



**CHARLOTTE™**

**City Council  
Follow-Up Report**

**July 26, 2013**

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**July 22, 2013 – City Council Business Meeting**

**Airport Taxi Permits Update**

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During the Citizens' Forum of the City Council Business Meeting on Monday, July 22, 2013, Mr. Frank Hinson and Mr. Myahmed Alaoui expressed concern about a rumor – both individuals used this term– that the Airport was approving 150 new taxi permits. Additionally, Mr. Obaid Khan emailed similar concerns to members of Council after the Business Meeting. In response to these concerns, staff met with representatives from Charlotte Taxi Cab, Royal Cab, Prestige Taxi, Diamond Cab, and the former Checker Cab (collectively the "Taxi Cab Representatives") on Friday, July 26, 2013, to clarify the misinformation and understand their general concerns.

**Taxi Cab Representatives Concerns**

The Taxi Cab Representatives expressed their concerns regarding the current Airport Taxi Operating Agreements. These concerns include the loss of drivers to those taxi cab companies who have Airport Taxi Operating Agreements, the lack of any current Requests-For-Proposals by the City for future Airport Taxi Operating Agreements, and a perceived market bias towards those taxi cab companies who have Airport Taxi Operating Agreements.

**Airport Taxi Operating Agreements**

On June 13, 2011, following a competitive process, City Council approved the Community Safety Committee's recommendation to execute new operating agreements with City Cab, Crown Cab, and Yellow Cab for on-demand taxi service from the Airport. The agreements took effect July 2011 for an initial one-year term with four one-year options to renew. The contracts began their second one-year option on July 18, 2013, with the third one-year option and the fourth one-year option beginning on July 18, 2014, and July 18, 2015, respectively.

The overall number of Airport taxi permits issued to City Cab, Crown Cab, and Yellow Cab is 157. Of the 157, 105 taxis are permitted to serve the Airport on a full-time schedule and 52 taxis are permitted to serve on a part-time basis during periods of peak demand.

It is important to remember that the Taxi Cab Representatives, like any properly licensed taxi company, retain the ability to drop off their customers at the Airport and can also pick up customers via pre-arrangement (Pre-arrangement occurs when a customer calls the taxi cab company and requests a pickup from any taxi company

they specifically request instead of getting on-demand taxi service upon departing the Airport baggage claim area from the companies with Airport Taxi Operating Agreements).

Customers are extremely pleased with the much-improved level of service, which includes uniformed drivers, newer taxis, backseat credit card devices, GPS systems, and an "Official Airport Taxi" logo.

### **Market Numbers**

There were 727 taxi drivers and 15 companies in the City when Council approved the execution of the Airport Taxi Operating Agreements in 2011. Now, when the Airport began its second one-year option on July 18, 2013, there were 895 taxi drivers and 10 companies in the City. Overall, there has been an increase of 168 taxi drivers and a decrease of 5 companies over the last two years in the City.

The five taxi cab companies that no longer exist are Expressway Cab, Checker Cab, King Cab, Eagle Cab, and Green Cab. Expressway Cab did not renew its PVH Company Operating Certificate and restructured itself into a non-metered PVH service (i.e. shuttle busses). Moreover, Expressway Cab was unaffected by the competitive process for the Airport Taxi Operating Agreements because it did not pick up customers at the Airport. Checker Cab could not renew its PVH Company Operating Certificate because it did not have the minimum number of taxi cabs to qualify as a taxi cab company under the PVH ordinance. The parent company of Royal Cab and King Cab decided to dissolve King Cab and incorporate the repainted vehicles into the Royal Cab fleet. Similarly, the parent company of Yellow Cab, Eagle Cab, and Green Cab decided to dissolve Eagle Cab and Green Cab and incorporate the repainted vehicles into the Yellow Cab fleet.

### **Summary**

Staff engaged the Taxi Cab Representatives to understand their concerns and to clarify misinformation being communicated to Council. As a policy matter, Council may revisit, if it so chooses, the issue of the Airport Taxi Operating Agreements to address the concerns of the Taxi Cab Representatives.

For questions or additional information, please contact any of the listed staff resources.