



Government of the District of Columbia
Department of For-Hire Vehicles

STUDY GUIDE



*Title 31 regulations may change at any time. The regulations in use for this Study Guide were published by January 1, 2014. You must check the DC Register for any new changes in Title 31 prior to taking the DFHV Taxi and /or Limousine/Sedan exams.

Introduction

The purpose of this Study Guide is to prepare applicants to meet the examination requirements of the Department of For-Hire Vehicles (DFHV) to operate a Limousine or Sedan.

The mission of the DFHV is to provide the citizens of the District of Columbia and its visitors a safe, comfortable, efficient, and affordable experience in well-equipped vehicles, operated by highly qualified individuals. Highly qualified individuals need to have knowledge of the District's streets, boundaries, history and tourist destinations, as well as the basic tenets of high quality customer service. DFHV strives to provide limousine owners and operators with a system of rules and regulations that are fair and transparent and that allow for technological advancements to be introduced to the industry and for properly qualified individuals to participate in the industry.

This Study Guide is designed to provide applicants with an effective self-study tool that will introduce you to information you need to know to meet the DFHV examination requirements. The Study Guide provides an overview and explanation of many of the major requirements and definitions of terms. It is designed to give you the context of the requirements and to provide you with some illustrations, maps and charts for further clarification as well as some short quizzes to help you check your knowledge and better understand the types of material you are expected to know. The material in this Study Guide is up to date as of January 1, 2014. You must check the DFHV website to determine changes that may have taken place.

Any material in Title 31 and in this Study Guide may appear on the DFHV examination. Questions on quizzes provided in this Study Guide are examples of the material that may appear on the DFHV examination. They are not to be considered questions that will appear on the examination. These questions are designed to help you practice with the material that appears on the examination and to provide you with a self-assessment of your understanding of some of the material highlighted in the Study Guide. It is important to know all the material, not just the material that appears in quizzes. It also is important to note that elocution is currently part of the Examination through a personal interview in which your competency in speaking and reading English must be demonstrated.

Before you take the final exam please note rules from DFHV....

- Upon receipt of an application for a license, the Chairperson (of the Commission) shall investigate or cause to be investigated each applicant to verify the identity of the applicant and determine the competency, residency, fitness, and eligibility of the applicant for a license.
- The examination shall test the applicant's knowledge in the areas including, but not limited to, familiarity with the Metropolitan Area, District of Columbia monuments and landmarks, customer service concepts, cultural sensitivity, disability accommodation requirements, and non-discrimination requirements.
- The applicant is responsible to know all the regulations contained in Title 31.
- An applicant caught cheating or attempting to cheat on the examination shall be immediately expelled from the examination and disqualified from continuing the examination. The applicant's testing fee shall not be refunded. The applicant shall also be disqualified from re-applying for the examination for a period of not less than three (3) years. Disqualification for cheating on the licensure examination is not appealable.

Included in this study guide are the numbers of the appropriate section of Title 31. These numbers appear throughout the study guide as underlined numbers under either the chapter headings or sub-

section headings within the material. Title 31 is posted on the DFHV website so you can go directly to the section to view current as well as additional important information.

You must visit the DFHV website to determine Title 31 and DFHV regulations that have been updated. You need to also visit the website to determine updated procedures and requirements for taking the examination:

<http://dcregs.dc.gov/Gateway/TitleHome.aspx?TitleNumber=31>

Recently Updated Regulations: <http://dcregs.dc.gov/>

DFHV

Office Hours

Monday to Friday, 8:30 am to 4:30 pm, except District holidays.
Applications accepted until 3:30 pm.

Connect With Us

Client Services Suite 2001 | Executive Offices: Suite 3001

2235 Shannon Place, SE, Washington, DC 20020

Phone: (202) 645-7300

Fax: (202) 889-3604

TTY: 711

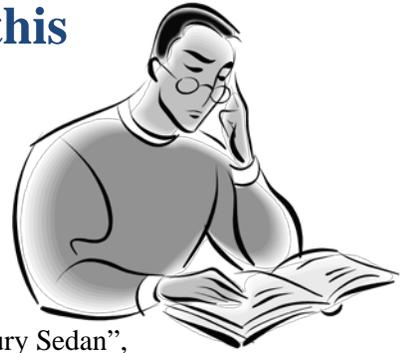
Email: dfhv.ClientServices@dc.gov



Table of Contents

| | |
|---|----|
| Introduction | 1 |
| Definitions of Terms | 5 |
| Chapter 1: Limousine/Sedan Requirements | 7 |
| Chapter 2: Elocution | 21 |
| Chapter 3: Navigation | 24 |
| Chapter 4: Business Practices | 30 |
| Chapter 5: Criminal and Unacceptable Behavior | 31 |
| Chapter 6: Nondiscrimination | 32 |
| Chapter 7: Customer Service | 36 |
| Quiz | 38 |
| Quiz Answers | 39 |

Definitions of Limousine Related Terms in this Study Guide and in Title 31



DEFINITIONS

Luxury class service or LCS service – limousine and sedan service

Luxury class vehicle or LCS vehicle – a public vehicle-for-hire that: Is a “Luxury Sedan”, an “Upscale Sedan”, or a “Sport Utility Vehicle” (“SUV”), as defined by the EPA (www.fueleconomy.gov/feg/powerSearch.jsp), or the Chrysler 300 provided:

- That if it is an SUV, it has a passenger volume of at least one hundred twenty (120) cubic feet
- It Does not have a manufacturer’s rated seating capacity of ten (10) or more persons
- It is not a salvaged vehicle or a vehicle rented from an entity whose predominant business is that of renting motor vehicles on a time basis

Associates – in a voluntary relationship of employment, contract, ownership, or other legal affiliation (An association not in writing shall be ineffective for purposes of this title)

Contract reservation – an advance booking for limousine service that includes the start time and the hourly rate

Customer – a person that requests public vehicle-for-hire service on behalf of him or herself or any other person

DFHV public vehicle-for-hire license – a vehicle license issued pursuant to D.C. Official Code Title 31 § 47-2829(h) (2012 Supp.)

District Enforcement Official – a public vehicle enforcement inspector (hack inspector) or other authorized official, employee, or General Counsel of DFHV, or a law enforcement official authorized to enforce a provision of this title

DMV – District of Columbia Department of Motor Vehicles

EPA – United States Environmental Protection Agency

DFHV Identification Card (Face Card) – the licensing document for an operator’s license issued under D.C. Official Code Title 31 § 47-2829(i) (2012 Supp.)

Impoundment – impoundment that occurs pursuant to the Taxicab and Passenger Vehicle for Hire Impoundment Act of 1992, effective March 16, 1993, (D.C. Law 9-199, D.C. Official Code Title 31 § 50-331 (2012 Supp.))

Independently Operated Vehicle – an LCS vehicle not associated with an LCS organization

Limousine – any LCS vehicle

LCS organization – an owner of two (2) or more LCS vehicles

Licensing document - a physical or electronic document issued to a person as evidence that such person has been issued a license under this title

Livery tags – vehicle tags issued by a motor vehicle licensing agency for a public vehicle-for-hire used to provide luxury class services, including the “L” tags issued by DMV

Operator – an individual who operates an LCS vehicle

Owner – a person, corporation, partnership, or association, including an LCS organization or independent owner, that holds the legal title to an LCS vehicle, the registration of which is required in the District of Columbia.

- If a vehicle is the subject of an agreement for the conditional sale or lease with the right of purchase upon performance of the condition stated in the agreement and with an immediate right of possession vested in the conditional vendee or lessee, or if a mortgagor of a vehicle is entitled to possession, then the conditional vendee, lessee, or mortgagor shall be considered the owner.

