuries, fatalities or significant property damage
  - If applicable, involvement of police or emergency services and police report number
  - A summary of an actions taken against the rideshare operator in response
  - Whether trip was provided in an accessible vehicle
  - Any other information the Registrar may request, as required

The first report with the information listed above must be submitted by the rideshare operator no later than three months after it is approved to participate in the program. The ministry will share a reporting template upon approval to participate in the program.

Templates should be submitted to [rideshare@ontario.ca](mailto:rideshare@ontario.ca).

## 10.2 Audit and Ad Hoc Reporting

The Registrar may audit or authorize an audit to be conducted of a rideshare operator to determine whether the rideshare operator is in compliance with the Regulation.

The Registrar, at any time, may request that a rideshare operator provide any document or record the rideshare operator is required to keep under the Regulation, or a summary of those records. The Registrar may require a rideshare operator to submit the information required in an aggregated and anonymized format.

The Registrar may request information or records for the following purposes:

- Administration or enforcement of the Act and Regulation.
- Evaluating the program.
- Analyzing road safety, collisions and safety incidents.
- Monitoring accessibility and service availability.
- Transportation system planning and congestion management.
- Evaluating transportation connectivity in the designated area.
- Any other purpose authorized under the Regulation.

The rideshare operator shall, within 15 business days, inform the Registrar of any changes to:

- Rideshare operator's legal name or name under which it carries on business.
- Rideshare operator's business address or email address.
- Rideshare operator's officers or directors.

## 10.3 Data Retention

Rideshare operators shall collect and maintain records of the following:

- In respect of **rideshare drivers**:
  - Records of every driver who was eligible to provide rideshare services for the rideshare operator in the current year and three previous calendar years, including for each driver:
    - Full name and driver's licence number
    - Proof of driver eligibility screening and training
    - Dates eligible to provide rideshare services, including dates driver was temporarily or permanently removed and reason for removal
    - Dates and times logged into the platform and available to provide rideshare services, including if they were eligible to provide rideshare services to persons with disabilities
    - Dates and times spent transporting passengers
    - Any incidence of non-compliance with the Pilot of which the rideshare operator is/becomes aware.
- In respect of **rideshare vehicles** used by a rideshare driver:

- Vehicle identification number (VIN)
- Licence plate number
- Make, model, colour, and year
- Most recent safety standards certificate for the vehicle
- Copy of insurance documents
- In respect of **trip information**:
  - Pick-up and drop-off locations
  - Date and time the service was requested, accepted, commenced and completed
  - GPS tracking records for the trip
  - Fare details (including all fees, surcharges and other charges)
  - Whether a trip was cancelled and reason for cancellation
  - Whether the trip was provided in an accessible vehicle
- In respect of **complaints** known to the rideshare operator:
  - A copy of the complaint
  - Information about rideshare operator response
  - Resolution of the complaint
- In respect of **collisions or safety incidents** occurring during a designated rideshare service:
  - Date, time and location of collision or safety incident
  - Description collision or safety incident
  - Any injuries, fatalities or significant property damage
  - If applicable, involvement of police or emergency services and police report number
  - Summary of actions taken by the rideshare operator in response
  - Whether trip was provided in an accessible vehicle

A rideshare operator must keep all required records for at least three years or longer, if required under the Regulation. The records must be stored in an electronic format and made accessible to the Registrar upon request and sent using a secure, encrypted electronic file transfer method.

## 11. Data Security

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The rideshare operator shall implement measures to protect any records it is required to keep under the Regulation against unauthorized access, use, disclosure, modification or destruction.

The rideshare operator shall immediately notify the Registrar, in writing, of any unauthorized access to, use of or disclosure of any records it is required to keep under the Regulation and shall include in the notice a description of the incident and any mitigation measures taken or proposed.

The rideshare operator shall store records required to be kept under the Regulation separately from proprietary business data of the rideshare operator.

## 12. Areas of Operation

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The Regulation applies to municipalities, local board areas or unorganized territories listed in Schedule A.

Rideshare operators may only provide designated rideshare services (i.e., to pick-up passengers in a designated area) if they have received approval from the Registrar.

Existing municipal bylaws will continue to apply to areas outside of the designated areas of the Regulation.

### **13. Revocation and Suspension**

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The Registrar may suspend or revoke a rideshare operator's approval to participate in the program at any time, if the rideshare operator:

- Was non-compliant with the Regulation or any conditions of approval; or
- Provided false or misleading information to the Registrar.

A rideshare operator whose approval is revoked or suspended must cease operating under the Regulation upon the date set out in the notification from the Registrar.

