



Transport DC Customer Guide

2023

Call to Schedule Your Ride

844.322.7732

7 DAYS PER WEEK

24 HOURS PER DAY

\$7 FARE EACH TRIP

Customers may take up to ten (10) one-way trips each month*

*Dialysis customers may be approved for unlimited dialysis trips.

CONTACT US

2235 Shannon Place, SE, Suite 3001
Washington, DC 20020
202.645.7300
transportdc@dc.gov



The DC Department of For-Hire Vehicles (DFHV) has partnered with the Washington Metropolitan Area Transit Authority's (WMATA's) MetroAccess program to provide a premium, same-day, cost-effective alternative service to WMATA's MetroAccess paratransit services.



DFHV’s Commitment to MetroAccess Customers

As a Transport DC (TDC) participant, you’ll have access to the following benefits:

Customer service: You’ll be treated with courtesy and respect.

Safe & Comfortable travel: Travel in a safe, secure manner within a clean and well-maintained taxicab.

Affordable transportation: Each ride costs \$7.00 each way. Payment can be made at the time of booking using credit / debit cards or in cash to the driver at the beginning of each trip.

One stop pick-up and drop-off: Each trip provides direct, door-to-door service for each customer. No need to share a vehicle or make multiple stops!

Alternative paratransit service: Transport DC participants are given priority use of wheelchair-accessible vehicles (WAVs).

Scheduling timeline for Wheelchair Accessible Vehicle (WAVs) service: TDC users that require Wheelchair Accessible Vehicles (WAV) will now have the option to reserve a one-way trip up to an hour in advance of their planned departure time.

Companion rider support: Each customer can also ride with up to two companions to support their service needs. Companions can be supporting persons that are providing care to the customer (for example a home health worker or direct support professional), a friend or family member that is providing supports for the customer, or a registered service / support animal.

Transport DC Customer Responsibilities

Pay the \$7.00 Transport DC co-pay fare prior to starting your trip or at the time of booking.

Display your valid MetroAccess ID Card to the driver upon entering the vehicle.

All passengers, including companions, must wear seatbelts during the trip.

Be ready for pick-up at any point during the pick-up window of the scheduled trip.

To cancel a trip, use Transport DC’s toll-free number: **844.322.7732**.

Treat operators, dispatchers, drivers, and other Transport DC staff with respect, including avoiding disruptive, abusive, or aggressive behaviors towards drivers.

Keep personal assistance devices in good condition and be able to operate them without interrupting or distracting the driver.

Service animals are the responsibility of the passenger and must be **kept under the passenger’s control at all times** during the ride. Passengers are also responsible for any accidental messes from their service animals.

Eating, drinking, or smoking are not allowed in any vehicle at any time.

Provide WMATA MetroAccess and DFHV with the most up to date contact information, including home address, phone number, email address, and any accessibility requirements you may have.



Vehicle Wait Time

Drivers are required to wait for customers for ten (10) minutes after their arrival within the pickup time or upon notice of the driver's arrival to the customer. Upon arrival, the taxicab company's operator or driver will proceed to contact the customer to coordinate the most appropriate pick-up location.

Customer No Shows, Late Cancellation, or Lack of Payment

TDC providers track no shows, late cancellations, or non-payment for trips. Customers who are frequently not present for their scheduled trips or routinely cancel routes may be subject to suspension from the program. In addition, customers who pay their \$7 fee by cash, and who fail to do so for 3 trips in any calendar month, will also be subject to suspension from the program.

NO SHOW

Occurs when a customer does not present themselves for boarding a vehicle within ten minutes of the driver's arrival. Each no show will be counted and presented to DFHV at the end of the month.

LATE CANCELLATION

Occurs when a customer cancels a trip upon the driver's arrival at the scheduled pickup location.

LACK OF PAYMENT

Occurs when a customer using cash refuses to pay the driver before the trip begins.

If a Transport DC participant needs to cancel a trip within 30 minutes of scheduling a ride, the participant can call **844.322.7732**, which will direct you to the operator that booked your original trip. The operator can cancel the original booking.

Transport DC Weather or Emergency Policy

DFHV and the TDC providers are committed to the safety and security of each Transport DC participant. Transport DC operates under the District of Columbia government operation schedule. The Transport DC program will be suspended in the event of inclement weather or any other declared emergencies from the District of Columbia. If a TDC provider provides transportation services for a customer to a given location and an emergency is declared by the District of Columbia, the provider will make every attempt to ensure that the customer's trip can be completed. In the event a trip is not possible, the dispatch service will alert customers to this change.