Sedan – a public vehicle-for-hire that:

- Meets the requirements for a luxury class vehicle;
 - Is not stretched
 - Is any “dark” color other than 15-1150 TCX, 15-1150 TPX, 16-035 TCX, or 16-035 TPX, or any “black” color, as defined by Pantone LLC (available at: <http://www.pantone.com/pages/pantone/colorfinder.aspx>); and
 - Has a passenger volume of at least ninety five (95) cubic feet, according to the EPA (available at: <http://www.fueleconomy.gov/feg/powerSearch.jsp>).
- Washington Metropolitan Area – has the same meaning ascribed to in Title 31 § 499.1.



Chapter 1: Limousine Requirements

This Study Guide is first and foremost designed to help you to understand and remember the materials that are important for you to know in order to pass the DFHV examination. Included are the numbers of the sections of Title 31 that you can look up online to ensure no revisions or updates have occurred that you are not aware of.

GENERAL REQUIREMENTS

Title 31, Title 31 § 1201

Operator Requirements

In order to be authorized to provide luxury class services you must:

- Have a valid and current driver's license from the Department of Motor Vehicles (DMV)
- Have a valid and current (DFHV) operator's license authorizing the person to provide luxury class service
- Be in compliance with all Insurance Requirements

Vehicle Requirements

A vehicle shall be authorized as a limousine to provide luxury class services if it:

- Has been approved and licensed by DFHV Title 31 § 1204 for use as a sedan, a limousine, or both
- Is registered and displays valid and current livery tags (also called "L-tags") from DMV, District of Columbia
- Has a valid and current inspection from DMV including inspection for current compliance with the definition of a sedan where applicable
- Is in compliance with all Insurance Requirements
- Is operated in compliance with Title 31 § 1201.5 operating requirements stating that Luxury class service shall not be provided unless, from the time each trip is booked, through the conclusion of the trip, all of the following requirements are met:
 - The operator is maintaining at DFHV current contact information, including his or her full legal name, residence address, cellular telephone number, and, if associated with an LCS organization, contact information for such organization or for the owner for which he or she drives, and informs DFHV of any change in the foregoing information within five (5) business days through U.S. Mail with delivery confirmation, by hand delivery, or in such other manner as the DFHV may establish

Manifest

- The operator is maintaining in the vehicle a manifest that:
 - Is either: In writing, compiled by the operator not later than the end of each shift using documents stored safely and securely in the vehicle; or Electronic, compiled automatically and in real time throughout each shift
 - Is in a reasonable, legible, and reliable format that safely and securely maintains the information
 - Reflects all trips made by the vehicle during the current shift
 - Includes the date, the time of pick up, the address or location of the pickup, the final destination, and the time of discharge
 - Does not include terms such as "as directed" in lieu of any information required by this paragraph

- Is kept in the vehicle readily available for immediate inspection by a District enforcement official (including a public vehicle enforcement inspector (hack inspector))
- Where limousine service is provided, the trip is booked by contract reservation based on an hourly rate
- The trip is not booked in response to a street hail solicited or accepted by the operator or by any other person acting on the operator's behalf; and there is no individual present in the vehicle who is not the operator or a passenger for whom a trip is booked or payment is made.

More Than One Jurisdiction

An LCS vehicle, for which valid and current livery tags have been issued by both DC DMV and by the motor vehicle licensing agency of another jurisdiction, may operate in the District during such times when:

- It displays valid and current L-tags from DC DMV
- It displays on its windshield a valid and current vehicle registration sticker from DC-DMV

REQUIREMENTS FOR LICENSING LIMOUSINE ORGANIZATIONS AND INDEPENDENT OWNERS

Title 31, 1202

Fees

Applicable fees for limousine business in the District of Columbia are as follows:

- LCS organizations: (\$475)
- Owners of independently operated vehicles: (\$250)

Filing Requirements

Each LCS organization shall file with DFHV, in addition to other information and data required by law, the following:

- Annually on December 15th, and at other times as may be required by DFHV, a Certificate of Identity on forms provided by DFHV. Appended to the certificate shall be a list of Directors with their residence addresses
- If incorporated, a copy of its Certificate of Incorporation
- By-laws and other Rules and Regulations relating to the organization and its operation, including fees charged to affiliates
- The name and residence address of the Lessee and Owner of each LCS vehicle operated by the organization
- The address and telephone number of the organization and Certification of Compliance with applicable zoning requirements
- The ownership, seating capacity, make, year, weight, and vehicle identification number of all vehicles
- The financial status and responsibility of the applicant including evidence of ability to acquire and maintain the vehicle(s) for which authority is sought

- Each criminal conviction, guilty plea, or plea of nolo contendere (no contest) of the applicant
- The nature and location of depots, terminals, and garages to be used, if any
- A description of the communications systems to be used, if any
- The specific experience of the applicant in the transportation of passengers for hire
- A description of service(s) to be rendered, including time(s) of operation
- A schedule of rates and charges consistent with the information required by Title 31 § 1202.10
- All changes in the information and data required by this section shall be reported to DCTC within five (5) business days

Record-Keeping Requirements

As with any well-regulated business, each base owner and LCS organization shall comply with all record keeping procedures established DFHV.

- The operational information required to be maintained by Title 31 § 1202.2 shall be safeguarded and maintained at DFHV of the organization for a period of five (5) years.
- All organization information may be inspected by Commission Representatives during regular business hours
- No person shall file or otherwise make any false statements to DFHV
- DFHV shall deny a license for any material false statement made in the application.

Fines for Violating Record Keeping Requirements

- Any LCS organization that fails to timely file information as required in Title 31 § 1202.2 shall be subject to a civil fine of (\$250)
- Each vehicle owner that fails to timely renew its license under this section shall be subject to a civil fine of (\$500)

Posting of Rates Information

- Each LCS organization shall, at all times, post its current rates and charges for its limousine service(s) on its website
- Limousine rates and charges shall be established on a daily basis and shall not be changed until the following day, provided however that rates and charges may be changed at any time if reasonably based on a declaration of emergency affecting the entire District of Columbia as issued by the Mayor of the District of Columbia
- No fare may be charged by an LCS organization based on a rate or charge that is not posted or maintained with DFHV as provided at the time of the booking.

REQUIREMENTS FOR A BASE OWNER

Title 31 1203

- Each limousine or sedan base owner may maintain an office in the District of Columbia with an operable telephone number listed in the name of the organization
- A base owner shall not dispatch a for-hire vehicle from any location other than that specified in the base Certificate of Authority
- A base owner shall maintain and enforce rules, consistent with DFHV requirements and the laws of the District of Columbia, governing the conduct of affiliated drivers while performing their duty as for-hire vehicle drivers

- Each base owner shall be liable for the conduct, operation, and violation of Commission rules by affiliate drivers and affiliate vehicles
- A base owner shall not “hold himself out” for business as a "taxi" or "taxicab" service or in any way use the word "taxi" or "taxicab" to describe the business.

LICENSING OF LCS VEHICLES

Title 31 1204

- All owners or lessees of limousines operating in the District shall obtain a vehicle license from DFHV
- An owner or lessee of a vehicle proposed to be operated as an LCS vehicle (“applicant”), in the District shall first obtain a license for such vehicle from DFHV prior to applying for L-Tags at DMV and follow all regulations in Title 3 § 1204
- Upon receipt of an application and evidence satisfactory to DFHV that all requirements have been met, including the DMV inspection required by Title 31 § 1204.3, DFHV shall issue a license to the owner. Otherwise, DFHV shall not issue a license to the owner

LCS Fees

- The fee for each license to operate a vehicle for luxury class service shall be (\$100) for each vehicle.

