

GOVERNMENT OF THE DISTRICT OF COLUMBIA
TAXICAB COMMISSION



OFFICE OF TAXICABS

April 27, 2016

Hitch, Inc.
1133 15th Street, NW, 12th Floor
Washington, DC 20005

SERVE: Mr. David Miller
Chief Executive Officer

Re: **COMPLIANCE ORDER FOR UNAUTHORIZED FEE**

Dear Mr. Miller:

We understand that Hitch is charging taxicab owners a fee in connection with Hitch's costs of including the required silent alarm in its modern taximeter system ("MTS") units. We further understand that Hitch has assessed this fee without negotiating amended written agreements with owners that comply with 31 DCMR § 401.5. In this case, there have been no written amendments and owners that do not wish to pay the new fee have not been given the choice of changing to a different payment service provider ("PSP"). Accordingly, pursuant to 31 DCMR § 702.2, Hitch is directed to: (1) immediately discontinue assessing or attempting to assess from any owner a new fee in connection with its MTS that the owner has not agreed to pay in an amended written agreement, where the owner has not been given the choice of changing to a different PSP as an alternative to paying the new fee; (2) within five (5) business days after the date of this Compliance Order reverse any charges that Hitch has made to owners which are not consistent with this Compliance Order; and (3) within ten (10) business days after the date of this Compliance Order, provide a sworn statement to the Office that Hitch has fully and timely complied with this Compliance Order. Failure to fully and timely comply with these requirements will subject Hitch to civil penalties, including possible immediate suspension.

Very truly yours,

D.C. OFFICE OF TAXICABS

By: 
SHIRLEY KWAN-HUI
Agency Performance Officer