

GOVERNMENT OF THE DISTRICT OF COLUMBIA  
DEPARTMENT OF FOR-HIRE VEHICLES

Muriel Bowser, Mayor



Ernest Chrappah,  
Director,  
Department of For-  
Hire Vehicles

**PASSENGER AND DRIVER RIGHTS**

WELCOME TO WASHINGTON, DC - OUR NATION'S CAPITAL!

**As a passenger you have the right to:**

- Enter the vehicle, be seated, close the door and then instruct the driver of your destination and the preferred route to get there. The driver is **PROHIBITED** from denying service based on the destination.
- See Driver's **FACE CARD** with the Name and Number prominently displayed on the right side passenger's visor.
- See the **RATE SHEET** from the Department in good condition, affixed to the rear door, seat, or rear vent window.
- **HEAT OR AIR CONDITION** upon request and a comfortable, safe, clean taxicab.
- Request driver make change for bills without your being charged for any stop necessary to make change. However, the driver can designate a currency limit by providing a notice, in plain view, of the limitation.
- Be **DIRECTLY** driven to any destination in the Washington Metropolitan Area.
- Receive a **METER-GENERATED RECEIPT** from the driver for the trip taken from an approved functioning taximeter.
- Use a credit card for payment.

**Complaints or commendations about service:**  
Department of For-Hire Vehicles  
2235 Shannon Place, SE, Suite 3001  
Washington, DC 20020  
Office: 202-645-7300 or 855-484-4966 Fax:  
202-889-3604  
Email: [dfhv@dc.gov](mailto:dfhv@dc.gov)  
File a complaint online: [dfhv.dc.gov](http://dfhv.dc.gov)

Complaints shall be filed within thirty (30) days of the event with exception to complaints involving personal injury or criminal misconduct which may be filed within twelve (12) months of the event. Please provide a detailed description of the incident to include the driver's name, identification number, license plate number, or Public Vehicle Identification Number and associated company as well as any receipts or other attachments relevant to the incident.

**As a driver you have the right to:**

- Post the largest denominations from which you can make change. This notice of limitation must be approved by the Department and prominently displayed within the passenger's view.
- Charge Rate Three (3) **ONLY** during a Department of For-Hire Vehicles declared Snow Emergency.
- Receive fare **APPROVED** by the Department of For-Hire Vehicles.
- Refuse service to person or persons if you fear for your safety.
- Place taxicab out of service at your discretion **PROVIDED** such action is noted on the manifest and Off-Duty is displayed on the dome light prior to a request for service.

**H -** \_\_\_\_\_  
TAG NUMBER

\_\_\_\_\_  
COMPANY or DRIVER NAME TAXI NUMBER

Contact the Department of For-Hire Vehicles  
(202) 645-7300 if you have any questions.

**BLANK OR HANDWRITTEN  
RECEIPTS ARE NOT ACCEPTABLE**

**ALL SERVICE ANIMALS ARE  
TRANSPORTED FREE OF CHARGE**

**Thank you for visiting our Great City!**

**PASSENGERS: FAILURE TO PAY IS A CRIME PUNISHABLE BY LAW**