



**MINISTERIAL STATEMENT  
To the House of Assembly**

**by  
The Hon. Owen K. Darrell, JP, MP  
Minister of Tourism & Transport, Culture & Sport**

**Regulation of Ridesharing Services**

*Friday 27<sup>th</sup> March 2026*

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**Mr. Speaker,**

It is with great pleasure that I rise today to lay before this Honourable House the Motor Car (Ridesharing) Regulations 2026 and the Motor Taxi (Taxi Despatching Service) Amendment Regulations 2026.

These Regulations give effect to the Motor Car (Ridesharing) Amendment Act 2026, which was passed in the Senate on March 18th, marking an important step in the continued modernisation of Bermuda's transport system. Together, these measures introduce a regulated and structured ridesharing framework, while strengthening and supporting the existing taxi industry.



**Mr. Speaker,**

The introduction of ridesharing in Bermuda has been approached with care, consultation, and deliberate design. At its core, this framework is built on three key principles: safety, quality of service, and fairness across the transport ecosystem.

Safety has been a foundational pillar throughout this process. Under the **Motor Car (Ridesharing) Regulations 2026**, all ridesharing transactions must be conducted electronically through approved despatching applications, ensuring transparency and traceability. Cash payments will not be permitted, ensuring full accountability across all transactions. Operators will be clearly identifiable both digitally and physically, including through the display of a public service vehicle badge, a designated ridesharing licence plate, and official vehicle decals. In addition, ridesharing vehicles must meet strict insurance and regulatory requirements.

Once a ridesharing request is accepted, the digital network will provide the passenger with key information, including the operator's photograph, contact details, vehicle description, and estimated time of arrival. Passengers will also receive an electronic receipt following each



journey, detailing the origin and destination, distance travelled, time taken, and fare charged. These measures ensure that both residents and visitors can use the service with confidence.

In terms of quality, operators will be required to adhere to an established conduct and dress code when providing ridesharing services. A formal Code of Practice will be introduced for ridesharing operators and permit holders. This Code sets out clear expectations around professionalism, conduct, and service delivery, with the objective of ensuring that passengers receive a safe, reliable, and consistent experience.

The Regulations also introduce clear limits on operator working hours. A ridesharing operator may not operate continuously for more than five hours, nor exceed ten hours within a 24-hour period. These provisions are designed to reduce fatigue and further strengthen passenger safety.

**Mr. Speaker,**

I wish to be clear that this framework has been carefully designed to ensure fairness and balance with the taxi industry. Ridesharing is not being introduced to replace taxis, but to complement the existing system where gaps exist.



To support this, ridesharing operations will be limited by both season and time. Between April 1 and September 30, ridesharing will be permitted at all times. Between October 1 and March 31, ridesharing will operate on weekdays between 10:00pm and 6:00am, and at all times on Saturdays, Sundays, and public holidays. There is also provision for the Minister responsible for Transport to vary these dates and times by Order, where necessary, to respond to periods of increased demand, such as major events or seasonal peaks.

Importantly, ridesharing fares will align with taxi rates. This ensures there is no undercutting of the taxi industry and reinforces a level playing field across the sector.

**Mr. Speaker,**

The **Motor Taxi (Taxi Despatching Service) Amendment Regulations 2026** further strengthen this balanced approach by establishing a clear and structured process for how ride requests are handled through approved despatching services.



Under this framework, all requests received via the digital network must first be transmitted to taxi operators. Only if the request is not accepted within sixty seconds will it then be made available to ridesharing operators. This ensures that taxi operators are always given the first opportunity to accept fares, while also expanding access to transportation when taxis are not readily available.

Some may suggest that sixty seconds is a short period of time. However, this decision was not made arbitrarily. Despatch data indicates that the average response time for operators was 8.22 seconds in 2024 and 9.74 seconds in 2025. This means that the 60-second window provides more than sufficient time for operators to respond. In addition, general benchmarks indicate that individuals typically respond to a call on their cellphones within 6 to 8 seconds. This approach is therefore both practical and grounded in real data.

Approved despatching services will also be required to maintain detailed operational records, including ride activity, operator engagement, and response times. These systems will track vehicle movements while transporting passengers and collect data on demand and service



performance, ensuring that the system remains monitored, accountable, and responsive over time.

**Mr. Speaker,**

At its heart, this framework addresses a long-standing issue. There have been consistent gaps in transportation availability, particularly during peak periods, late hours, and times of high demand. This is not a new issue, but one we are now addressing in a structured and responsible way. These Regulations ensure that when taxis are unavailable, residents and visitors are not left without options. Instead, they will have access to a regulated, controlled, and accountable alternative.

There are also clear provisions for oversight and enforcement. Complaints may be made to the Transport Control Department, and where necessary, investigations may be conducted, with the ability to suspend or revoke permits. Breaches of these Regulations may result in penalties of up to \$10,000, reinforcing the importance of compliance within this framework.

In closing, **Mr. Speaker**, these Regulations have been developed with clear intent. They introduce a regulated ridesharing service that is safe



and structured, one that establishes expectations for quality, protects and prioritises the taxi industry, and expands transportation access across Bermuda. This is a measured and necessary step forward, grounded in balance, evidence, and the needs of the public.

**Thank you, Mr. Speaker.**