ELIGIBILITY REQUIREMENTS FOR A LIMOUSINE OPERATOR'S LICENSE

Title 31 1205

Each applicant for a license to operate an LCS vehicle (“applicant”) shall

- Be at least eighteen (18) years of age
- Be able to read, write, and speak the English language
- Not be covered by Diplomatic Immunity
- Possess a valid District of Columbia motor vehicle operator's permit or, for non- District residents or persons exempt from obtaining a District motor vehicle operator's permit, a valid motor vehicle operator's permit issued by a state that is a party to the Driver License Compact
- Not be afflicted with or suffering from any mental disability or disease and who has not at the time of application been restored to competency by the methods provided by law
- have successfully passed an examination that shall include testing of the applicant’s ability to read, write, and speak the English language
- Not be employed by a Federal or District Agency with a policy that forbids the employee from operating a public vehicle for hire
- Not be an employee of the District government whose employment is concerned directly or indirectly with the issuance of licenses to operate public vehicles for hire, or the enforcement of applicable rules and regulations
- Not be delinquent in paying a fine or, within the last three (3) years, and has not committed one or more serious traffic offenses in the District or elsewhere that indicate a disrespect for traffic laws or the safety of other persons
- Be of good moral character under the standards delineated in Title 31 § Title 31 § 1205.11 through 1205.13, An applicant shall not be considered of good moral character if he or she is any of the following:
 - A habitual drunkard
 - Addicted to the use of drugs

- On parole or probation at the time of the filing of the application for a license, except as provided in Title 31 § 1205.12
- Notwithstanding the provisions of Title 31 § 1205.11, if the parole or the probation arose out of a conviction other than those listed in Title 31 § 1205.13, the parolee's or probationer's application may be considered for approval if a letter from the appropriate parole or probation officer is submitted with the application stating that there is no objection to the issuance of a limousine or sedan operator's license
- Has been convicted of or has served any part of a sentence for the following crimes, or an attempt to commit any of the following crimes, within the three (3) year period immediately preceding the filing of the application
 - Murder, manslaughter, mayhem, malicious disfiguring of another, arson, kidnapping, burglary, housebreaking, robbery, theft, fraud, or unlawful possession of a firearm
 - Assault with the intent to commit any offense punishable by imprisonment in the penitentiary
 - A sexual offense proscribed by D.C. Official Code
 - A violation of the D.C. Uniformed Controlled Substances Act of 1981 or the Drug Paraphernalia Act of 1982
 - An act committed outside the District that, if committed in the District, would constitute an offense under District statutes
 - Any criminal offense committed against a passenger
 - Any criminal offense committed against any person that involves the use of a public vehicle-for-hire in a wanton, reckless, depraved, or malicious manner

APPLICATION REQUIREMENTS FOR A LIMOUSINE OPERATOR'S LICENSE

Title 31 1206

- Each application for an operator's license shall use a form provided by DFHV, shall indicate the applicant's choice of whether such applicant proposes to be licensed to provide limousine service, sedan service, or both, and shall be accompanied by the applicable fee
- Each application shall set forth the following information pertaining to the applicant:
 - Full lawful name (including middle name and any other names by which the applicant is or has been known)
 - Date of birth
 - Sex
 - Social security number
 - Address of residence
 - Other information needed to determine the applicant's identity, competency, and eligibility
 - A full statement of all criminal and traffic charges entered against the applicant in the District and elsewhere
- Each application shall be accompanied by two (2) new full face and one (1) profile head and shoulders color photographs, measuring one and three quarter inches by one and seven-eighths inches (1 3/4 in. x 1 7/8 in.) in size
- Each application shall also include one (1) sheet of fingerprints of the applicant taken at the headquarters of the Metropolitan Police Department (MPD), forwarded by MPD to the Federal Bureau of Investigation (FBI) and furnished to DFHV by the FBI
- Each application shall also be accompanied by individual letters from the applicant's most recent employer and from at least three (3) responsible residents of the Metropolitan Area who are

engaged in a business or profession, who have known the applicant for a period of at least one (1) year, and who shall vouch for the sobriety, honesty, and general good character of the applicant. Each letter shall include the signature and the current address of the writer

- If the applicant is a veteran of the United States Armed Forces, the application shall be accompanied by a copy of the applicant's separation record or equivalent
- If the applicant is a member of the Armed Forces at the time the application is filed, the application shall be accompanied by written permission of the appropriate Commanding Officer permitting the applicant to receive an operator's license

LICENSING OF LCS VEHICLE OPERATORS – HEALTH REQUIREMENTS

Title 31 1207

- Each application (including a renewal application for a limousine operator's license) shall be accompanied by a Certificate from a physician who is a resident of the metropolitan area, certifying that the applicant is not afflicted with any disease or infirmity which might make the applicant an unsafe or unsatisfactory driver of a limousine
- Each application for a new or renewal operator's license shall be accompanied by a Certificate from a licensed physician who resides in the Washington Metropolitan Area
 - The Certificate shall be on a form provided by DFHV executed under penalty of perjury
 - The Certificate shall be executed no earlier than thirty (30) days before the date on which the application is filed
 - The certificate shall not be considered sufficient to support an application unless it contains all of the following:
 - A statement that the applicant is not afflicted with any disease or infirmity, such as a contagious disease, epilepsy, vertigo, fainting spells, blackouts, attacks of dizziness, or another medical condition that, in the discretion of DFHV, may render the applicant unsafe or unsatisfactory as a vehicle operator
 - A statement that the applicant has central visual acuity of at least twenty/forty (20/40) in one (1) eye, either unassisted or assisted by glasses or contact lenses, and hearing of at least ten/twenty (10/20) in one (1) ear
 - Such additional information or documentation relating to the applicant's past or present medical history as DFHV deems appropriate
 - An applicant shall not be considered for a license if, at the time the application is filed, the applicant is suffering from a contagious disease, epilepsy, vertigo, fainting spells, blackouts, attacks of dizziness, or another medical condition that in the opinion of DFHV may render the applicant unsafe or unsatisfactory as a driver of a limousine or sedan.

INVESTIGATION AND EXAMINATION OF APPLICANTS

Title 31, 1208

- Upon receipt of an application for a license to operate, DFHV shall investigate each applicant to verify the identity and determine the competency, fitness, and eligibility of the applicant for a license
- Each applicant successfully pass such tests as DFHV requires as conditions for licensing.

ISSUANCE OF LICENSES

Title 31, 1209

- DFHV shall issue a license to each applicant who has complied with the all its requirements
- Each operator's license shall have marked upon its face a statement indicating that it is valid only for the luxury class of service(s) for which it is issued, and such additional terms and conditions as DFHV may deem necessary (such as statements that the document is nontransferable and may not be duplicated)
- Each license shall contain a number, photograph of the licensee, and any other information that DFHV considers appropriate
- Each person to whom an operator's license has been issued shall, during the term of the license, reside within the Washington Metropolitan Area, and shall, no later than five (5) days following the termination of the residence within the Washington Metropolitan Area, surrender the license to DFHV

DENIAL OF LICENSE AND RE-APPLICATION

Title 31, 1210

- An applicant who has been denied a license to operate under this chapter for reasons other than for failure to complete successfully an examination may file a new application for a license after the expiration of not less than six (6) months after the denial.

LOSS, THEFT, OR DESTRUCTION OF LICENSE

Title 31, 1211.1

- In case of the loss, theft, or destruction of any operator or vehicle license issued pursuant to this chapter, the licensee shall immediately notify DFHV of the loss, theft, or destruction
- Upon application made under oath on a form provided by DFHV, and upon payment of the applicable fee, DCTC may issue a duplicate license

COMPLAINTS AGAINST OPERATORS OF LIMOUSINES

Title 31, 1212

- Complaints shall be in writing, signed by the complainant, and contain the complainant's address and telephone number
- Written complaints shall be delivered or mailed to, 2235 Shannon Place, S.E. #3001, Washington, D.C. 20020
- Within ten (10) days of receipt of a complaint DFHV shall notify the limousine operator or owner, or both, by first class mail, postage prepaid, or certified mail, return receipt requested, of the nature of the complaint
- The notification shall direct the operator or owner, or both, to file an answer with DFHV within ten (10) days of receipt
- If the answer shows a violation of DFHV's Rules and Regulations, DFHV, within ten (10) days, shall notify the limousine owner or operator, or both, of the violation and the proposed sanction. DFHV shall also inform the complainant of the proposed sanction
- If the answer does not show a violation of DFHV's Rules and Regulations, DFHV shall notify the complainant of the answer and provide an explanation of why there is no violation
- When DFHV does not determine whether action under Title 31 § 1212.6 or 1212.7 should be taken, DFHV shall attempt to resolve the complaint
- If DFHV does not resolve the complaint, the matter shall be referred to the Panel on Adjudication (Panel) for disposition
- If the facts alleged in a complaint do not constitute a violation of DFHV Regulations, the Chief of DFHV shall dismiss the matter and notify the complainant.

