



TRANSPORT DC

CUSTOMER GUIDE

CALL TO SCHEDULE YOUR RIDE:

(844) 322-7732

7 DAYS PER WEEK

24 HOURS PER DAY

\$5 FARE EACH TRIP

CONTACT US

2235 Shannon Place, SE, Suite 3001

Washington, DC 20020

(202) 645-7300

transportdc@dc.gov

Updated January 2020



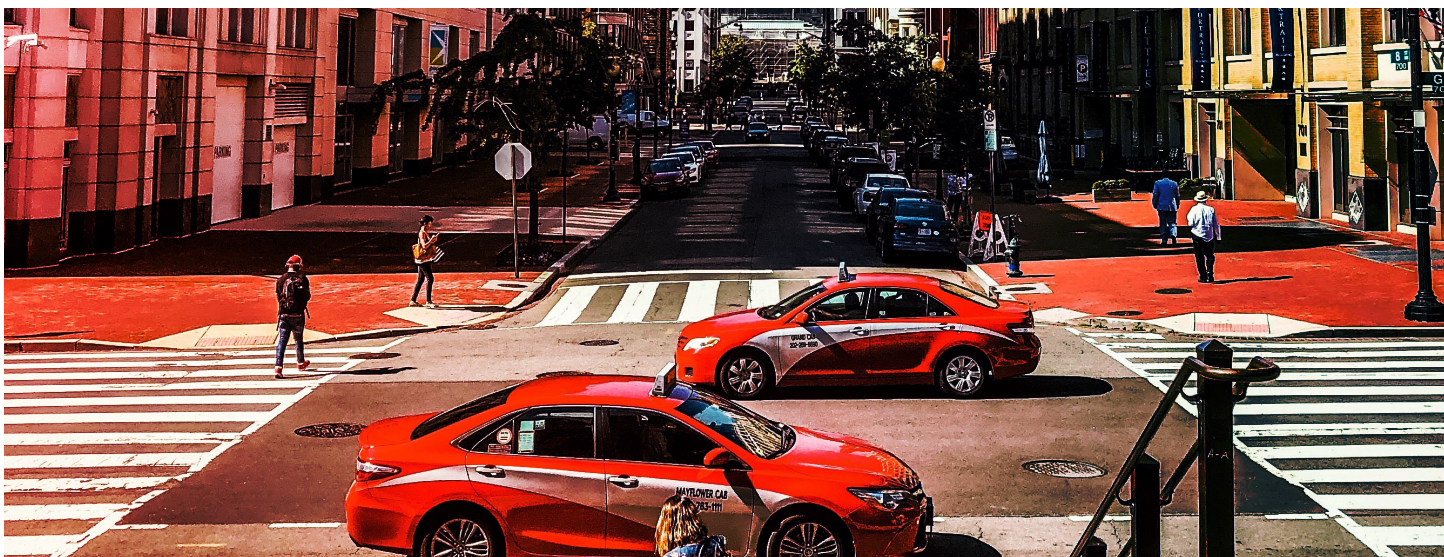
Welcome to DFHV's TransportDC Customer Guide

The DC Department of For-Hire Vehicles (DFHV) has partnered with the Washington Metropolitan Area Transit Authority's (WMATA's) MetroAccess program and the DC Department of Transportation to provide a premium same-day, cost-effective alternative service to WMATA's MetroAccess paratransit services. This program started on October 1, 2014, exclusively for dialysis customers residing in the District of Columbia. On May 1, 2015, DFHV expanded Transport DC services to provide transportation to any location within the District.

