



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

New Taxi Driver Application Training

Study Guide



*Title 31 regulations may change at any time. The regulations in use for this Study Guide were published before 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 taxicab.

The mission of the DFHV is to provide the citizens of the District of Columbia and its visitors a safe, comfortable, efficient, and affordable taxicab 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 taxicab 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 hacker’s 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/>



Office Hours

Monday to Friday, 8:30 am to 4:30 pm, except District holidays.
Applications accepted Tuesday through Friday until 1:30 pm.

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Table of Contents

Introduction	1
Definitions of Terms	5
Chapter 1: Taxicab Requirements	9
Chapter 2: Elocution	17
Chapter 3: Navigation	20
Chapter 4: Business Practices	26
Chapter 5: Criminal and Unacceptable Behavior	31
Chapter 6: Non-discrimination	34
Chapter 7: Customer Service	39
Quiz	42
Quiz Answers	45

Definitions of Terms in this Study Guide and in Title 31



“Approved Modern Taximeter System (MTS)” means an MTS that has been approved for use by the Office under this chapter

“Associated” connotes a “voluntary relationship” of employment, contract, ownership, or other legal affiliation. For purposes of this chapter, an association not in writing, shall be ineffective and therefore be considered to be “non-compliant”

“Association” means a group of taxicab owners organized for the purpose of engaging in the business of taxicab transportation for common benefits regarding operation, color scheme, or insignia

“Authorized MTS installation business” means a business authorized by DFHV under this title to install one or more approved MTSs

“Cashless payment” means a payment made with a passenger’s payment card, or other means of non-cash payment through the Payment Service Provider “PSP”

“Commission” or **“DFHV”** means the Department of For-Hire Vehicles

“Diversity” 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

“Digital dispatch” means dispatch initiated by computer, mobile phone application, text, email, or Web-based reservation

“Digital payment” means a payment made with a payment card or by a direct debit transaction, processed by a digital dispatch service in a manner that complies with § 801. A digital payment is not a cashless payment

“Dispatch” means the booking of a public vehicle-for-hire through an advance reservation from the person seeking service

“District” means the District of Columbia

“Department of For-Hire Vehicles (DHV) License” means the taxicab vehicle license issued pursuant to D.C. Official Code § 47-2829(d)

“Face Card” or **“DFHV Identification Card”** or **“Identification Card”** means the taxicab or public vehicle-for-hire operator license issued pursuant to D.C. Official Code § 47-2829(e)

“Fleet” means a group of twenty (20) or more taxicabs having a uniform color scheme and having unified control by ownership or by association

“Gratuity” is a voluntary payment by the passenger after service is rendered, which, if made, shall be included as an authorized additional charge under § 801.7(b)(7), in the amount determined only by the passenger

“Group riding” means a group of two (2) or more passengers comprised prior to the booking by dispatch or street hail and whose trip has a common point of origin, and different or common destinations

“Inclusion” Inclusion is a state of being valued, respected, supported, and most importantly, accepted

“Independent taxicab” means a taxicab operated by an individual owner

“Independently operated taxicab” means a taxicab operated by an individual owner that is not part of a fleet, company, or association, and that does not operate under the uniform color scheme of any fleet, company, or association

“Individual riding” means the transportation of a single passenger for an entire trip

“License” shall have the meaning ascribed to it in the D.C. Administrative Procedure Act, D.C. Official Code § 2-502

“License Act” means D.C. Official Code § 47-2829.

“Limousine” shall have the meaning ascribed to it by § 1299.1

“Loitering” means waiting around in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity; stopping in such locations, except to take on or discharge a passenger; or unnecessarily slow driving in front of a hotel, theater, public building, or place of public gathering or in the vicinity of a taxicab or limousine stand that is occupied to full capacity

“Modern taximeter system” or **“MTS”** is a technology solution that combines taximeter equipment and PSP service and support in the manner required by this chapter and § 603.

“MTS unit” means the MTS equipment installed in a particular vehicle

“Office” means the DFHV Office of Taxicabs

“Operator” means a person who operates a public vehicle-for-hire.

“Owner” means a person, corporation, partnership, or association that holds the legal title to a public vehicle-for-hire, the registration of which is required in the District of Columbia. If the title of a public vehicle-for-hire is subject to a lien, a mortgagor may also be considered an owner

“Payment card” means any major credit or debit card including Visa, MasterCard, American Express, and Discover

“Payment service provider” or **“PSP”** is a business that offers an MTS, which, if approved by the Office, may operate such MTS pursuant to this chapter and § 603

“Person” shall have the meaning ascribed to it in the D.C. Administrative Procedure Act, D.C. Official Code § 2-502

“Personal service” means assistance or service requested by a passenger that requires the taxicab operator to leave the vicinity of the taxicab

