

Private Transportation Company (PTC) Business Licence

This cover page contains information about the contents of the PDF document that follows.

Name of document

Private Transportation Company (PTC) Business Licence Information and Application

Overview

This document contains information for a sole-proprietor, partnership, or corporation to apply for a Private Transportation Company (PTC) Business Licence in the City of Toronto.

A private transportation company (PTC) connects passengers with drivers of private vehicles through an "app". All trips must be booked through the PTC's app (cabstand pick-up and street hails are not permitted).

Municipal Code Chapter 546, Licensing of Vehicles-For-Hire, regulates taxicabs, limousines, and private transportation companies in Toronto. As per this bylaw, private transportation companies are required to be licensed to operate in Toronto. For more information, www.toronto.ca/vehicleforhire. Chapter 546 is available online: www.toronto.ca/legdocs/bylaws/2016/law0575.pdf

Contact

If you require this document in a more accessible format or would like more information about this application, please contact:

The Licence & Permit Issuing Office, Municipal Licensing & Standards

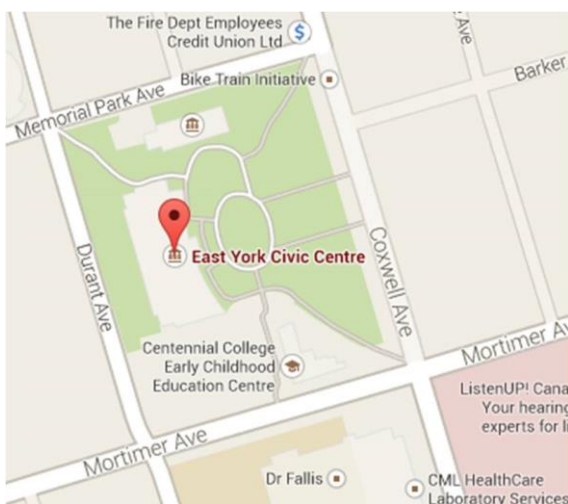
East York Civic Centre, 850 Coxwell Avenue, 3rd Floor, Toronto, ON M4C 5R1

Information Line: 416-392-6700

Email: ptcbusinesslicence@toronto.ca

Website: www.toronto.ca/vehicleforhire

Hours: Monday to Friday, 8:30 a.m. to 4:00 p.m., except Statutory Holidays





Private Transportation Company (PTC) Business Licence

311

You may also contact 311, available 24/7, 365 days per year.

E-mail: 311@toronto.ca

Phone within Toronto: 311

Phone outside Toronto: 416-392-CITY (2489)

TTY customers: 416-338-0TTY (0889)

Website: www.toronto.ca/311

Application Instructions

Sole-proprietors, Partnerships or Corporations can apply for a PTC Business Licence. If you are interested in driving for a PTC, you must contact a PTC directly.

To apply, please provide this completed form and application submission checklist, and the following required documents.

Completed applications are submitted in person and by appointment only.

Step 1a: Prepare Documents

Prepare an application by obtaining required documents and completing required forms.

All Applicants

The following documents and completed forms must be provided:

- PTC Application Form 1
- Indemnification Agreement. Download at: www.toronto.ca/vehicleforhire
- Certificate of Insurance Form completed by the insurance company providing Commercial General Liability Business Insurance for \$5,000,000.
- A sample or copy of the PTC identifier that will be used to identify PTC vehicles.
- Documentation confirming how criminal background checks for PTC drivers shall be conducted for the PTC, such as a copy of a contract with a third party or police service.
- A signed Vehicle for Hire Data Sharing Agreement. This document can be downloaded from www.toronto.ca/vehicleforhire; it provides data sharing instructions and clarifies the role of the PTC and the City in collecting, maintaining and sharing data as required.
- A certified cheque made payable to the "City of Toronto Treasurer" of the applicable fee of \$20,000 CAD.
- Two pieces of government issued Identification (ID). At least one must be a valid photo ID and one must provide Proof of Work Status. Acceptable ID include:
 - Canadian Birth Certificate
 - Passport or Citizenship Card
 - Permanent Resident Card
 - Work Permit
 - Driver's Licence
 - Photo Identification Card

Note: Health Cards are not acceptable ID for this purpose

- Criminal Background Check(s)
<https://www.torontopolice.on.ca/background-checks/criminal-record-check.php>

Step 1b: Prepare Additional Document Requirements**Sole-Proprietor or Partnership**

- Form 2 listing all officers, directors and partners of the applicant and a description of the legal relationship between multiple partners or companies if they act together to operate as a PTC.
- Criminal Background Check and two pieces of government issued ID must be provided for each person listed on the PTC Form 2
- A copy of the provincial business name registration
- Ontario business location / address

For Partnerships only:

- A copy of the Partnership Agreement.

