



**MINISTERIAL STATEMENT  
To the House of Assembly**

**By**

**The Hon. Owen K. Darrell, JP, MP**

**Minister of Tourism & Transport, Culture & Sport**

**TCD DIGITALIZATION TRANSFORMATION UPDATE**

*Friday, 5<sup>th</sup> December 2025*

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**Mr. Speaker,** I rise today to update this Honourable House and the people of Bermuda on an important milestone in our ongoing effort to modernize public services. On Monday, 3<sup>rd</sup> November 2025, the Transport Control Department (TCD) officially added the Commercial Vehicle Permit (CVP), also known as Trucks Permits, to its suite of growing digital applications.

**Mr. Speaker,** this new online application is now the gateway for individuals or businesses who wish to obtain a permit to operate a commercial vehicle or convert a personal vehicle for commercial use. It even allows applicants to request authorization for a Sunday permit, something that previously required time, travel, and paperwork. Today, it is all at their fingertips.

**Mr. Speaker,** as members will recall, the 2024 Throne Speech committed this Government to digitizing TCD's outdated manual processes. The goal was simple: process tasks more quickly, reduce human error, and provide a smooth, modern experience for both the public and staff. Today, that commitment is not just talk, it is real, tangible progress.

**Mr. Speaker,** since the launch of the online CVP on 3<sup>rd</sup> November 2025 and as at 2<sup>nd</sup> December 2025, a total of sixty-one (61) applications have been received. Of these fifteen (15) applications were submitted digitally, in comparison to forty-six (46) which were physically dropped off to TCD for processing manually. We encourage the public to make full use of the digital process, as it allows applications to be submitted more quickly, reduces the need for manual paperwork, and enables TCD staff to process requests more efficiently. By using the online system, customers can track their submissions, receive timely updates, and benefit from a smoother, more accessible service from start to finish. The process has been streamlined to remove steps that once served little purpose and created red tape. Applicants now receive clear timelines within the system, so they know exactly what to expect. No guesswork. No unnecessary back and forth.

**Mr. Speaker**, as part of our ongoing commitment to strengthen public engagement and improve access to information, TCD has commenced the development of an official social media presence. The introduction of social media will also support the transition towards digital service delivery, including the Commercial Vehicle Permit (CVP) online application process. Through an increased digital presence, TCD will provide easily accessible resources such as self-help tutorials, step-by-step guidance for completing online applications, registration deadlines, and responses to frequently asked questions. This enhanced communication approach ensures that applicants and the broader public receive timely, accurate information, whilst also increasing transparency and improving the overall customer experience. It is anticipated that the initial phase of TCD's social media activation, along with supporting digital materials will be accessible no later than 22<sup>nd</sup> December 2025.

**Mr. Speaker**, over a span of seven (7) months, that is from 31 March 2025 to 30 October 2025, seven (7) manual applications, inclusive of the CVP, have been transformed into digital applications. Ironically, it is said the number seven represents completeness and it would have been great if TCD only had seven (7) manual applications.

However, **Mr. Speaker**, this represents continuous progress in TCD's digitalization arena and is a demonstration of a significant shift

towards reducing red tape and enhancing the efficiency of our services to the people of Bermuda.

**Mr. Speaker,** it would be remiss of me not to mention in this Honorable House the other six (6) applications that are now live.

The three applications that went live on 31 March 2025 include the:

- *Exemption Application* - which is used to request an exemption from certain transport or licensing regulations due to special circumstances.
- *Importation and Replacement Application* - which enables persons to apply for permission to import or replace a vehicle under Bermuda's vehicle regulations or import a vehicle part.
- *Project Ride Instructor Application* - that can be completed for individuals wishing to apply for consideration to become an approved instructor.

The remaining applications that went live on 14 July 2025 included the:

- *Change a Vehicle Category for Different Use* - which is used for persons to apply to change their vehicle's category - for example from commercial to personal use.

- *Register a Classic Motor Car* - that allows owners of vintage and historically significant vehicles to have a vehicle classified as a Classic Motor Car or persons can apply to import a Classic Motor Car.
- *Sporting Association Trailer Permit* - which is used to request permission to use trailers for transporting equipment or goods related to their sporting activities.

**Mr. Speaker**, the transformational achievements to date could not have been accomplished without the collaborative efforts of staff within the Transport Control Department and the Digital Transformation Team under the remit of the Information and Digital Technologies Department. I extend my sincere appreciation to everyone who has been involved thus far with this initiative.

In closing, **Mr. Speaker**, the public is advised to visit [forms.gov.bm](https://forms.gov.bm) for additional information on all the digital applications and at the appropriate time they are to utilize these online forms. In addition, persons are encouraged to complete the post-application survey so we can collect data to assist us in continuing to make informed decisions on our transformational journey.

**Thank you, Mr. Speaker.**