DFHV'S COMMITMENT TO METROACCESS CUSTOMERS

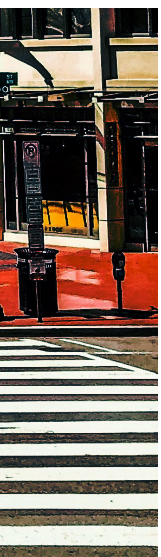
As a Transport DC (TDC) participant, you'll have access to the following benefits:

- **Scheduling timeline for service:** The flexibility to make a reservation at least 60 minutes before a ride is needed.
- **Comfortable travel:** Travel in a safe, secure manner within a clean and well-maintained taxicab.
- **Customer service:** You'll be treated with courtesy and respect.
- **One stop pick-up and drop-off:** No need to share a ride or make multiple stops before reaching your destination.
- **Companion rider support:** Two companions (home health aides or supporting family, which includes service animals) are welcome to accompany Transport DC participants at no additional charge.
- **Affordable transportation:** All \$5.00 cash co-pays are required to be paid at the beginning of the trip, except where payment is to be made by credit card.
- **Easy payment:** Major credit cards or debit cards accepted, not MTM or Smart Trip Metro Access cards.
- **Alternative paratransit service:** Priority use of wheelchair-accessible vehicles are given to Transport DC participants.
- **Direct Transportation Services:** For dedicated, pre-booked pick-up and drop-off trips.
- **Pre-booking schedules:**
24-hour pre-booking schedule for standard trips and weekly booking for dialysis Transport DC participants
Dialysis customers may pre-book one week in advance of schedule medical appointments.



TDC PARTICIPANTS' RESPONSIBILITIES

- 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.
- Display your valid MetroAccess ID Card to the driver before entering the vehicle.
- Pay the \$5.00 Transport DC fare prior to starting your trip.
- Treat operators, dispatchers, drivers, and other Transport DC staff with respect.
- Keep personal assistance devices in good condition and be able to operate them without driver intervention or distraction.
- Make sure ramps, sidewalks, and walkways are properly maintained and clear of ice, snow, or other debris.
- All passengers, including caregiver companions, must wear the required vehicle safety restraints during the trip.
- Always keep service animals under control and clean.
- Do not eat, drink, or smoke during a trip.
- Maintain good personal hygiene.
- Do not engage in disruptive or abusive behaviors.
- If you move or have additional changes in your contact information, provide WMATA MetroAccess and DFHV with your updated contact information including home address, cell phone number, landline number, email address, types of mobility aid(s) you use, and your accessible format needs.
- During restricted times of the month for a standard trip, trips will originate from your home address to a work or medical facility address. Return trips from work or medical facility are to your home address.



How does Transport DC work?

Transport DC provides a premium same-day, cost effective alternative service to MetroAccess paratransit service for eligible MetroAccess customers who are residents of Washington, DC. Transport DC offers customers transportation to and from any location in DC — without location restrictions — from the 1st of month through the 15th. For the remainder of the month, transportation is restricted to employment and medical treatment locations only.

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BECOMING A TDC PARTICIPANT: WMATA determines if a person is eligible for the MetroAccess service. Anyone who is determined to be eligible for MetroAccess and is a resident of DC automatically is eligible for Transport DC. MetroAccess provides DFHV an updated eligibility list on the 1st of the month. To check your eligibility, **call Metro at: 202-962-1100**

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BOOKING TRIPS: Eligible MetroAccess customers can call the toll-free phone number 24 hours a day, 7 days a week: **844-332-7732 (you must dial “1” from a landline phone)**. Directly calling a Transport DC provider to book a trip is prohibited. Pre-booking may occur 1 hour, up to 24 hours, prior to a participant needing to be picked-up.

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SERVICE HOURS: Transport DC operates 7 days a week, 365 days a year, providing services within the borders of the District of Columbia.



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METROACCESS COMPATIBILITY: Transport DC drivers require participants to display their MetroAccess ID at time of service. Transport DC participation does not affect MetroAccess eligibility.

