

# Know Your PTP

(Personal Transportation Provider)

## 1 Understand your PTP

A personal transportation provider is a vehicle for hire that is not a taxi, and includes a limousine or rideshare vehicle. A PTP must provide the following through the platform used to dispatch its registered vehicles:

- notice that its drivers can only provide transportation services through the dispatcher's digital platform (website or app) and cannot accept street hails;
  - A PTP dispatcher may dispatch a limousine via phone or text
- notice that its drivers cannot accept any payment for transportation services and that payment may only be made through the dispatcher's digital platform;
  - A limousine driver may accept payment by any means, including cash
- instructions or links concerning the process of filing a complaint concerning the driver, the vehicle or the dispatcher;
- a process allowing the passenger to accept or refuse the transportation service prior to it being initiated;
- a secure payment mechanism through a digital platform, not involving cash;
- a printed or electronic receipt to the passenger after providing the transportation service that includes:
  - the total amount paid;
  - the date and time the passenger was picked up; and
  - the first name of the driver

## 2 Tips to Maximize Passenger Safety

**Be aware:** PTP rides can only be requested through an app. Never get in a car with a driver who claims to be a PTP driver and offers a ride you haven't pre-arranged.

**Pay attention to the driver:** At the time of booking, you should be provided the first name and a photograph of the driver that will provide the transportation service. Before entering the vehicle, ensure both match.

**Pay attention to the vehicle:** Check the make and model of the car that pulls up and compare to the make and model that was provided to you at the time of booking. If using a limousine, take note of the four digit limousine ID number located at the back of the vehicle; all other PTP vehicles must have one set of company decals in a uniform location.

**Sit in the backseat:** If you're riding alone, this ensures you can safely exit on either side of the vehicle to avoid moving traffic, and it gives you and your driver some personal space.

**Be respectful:** Please respect your driver and their car.

**Keep everyone's safety in mind:** This means not asking your driver to make illegal or unsafe traffic maneuvers and remembering to bring a child seat with you if you need one.

## 3 Recognizing a Licenced Driver

All PTP drivers are issued an identification card in written or electronic form which must include the following information:

- The first name of the driver and a recent photograph;
- The drivers identifying number issued by the dispatcher;
- The name and contact information of the dispatcher.

**For emergency situations call 911**



All PTP's are licensed by the City of Winnipeg - Vehicles for Hire **If you have any inquiries, please contact**

**311**