Seat Belt Securement Policy

For your safety and the safety of any companions or caregivers, Transport DC follows WMATA's MetroAccess securement policy, which directs all passengers to wear both lap belts and shoulder belts while riding in a vehicle. District of Columbia law allows passengers with certain medical conditions to obtain waivers excusing them from wearing seat belts, but only if their

healthcare providers document and certify the medical reasons why lap belts or shoulder belts should not be worn. Waivers must be provided and reported to DFHV in order to ensure the providers are aware of the waiver and any necessary accommodations. To obtain a waiver, contact the DFHV by calling **202.645.7300**.

Any customer not wearing a seat belt, or who disengages their safety belts during the ride, may experience delays in transit since the driver is obligated to ensure all safety belts are worn at all times.



Companions & Personal Support Assistants

Companions, defined as a family member or a friend, personal support assistants, or service / support animal, may travel with an eligible participant. Participants will need to notify the operator/dispatcher upon booking a trip to ensure the companion can join the passenger without incurring additional fees. Participants must notify the operator/dispatcher if they need a wheelchair accessible vehicle (WAV) for either themselves or a companion. TDC customers are allowed **two companions** to ride for free when in need of mobility assistance or personal supports.

Service Animals

Eligible participants who need to travel with their service animals must notify the operator/ dispatcher when booking a trip. TDC participants must ensure that the animal (ADA definition of a service animal is a guide dog or miniature horse trained to perform a specific task(s) for the customer) will be well-behaved and clean when traveling in a vehicle. Any other animal is not considered an ADA service animal.

Transport DC Vehicles

Transport DC providers are taxicab companies that use either sedans or wheelchair accessible vehicles (WAVs). WAVs are used to transport both ambulatory customers and customers who use wheelchairs or scooters who require a lift to board a vehicle. According to DFHV's Title 31 regulations, a minimum clear floor area of 30 inches wide by 48 inches long must be provided for each wheelchair position. TDC participants needing additional accommodations beyond these requirements must inquire with DFHV for special accommodations by calling **202.645.7300**.

DFHV and TDC providers reserve the right to refuse transportation services if the customer's safety would be at risk (i.e., safety belts not worn, vehicle is unable to accommodate a certain size wheelchair, etc.) and is deemed unsafe.

For your safety and the safety of other passengers and the driver, please ensure your wheelchair's brakes, batteries, and other mechanical parts are in good working condition.

If you need assistance boarding the vehicle, the driver may assist you but is not responsible for any injuries.

Lost & Found

Items found by the driver of a District of Columbia taxicab are returned to the Department of For-Hire Vehicles (DFHV).

Please complete the Lost Property form.



A TDC participant may call DFHV M-F 8:30 – 4:30 at **855.484.4966** or **202.645.7300** or send an email to **DFHV.LnF@dc.gov**. Please include as much of the following information as possible:

Your name, telephone and/or email

Item description

Trip date & time

The driver’s name and/or license number

Vehicle plate number

Trip start/end locations

Keep your receipt – it has information that can help identify which vehicle you were in.

DFHV’s office hours are 8:30 am to 4:30 pm, Monday through Friday, excluding holidays. If the item was lost over the weekend or during a holiday, please allow two to three days for the driver to return the item.

If an item is turned in that matches your description, you will be contacted for further information. All items not claimed within five (5) days are turned over to MPD’s Property Division. If you are calling after the five-day period, you must call MPD’s Property Division at: **202.727.3230**.

RETRIEVING LOST PROPERTY

A Transport DC participant must provide a picture ID to retrieve the item in person.

In order to have an item shipped to you directly, you must identify the item and provide a sized container. If the item is a piece of luggage or larger, DFHV will secure the item to prepare for shipping. You (the TDC participant) must provide a pre-paid shipping label with your address or an address for where the item is to be shipped. DFHV will call the delivery service of your choice when the item is ready for shipment and obtain a tracking number for you, however DFHV is not responsible for any items lost, stolen or damaged by the shipping agent (i.e.: USPS, UPS, Courier, etc.) once it leaves DFHV’s premise.

Complaints

For-hire vehicle companies and operators offer services to millions of individuals each year within the District of Columbia. To ensure safety and service standards are maintained, the Department of For-Hire Vehicles provides outlets for passengers and members of the public to file a complaint whenever a violation by a for-hire vehicle occurs within the District.