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CURB-TO-CURB SERVICE: As an alternative to the paratransit service, TDC provides curb-to-curb service, and a driver does not cross the threshold of any facility. IF a customer needs assistance with their mobile equipment during a pick-up or drop-off, the customer must notify the operator during the booking of the trip so that the driver can be notified. Customers should be present and ready with their valid MetroAccess ID and exact fare upon the driver's arrival. DRIVERS are not permitted to open doors at private locations, residences, or business. In addition, upon arrival at the drop-off address, drivers are strictly **prohibited from waiting for customers** while the customer shops, attends a medical appointment, etc. TDC participants may experience wait times of up to 30 minutes between one-way trips. This enables drivers to service other TDC participants or other transportation customers.



TRANSPORT DC PARTICIPANTS' PROFILE

WMATA's MetroAccess staff will send DFHV an eligibility list at the beginning of each month. This list will include the following information about eligible TDC users:

- | | | | |
|---|---|---|----------------------------------|
| ① | WMATA ID | ④ | Phone number |
| ② | First and last name | ⑤ | Email address
(if applicable) |
| ③ | Home address, including
street address, city, state, and
zip code | | |

EMPLOYMENT TRANSPORTATION SERVICE POLICY

In addition, each TDC participant may have up to two employment locations attached to their profile. The information required from the participant includes the following:

- ① Employer's name
- ② Employer's location: street address, city, state, and zip code
- ③ Employer's phone number (to validate drop off address)

Each TDC participant may identify up to two employment locations and ***substitute those locations only once and by the 15th of each month*** by calling **202-645-7300** or by emailing their work address and employer's name to **TransportDC@dc.gov** so that arrangements for employment-related trips can be made. Please remember to include your contact information in the voicemail or email in case a DFHV staffer has questions pertaining to your request or cannot identify the employer or location.

TDC MEDICAL FACILITY LIST

DFHV has developed a list of medical facilities based on the requests of TDC participants in need of transportation services for their specific non-emergency medical needs. To ensure DFHV and the District of Columbia provides transportation services for participants traveling to legitimate, certified DC medical community clinics, pharmacies, hospitals, nursing homes, assisted living facilities, dental offices, mental health facilities, and other medical facility locations, DFHV will use DHCF's Medicaid-certified providers located in the District of Columbia. This list can be found by visiting DFHV's website, clicking on the "Transport DC" link at the top of the page, and clicking on the link for the list of approved In-Network facilities found at the bottom of the page, or by calling DFHV staff at **202-645-7300** to inquire if your facility is currently on the list.

View the [Medical Facilities List](#).

VEHICLE WAIT TIME

Drivers are required to wait for customers for ten 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 ensure the customer is present at the correct pick-up location, including exits/entrances of hospitals, business buildings, or larger apartment campuses that may have more than one exit/entrance recorded at a given street address.

CUSTOMER NO SHOWS, LATE CANCELLATION, OR LACK OF PAYMENT

TDC providers track “no shows”, “late cancellations”, or non-payment for trips. In any calendar month, any customer who has booked ten trips or more and has committed a “no show” or “late cancellation” for at least 10% of those trips will receive a letter of notice from DFHV. Additionally, to ensure that only habitual offenders are suspended, a customer must first accumulate three or more reports of a “no show” or “late cancellation” prior to suspension. It is the TDC provider’s responsibility to conduct an incident to be submitted to DFHV staff to begin the monitoring process of “no shows”, “late cancellations” or non-payment issues.

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.

“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.

“LACK OF PAYMENT”

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

SCHEDULE OF SUSPENSIONS

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

- 1 SECOND VIOLATION**
The customer receives a 7-day (1-week) suspension.
- 2 THIRD VIOLATION**
The customer receives a 14-day (2-week) suspension.
- 3 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.

DFHV and the TDC providers will retain records regarding customer compliance with this policy for the duration of the current 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.



SUSPENSION POLICY

Transport DC services may be temporarily suspended by the taxicab companies providing the service 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 personal care aides (PCAs) or 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 Repeatedly being extremely late (beyond ten minutes) or “no shows”.

Transport DC taxicab companies will need to submit an incident report defining the customer infraction and submit to both DFHV staff and WMATA, MetroAccess staff for review in order for suspension proceedings to be activated.

