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“INFORMATION RELATED TO PRIVATE  
TRANSPORTATION COMPANIES”

## 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>

## Private Transportation Company (PTC)

### Independent Taxi Driver

The Honolulu City Council passed Bill 55 on December 01, 2016 to take effect on January 15, 2017 with a 60 day grace period for compliance of March 16, 2017. Bill 55 will become a Revised Ordinance of Honolulu (ROH) 16-38 relating to Private Transportation Companies and Drivers. A PTC operation is comprised of one of two different public transportation modes; either as a Taxi or a TNC.

Currently, the City & County of Honolulu, Customer Services Department (CSD) is tasked with the duty of certifying independent taxi drivers. An independent taxi driver is defined as when the Private Transportation Driver (taxi) and the Private Transportation Company are one and the same person.

Prior to dropping off your application packet, a review the following resource links is recommended to familiarize yourself with the rules, regulations and requirements;

Application – [https://www.honolulu.gov/rep/site/csd/Independant\\_Taxicab\\_Form\\_1A.pdf](https://www.honolulu.gov/rep/site/csd/Independant_Taxicab_Form_1A.pdf)

Medical / mental fitness form –

[https://www.honolulu.gov/rep/site/csd/MEDICAL\\_REPORT\\_Final\\_01272017.pdf](https://www.honolulu.gov/rep/site/csd/MEDICAL_REPORT_Final_01272017.pdf)

ORD 16-38 - [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)

CSD Rules - <http://www.honolulu.gov/rep/site/csd/rules/taxicabruloseff051905.pdf>

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

HAR - <https://hdoa.hawaii.gov/wp-content/uploads/2012/12/AR-101.pdf>

The initial process begins at the Motor Vehicle Control Section; 1112 Kapahulu Avenue, (808) 768-2530. An application of intent to operate as a PTC Independent Taxi Driver must be submitted with the necessary documents, forms and application fee (Makai or Oceanside office trailer, Ewa or Westside drop-off widow at top of stairs). At drop-off, the applicant must provide the following documentation and / or form samples or are subject to:

- A seven (7) year national criminal background check which includes a Multi-State / Multi Jurisdiction Criminal Locator or other similar validated nationwide database and National Sex Offender Public Website search.
- Current certified driving abstract extending back two (2) years from the time the application.
- Certification that the applicant is physically and mentally fit to be a PTC Driver and is free of any known medical condition that would put the passenger at risk.
- Valid Hawaii State driver license.
- At least one (1) year driving experience.
- At least twenty-one (21) years of age.
- Proof of liability insurance (original rider).
- General Excise Tax License.
- Annual registration fee of \$25.00 on a cashier's check made payable to the "City and County of Honolulu". The check will be held in abeyance until your application has reviewed and approved.

A review of the required documents will be conducted. Upon approval, the applicant will be notified and referred to the Driver Licensing Branch located in Kapalama Hale at 925 Dillingham Boulevard, for testing. Upon satisfactory completion, the applicant will receive a PTC Driver Certificate and a certification number.

This certification number must be prominently posted on the front and rear bumpers and on the rear of the taxi dome light. The certification number shall be no less than two (2) inches in height. The applicant shall return to MVC to acquire a PTC Vehicle Inspection.

CONTINUED: Independent Taxi

At the time of the vehicle inspection, the applicant must provide the following documentation and / or form samples or are subject to:

- Valid Hawaii State driver license.
- Valid PTC Driver Certificate.
- Proof of registration in the name of the driver, or proof of authorization from the registered owner for the driver to operate the vehicle as a private transportation driver.
- Current Periodic Motor Vehicle Inspection (safety check).
- Proof of Hawaii Motor Vehicle Insurance (card).
- Receipt sample.
- Rate chart.
- Taximeter:
  - License.
  - Validation decal.
  - Lock intact.
- Inspection of vehicle interior and exterior overall safe condition.

## Private Transportation Company (PTC)

### Taxi Company

The Honolulu City Council passed Bill 55 on December 01, 2016 to take effect on January 15, 2017 with a 60 day grace period for compliance of March 16, 2017. Bill 55 will become a Revised Ordinance of Honolulu (ROH) 16-38 relating to Private Transportation Companies and Drivers. A PTC operation is comprised of one of two different public transportation modes; either as a Taxi or a TNC.

Currently, the City & County of Honolulu, Customer Services Department (CSD) is tasked with the duty of issuing the annual PTC Taxi Company Registration. As a registered PTC Taxi Company, in addition to complying with all regulatory requirements, you are also responsible for certifying your drivers compliancy, the issuance of their PTC Taxi Driver Certificate, vehicle compliance inspections and your company and driver's operational compliancy with all applicable rules, regulations and ordinances.