WHEELCHAIR ACCESSIBILITY REQUIREMENTS FOR LCS ORGANIZATIONS PROVIDING SEDAN SERVICE

Title 31, 1213

- Each LCS organization with twenty (20) or more sedan class vehicles in its fleet that does not have wheelchair-accessible vehicles in its fleet shall provide contact information for LCS organizations that do have such vehicles, when requested by a customer
- Each LCS organization with twenty (20) or more vehicles licensed under this Chapter to be operated as sedans on or after the effective date of this rulemaking, shall dedicate a portion of such vehicles as follows:
 - At least six percent (6%) of such vehicles shall be wheelchair-accessible by December 31, 2014
 - At least twelve percent (12%) of such vehicles shall be wheelchair-accessible by December 31, 2016
 - At least twenty percent (20%) of such vehicles shall be wheelchair-accessible by December 31, 2018

RENEWAL OF OPERATOR LICENSE

Title 31, 1214

- A licensed operator may seek to renew the license by applying at DFHV beginning forty-five (45) days prior to the expiration of the license
- If a person fails to submit an application to renew a license to operate within ninety (90) days following the expiration date of the license, the person may be required to take and successfully pass, any test required pursuant to this chapter
- If an individual fails to submit an application to renew the license to operate for ninety (90) days following the expiration date of the license, he or she shall be required to apply for a new license to operate pursuant to the provisions of this chapter.

VEHICLE SAFETY AND COMPLIANCE

Title 31, 1215

- Each luxury class vehicle shall be inspected “annually” by DMV to determine whether it is in compliance with:
 - All applicable DMV motor vehicle regulations and other applicable laws
 - All applicable provisions of this title, including those related to the vehicle’s interior and exterior, body, cleanliness, repairs, mechanical parts, and the vehicle license issued by DFHV under Title 31 § 1204.5
- A District enforcement official may inspect and test a vehicle’s lights, brakes, steering assembly, tires, horn, component of a system used to calculate fares, process payments or print receipts, or any other device or equipment installed in the vehicle or authorized or required by a provision of this title or Title 18 of the DCMR, at any time when such vehicle is on the public streets or on public space
- A District enforcement official may order the removal from a public street or public space, any luxury class vehicle that appears to be unsafe or improperly equipped and may order the owner or operator to promptly take the vehicle to a District motor vehicle inspection station, for the purpose of re-inspection, without regard to whether or not the vehicle displays a valid and current DMV inspection sticker
- No person may operate, move, or permit the operation or use of any vehicle that is mechanically unsafe, improperly equipped, or otherwise unfit to be operated. Such vehicles shall be impounded
- DFHV may from time-to-time institute vehicle equipment inspection checkpoints to randomly inspect vehicles for the protection of passengers and the general public. Such vehicle equipment inspection checkpoints shall be operated in accordance with this title and all other applicable laws.

INTERJURISDICTIONAL LIMOUSINE OPERATION

Title 31, 1216

- Any person who would be required to obtain a limousine for hire vehicle permit pursuant to D.C. Official Code Title 31 § 50-313 and rules promulgated pursuant thereto may, in place of the permit, be issued an interjurisdictional limousine permit; provided that the person satisfies the conditions for the issuance of an interjurisdictional permit and the transportation provided by such person complies with the provisions of this section.
- An interjurisdictional limousine permit only authorizes a person to pick-up passengers for hire in the District on a pre-arranged basis for destinations outside the District.
- An applicant for an interjurisdictional vehicle permit shall satisfy the following requirements:
 - Possess a valid vehicle registration which is valid for the transportation of persons by limousine within that state
 - Neither the applicant nor any person or business engaged in transporting passengers by motor vehicle for hire that is affiliated with the applicant has a place of business, a telephone number, or solicits business or specifically advertises in the District
 - The vehicle shall be driven only by the holder of a driver's license that is valid for the for-hire operation of the vehicle
 - The vehicle shall be driven only by the holder of a for-hire vehicle driver's license where the driver has submitted proof satisfactory to DFHV that the driver possesses a license or

permit that was granted by a state or political subdivision and for which the driver has been fingerprinted for the purpose of securing and reviewing the driver's criminal history records

- The applicant has not had an interjurisdictional vehicle permit revoked or has not been refused renewal of an interjurisdictional vehicle permit
- The annual fee for an interjurisdictional permit, including any permit for any limousine operating within the District of Columbia under an authorization issued by the Washington Metropolitan Area Transit Commission, shall be (\$400) per vehicle.
- A fee of (\$100) shall be paid for each interjurisdictional limousine permit issued to replace a lost or mutilated permit, or a permit which has become obsolete as a result of the acquisition of new license plate.
- If DFHV, after reviewing an application for an interjurisdictional limousine permit and after appropriate investigation and a hearing affording the applicant an opportunity to be heard, finds that the applicant made a material false statement or concealed a material fact in connection with the application, DFHV may deny issuance of the permit, refuse to renew, suspend or revoke any such permit.
- A vehicle owner issued a permit pursuant to this section shall maintain the conditions of issuance of the permit as provided in this section.
- A vehicle owner shall ensure that a valid Department decal, evidencing an interjurisdictional limousine permit, is affixed to the front right side of the windshield of a vehicle so as to be plainly visible. Interjurisdictional limousine permits for vehicles registered outside of the District shall be affixed to the front right side window so as to be plainly visible.
 - No unauthorized entry shall be made on the interjurisdictional limousine permit or decal, nor shall any entry on any such vehicle permit or decal be changed or defaced
 - An unreadable interjurisdictional limousine permit or decal shall immediately be surrendered to DFHV for replacement
- A vehicle owner who holds an interjurisdictional limousine permit shall pick up passengers on a prearranged basis only. Street hails and the use of stands are not permitted.
- A vehicle owner who holds an inter-jurisdictional limousine permit shall not pick-up and discharge the same passenger(s) within the District unless the following occurs:
 - As part of pre-arranged transportation which begins with the pick-up of the passenger(s) in the District and ends with the discharge of the passenger(s) outside of the District, temporary discharge and subsequent pick-up of the passenger(s) within the District occurs during the course of performing the pre-arranged transportation;
 - There is no unauthorized intra-District transportation provided to any other person who is not covered by the pre-arranged transportation agreement during any such period of discharge
- A vehicle owner shall ensure that a record of each transport authorized solely by an inter-jurisdictional limousine permit issued pursuant to Title 31 § 1216.1 is entered prior to the commencement of the transport in a Log carried in the vehicle. The record shall be kept for a period of one year after the transport. The record of each transport shall be written legibly in ink and include the following information:
 - Passenger's name
 - Time of scheduled pick up of passenger
 - Location of one temporary discharge, if applicable
 - Final destination of passenger
 - The time of completion of the transport
- The Log required by Title 31 § 1216.13 shall be kept in the vehicle during inter-jurisdiction transport and shall be subject to inspection by any police officer, Hack Inspector, law enforcement official or other person authorized by DFHV. Failure to present a Log maintained in

the manner prescribed in Title 31 § 1216.13 when requested by any such authorized person shall be presumptive evidence of intra-District operation in violation of this section.