### **14. Transition Period for Rideshare Operators Currently Operating in a Designated Area**

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All rideshare operators that wish to provide designated rideshare services in a designated area are encouraged to apply for approval from the Registrar as soon as possible.

To minimize disruption, the Regulation provides a 60-day transition period for rideshare operators that offered rideshare services (i.e., picked up passengers) in a designated area on or before the day the Regulation came into force:

- If they do not apply for approval, these rideshare operators may continue to operate for 60 days in the designated area where they previously operated without approval.
- If they apply for approval within 60 days, these rideshare operators may continue to operate in the designated area where they previously operated without approval until the effective date specified by the Registrar in their decision to approve or refuse the application.
- Please note that the transition provision is limited to the designated area(s) where the rideshare operator previously operated. For example, if the rideshare operator only permitted drivers to pick up passengers in the Township of Algonquin Highlands, the transition period would only apply to that designated area. The rideshare operator would still be required to seek approval to operate in any other designated area.

The ministry is committed to supporting a smooth transition. Rideshare operators with questions are encouraged to contact the ministry at [rideshare@ontario.ca](mailto:rideshare@ontario.ca).

### **Schedule A: Designated Area**

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- |                                       |   |                              |
|---------------------------------------|---|------------------------------|
| 1. Township of Algonquin Highlands    | 15. Town of Cobalt  | 26. Township of Georgian Bay |
| 2. Township of Armour                 | 16. Town of Cochrane  | 27. Town of Gravenhurst      |
| 3. Township of Armstrong              | 17. Unorganized Territory of Cochrane, South West Part, in the District of Cochrane | 28. Township of Harley       |
| 4. Township of Black River-Matheson   | 18. Unorganized Territory of Cochrane, South East Part, in the District of Cochrane | 29. Township of Harris       |
| 5. Township of Bonfield               | 19. Unorganized Territory of Cochrane, North Part, in the District of Cochrane      | 30. Town of Hearst           |
| 6. Town of Bracebridge                | 20. Township of Coleman   | 31. Township of Hilliard     |
| 7. Township of Brethour               | 21. Municipality of East Ferris   | 32. Township of Hudson       |
| 8. Village of Burk's Falls            | 22. Town of Englehart   | 33. Town of Huntsville       |
| 9. Municipality of Callander          | 23. Township of Ewanturel   | 34. Town of Iroquois Falls   |
| 10. Municipality of Calvin            | 24. Township of Fauquier-Strickland   | 35. Township of James        |
| 11. Township of Casey                 | 25. Township of Gauthier  | 36. Township of Joly         |
| 12. Township of Chamberlain           |   | 37. Town of Kapuskasing      |
| 13. Municipality of Charlton and Dack |   | 38. Town of Kearney          |
| 14. Township of Chisholm              |   | 39. Township of Kerns        |
|                                       |   | 40. Town of Kirkland Lake    |
|                                       |   | 41. Township of Lake of Bays |
|                                       |   | 42. Township of Larder Lake  |

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| 43. Town of Latchford  | Part, in the District of Nipissing  | 72. City of Temiskaming Shores  |
| 44. Township of Machar   | 58. City of North Bay   | 73. Village of Thornloe   |
| 45. Municipality of Magnetawan   | 59. Township of Opasatika.  | 74. Unorganized Territory of Timiskaming, East Part, in the District of Timiskaming |
| 46. Township of Matachewan   | 60. Unorganized Territory of Parry Sound, North East Part, in the District of Parry Sound | 75. Unorganized Territory of Timiskaming, West Part, in the District of Timiskaming |
| 47. Township of Mattawan   | 61. Unorganized Territory of Parry Sound, Centre Part, in the District of Parry Sound     | 76. City of Timmins   |
| 48. Township of Mattice-Val Côté   | 62. Township of Perry   | 77. Township of Val Rita-Harty  |
| 49. Township of McGarry  | 63. Municipality of Powassan  | 78. Municipality of West Nipissing  |
| 50. Township of McMurrich/Monteith   | 64. Township of Ryerson   | 79. Municipality of Whitestone  |
| 51. Township of Minden Hills   | 65. Township of Seguin  |   |
| 52. Township of Moonbeam.  | 66. Town of Smooth Rock Falls   |   |
| 53. Town of Moosonee.  | 67. Village of South River  |   |
| 54. Township of Muskoka Lakes  | 68. Township of Strong  |   |
| 55. Township of Nipissing  | 69. City of Greater Sudbury   |   |
| 56. Unorganized Territory of Nipissing, South Part, in the District of Nipissing | 70. Village of Sundridge  |   |
| 57. Unorganized Territory of Nipissing, North                                    | 71. Municipality of Temagami  |   |