When filing a complaint against a for-hire vehicle operator, owner, or dispatcher, please include your name, mailing address, daytime phone number, and email address. There are several methods of contacting the Department of For-Hire Vehicles Complaints Office:

Complete the online **Department of For-Hire Vehicles Complaint form** at **dfhv.dc.gov/service/dfhv-complaints**

Mail to DFHV
2235 Shannon Place SE
Suite 2001
Washington, DC 20020

Call **855.484.4966** or **202.645.7300**

Fax your letter to **202.889.3604**

Email your complaint to **dfhv.complaints@dc.gov**

Connect with us on Twitter **[@DC_DFHV](https://twitter.com/DC_DFHV)**

The complaint should contain as many details as possible concerning the incident, including the date and time when the incident occurred and any information identifying the operator involved. To aid us in identifying an operator, please provide any of the following information: the operator’s name, license and identification number (Face ID card), vehicle license tag, or personal vehicle identification number (PVIN). The operator’s Face ID card can be found on the front passenger visor and on the passenger information monitor located on the back of the front passenger seat. The PVIN, an alphanumeric identifier, is located on the dome light on the roof of the vehicle.



Suspension Policy

Transport DC services may be suspended for individuals who violate program conduct/rules due to inappropriate, aggressive, threatening, or abusive behavior towards operators, dispatchers, drivers, other customers, or DFHV employees. Customers may be suspended if any of the following actions occur:

- 1. Intentionally providing incorrect information during the pre-booking reservation process, such as providing an incorrect first or last name, Metro ID number, address, phone number, mobility device descriptor, or presence of companions.
- 2. Lack of payment for the transportation service.
- 3. Use of abusive language or gestures against operators, dispatchers, drivers, DFHV staff, stakeholders, or other passengers.
- 4. Conducting inappropriate or illegal actions within a taxicab, i.e. drinking alcohol, ingesting drugs, littering in the vehicle, or smoking cigars or cigarettes.
- 5. Recurring late arrivals (beyond ten minutes) or not being at the agreed upon pickup location by passengers.

Transport DC taxicab companies formally notify DFHV and WMATA of all customer infractions.

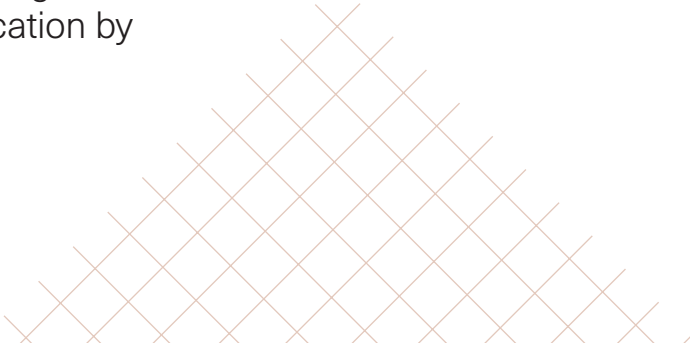
Transport DC suspension does not prohibit a TDC participant from using other alternative transportation services or MetroAccess services. If a TDC participant is suspended from the program, DFHV staff will notify WMATA MetroAccess personnel of the suspension and will direct the participant to use MetroAccess services instead of Transport DC services. If a participant is suspended from the TDC program, the participant can always appeal to DFHV by calling **202.645.7300**.



Schedule of Suspensions

All suspension periods will begin on the date listed in the DFHV violation notice. Upon their first violation in the calendar year, the customer receives a warning notice, afterwards:

- SECOND VIOLATION**
The customer receives a 7-day (1-week) suspension.
 - THIRD VIOLATION**
The customer receives a 14-day (2-week) suspension.
 - FOURTH VIOLATION**
The customer receives a 21-day (3-week) suspension, with a recommendation to be suspended from the program until the end of the calendar year.
- Further violations of this policy will result in permanent suspension from the TDC transportation service. If you must no show or schedule a late cancellation because of circumstances beyond your control, please call the DFHV at **202.645.7300** to explain the circumstance and request the removal of the no show or late cancellation. Note: No-shows or late cancellations must be disputed within two business days after the end of calendar month.





Customer Feedback & Contact Information

The Department of For-Hire Vehicles feels it is important to recognize the efforts of staff, drivers, owners, riders, and the public for making a positive impact in the District's public vehicle for hire industry. Celebrating

these individuals will inspire all to continue to put forth their best efforts. DFHV is delighted to honor those who have gone beyond the call of duty. Please forward comments to dfhv@dc.gov

Please feel free to call **202.645.7300** or email: transportdc@dc.gov for assistance.

MONTHLY USER GROUP MEETINGS:

Join the monthly Transport DC User Group Meeting (TDC-UGM) held on the 1st Wednesday of every month at 6PM.

For Transport DC User Group Meeting info including meeting link for virtual participation and dial in number, please email the following:

transportdc@dc.gov