- A vehicle registered outside the District shall meet the inspection requirements provided by the State of Registration. Authorized personnel of DFHV may conduct an on-street inspection of the vehicle. DFHV may order the vehicle owner to repair or replace the vehicle when it appears that it no longer meets the safety requirements prescribed by this chapter and the applicable state law or the safety requirements of the state of registration, as applicable.
- A vehicle owner who holds an interjurisdictional limousine Permit shall not permit the vehicle to be operated without daily personal inspection and reasonable determination that all equipment, including brakes, lights, and signals are in good working order and meet all the requirements of the applicable state law and this chapter.
- A vehicle owner who holds an interjurisdictional limousine permit shall not permit the vehicle to be operated when DFHV or the District's Bureau of Motor Vehicle Services has determined that the vehicle is unsafe or unfit for use as a for-hire vehicle and the vehicle owner has been directed to remove the vehicle from service.
- A vehicle owner who holds an interjurisdictional limousine permit shall ensure that he or she promptly complies with all Commission notices and directives to correct observable defects in a vehicle which would result in the inability of the vehicle to pass a District inspection or an inspection in the State of Registration.
- A vehicle owner who holds an interjurisdictional Limousine Permit shall designate each and every driver who operates the vehicle as his or her agent for accepting service by Commission Personnel of Summonses or Notices to correct defects in the vehicle. Delivery of the Summons or Notice to a driver shall be considered proper service of the Summons or Notice on the vehicle owner. DFHV shall send a copy of any summons or notice to the vehicle owner.
- A for-hire limousine vehicle owner shall immediately notify DFHV of the theft, loss, or destruction of an interjurisdictional limousine permit or decal and furnish DFHV with an affidavit or such information as may be required, and shall replace the permit or decal.
- The transfer of an interjurisdictional limousine permit between vehicles shall be prohibited.

ADVERTISING

Title 31, 1217

- No advertising or advertising device shall be placed on, or in, any LCS vehicle except with the written approval of DFHV .

PENALTIES

Title 31, 1218

Each violation by an operator shall subject the violator to:

- Except where otherwise provided in this chapter, a civil fine not to exceed (\$250), provided, however, that the applicable fine for a violation of this chapter shall be doubled for the second offense within any twenty four month period and tripled for the third and any subsequent offense within such period
- The suspension, revocation, or non-renewal of the violator's DFHV operator's license issued under this chapter

- Impoundment of a vehicle found to be operating in violation of this chapter
- A combination of the sanctions listed above

Each violation of this chapter by an LCS organization shall subject the violator to:

- A civil fine not to exceed (\$500); provided, however, that the applicable fine for a violation of this chapter shall be doubled for the second offense within any twenty four month period and tripled for the third and any subsequent offense within such period
- The suspension, revocation, or non-renewal of the LCS organization’s operating authority issued under this chapter
- Impoundment of each vehicle owned by the organization found to be operating in violation of this chapter
- A combination of the sanctions listed above

RECIPROCITY WITH SURROUNDING JURISDICTIONS

Title 31, 1219.1

The reciprocity provisions of Title 31 § 828 of this title shall apply to all luxury class service

PROHIBITIONS

Title 31, 1220

- No person shall participate in providing LCS services in the District unless such person is in compliance with all applicable provisions of this chapter, all other applicable provisions of this title, and other applicable laws
- No operator shall provide limousine or sedan service except as provided in DFHV regulations
- No LCS organization or base owner shall knowingly permit the use of its LCS vehicle in violation of DFHV regulations

Chapter 2: Elocution



Elocution is the skill of expressive and clear speaking; a particular style of speaking. It is also the study of how to speak clearly and in a way that is effective and socially acceptable.

Since limousine operators frequently serve customers who have limited or little command of Standard English it is important that customers are able to hear and understand information provided to them by the driver in order to avoid misunderstandings or confusion.

For many limousine operators English is a second language and they may speak with an accent or at a speed that may make it difficult for customers to understand, therefore DFHV requires limousine operators to demonstrate the skill of Elocution to a level necessary to be understood by English-speaking

and limited English-speaking customers. This may be examined verbally and in writing during the DFHV examination process

Common Issues That Affect Elocution Include:

- Insufficient command of English language
- A strong accent
 - an accent may impact voice quality, intonation (speech music), liaisons (word connections) and pronunciation (spoken words of vowels, consonants, and combinations)
 - an accent is not bad, or in any way deemed to be a negative trait, however it is simply nonstandard to the ears of many customers, resulting in them having a harder time understanding
- The repetition of certain sounds such as the same consonant or vowel sound
- Speaking too quickly for a particular customer to understand
-

Some Suggestions to Improve Elocution:

- Remember that there are three major forms of communication; verbal (speaking), nonverbal (visual) and written
 - a. paying attention to these three major forms of communication with customers will become more effective
- Use appropriate gestures to assist you with your pronunciation; it is important to be sensitive not to use a pointing gestures that might be construed as impolite or threatening
- Speak slowly and pause between words as needed to effectively communicate
- Attempt to be crisp with your enunciation (to utter or pronounce words and sentences in an articulate “clear” manner)
- Try to maintain Good eye contact unless based on the operator’s best judgment it is clearly culturally uncomfortable for the customer
- Be patient, avoid frustration and if necessary write things down for the customer or ask them to write their request or instructions for you if they are difficult for you to understand
- If you believe you may have difficulty with elocution you may wish to practice with a coach before you take the DFHV examination

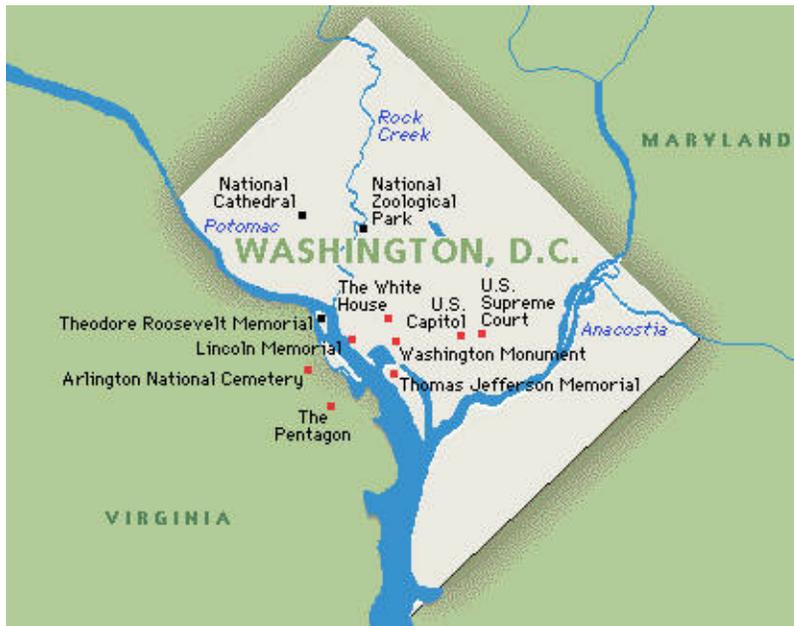
Speech Activities

What follows are some common statements that might be made to a limousine customer. You may want to test whether or not both native English speakers and non-native English speakers can clearly understand you by getting feedback from friends and associates. You may then wish to practice these phrases if you think others find it difficult to understand you.