Corporation

- Form 2 listing all officers and directors of the applicant and a description of the legal relationship between multiple companies if they act together as a PTC. Criminal Background Check and two pieces of government issued ID must be provided for each person listed on the PTC Form 2
- A copy of Articles of Incorporation and, if there has been a change to the list of officers and directors, a current Corporate Profile Report.
- A copy of the provincial business name registration or signed franchise agreement
- Ontario business location / address

If no president, director or officer of the corporation is able to apply in person at the Licence & Permit Issuing Office, a designate may apply on its behalf. In addition to the items identified above, the delegate must also provide:

- An original letter advising of their signing authority on the corporation letterhead
- Two pieces of their own government issued ID

If the delegate cannot provide original government issued ID for each person listed on the PTC Form 2, then the delegate may submit notarized photocopies.

Step 1c: Submit Application

Please note that incomplete applications will not be processed.

Once your application submission is ready, please email ptcbusinesslicence@toronto.ca to make an appointment with the Licence & Permit Issuing Office to submit your application.

At your appointment with the Licence & Permit Issuing Office, a member of our staff will review your forms and the required documents and the application fee will be accepted.

Fees can be paid in-person by certified cheque, addressed to the "City of Toronto Treasurer". All 2016 Municipal Licensing and Standards' (ML&S) fees are listed on www.toronto.ca/mlsfees.

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At the end of Step 1, the applicant will receive:

- A receipt for application fee payment
- A copy of your application
- An application number and client number
- Additional information for the PTC data sharing test phase

Step 2: Participate in PTC Data Sharing Test Phase

Once your application and payment have been accepted, the Licence & Permit Issuing Office will coordinate a test phase with the PTC, where the PTC must demonstrate its technological ability to maintain and produce records required by the City.

PTC's are required to record and share specific data with the City of Toronto. This includes, but is not limited to: criminal reference checks and driving records of PTC drivers; trip information e.g. approximate pick up location and destination for each trip, date, time, number of passengers, etc.; and driver related information including total time available/active on the platform. All data will be exchanged electronically and must satisfy the City's technological specifications, records criteria and security encryption requirements.

For more information please review the Data Sharing Agreement. It can be downloaded from www.toronto.ca/vehicleforhire. The Data Sharing Agreement provides information on data sharing with the City; file content and electronic formats for exchange; and clarifies the role of the PTC and the City in collecting, maintaining and sharing data as required.

During Step 2, the applicant will receive:

- Detailed information for driver and vehicle file transfers
- Data file security specifications
- Financial transaction specifications
- Coordination of data sharing tests
- Final notification of successful data sharing

Step 3: Issue PTC Licence

Once the PTC successfully passes the data sharing test phase, the City will issue a PTC Business Licence. A 6 month probation period starts on the day the PTC Business Licence is issued.

When it begins operating, the PTC will be required to share individual driver and vehicle data files with the Licence & Permit Issuing Office for review before individuals can provide services as PTC drivers. Where approved, the Licence & Permit Issuing Office will electronically issue PTC Driver Licences to be distributed by the PTC to its drivers.

At the end of Step 3, the applicant will receive:

- A hard copy of your PTC Business Licence
- Where approved, ML&S will issue PTC Driver Licenses electronically to the PTC

PTC Application Form 1

PTC business applications will be reviewed and received by appointment only. Please email ptcbusinesslicence@toronto.ca to schedule an appointment for your PTC application submission or for PTC related inquiries.

All required documents and information to complete the PTC application is stated in the cover page or on the application submission checklist on page 8. Incomplete applications will not be processed until all required documents have been submitted. Please be advised that all information collected in these forms is business information and will be maintained as public record.

1. PTC Business Information

First Name		Last Name	
Operating Business Name		Business Type: <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation If a partnership, corporation and/or joint venture of any kind, please complete and submit PTC Form 2 on page 10, listing the details for each person. On a separate page, please describe the legal relationship between multiple partners or companies that act together to carry on the business of a PTC.	
Ontario Business Address			
Street Number	Street Name		Suite/Unit Number
City/Town		Province	Postal Code
Completed by Municipal Licensing & Standards Application Number: _____ Client Number: _____ Once the application has been accepted, Application Number and Client Number will be provided to the PTC client. The client number will be used by the PTC for inclusion in the data file.			

