



Passenger Vehicles For Hire

CITY ATTORNEY'S OFFICE

FEBRUARY 5, 2026

PVH Policy Referral

- ◀ **Mayor Lyles released a policy topic referral – *Passenger Vehicle for Hire Ordinance Modernization* – to the Safety Committee on January 27, 2026, as summarized below:**
 - **Policy question:** What updates to the PVH Ordinance may be necessary – to clarify and modernize the Ordinance – at this time?
 - **Committee charge:** Review the PVH Ordinance and recommend any changes or enhancements necessary to clarify and/or modernize the ordinance, while preserving the health, safety, and welfare of Charlotte residents and those that visit our city.

Agenda

◀ **PVH overview**

◀ **Statutory authority**

◀ **Stakeholder input sessions**

◀ **Recommendations of City Attorney's Office**

PVH Overview

- ◀ **Last ordinance updated occurred in 2017**
- ◀ **Stakeholder letter in August 2024**
- ◀ **Research**
- ◀ **Stakeholder input sessions**

Statutory Authority

◁ **N.C.G.S. §160A-304.**

- Regulation of Taxi

◁ **N.C.G.S. §§20-280.1 – 20-280.14**

- Transportation Network Company—“TNC”

2024 Stakeholder Letter Proposals

- ◀ **Section 101**
 - Applications
- ◀ **Section 22-101(z)**
 - Revise the definition of “operate, operating, or operated.”
- ◀ **Section 22-125(b)(3)**
 - Remove training requirements
- ◀ **Section 22-125(b)(4)**
 - Utilize a 5-panel screening, reflective of DOT standards
- ◀ **Section 22-125(d)(1)**
 - PVH Manager cannot request medical records re ability to drive
- ◀ **Section 22-125(d)(3)**
 - Do not limit drivers to NC/SC driver’s licenses
- ◀ **Section 22-125(h)**
 - No application shall be accepted if person has pending felony charges
- ◀ **Section 22-126**
 - PVH will send a digital copy of the driver’s PVH permit to each company listed for that driver
- ◀ **Section 22-152**
 - Upfront pricing instead of metered rates
- ◀ **Section 22-153(b)**
 - Add that rates and charges for an agency vehicle may not be less than that of a metered vehicle
- ◀ **Section 22-156**
 - Passenger and driver may agree on any pre-arranged rate so long as it is in writing before the fare begins
- ◀ **Section 22-159(d)**
 - Publishing taxi stands
- ◀ **Section 22-165(b)**
 - Remove requirement to report wrecks
- ◀ **Section 22-166**
 - Metered vehicles only use metered rates for trips originating at airport
- ◀ **Section 22-175(a)**
 - Increase vehicle age to 15 years
- ◀ **Section 22-176 and 22-176(b)(2)**
 - Vehicle signage
- ◀ **N.C.G.S. §§ 160A-304, 22-101, 22-125**
 - City should utilize third-party background checks
- ◀ **Section 22-125(d)**
 - Upon utilization of third-party background checks, PVH must approve permit within 3 business days
- ◀ **Section 22-228**
 - Fees for transfer of permit shall not exceed the cost of a new permit or a renewed permit

Stakeholder Input Sessions & Proposals

◀ **December 1 and 15, 2025**

◀ **Stakeholder proposals**

- Cut background checks 10-year lookback period in half
- Black car stands at Airport and in uptown
- Requiring vehicle fleet minimums to operate under PVH
- Adding an ordinance section to specifically address limos/black cars
- Rate changes for limos/black cars
- Universal upfront pricing

CAO Recommendations

In response to August 2024 letter

- 1. Sec. 22-101**
 - Applications
- 2. Sec. 22-101(z)**
 - Defining “operator”
- 3. Sec. 22-125(b)(3)**
 - Training requirements
- 4. Sec. 22-125(b)(4)**
 - Drug screening
- 5. 22-125(h)**
 - Criminal history
- 6. Sec. 22-153(b)**
 - Rates for agency vehicles
- 7. Sec. 22-166**
 - Metered vehicles at the Airport
- 8. 22-175(a)**
 - Vehicle age limit
- 9. 22-176(b)(2)**
 - Roof lighting

CAO Recommendations

In response to 2025 Stakeholder Input sessions

1. Black car/limo stands at Airport and in uptown

- Recommended in part: add black car and limo stands in uptown

2. Black car/limo ordinance section

- Recommended to add a new section

3. Black car/limo rate changes

- Recommended to implement incremental billing (15-minute increments)

Additional CAO Recommendations

◀ Add more flat-rate pricing from the Airport to:

- University City
- Southend
- South Park
- Ballantyne
- Plaza Midwood

◀ Change the PVH appeal process

- PVH Manager > City Manager (or designee) > Superior Court

Internal Procedural Changes

- ◁ **Permit transfer fees will not exceed the cost of a new permit/renewed permit**
- ◁ **Endeavor to approve or deny permit within seven (7) business days of receipt of all required documents and criminal history**
- ◁ **Standard forms and templates**
 - Public-facing checklists for permitting and renewal requirements

Goals of PVH Review and Proposed Updates

- ◀ **Adjust to industry changes and rideshare availability**
- ◀ **Consumer safety**
- ◀ **Service quality**
- ◀ **More efficient application review processes**
- ◀ **Improve experience for citizens and drivers/companies**

Next Steps

- Follow-up with Committee on any questions
- When Committee is ready, bring forward PVH Ordinance refinements for vote at the next Business Meeting