- Where to?
- Where would you like to go?
- Would you like a receipt?
- What airline?
- What time does your flight leave?
- Do you need change?
- Which way do you want me to go?
- What is the address?
- Do you want to pay with cash or credit card?
- Do you want to put your luggage in the trunk?
- What time is your flight? Meeting? Show?
- There may be a charge for luggage if I assist you

Chapter 3: Navigation

808.8, 801.8, 819.9, 822.16



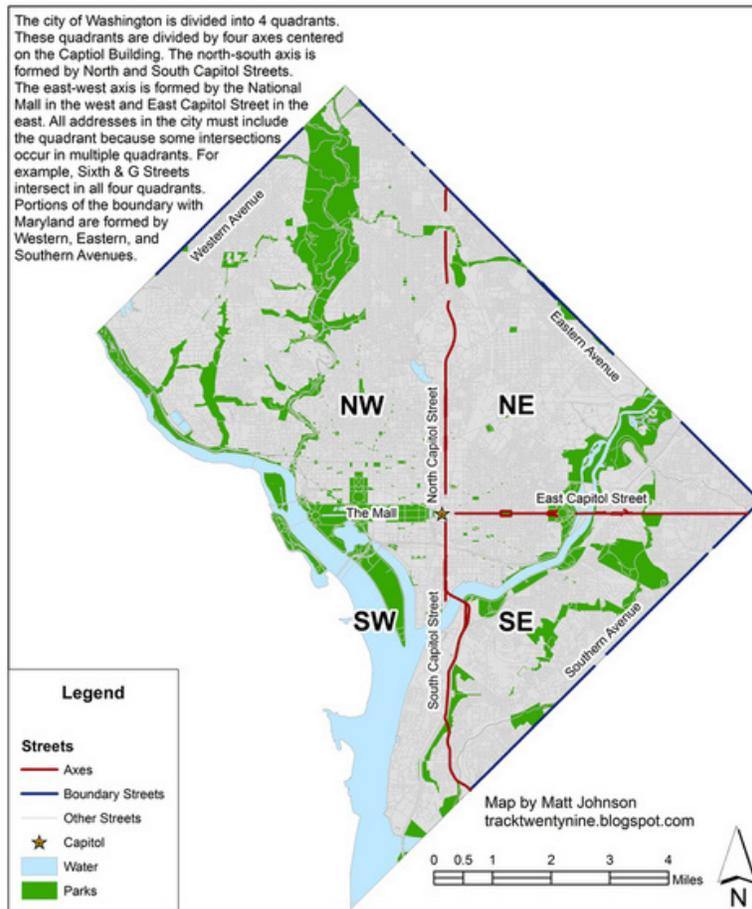
Washington DC has been chosen by many travel guides as having America's second most challenging streets to navigate (second only to Boston Massachusetts). Its street system can be often difficult to maneuver, particularly outside the core downtown grid system, laid out by Pierre L'Enfant and Andrew Ellicott.

DFHV expects all limousine operators to be “very” familiar with the district’s streets and navigational challenges.

The District of Columbia is divided into four quadrants: North-East (NE), North-West (NW), South-East (SE) and South-West (SW).

- The North-South streets are numbered and the East-West streets are lettered beginning at the Capitol and extending in both direction. There are two 3rd streets (one to the East of the Capitol and one to the West), and two "D" streets (one to the North of the capitol and one to the South). The intersections of 7th street and "G Street" occur in all four of the sectors; NE, SE, NW and SW. You must specify the quadrant to find an address. There is a series of broad avenues (but not all broad avenues) that radiate out from the Capitol like the spokes of a wheel and produce some complex angular intersections. Additionally, in certain areas traffic circles provide unique challenges to traffic navigation.

Transportation: Boundaries and Axes



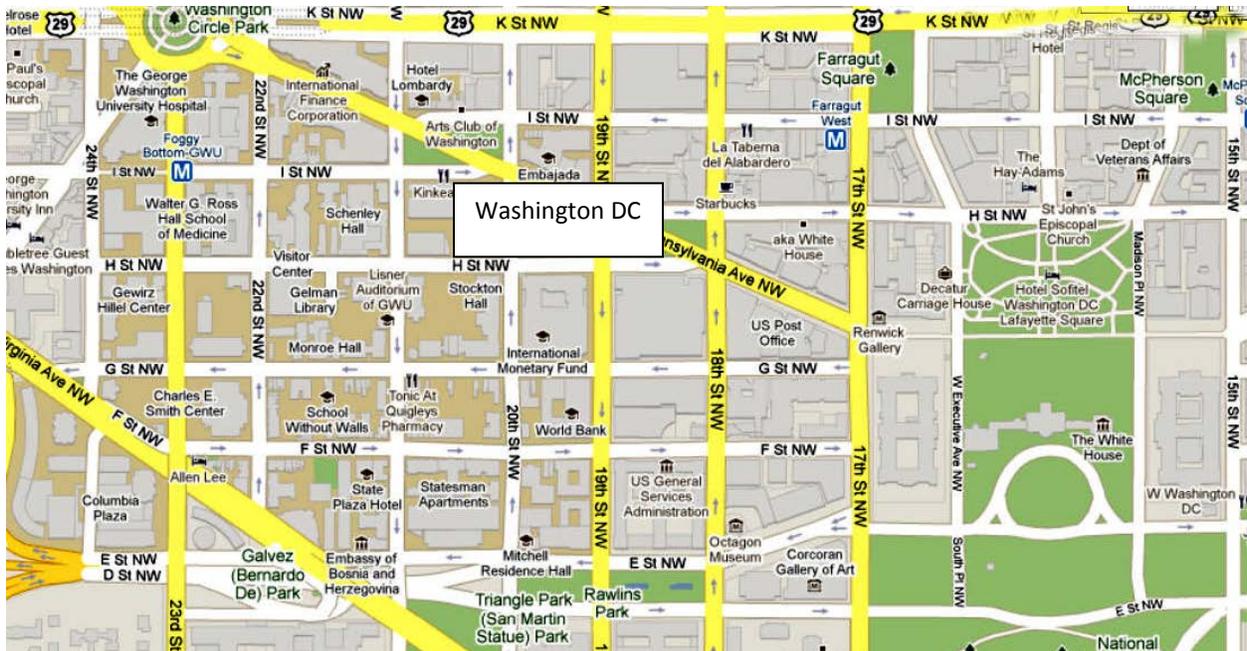
DC Streets

The streets in DC run three ways: East-West, North-South, and diagonally. Lettered streets run East-West, numbered streets run North-South, and diagonal streets have state names. The illustration below shows the general concept but remember certain streets such as Connecticut Ave, Florida Ave and Penn Ave may appear directionally different from the ground.

The National Mall and East Capitol ST run West and East, respectively, away from the US Capitol so all the East-West lettered streets therefore run parallel to them.

Starting at the US Capitol, the first East-West streets North and South of the Capitol are named A St, the second East-West streets North and South of the Capitol are named B St, the third C St, and so on. The street names run through to W with the letters Q, J, X, and Z skipped.

Once the alphabet, A through W to Y is exhausted, the street names are two-double syllable words or names beginning with letters from A through to Y followed by three-syllable words beginning with A through W followed, in NW only, by the uses names of trees and flowers. There are some exceptions to general rules, such as Yuma Street in the second alphabet but not in the others and Xenia Street in the SE.



Examples of Major Streets, Government Buildings and Tourist Sites

Major North/South running streets are:

- North Capitol Street
- Georgia Avenue
- 4th Street
- 7th Street
- 14th Street
- 16th Street

Major diagonal avenues are:

- New York Avenue
- New Hampshire Avenue
- Florida Avenue
- Massachusetts Avenue
- Wisconsin Avenue
- Pennsylvania Avenue
- Rhode Island Avenue

Major East/West running streets are:

- Independence Avenue
- M Street
- Constitution Avenue
- K Street

White House: 1600 Pennsylvania Avenue NW

U.S. Naval Observatory: 34th & Massachusetts Avenue NW

U.S. Capitol: 1st & Constitution Avenue

U.S. Monument: 14th & Constitution Avenue NW

U.S. Supreme Court: 1st & E Capitol Street NE

State Department: 2201 C Street NW

Vietnam Veterans Memorial,
Constitutional Gardens,
Washington, D.C



White House
 1600 Pennsylvania Ave NW



Holocaust Museum
 100 Raoul Wallenberg Place SW



National Zoo
 3001 Connecticut Avenue NW



Arena Stage
 1101 6th Street SW



Martin Luther King Jr. Memorial
 1964 Independence Avenue SW



Smithsonian Institution
 1000 Jefferson Dr SW



US Capitol
 East Capitol St NE & First St SE



Lincoln Memorial
 2 Lincoln Memorial Cir NW



Washington Monument
 2 15th St NW



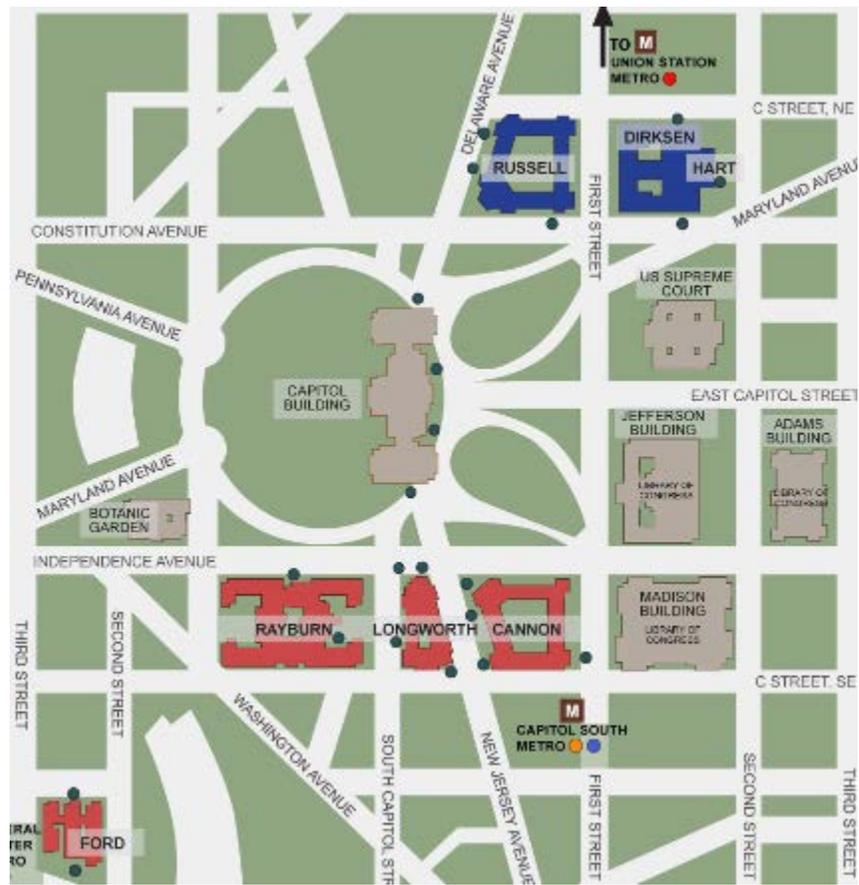
Nationals Ball Park
 1500 South Capitol Street SE



The Capital and the Streets

North Capitol St and South Capitol St run North and South, respectively, away from the US Capitol so all the North-South numbered streets therefore run parallel to them.

Starting at the US Capitol, the first North-South streets East and West of the Capitol are named 1st St, the second North-South streets East and West of the Capitol are named 2nd St, and so on. See map below showing an example of numbered streets:



Chapter 4: Business Practices

Operation of Limousines

DFHV requires Limousines to operate, in accordance with the laws, to ensure safety, comfort, convenience of passengers, safe/careful transportation of property, and safety of the general public

- No operator should drive if he/she is not clean (person and clothes) or is not dressed appropriately (no offensive dress, no shorts/t-shirts, sweat pants/shirts, or sandals).
- No owner/agent of a limousine should knowingly permit any limousine to be driven in violation of dress and time restrictions.
- Drivers should travel the most direct and reasonable route. When feasible, use GPS (or GPS enabled device like a smartphone) to determine the most direct route. If driver is unsure of the route he/she may take direction from the passenger.
- Both the inside and outside of the Limousine (including the trunk) should be kept clean (dusted and swept).
- At the end of the shift conduct a thorough search of the Limousine for any property left behind. Return any found property of value (Can be returned to a police station).
- If requested by a passenger, operators must turn down the sound on a radio or turn it off. Radios used for communications with the dispatcher must be left on.
- Nothing should be transported that may stain/soil the limousine or cause offensive odor/appearance to the passenger.

Chapter 5: Criminal and Unacceptable Behavior

Title 31, 816.1 to 817.9

DFHV requires lawful behavior and behavior that is respectful to customers, other operators, DFHV personnel including Hack Inspectors and to the community. It is not only criminal behavior that is unacceptable; threatening, harassing or abusive conduct also is unacceptable.

Any behavior that's puts at risk customer or public safety is strictly prohibited.

Fraud

No operator shall commit/attempt, alone or with others, an act of fraud, misrepresentation, or Larceny.

Examples:

- Charging a fare other than a fare sent to DFHV and approved by DFHV
- Entering false entries into the manifest/records
- Allowing others to use the limousine for unlawful purposes
- Concealing evidence of a crime connected to use of a limousine
- Failure to immediately report to officials (hack inspector, law enforcement, or DFHV) any attempt by a person to use a limousine to commit a crime
- Filing false/deceptive/incomplete statements to DFHV

In many cases notification to DFHV is required

- Notify DFHV in writing within 5 days of being arrested
- Notify DFHV in writing within 5 days of any change to the material information
- Notify DFHV in writing, within 24 hours, after a suspension or revocation public vehicle for hire license

Bribery

- No driver shall offer a bribe (gift, gratuity, thing of value), to an official. This sometimes is referred to as Active Bribery.
- No driver shall accept a bribe from an individual or official for the purpose of violating the rules in Title 31. This sometimes is referred to as passive bribery.
 - If offered a bribe from an official, the driver should immediately report it to DFHV and Inspector General of DC or a law enforcement officer
 - If offered a bribe from an official, the driver should notify DFHV in writing within 24 hours of the incident

Passenger Safety

No driver should perform an act that endangers the health, safety, or best interest of the passenger or public. Examples:

- aggressive driving
- tailgating (driving too close to the car in front)
- illegal driving maneuvers
- offensive or profane language or gestures
- spitting on a passenger or pedestrian

- demanding pre-payment or a tip from passenger
- preventing a passenger from exiting a vehicle
- withholding a passenger's luggage
- demanding a passenger exit the cab in an unsafe manner or location
- permitting a passenger to stand up while the vehicle is moving or allowing a passenger to put any part of their body out the top of the sun/moon roof

Behavior and Compliance

- No operator or person acting on his/her behalf, should threaten, harass, or abuse anyone, physically or verbally.
- An operator should cooperate with civil and law enforcement officers at all times
- An operator should answer all questions and communications, and comply with all notices, directives and summonses from DFHV or representatives of its representatives
- No driver should fail or refuse to obey an order or directive of Commission personnel or from local or federal law enforcement personnel or agencies
- A driver shall produce on request his/her original Commission license and other documents when directed by DFHV or civil/law enforcement

Chapter 6: Non-Discrimination

807.1, 818.1 to 820.5

Defining Diversity and Inclusion

Diversity is recognizing, understanding and accepting, differences among people with respect to age, class, ethnicity, gender, physical and mental ability, race, sexual orientation, religious or spiritual practices, and public assistance status.

Inclusion is a state of being valued, respected, supported, and most importantly, accepted. The workplace is an environment where inclusion is critical to ensure that each individual is able to work and achieve his or her full potential. Inclusion is reflected in an organization's culture, practices, and relationships that are in place to support a diverse workforce in order for employees to work well together.

Most effective organizations become diverse workplaces with environments allowing employees at every level and their customers, to feel accepted, safe and supported.

Compliance: Protected Characteristics

DFHV recognizes that limousine operators should never discriminate against certain customers by not picking them up, not taking them where they wish to go or by treating them with less respect based on what are considered by DFHV to be protected characteristics or traits.