2. PTC Designate Contact Information

<input type="checkbox"/> Check if mailing address is same as Business Address identified in 1. PTC Business Information				
Street Number		Street Name		Suite/Unit Number
City/Town		Province		Postal Code
Business Telephone Number			Mobile Number	
Business Email			Website	
Primary Contact First Name			Primary Contact Last Name	
Primary Contact Phone Number			Primary Contact Business Email	



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PTC Application Form 1: Continued

3. PTC Application Submission and Authorized Signature

I _____ (First, Last Name), as the authorized representative of _____ (Business Name) affirm and acknowledge on behalf of the applicant that:

- 1. The applicant is aware of the requirement to comply with the City of Toronto, Municipal Code Chapter 546, Vehicle-for-Hire Bylaw. The bylaw is available at: www.toronto.ca/vehicleforhire
- 2. The PTC application includes all information requested. Applications will be processed when the application submission checklist (page 8) is complete.
- 3. The PTC application fee is not refundable and payment with the submission of the PTC application does not guarantee the issuance of a PTC Business Licence.
- 4. The PTC has appropriate agreements and processes in place to screen criminal and driving histories of individuals providing transportation to passengers through its PTC platform.
- 5. Prior to the collection of any personal information, the PTC will have obtained consent from each PTC driver for the disclosure to ML&S and/or law enforcement agencies of personal information provided to the PTC, and an acknowledgement from each PTC driver that ML&S may disclose personal driver information to the PTC, and the applicant shall advise drivers that the personal information exchanged may include information relating to current or pending offences or their driving record.
- 6. The PTC has assigned a designated contact whose name and contact information is provided in Part 2 (PTC Designate Contact Information – Page 6) of this application form. The designated PTC contact will coordinate requests for data/ information from ML&S for compliance, enforcement, and audit purposes and is the individual to whom ML&S shall direct all correspondence.
- 7. The PTC shall ensure that each PTC vehicle on its platform is insured under a policy of automobile insurance of \$2,000,000 exclusive of interests and costs.
- 8. The PTC has data security measures in place to protect the personal data collected by the PTC relating to passengers and drivers under Personal Information Protection and Electronic Documents Act (PIPEDA).

I _____ (First, Last Name), as Sole-proprietor, Partner , or Officer of _____ (Business Name) affirm and acknowledge that all the information provided is true, and I understand and accept all conditions. I have the authority to bind the corporate applicant.

Applicant Signature	Date (yyyy-mm-dd)

NOTICE OF COLLECTION STATEMENT: Information collected on this form is under the authority of the *City of Toronto Act 2006*, Section 6 and 7 and the City of Toronto Municipal Code, Chapter 546. The information will be used to process, issue, monitor and regulate licences issued by the City of Toronto, Municipal Licensing and Standards Division. Any questions regarding the collection of the information may be directed to Manager of Licensing Services, at 850 Coxwell Avenue, 3rd Floor, Toronto, ON M4C 5R1 or by telephone at (416) 392-6700.

4. Application submission checklist. Check the boxes when tasks are complete. All relevant boxes must be checked in order for your application to be processed.

<input type="checkbox"/>	<p>1. Are all sections of the PTC Application Form 1 complete? NOTE: 2 pieces of government issued ID, and a criminal background check for the applicant (sole proprietor, officers, directors or partners of companies) will be reviewed by staff.</p>
PTC Application Form 2 (For Partnerships and Corporations Only)	
<input type="checkbox"/>	<p>2. If the PTC is a Corporation or a Partnership, is PTC Form 2 complete? Have you provided a description of the legal relationship of multiple companies that act together to carry on the business of a PTC? NOTE: PTC Form 2 lists the officers of the company and can be found on page 10 of this document. Please attach a separate page to this application describing the legal relationship of the partners or companies.</p>
Indemnity Form	
<input type="checkbox"/>	<p>3. Have you completed the Indemnification Agreement? Please hand it in with your application. NOTE: The Indemnification Agreement is available at www.toronto.ca/vehicleforhire.</p>
PTC's Identifier Sample (ML&S Approval Required)	
<input type="checkbox"/>	<p>4. ML&S must approve the PTC identifier that will be used to distinguish your PTC vehicle. Please prepare a sample for review and hand it in with your application. NOTE: ML&S will retain this sample. The sign cannot be larger than 20.32cm by 20.32cm (8 inches by 8 inches).</p>
PTC Application Fee	
<input type="checkbox"/>	<p>5. Have you prepared a certified cheque in the amount of \$20,000 CAD made payable to "City of Toronto Treasurer"? NOTE: Once your application is reviewed and accepted, a payment of the applicable fee of \$20,000 CAD is due. The application fee is not refundable.</p>
Provincial Business Name Registration	
<input type="checkbox"/>	<p>6. Do you have a copy of your Business Name Registration issued by the Province of Ontario? Please hand it in with your application. NOTE: The copy will be retained by ML&S.</p>
Articles of Incorporation (For Corporations Only)	
<input type="checkbox"/>	<p>7. Do you have a copy of your Articles of Incorporation issued by the Province of Ontario? Please hand it in with your application. NOTE: The copy will be retained by ML&S.</p>

