



Passenger Vehicles For Hire

CITY ATTORNEY'S OFFICE

OCTOBER 27, 2025

Overview for Proposed Changes

Rationale

- Last update occurred in 2017
- Adjust to industry changes and rideshare availability

Legal Considerations

- N.C.G.S. §160A-304 (Regulation of Taxi)
- N.C.G.S. §§20-280.1 – 20-280.14 (Transportation Network Company—"TNC")

Impact

- Operational clarity and transparency
- More efficient application review processes
- Improve experience for citizens and drivers/companies

Current State of PVH In Charlotte

- Express authority to regulate taxi cabs per N.C.G.S. §160A-304 and §20-37
- PVH Board
- Revenue:
 - 2023: \$268,257.00
 - 2024: \$264,458.00
- City cannot impose fees on TNCs

PASSENGER VEHICLE FOR HIRE 2025-2026 USER FEES (Effective 7/1/2025)

The following regulatory fees are approved by City Council for the administration of the Passenger Vehicles for Hire Ordinance.

Company Operating Certificate Fees:	
Company Permit (New/Renewal)	\$465
Late Renewal Charge (Per Day)	\$100
Driver/Chauffeur Fees:	
Driver Permit	\$15
Driver Application (New)	\$75
Driver Permit Renewal (\$15 Permit fee included)	\$90
Driver Reinstatement (\$15 Permit fee Included)	\$165
Transfer/Add/Replace/Duplicate Permit	\$165
Vehicle Fees:	
New / Renewal Vehicle Permit	\$15
Replace Vehicle Permit/Decals	\$115
Transfer Vehicle Permit	\$305

Proposed Changes

Regulation	Proposed Change
1. Application Section 22-101	Include language that recognizes taxicab drivers'/companies' right to contract with TNCs
2. Definitions: "operator" 22-101(z)	Define "operator" to remove the requirement that a non-driving vehicle owner must receive a PVH permit. Define "Transportation Network Company", "TNC driver", and "TNC service". Definitions will mirror Chapter 20 of the General Statutes.
3. Training Requirements 22-125(b)(3)	Remove requirements under this section

Proposed Changes, continued

Regulation	Proposed Change
4. Application Requirements (Drug Screening) 22-125(b)(4)	Drivers must submit to a 5-panel screening
5. Application Requirements (Criminal History) 22-125(h)	No application shall be accepted if there are disqualifying pending charge(s) under Section 22-200
6. Rates for Agency Vehicles 22-153(b)	Charges for an agency vehicle may not be less than that of a metered vehicle

Proposed Changes, continued

Regulation	Proposed Change
7. Metered Vehicles at the Airport 22-166	Metered vehicles only use metered rates for trips originating at airport
8. Vehicle Age Limit 22-175(a)	15 years
9. Roof Lighting 22-176(b)(2)	May affix permanent illuminated signage on the roof or in the windshield

Proposed Change to the PVH Appeals Process



PVH Appeals Procedure, continued

- PVH ordinance language can be revised to mimic language found in the appeals procedure for Sexually Oriented Businesses (Ordinance 6-476).
- Review by the Superior Court will be based on the record. In other words, not a full evidentiary hearing.
- Exhaustion of administrative remedies is required before seeking judicial review.

Internal Procedural Changes

- **Taxi Stands:**
will be published on the PVH website
- **Permit Transfer Fees:**
will not exceed the cost of a new permit/renewed permit
- **Application Processing:**
PVH will endeavor to approve or deny permit within seven (7) business days of receipt of all required documents and criminal history.

Airport Flat Rates

- **To/from uptown: \$32.00**
- **Researching and developing proposed additional destination points**

Implications of Repealing the PVH Ordinance

Decline in Consumer Safety

Service Quality Concerns

Loss of Consumer Protection

Fare Increases

Market Instability

Potential TNC Monopoly

PVH Ordinance Benefits

Consumer Safety:	Service Quality:
Conducts vehicle inspections to ensure taxis meet safety requirements.	Regulates taxi fares to prevent price gouging.
Requires taxi drivers to undergo background checks performed by the SBI (not third-party vendors).	Investigates passenger complaints regarding overcharging.
Monitors taxi activity to prevent unlicensed or unsafe vehicles from operating.	Resolves disputes between taxi drivers and taxi companies.
Investigates passenger complaints regarding unsafe driving and discriminatory behavior.	Ensures inclusive transportation by requiring vehicles with wheelchair access.

Next Steps

- Follow-up with Council on any questions not addressed this evening.
- If Council is ready, bring forward PVH Ordinance refinements for vote at next Business Meeting.