These characteristics include:

- Race
- Color

- Religion
- National origin
- Sex
- Age
- Marital status
- Personal appearance
- Sexual orientation
- Gender identity or expression
- Family status
- Family responsibility
- Genetic information
- Political affiliation
- Disability
- Level of formal education
- Source of income
- Place of residence or business

Special provisions for Service animals and Assistive Devices

- Service animals may travel with a disabled passenger at no charge.
- Assistive devices (such as a walker or folding wheelchair) shall be loaded and carried at no charge

Prohibited Discrimination

Examples of Prohibited discriminatory conduct include, but are not limited to, the following:

- Not picking up a passenger on the basis of any protected characteristic or trait, including not picking up a passenger with a service animal
- Requesting that a passenger get out of a limousine on the basis of a protected characteristic or trait
- Using derogatory or harassing language on the basis of a protected characteristic or trait
- Refusing a call in a specific geographic area of the District

For the purpose of providing good passenger customer service and in order to reduce discriminatory behavior No limousine operator shall refuse to transport a person unless:

- Previously engaged by another fare
- Unable or forbidden by provisions of Title 31 to do so
- The operator has reason to believe the person is engaged in a violation of law
- The operator has cause to fear injury to his or her person, property or limousine
- The passenger(s) is engaged in lewd, lascivious, or sexual behavior in the limousine at any time while the trip is in progress, after the operator has asked the passenger(s) at least once to stop the conduct

Geographic Discrimination

DFHV recognizes how important it is to take the customer to the requested destination without discriminating against that customer based on where he or she wishes to go.

- Limousine operators should travel the most direct and reasonable route between the origin and destination of each trip, as reasonably determined by the operator. To the extent feasible, limousine operators shall utilize a global positioning system (“GPS”) device or a smart phone containing a GPS function to determine the most direct and reasonable route. The operator, if at all possible or in instances where the operator is unsure of the route, shall accept direction from the passenger to travel a certain route to the destination

Disputes and Penalties

- A person who violates a DFHV rule may including those related to discrimination, upon determination of liability, be subject to civil fines or other sanctions
- Any Metropolitan Police Officer, Vehicle Inspection Officer or law enforcement official may remove the license plates (tags) and DFHV vehicle registration from any District licensed limousine that is operated by an unlicensed operator. The tags and DFHV vehicle registration shall be deposited at DFHV and released only to the registered owner of record.
- For each violation of this section, a public vehicle for hire operator or a person acting on the operator’s behalf shall be subject to:
 - Fines
 - Impoundment of the vehicle
 - License suspension, revocation, or non-renewal
 - Remedial action, to assure the safety of the public, as a condition of re-instatement of a license after suspension or revocation, including but not limited to:
 - Attending an anger management course
 - Cultural sensitivity training
 - Any combination of the sanctions listed in this subsection of Title 31
- Where a licensee is the subject of three (3) or more complaints resulting in findings of liability for civil infractions during any one year period, the Chairperson of the DFHV, in the Chairperson’s sole discretion, may offer the licensee the option to successfully complete remedial action in lieu of revocation or suspension of the license. All cost of any remedial actions shall be borne by the Licensee.
- A decision of the Chairperson to refuse to make an offer of remedial action in lieu of license revocation or suspension of the license, or a determination that an offered course of remedial action was not successfully completed by the licensee, is not subject to appeal or review.

(See, <http://dcregs.dc.gov/Gateway/ChapterHome.aspx?ChapterNumber=31-8> section 825 for a detailed breakdown of fines and penalties)

Chapter 7: Customer Service

819.1 to 820.5

Excellent customer service is the foundation for successful business and is expected by the community of the District of Columbia that is represented by its taxi drivers and companies. All customers thus must be provided excellent customer service.

Creating Positive Relationships with Your Customers

DFHV considers excellent customer service to include:

- Excellent Public Relations with customers, the Washington DC community (internal customers) and people from outside the DC metropolitan area with whom operators have contact (external customers)
 - An “Internal Customer” is anyone living in the Washington DC metropolitan area, a customer who knows the area and how to get around. They may even request a specific route to his/her destination
 - An “External Customer” is any individual that lives outside of the Washington DC metropolitan area. They may be in town on business or vacation but not familiar with the area (They may ask about landmarks and restaurants and does not know the city like an “Internal Customer”)
- In all cases DFHV expects excellent customer relations and professionalism requiring active promotion of customer satisfaction (At its most basic level, it involves managing communications with customers, particularly about customer questions and complaints and resolving disputes amicably)

Passengers and Drivers Rights

A passenger has the right to:

- See the Driver’s Face Card with his Name and Number prominently displayed on the right side passenger’s visor.
- See the Rate Sheet from DFHV, in good condition, affixed to the rear door, rear vent window.
- Have Heat or Air Conditioning upon request and a comfortable, safe, clean, limousine.
- Request that the driver make change for bills without 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 a limitation on making change.)
- Be directly driven to any destination in the Washington Metropolitan Area.
- Receive a Meter-Generated Receipt from the driver for trip taken

As a driver you have the right to:

- Post the largest denominations from which he or she can make change. This notice of limitation must be Commission approved and prominently displayed in a Commission - approved sign within the passenger’s view.
- Charge Rate Two (2) for ALL Trips

- Charge Rate Three (3) ONLY during a Department of For-Hire Vehicles snow declared emergency.
- Receive fare APPROVED by the Department of For-Hire Vehicles
- Refuse service to person or persons if the Operator fears for their safety

Quiz

This quiz is designed to help you think about examples of material that is likely to be similar to the material in the DFHV examination. Use this quiz as an opportunity for you to check yourself on retention of this material. Because these questions and answers are examples they do not necessarily reflect the formatting of the examination or particular questions that might be part of the DFHV examination. To complete this quiz refer to a good map of the Washington DC Area. The more practice you get thinking about questions like these the better prepared you will be for the examination.

Limo Quiz Questions

1. If there are any changes to the information submitted to the DFHV Office, the LCS organization or Independent owner must notify the Office within
2. It is permissible for limos/sedans to operate as taxicabs?
3. If you move out of the Metropolitan area, you must surrender your license within how many days?
4. A licensed operator of a limousine may submit an application to renew the license _____ prior to the expiration of the license.
5. The manifest must be maintained....(where)
6. The annual fee for an inter-jurisdictional permit is ____ per vehicle
7. If you have an inter-jurisdictional permit, you may only pick up passengers by.....
8. In case of the loss, theft, or destruction of any limousine operator's or vehicle license, the licensee shall immediately notify....
9. An applicant shall not be considered of good moral character if he or she is any of the following:
10. An applicant shall not be considered of good moral character if he or she has committed any of the following acts in the last three years:
11. The fee for a limo license per vehicle is
12. The fine for failure to renew a license on time is
13. To be eligible for a limousine operator's license the applicant must be able to _____, _____, and _____ the English language.
14. Requirements for a limousine operator's license include _____, which are sent to the FBI, _____ letters of reference from responsible residents, and _____ letter of reference from your last employer.
15. Upon request, a limousine operator must show his/her operator's license to _____, _____, and _____.
16. A licensed DC limousine operator is first and foremost responsible to the regulations of
17. Records of all complaints which consist of allegations of fact will be maintained if they tend to show
18. Where is the National's Ballpark?
19. The Rayburn Building contains
20. When are Sections of Rock Creek Parkway one way
21. The Washington Convention Center is
22. The Holocaust Memorial Museum is near

Limo Quiz Answers:

1. 5 days

2. No
3. 5 days
4. 45 days
5. In the vehicle
6. \$400
7. Pre-arranged basis
8. DFHV
9. a habitual drunkard and/or addicted to drugs and/or on parole or probation (with certain exceptions)
10. a sex offense proscribed by D.C. Official Code and/or a violation of the District of Columbia Uniformed Controlled Substances Act
11. \$100 per vehicle
12. \$500
13. Must be able to read write and speak the English language, must have a valid driver's license and must be of good moral character
14. An official sheet of fingerprints that will be sent to the FBI, three letters of reference from responsible residents of the metropolitan area engaged in a business or profession who have known the applicant for a period of at least one year and will vouch for their sobriety, honesty and good character and a letter of reference from the applicant's most recent employer
15. A Hack inspector, a passenger and law enforcement officials
16. The Department of For-Hire Vehicles
17. A violation of the Commission's regulations and/or violation of the rates established by the Commission and/or conduct tending to show incompetence of the operator to operate a vehicle for hire
18. 1500 South Capital, SE
19. Offices of the House of Representatives
20. During rush hour
21. In the 800 block of Mt. Vernon Place, NW
22. the 14th Street Bridge and the Washington Monument