4. Application submission checklist continued.

Certificate of Insurance	
<input type="checkbox"/>	<p>8. Proof of \$5,000,000 in Commercial General Liability insurance must be provided with your PTC Business Licence Application. Has your insurance company prepared a Certificate of Insurance form that is signed and stamped by the insurer and emailed to ptcbusinesslicence@toronto.ca</p> <p>NOTE: This form is located on page 13 and 14 of this document.</p>
Evidence of 3 rd parties conducting criminal background checks on behalf of the PTC for the PTC drivers	
<input type="checkbox"/>	<p>9. Proof of contract and contact information of any 3rd party conducting criminal background checks for PTC drivers on behalf of the PTC company. Please hand this with your application.</p>
Evidence of the police services providing the background checks for the PTC	
<input type="checkbox"/>	<p>10. Proof of contract and contact information of the Police Service contracted to provide the criminal background checks for the PTC drivers. Please hand this in with your application.</p>
Data Security Questionnaire	
<input type="checkbox"/>	<p>11. Have you completed the Data Security Questionnaire?</p>
Data Sharing Agreement	
<input type="checkbox"/>	<p>12. Have you reviewed and confirmed that the applicant has the ability to comply with the requirements of the Vehicle for Hire Data Sharing Agreement?</p> <p>NOTE: The Data Sharing Agreement provides information on data sharing with the City and clarifies the role of the PTC and the City in collecting, maintaining and sharing data as required. The Data Sharing Agreement is available at www.toronto.ca/vehicleforhire</p>



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5. PTC Form 2: Listing of Owners, Partners and Officers

Please list all officers, directors and partners of the applicant partnership or company, and all companies who will act together to carry on business as a PTC. A criminal background check and two government issued IDs must be submitted for each person listed in PTC Form 2. You may copy this form if more space is required.

First Name		Last Name	
Address (Street Number, Street Name, Suite/Unit Number)			
City		Province	Postal Code
Business Telephone Number		Mobile Number	
Business Email		Title	

First Name		Last Name	
Address (Street Number, Street Name, Suite/Unit Number)			
City		Province	Postal Code
Business Telephone Number		Mobile Number	
Business Email		Title	

First Name		Last Name	
Address (Street Number, Street Name, Suite/Unit Number)			
City		Province	Postal Code
Business Telephone Number		Mobile Number	
Business Email		Title	

5. PTC Form 2: Continued

First Name	Last Name	
Address (Street Number, Street Name, Suite/Unit Number)		
City/Town	Province	Postal Code
Business Telephone Number		Mobile Number
Business Email	Title	

First Name	Last Name	
Address (Street Number, Street Name, Suite/Unit Number)		
City/Town	Province	Postal Code
Business Telephone Number		Mobile Number
Business Email	Title	

First Name	Last Name	
Address (Street Number, Street Name, Suite/Unit Number)		
City/Town	Province	Postal Code
Business Telephone Number		Mobile Number
Business Email	Title	



Certificate of CGL Insurance

Private Transportation Company (PTC) Business Licence
(1 of 2 to be completed by insurance broker)

6. Certificate of Commercial General Liability Insurance

As part of your PTC Business Licence Application, proof of \$5,000,000 in Commercial General Liability 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.

Have your insurer or licenced agent/broker send the certificate of insurance to

First Name		Last Name	
Organization Name (if applicable)			
Address (Street Number, Street Name, Suite/Unit Number)			
City/Town		Province	Postal Code
Operating Name of Insured			
Telephone Number	Mobile Number		Email

6a. Insurance Information

Note that a minimum limit of \$5,000,000 Commercial General Liability Insurance is required.		
Insurance Company Name	Policy Number	Coverage (\$)
Policy Effective Date (yyyy-mm-dd)	Policy Expiry Date (yyyy-mm-dd)	
Operations of the named insured for which this certificate is issued Private Transportation Company (PTC)		

6b. Insurance Broker Information

First Name		Last Name	
Address (Street Number, Street Name, Suite/Unit Number)			
City/Town		Province	Postal Code
Telephone Number	Mobile Number		Email