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**.

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. When the DC government is temporary shut down for inclement weather or for other unforeseen emergencies, the Transport DC program will be suspended as well. If a TDC providers provides transportation services for a customer to a given location and an emergency is declared by the Mayor of the District of Columbia, the provider will make every attempt to ensure that the customer is not stranded.

During periods of inclement weather, participants may pre-book their trip 24 hours in advance by calling the **844-322-7732** number and discussing a pick-up time and location with the operator in case the government is temporarily shut down. Customers should plan ahead if weather becomes a factor and expect delays depending upon prevailing traffic, road conditions, and other TDC scheduling considerations.

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 provider 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 AND PERSONAL CARE ASSISTANTS (PCAS)

Companions, defined as a family member or a friend, and Personal Care Aides (PCA) may travel with an eligible participant. Participants will need to notify the operator/dispatcher upon booking a trip to ensure the Companion and PCA can ride for free. 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.

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's 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 that 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. All TDC drivers are trained to operate a wheelchair lift as well as mobility aid securement devices. Ambulatory customers using the lift should use the handrails when boarding.



LOST AND 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 24 hours a day, 7 days a week, at **855-484-4966**. Please include as much of the following information as possible:

- Your name.
- Phone number and/or email address.
- A brief description of the item.
- The date on which the item was lost.
- The driver's name and Face ID.
- Vehicle license plate number.

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](#)**.
- Hand-deliver your letter to the Agency: 2235 Shannon Place SE, Suite 2001, Washington, DC 20020
- Call (855) 484-4966 or (202) 645-7300.
- Fax your letter to (202) 889-3604.
- Send a letter via the US Postal service.
- Email your complaint to dfhv.complaints@dc.gov.
- Connect with us on Twitter [@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.

The DFHV Complaints Office investigates the following types of complaints:

- ① **IMPROPER FARE:** Includes complaints regarding an alleged overcharge or cancellation fees by a DDS¹ provider.
- ② **CONDUCT:** If an operator exhibits negative behaviors, provides poor customer service, or displays unsafe driving behaviors (i.e., cell phone use while driving).
- ③ **ASSAULT:** Any act of physical or sexual touching or force directed against a passenger or member of the public. This does not include verbal misconduct.
- ④ **OTHER:** This category is reserved for complaints filed against DTS² providers and taxicab companies.

¹ DDS: Digital Dispatch and Phone Dispatch Service.

² Digital Taxicab Solutions: electronic meter technology to enhance customer service by offering dynamic rates, electronic receipts and is compatible with both iOS and Android for drivers/operators.

Once your complaint is received by the Department of For-Hire Vehicles, the complaint process begins. The for-hire vehicle complaint process consists of the following four stages:

- **ACKNOWLEDGMENT STAGE:** You will receive an acknowledgment response from DFHV within seventy-two (72) hours. A case ID number will be provided to track the status of your complaint.
- **INVESTIGATION STAGE:** Your complaint will be investigated in order to identify the operator who was involved in the incident. The operator will receive an invitation for a voluntary resolution conference with DFHV.
- **RESOLUTION CONFERENCE STAGE:** DFHV and the operator meet to discuss the resolution of the complaint.
- **CLOSED STAGE:** You will be notified when a decision is reached regarding your complaint. Possible decisions may include the following: DFHV chooses to not take action based on the complaint; the matter is resolved during the resolution conference; or the matter is referred to the Office of Administrative Hearing for adjudication. If a hearing is required to adjudicate the matter, your testimony is necessary. You will be contacted via email or telephone with the hearing date, time, and location.

Throughout the complaint process, each complainant will receive email notifications as their complaint progresses to the next stage.

For more information, please review the **For-Hire Vehicle Complaint Process**.



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 us at dfhv@dc.gov at any time for assistance.

For Transport DC program user group meeting info, please email transportdc@dc.gov.