The initial process begins at the Motor Vehicle Control Section; 1112 Kapahulu Avenue, (808) 768-2530. An application for PTC Annual Registration to operate as a PTC Taxi Company must be submitted with the necessary documents, forms and application fee (Makai or Oceanside office trailer, Ewa or Westside drop-off widow at top of stairs). At drop-off, the applicant must provide the following documentation and / or form samples:

- Trade Dress (Logo or Identifier) Sample and placement information.
- Annual fee: \$1000.00 The annual registration fee shall be paid at time of application drop off and on a cashier's check made payable to the "City and County of Honolulu". The check will be held in abeyance until your application has reviewed and approved.

After receiving your annual registration, you may now begin certifying your drivers and vehicles.

Prior to submitting your application, review the following resource links to familiarize yourself with the rules, regulations and requirements;

Application - [https://www.honolulu.gov/rep/site/csd/Application\\_Taxi\\_Company\\_IA.pdf](https://www.honolulu.gov/rep/site/csd/Application_Taxi_Company_IA.pdf)

ORD 16-38 - [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)

CSD Rules - <http://www.honolulu.gov/rep/site/csd/rules/taxicabruloseff051905.pdf>

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

HAR - <https://hdoa.hawaii.gov/wp-content/uploads/2012/12/AR-101.pdf>

### APPLICATION FOR PRIVATE TRANSPORTATION COMPANY REGISTRATION Independent Taxicab Driver

I \_\_\_\_\_ hereby certify that I intend to operate as an independent taxi driver under the  
Name

\_\_\_\_\_ and utilizing the dome name: \_\_\_\_\_  
Company Name Dome Name

\_\_\_\_\_ Address Contact / Complaints Phone Number Company e-mail

\_\_\_\_\_ Owner / Authorized Agent Address Driver License No. / Expires

Company type: \_\_\_\_\_ General Excise Tax Number: \_\_\_\_\_

Liability Insurance Company: \_\_\_\_\_ Policy Number Expiration

Minimum Liability: \_\_\_\_\_ Injury / Death Per Person Per Accident Property Damage

\_\_\_\_\_ Applicant's Name: Print Signature Title

\_\_\_\_\_ Date

Amount Paid: _____	<u>Official Use Only</u>	Registration Number _____
Date of Issue: _____	Expiration Date: _____	

Items required to be submitted with application.

PTC applicant's policies, procedures and document samples for compliance with the following:

- PTC Liability Insurance Policy
- Hawaii Driver's License / minimum age (21) required
- Physical / Mental Fitness Certification
- Seven (7) year national criminal background check, Multi-State / Multi-Jurisdictional Criminal Locator or other similarly validated nationwide database search
- National Sex Offender Public Website search
- Certified traffic abstract (Conducted within thirty (30) days of application submittal.)
- Two (2) passport photos (Taken within thirty (30) days of application submittal.)
- General Excise Tax License
- Annual registration fee: \$25.00 *Note:* An additional \$25.00 fee will be collected prior to the initial issuance or renewal of a taxi driver certificate (valid for two years.)

Call the Motor Vehicle Control Section at (808)768-2530 to schedule an appointment to drop off the required application, documents, and payment. The annual fee shall be paid at time of drop off by cashier's check payable to the "City and County of Honolulu". The check will be held in abeyance until your application has been reviewed and approved.

Additional informational links:

ROH 16-38 - [http://www4.honolulu.gov/docushare/dsweb/Get/Document-89311/DOC007%20\(28\).PDF](http://www4.honolulu.gov/docushare/dsweb/Get/Document-89311/DOC007%20(28).PDF)

CSD Rules - <http://www.honolulu.gov/rep/site/csd/rules/taxicabruloseff051905.pdf>

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

HAR - <https://hdoa.hawaii.gov/wp-content/uploads/2012/12/AR-101.pdf>

## PRIVATE TRANSPORTATION COMPANY DRIVER MEDICAL CERTIFICATION REPORT

Applicant's Name: \_\_\_\_\_  
First
Middle
Last

Hawaii Driver License Number: \_\_\_\_\_ Company Name: \_\_\_\_\_

**NOTICE TO APPLICANT:**

Please take this form to a *licensed* medical doctor or any other competent authority acceptable to your affiliate Private Transportation Company (PTC). You are responsible for any expense involved.

Your affiliate company will review your medical report and determine your fitness to safely provide services as a Private Transportation Driver.

**NOTICE TO MEDICAL EXAMINER:**

The applicant is submitting documentation to provide the affiliate Private Transportation Company information used in determining the applicant's physical and mental fitness and ability to provide service without posing an unnecessary hazard to the Public within the Public Ground Transportation Industry.

Please complete this form so the applicant's affiliate company may properly assess any conditions that may impair the applicant's ability to safely transport persons for hire. If your examination reveals conditions, that in your professional opinion may present a hazard to safely provide this service, please provide this information and consult with other authorities, if necessary. The applicant is responsible for any professional fee for this examination. Your medical report is strictly advisory.