Private Transportation Company (PTC) Business Licence
(2 of 2 to be completed by insurance broker)

6c. Provisions of Amendments or Endorsements

- The acceptance of this certificate by the City of Toronto does not certify that the limits of liability and terms and conditions of the policy referred to above meet the specified requirements of the Commissioner of Finance nor will the acceptance of this certificate by the City waive the City's rights of action against the application and/or insurer for failure to comply with provisions governing the use of permits and licences granted herein.
- Commercial General Liability is extended to include Personal Injury Liability, Contractual Liability, Owner's and Contractor's Protective Coverage, Products-Completed Operations, Contingent Employers Liability and Non-owned Automobile Liability.
- The City of Toronto has been named as an Additional Insured, but only with respect to liability arising out of the operations of the Insured for which a permit, license or agreement has been issued by the City of Toronto.

- The Commercial General Liability policy or policies identified above shall protect each insured in the same manner and to the same extent as though a separate policy has been issued to each but nothing shall operate to increase the limits of liability as identified above beyond the amount or amounts for which the Company would be liable if there had been only one Insured.
- If insurance is placed in primary and excess layers, file Separate certificates for each. If a facsimile has been transmitted, the original certificate must follow. The Commercial General Liability policy(ies) identified above shall apply as the primary insurance and not excess to any other insurance available to any of the Additional Insured as set out in Paragraph 2.
- Any certificate that is altered will be considered invalid, such as if a provision is crossed out.
- If the policy is canceled or changed in any manner, for any reason, during the period of coverage as stated herein so as to affect this certificate, thirty (30) days prior written notice (10) days if cancellation is due to non-payment of premium) by registered mail will be given by the insurer to:

Licence & Permit Issuing Office, Municipal Licensing & Standards
East York Civic Centre, 850 Coxwell Avenue, 3rd Floor, Toronto, ON M4C 5R1
Information Line: 416-392-6700 | Email: ptcbusinesslicence@toronto.ca | Fax: 416-392-4515

6d. Insurance Broker Certifications

I certify that the insurance is in effect as stated in this certificate and that I have authorization to issue this certificate for and on behalf of the insurer(s). This certificate is valid until the expiration date(s) shown unless notice is given in writing.

Signature and Stamp of Authorized Representative

Date (yyyy-mm-dd)

7. Data Security Questionnaire

- 1) Have you conducted any security review or audit by qualified third party? If yes, please provide us a description of the scope of the review/audit, time of review, and/or is it towards specific certification such as: ISO27001, ISO27017, SOC 2, SAS 70 Type II? Please provide as much as information as you can about this review/audit and/or certification.
- 2) Do you perform regular vulnerability scans and penetration tests against your production environment (infrastructure)? If yes, can you tell us the frequency, scope, methodology, and how/when identified vulnerability will be mitigated? Can you provide us as much detail as possible about your practice or sharing of result?
- 3) Do you perform Application level scan, vulnerability assessment and or application penetration test to identify vulnerability that may lead to unauthorized disclosure of sensitive information? If yes, can you inform us the type of tests you performed, frequency, scope, methodology and whether the test is conducted by a qualified third party or internal? Can you provide us the latest test result and mitigation status of identified finding?
- 4) Please provide information on any 3rd party who is involved in the work related to operation/sustainment of the application (e.g. hosting environment, operation support, backup, network, etc.) or anyone that could possibly access the data. Describe their role, main location they will access from and how you will ensure the data is safeguarded.
- 5) Describe your Information Security Management Program (ISMP) in correlation to the incident response plan and how the city will be notified during a security event (e.g. hacking).
- 6) Do you have the necessary security control/technology (such as firewall, intrusion detection, antivirus, patching) in place to monitor, detect, block and mitigate any attack that originates from an external source (e.g. hacking, known vulnerabilities). Please give details on the security technology you have in place to safeguard your environment.
- 7) Describe the approach to Data Sensitivity Classification and how security controls are applied to records and information under different classification levels.
- 8) Please provide any policies and standards related to encryption/hashing that are implemented in the solution.
- 9) Please provide details on encryption that is used to protect sensitive data at rest (e.g. passwords). Please make sure to include the technical information such as the protected field/data, encryption/hashing algorithms, key specs and management and other relevant information.
- 10) The solution should have encryption of "data-in-trust" (including encrypted data packets at the network level), please provide the technical information (e.g. algorithm used, key length and key management details) related to communication over public networks (e.g. Internet) and transmission of sensitive data.
- 11) Please provide details on how encryption keys are managed, maintained and protected.