

## PRIVATE TRANSPORTATION COMPANY (PTC) FREQUENTLY ASKED QUESTIONS

### *What is a Private Transportation Company (PTC)?*

On December 16, 2016, Bill 55 (2016), CD1, FD1 became a duly enacted ordinance §16-38. This codified the term Private Transportation Company to include two separate types of ground transportation operations comprised of traditional Taxicab operations and Transportation Network Company (TNC) operations.

### *What is the difference between a Taxicab and a TNC?*

A taxicab is operated by a taxi driver, used in the movement of passengers for hire on the public highway, directed by the passenger or on their behalf and is operated by call and demand.

A TNC is used in the movement of passengers for hire on the public highway that uses a digital network or software application service to connect passengers to TNC drivers to be transported in a driver's personal vehicle. The software application establishes the total fare and automatically deducts the amount due from the customer's pre-established account. No cash transactions or street hails are allowed.

Both Taxicab Companies and TNCs are required to certify their drivers of the following requirements:

- Valid State of Hawaii driver's license.

- One year minimum driving experience.

- Seven (7) year criminal background check which includes a Multi State / Multi Jurisdictional Criminal Locator or other similar validated nationwide database.

- National Sex Offender Public Website check.

- Medical fitness review.

- Driving abstract review.

- Sufficient understanding of:

  - Applicable laws, rules and regulations.

  - Locations of streets, roads and landmarks.

  - Ability to communicate with passengers.

  - Ability to respond to emergency situations.

- Safe and clean condition of PTC vehicle.

### *How do I make a complaint against a driver or company?*

If you have a question or complaint concerning the service you received, your initial point of contact is directly to the company. Their telephone number is listed on the driver's certificate and on your receipt. If the company is unable to reach a satisfactory resolution; you may file a complaint with the City. Please call the Motor Vehicle Control Section at (808) 768-2530, for more information.

### *How can I be a PTC driver?*

Contact the Taxicab Company or TNC that you are interested in being affiliated with. They will inform you of the exact program requirements and will conduct the necessary checks and issuance of certificates to operate.

If you are interested in operating as an *independent* taxicab driver, information can be found by reviewing the following resource link: [https://www.honolulu.gov/rep/site/csd/INDEP\\_TAXI\\_INFO-.pdf](https://www.honolulu.gov/rep/site/csd/INDEP_TAXI_INFO-.pdf) or contact the City and County of Honolulu, Motor Vehicle Control Section for further information at (808) 768-2530.

*What are the requirements to become a Taxicab Company or Transportation Network Company?*

This information can be found by reviewing the following resource link;

Taxicab Company; [https://www.honolulu.gov/rep/site/csd/TAXI\\_CO\\_INFO\\_01302017-1.pdf](https://www.honolulu.gov/rep/site/csd/TAXI_CO_INFO_01302017-1.pdf)

Transportation Network Company;

[https://www.honolulu.gov/rep/site/csd/TNC\\_INFO\\_01302017.pdf](https://www.honolulu.gov/rep/site/csd/TNC_INFO_01302017.pdf)

*Other links:*

[http://www4.honolulu.gov/docushare/dsweb/Get/Document-189311/DOC007%20\(28\).PDF](http://www4.honolulu.gov/docushare/dsweb/Get/Document-189311/DOC007%20(28).PDF)

<http://files.hawaii.gov/tax/legal/taxfacts/tf2015-31-1.pdf>