



City of Charlotte
Passenger Vehicle for Hire Non-Discrimination Ordinance
Frequently Asked Questions

The following information and frequently asked questions (FAQs) are intended to address non-discrimination in passenger vehicles for hire. The information details who is covered by the ordinance, what is and is not permitted, and how complaints are handled.

Ordinance Background

The City of Charlotte has had a passenger vehicle for hire ordinance for years. The ordinance, which regulates the taxi and limousine industry, prohibited discrimination by companies and drivers based on race, color, religion, sex, and national origin. Amendments approved by the City Council in 2016 expand non-discrimination protections to include marital status, familial status, sexual orientation, gender identity, and gender expression. These amendments are effective April 1, 2016.

What type of discrimination does the Non-Discrimination Ordinance prohibit?

The passenger vehicle for hire ordinance prohibits a passenger vehicle for hire company or driver from refusing or neglecting to transport any person based on one or more of the characteristics protected by the ordinance. Those protected characteristics are: race, color, religion, sex, marital status, familial status, sexual orientation, gender identity, or gender expression, and national origin.

What businesses are subject to the ordinance?

The ordinance applies to any driver of a passenger vehicle for hire and to any company that holds an operating certificate or vehicle operating permit. These typically include taxicab and limousine services.

How does someone who believes they have been discriminated against in violation of the ordinance file a complaint?

Any person who believes that he or she has been discriminated against by a passenger vehicle for hire driver or company may file a complaint with the Passenger Vehicle for Hire Office. To file a complaint, the person or business should use the Passenger Vehicle for Hire complaint form.

How is the ordinance enforced?

The Passenger Vehicle for Hire Office processes and investigates complaints of unlawful discrimination under the passenger vehicle for hire ordinance. The Passenger Vehicle for Hire Office may enforce the ordinance by issuing a civil fine, seeking injunctive relief, or denying, suspending, or revoking an operating certificate, vehicle operating permit, or driver's permit of a person or business found to be in violation of the ordinance.

Can someone bring their own lawsuit under the ordinance?

No. The ordinance does not permit private citizens to bring a lawsuit against a business in violation of the ordinance. Enforcement must be sought by filing a complaint with the City's Passenger Vehicle for Hire Office for actions consistent with Article II of Chapter 22 of the Charlotte City Code.