

12. Commercial ground transportation

General requirements

- 12.1 All Commercial Ground Transportation Operators, whether an individual or business entity of any type, must obtain the necessary permits and/or licences from the GTAA before promoting, offering, or providing commercial ground transportation services at the Airport.
- 12.2 Commercial Ground Transportation Operators must hold valid provincial/municipal licences where applicable. In addition, Commercial Ground Transportation Operators must successfully complete all training modules made available through the [Canadian Transportation Agency \(CTA\) website](#), and taxicabs, limousines, as well as peak period and irregular operation operators must successfully pass the GTAA's driver examination prior to receiving an Approved Drivers Certificate.
- 12.3 Ground transportation permits and/or licences issued by the GTAA are a privilege, not a right, and are issued at the discretion of the GTAA.
- 12.4 All requests for licences, authorizations, and permits for Commercial Ground Transportation Operators shall be sent to: business.interest@gtaa.com.
- 12.5 All Commercial Ground Transportation Operators and their respective drivers will be held accountable where they are in non-compliance with the terms of the GTAA Rules, individual permits or licences, or the Taxicab and Limousine Conditions of Permit / Demerit Point System where applicable, which may include suspension and/or termination of a permit/licence, fines or penalties under the [Highway Traffic Act](#), parking or speeding tickets under the [Traffic on the Land Side of Airports Regulations](#), or contacting the applicable authorities to evict under the [Trespass to Property Act](#).
- 12.6 A copy of the Taxicab and Limousine Demerit Point System can be obtained by request at business.interest@gtaa.com and will be provided to taxicabs and limousines permit/licence holders and drivers who currently hold a permit or license.
- 12.7 The GTAA reserves the right to install signage inside and outside the terminal buildings, parking garages or any other public areas that will direct passengers to authorized pick-up and drop-off locations for services provided by Commercial Ground Transportation Operators or any other transportation services the GTAA authorizes to operate on the curbs at the Airport. Signage installed including type, size and location will be at the sole discretion of the GTAA and may include logos or symbols.

Taxicab and limousine licences

- 12.8 New taxicab and limousine licences are issued through an open and competitive process. Seniority is not considered as a factor for licence issuance. Requests for taxicab and limousine licences shall be sent to: business.interest@gtaa.com.
- 12.9 Individuals who wish to drive a GTAA licensed or permitted taxicab or limousine must be sponsored by a holder of a valid Airport Taxicab or Limousine Permit or Licence, as applicable, for such vehicle.
- 12.10 Airport Users, contractors, or subcontractors who notice unauthorized persons soliciting Passengers for taxicabs or limousines at the Airport must immediately call the IOCC at 416-776-3055.

Peak period and irregular operations

- 12.11 Peak period and irregular operations are the second and third tier of taxicab and limousine services that support the GTAA in providing Passengers with transportation during peak hours or irregular operations, i.e., when the main fleet of taxicab and/or limousine services are insufficient to meet Passenger demand.
- 12.12 These services are issued through an open and competitive process in which seniority is not considered as a factor.

Pre-arranged services

- 12.13 The GTAA permits municipally licensed taxicabs, limousines, or charter buses to pick up Passengers at the Airport on a pre-arranged basis, provided that they hold a valid per trip Service Permit issued by the GTAA and abide by the GTAA's protocols and pricing specified in the per trip Service Permit. Per trip Service Permits can be obtained through torontopearson.com/en/operators-at-pearson/drivers-prearranged.
- 12.14 Operators of pre-arranged services will be notified by the Airport Pre-Arranged Dispatcher when the Passenger has arrived and is ready for pick-up. The Airport Pre-Arranged Dispatcher will notify the operator of pre-arranged services via phone or text messaging to proceed to the designated pick-up area upon arrival.

Other commercial ground transportation services

- 12.15 Hotel shuttles, out-of-town shuttles, off-Airport parking shuttles, and Transportation Network Company (TNC) services are permitted to pick-up and drop-off Passengers at a designated location at the Airport, provided they hold a valid licence issued by the GTAA and comply with all applicable municipal/provincial requirements and conditions, including in the case of off-Airport parking shuttles a Zone Permit issued by the applicable municipality allowing the operator to provide off-Airport parking services.
- 12.16 Hotel shuttles, out-of-town shuttles, off-Airport parking shuttles and crew shuttles are required to register their vehicle at the Commercial Vehicle Holding Area and obtain an On-Board Diagnostic 2nd Generation device and install the device in the diagnostics port of the vehicle. If the OBDII Device is removed from the diagnostic port, an alert will be sent to the GTAA.

Crew shuttle service

- 12.17 In addition to the requirements outlined above for other shuttle services, an endorsement letter is required from the Air Operator who has requested contracted service from the shuttle provider.

TNC

- 12.18 TNCs must ensure any TNC drivers are aware of and abide by the applicable code of conduct and understand that failure to abide by the code of conduct may result in cancellation of Airport pickup and drop-off privileges.