Yes    No

       **IN MY OPINION, THE APPLICANT IS PHYSICALLY AND MENTALLY CAPABLE OF PROVIDING SERVICES AS A PRIVATE TRANSPORTATION DRIVER.**

       **RECOMMEND A SUPPLEMENTAL PERFORMANCE TEST BY THE AFFILIATE COMPANY.**

       **I DO NOT HAVE ANY MEDICAL OR MENTAL CONDITION(S) THAT MAY IMPAIR MY ABILITY TO PROVIDE SERVICES AS A PRIVATE TRANSPORTATION DRIVER.**

Signature and printed name of reporting licensed medical doctor or any other competent authority acceptable to the affiliate company.  X	Medical license number:  Specialty:	Address:  Phone No.:
Signature and printed name of applicant self-certifying that I do not have a medical or mental condition that may impair my ability to provide services as a Private Transportation Driver.  X	Address:	Phone No.:

The AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION form is for your protection; it should be signed by the applicant and kept for your records.

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### AUTHORIZATION FOR RELEASE OF MEDICAL INFORMATION

I hereby authorize the release of my medical history to my affiliated Private Transportation Company for deciding my eligibility for certification as a Private Transportation Company Driver by:

\_\_\_\_\_  
Name of licensed medical doctor or any other competent authority

\_\_\_\_\_  
Signature of applicant                      Date



Check box if Renewal 2021

Assigned Company Identifier \_\_\_\_\_

**APPLICATION FOR PRIVATE TRANSPORTATION COMPANY REGISTRATION  
(2 Or More Drivers)**

I \_\_\_\_\_ hereby certify that I intend to operate as a  
Name

- Taxicab Company  
 Transportation Network Company (TNC)

under the \_\_\_\_\_ and utilizing the dome name: \_\_\_\_\_  
Company Name Dome Name

\_\_\_\_\_  
Address Contact / Complaints Phone Number Company e-mail

\_\_\_\_\_  
Owner / Authorized Agent Address Phone Number

Company type: \_\_\_\_\_ General Excise Tax Number: \_\_\_\_\_

Liability Insurance Company: \_\_\_\_\_  
Policy Number Expiration

\_\_\_\_\_ No changes to company identifiers have been made.

\_\_\_\_\_  
Applicant's Name: Print Signature Title

\_\_\_\_\_  
Date

<u>Official Use Only</u>	
Amount Paid: _____	Registration Number _____
Date of Issue: _____	Expiration Date: _____

Items required to be submitted with application.

- Trade Dress (Logo or Identifier) Sample and placement information.  
 General Excise Tax License  
 Annual fee: \$1000.00

If dropping off your renewal packet, please call the Motor Vehicle Control Section at (808) 768-2530 to schedule an appointment. The annual fee shall be paid at time of drop off and on a cashier's check made payable to the "City and County of Honolulu". Renewal packets can also be mailed to: Motor Vehicle Control, 1112 Kapahulu Avenue, Honolulu, Hawaii 96816.

Additional informational 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>

DEPARTMENT OF CUSTOMER SERVICES  
CITY & COUNTY OF HONOLULU  
DIVISION OF MOTOR VEHICLE LICENSING AND PERMITS  
MOTOR VEHICLE CONTROL SECTION  
P.O. BOX 30350  
HONOLULU, HAWAII 96820-0350

Dome Name: \_\_\_\_\_

Vehicle identifier: A \_\_\_\_\_ Vehicle inspection date: \_\_\_\_\_

**DOME LIGHT AND VEHICLE IDENTIFIER INSPECTION REQUIREMENTS**

The dome light shall be:

1. Made of a durable, non-glare, translucent, heat and waterproof material.
2. Internally illuminated.
3. Amber or yellow in color.
4. No more than 6 ½", or not less than 4" in height, excluding any mounting base.
5. No more than 6 ½", or less than 5" in width at the base, excluding any mounting base.
6. No more than 24", or less than 18" in length, excluding any mounting base.
7. Oblong in shape.
8. Labeled with the company "dome" name on the front vertical surface with a minimum font size of 2".
9. Labeled on the rear of the dome with the assigned vehicle identifier number that is black in color, with a minimum font size of 2" (company dome name and / or telephone number optional affixed below the identifier number).

**BUMPER IDENTIFIER REQUIREMENTS**

The bumper identifier number shall be:

1. Prominently affixed to the vertical surface of the:
  - a. Passenger side of the front bumper.
  - b. Driver side of the rear bumper.
2. Minimum font height of 2".
3. Prominently displayed and contrasting in relation to the bumper color such as; black on chrome, white on black, black on white, etc.

**ADDITIONAL REQUIRED**

Current:

1. Hawaii Driver License.
2. Hawaii Automobile Insurance Card.
3. Taxi meter license, meter validation decal and intact meter lock (State of Hawaii, Measurement Standards Branch - 1851 Auiki Street).
4. Motor vehicle registration certificate.
5. PMVI (safety check) certificate and decal.
6. Taxi rate card.
7. Trip log.
8. Copy of receipt.