“Public vehicle-for-hire” means any private passenger motor vehicle operated in the District as a taxicab, limousine, or sedan, or any other private passenger motor vehicle that is used for the transportation of passengers for hire but is not operated on a schedule or between fixed terminals and is operated exclusively in the District, or a vehicle licensed pursuant to D.C. Official Code § 47-2829, including taxicabs, limousines, and sedans

“Public Vehicle-for-hire Identification Number” or **“PVIN”** is a unique number assigned by the Office of Taxicabs to each public vehicle-for-hire

“Sedan” shall have the meaning ascribed to it in Title 31, § 1299.1

“Shared Riding” means a group of two (2) or more passengers, arranged by a starter at Union Station, Verizon Center, or Nationals Park, or other locations designated by an administrative order of the Office, that has common or different destinations

“Street” means a roadway designated on the Permanent System of Highways of the District as a public thoroughfare

“Surcharge Account” is an account established and maintained by the PSP with the Office for the purpose of processing the Passenger Surcharge

“Surety bond” or surety, is a promise to pay one party a certain amount if a second party fails to meet some obligation, such as fulfilling the terms of a contract)

“Taxicab” means a public vehicle-for-hire that operates pursuant to Chapter 6 and other applicable provisions of this title, having a seating capacity for eight (8) or fewer passengers, exclusive of the driver, and operated or offered as a vehicle for passenger transportation for hire

“Taxicab Commission Information System” or **“TCIS”** means the information system operated by the DFHV Office

“Taxicab Company” means a taxicab company that operates pursuant Chapter 5 and other applicable provisions of this title

“Taxicab passenger surcharge” means a passenger surcharge required to be collected from the passenger and paid by the PSP for each trip in a taxicab in an amount established in § 801

“Taximeter fare” means the fare established by § 801.7 and not generated using information entered manually by any person into any device except for an authorized additional charge under § 801.7(b)

“Telephone dispatch” means dispatch initiated by a telephone call

“Washington Metropolitan Area” means the area encompassed by the District of Colombia; Montgomery County, Prince Georges County, and Frederick County in Maryland; Arlington County, Fairfax County, Loudon County, and Prince William County and the cities of Alexandria, Fairfax, Falls Church, Manassas, and Manassas Park in Virginia.

Chapter 1: Taxicab Requirements

DFHV has established requirements, based on Title 31, that describes a vehicle that may be permitted to be used as a taxicab. Title 31 articulates certain requirements for the vehicle’s components and its care and sets requirements for the operation of a taxi business. What follows is a summary of those requirements.

Vehicle Requirements

601.1 to 601.7 *(Please note that for many topic appropriate sections of Title 31 are identified by number)*

DFHV requires that the vehicle to be used as a taxicab must be a sedan, compact or midsize sport utility vehicle (<5,000 lbs.), station wagon, or minivan and that those vehicles that meet the following criteria:

- Be equipped with at least two (2) rear doors in addition to the door or doors which give access to the driver's seat
- Have all passenger doors constructed so that they will remain securely fastened during normal operation, but may be readily opened by a passenger in case of emergency
- (Minivans) accommodate at least five (5) passengers not including the taxicab operator
- Have a passenger capacity that does not exceed the number of seat belts of that vehicle
- Be structurally sound as to all of its parts do not have broken or cracked glass, or damaged fenders, doors or parts, and be painted in such a way to give reasonable protection to all painted surfaces from structural deterioration
- Have all identifying marks on taxicabs clearly visible at all times
- Have a rear seat(s) of vinyl, leather or covered with plastic. (The front seats of every taxicab may be covered in any material of the taxicab owner's choice.)
- Have floor mats that are nonabsorbent and washable
- Not be equipped with shades or curtains which can be manipulated in a way as to shield the occupants or driver from observation from outside the vehicle
- Not be equipped with any after-market (film) tint to darken the front and rear windshields and windows
- Be equipped with a light capable of illuminating the interior of each taxicab and controlled by the operation of the doors or manually controlled by the driver
- Be equipped with a speedometer and odometer properly installed, maintained in good working order, and exposed to view. (No taxicab shall be used in taxicab service while its speedometer or odometer is not working properly or is disconnected)
- Be equipped with a properly working heating system during the period of October 16th through May 14th
- Be equipped with a properly working air conditioner system during the period of May 15th through to October 15th

- Be properly equipped with either four (4) hubcaps, four (4) wheel covers, four (4) chrome wheels with small hubcaps, or four (4) mag wheels, with exposed lug nuts properly sealed
- May be equipped with a locked safe mounted on the floorboard next to the driver, and if so equipped, may display a decal on the right rear door or fender consisting of letters not more than three inches (3 in.) stating: "This driver protected by a locked safe"

Taxi Meters

602.1 to 602.13

The taxi meter is a critical piece of equipment that is required by DFHV to ensure and document proper charges to the customer. Every taximeter must meet all of these requirements. Each taximeter is required to:

- Be fully electronic
- Have all access points sealed by a taximeter business licensed by the DFHV
- Have casings made of hard impenetrable plastic or metal
- Accurately calculate and display the authorized metered rate of fare
- Be capable of automatically producing a printed receipt for passengers or DFHV personnel
- Be capable of producing a printed receipt within ten (10) seconds
- Have all extra charges appear separately on the display as well as the receipt for passengers and have the extra charge indicator illuminated when in operation
- Be installed by a taximeter business licensed by the DFHV
- Be tested once per year by a taximeter business licensed by the DFHV (The annual inspection shall not be conducted by a taximeter business on taxicabs owned by or affiliated with that business)

Modern Taximeter Systems

603.1 to 603.6

All costs associated with obtaining a Modern Taximeter Systems (MTS) unit, including installation and certification, maintenance, and upgrade, shall be the responsibility of the Taxicab Company or Independent Owner.

Each MTS shall function with the service and support of the Payment Service Provider (PSP), which shall at all times operate in compliance with Title 31, and shall maintain a data connection to each MTS unit that shall:

- Validate the status of the operator’s DFHV license (Face Card) in real-time by connecting to the DFHV Information System to ensure the license is not revoked or suspended, and that the operator is in compliance with the DFHV insurance requirements
- Validate the status of the taximeter component of the MTS unit (such as hired, vacant, or time-off) in real-time to ensure that it cannot be used until the prior trip and the payment process connected with it have ended
- Transmit to the IS every twenty-four (24) hours via a single data feed consistent in capabilities across all PSPs, in a manner as established by the Office, the following data:
 - The date
 - The operator identification (Face Card) number and Public Vehicle Identification Number (PVIN), reported in a unique and anonymous manner allowing the PSP to maintain a retrievable record of the operator and vehicle
 - The name of the taxicab company, association, or fleet if applicable;
 - The PSP-assigned tour ID number and time at beginning of tour of duty
 - The time and mileage of each trip
 - The time of pickup and drop-off of each trip
 - The “geospatially” (a statistical analysis)-recording the place of pickup and drop-off of each trip which may be generalized to census tract level (Census tracts represent the smallest territorial unit for which population data are available)
 - The number of passengers
 - The unique trip number assigned by the PSP
 - The taximeter fare and an itemization of the rates and charges
 - The form of payment (cash payment, cashless payment, voucher, or digital payment), and, if a digital payment (the name of the Digital Dispatch System “DDS”)
 - The time at the end of each tour of duty

Taxicab Removal from Service

608.3 to 608.4

Immediately upon withdrawing a vehicle from use as a taxicab, the owner shall remove any design, insignia, logo, term, symbol, lettering, or other exterior object or trade, association, company or owner’s name, and vehicle number and remove the dome light and H-tag (the city’s series of "H" vehicle tags, reserved for use by

taxis (or "hacks"), have "automatically" been issued to legally licensed taxicab drivers). Upon removal of a vehicle from service the owner shall notify the association, company, or fleet and immediately surrender the H-tag to the Department of Motor Vehicles (DMV).

Inspection of Taxicabs

608.1 to 608.5

All taxicab vehicles shall be inspected annually or at other times as required by the DCTC for the following:

- Safe operating condition and compliance with District of Columbia motor vehicle regulations with respect to the condition of the body and fenders, cleanliness, repairs, and other mechanical parts relating to both the exterior and interior condition of the taxi vehicle
- Broken or damaged taximeters or Taxi Smart Meter System

In addition:

- Any Hack (Taxi) Inspector, police officer, or other authorized agent of the District may inspect and test components of the taxicab
- Any Hack Inspector, police officer, or other authorized agent of the District may order the removal of an unsafe or improperly equipped taxicab from any public street or space to one of the official District Inspection Stations for re-inspection

Color and Markings

601.13

Each vehicle in the District intended for use as a taxicab shall comply with the uniform color scheme in 503.3 of Title 31 if:

- It is entering service as a new vehicle
- For any reason it is repainted in whole or in part, or is required to be repainted in whole or in part by any provision of this title or by any other District of Columbia law or regulation
- It is a replacement vehicle, including a vehicle entering service according to the gradual removal schedule of Title 31

Each vehicle shall:

- Be painted red in color to match the D.C. Circulator

- Bear a vehicle model specific stripe decal on both sides that: aligns with the bottom of the taxicab tail light at the rear of the vehicle and matches Pantone Warm Gray 2 in color
- Bear decal letters of the name of the taxicab company, association, or fleet name, or the name of the owner for an independently operated taxicab, and a customer service telephone number on both front side doors (driver and passenger). The decal letters shall be the color black, in Calibri font, using capital letters that are two and fifteen sixteenths inches (2-15/16") in height measured from the X height and manufactured of 3M Controltac Plus Film (or equivalent)
- Display a DFHV Certification Decal, of a size and shape determined by the Office, which shall be affixed in the lower left-hand corner of the rear passenger window
- If the owner has received express written approval from the Office, an insignia, logo, term, or symbol may be placed on the vehicle, consistent with the requirements of (Title 31-page XX), as follows
 - If the owner is a taxicab company, or the vehicle is associated with a taxicab association or fleet, the insignia or logo of such company, association, or fleet may be centered on both rear passenger doors, which shall be no more than seventeen inches (17") in width and shall be two inches (2") from the closest gray edge/field
 - Based on specifications set forth in one or more Office orders, where the vehicle is an alternative fuel vehicle, a term or symbol commonly used in the motor vehicle or taxicab industry to mark such vehicle may be placed on the vehicle

Insurance

600.4, 603.9, 604.3, 609.2, 609.9, 800.3, 811.1, 825.2,

For each taxicab owner or operator and to each owner or operator of a public vehicle for hire, except for Washington Metropolitan Area Transit Authority vehicles; it shall be unlawful to operate a taxicab or public vehicle for hire in the District of Columbia unless and until there shall have been filed with and accepted by the Office of Taxicabs (Office) evidence that the vehicle is covered by the following:

- A surety bond (A surety bond or surety is a promise to pay one party a certain amount if a second party fails to meet some obligation, such as fulfilling the terms of a contract)

- Liability insurance in a surety or insurance company authorized to do business in the District of Columbia
- A sinking fund created and maintained pursuant to the Department of For-Hire Vehicles Establishment Act of 1985, effective March 25, 1986 (D.C. Law 6-97; D.C. Official Code §§ 50-314 (2009 Repl.), conditioned for the payment to any person of any legal obligation of, or judgment recovered against, any owner of the vehicle, for death or for injury to any person or damages to any property, or both, arising out of the ownership, maintenance, or use of the vehicle by any person for any purpose within the United States
- Each insurance policy or bond shall provide minimum coverage by a surety or insurer for the payment of any judgment recovered against the owner of any vehicle, the minimum coverage on any one (1) judgment to be (\$10,000) for bodily injury or death and (\$5,000) for damage to property, and on all judgments recovered upon claims arising out of the same subject of action the minimum coverage shall be (\$20,000) for bodily injury or death and (\$5,000) for damage to property, to be apportioned fairly among the respective creditors according to the owner's legal obligations to them
- Failure of a taxicab operator or operator of a passenger vehicle for hire to have current insurance is an offense subject to a civil fine of (\$500) and impoundment of the taxicab vehicle
- Each operator of a taxicab or a passenger vehicle for hire shall carry an insurance identification card or insurance policy in his or her name, as proof of current insurance, in each vehicle he or she operates that is licensed

Accidents

609.9, 825.2,

- Each operator of a public vehicle for hire shall give immediate notice to the owner, company, partnership, or association under whose name, logo or insignia the vehicle is being operated, of each accident accompanied by loss of human life or personal injury, arising directly or indirectly from or connected with the maintenance or operation of the vehicle
- Each owner shall give to the Office immediate notice by telephone of each accident occurring within the District of Columbia accompanied by loss of human life or serious personal injury without loss of human life, arising directly or indirectly from or concerned with the maintenance or operation of any vehicle of the owner (if the accident occurs during other than official working hours of the Office, the notice shall be given as soon as possible thereafter)

- Each accident attended with loss of human life or personal injury without loss of human life shall be reported immediately to the insurance carrier by the owner
- Accidents with no loss of human life shall be reported by the owner to the insurance carrier within three days (3) after the occurrence of the accidents
- Each taxicab operator or operator of a passenger vehicle for hire shall give immediate notice to the owner, company, partnership, or association under whose name, logo or insignia the vehicle is being operated, of each accident accompanied by loss of human life or personal injury, arising directly or indirectly from or connected with the maintenance or operation of the vehicle
- Each owner shall file with the Office before the tenth (10th) day of each month a monthly summary of all accidents which occurred in connection with the maintenance or operation of a taxicab or public vehicle for hire of the owner, including any record of criminal, civil, or administrative court action, or civil settlement entered into by the owner, or on his or her behalf



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 taxicab 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 taxicab 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 taxicab 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 make cross-communication more effective
- Use appropriate gestures to assist you with your pronunciation; it is important to be sensitive not to use a pointing gesture 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
- If DFHV deems your verbal communication to be less than acceptable, you may be required to take an English fluency course or training before being issued a license

Speech Activities

What follows are some common statements that might be made to a taxicab 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. You should do this regardless of whether you are a native English speaker.

- Where to?
- Where would you like to go?
- Would you like a receipt?
- What airline?
- 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.

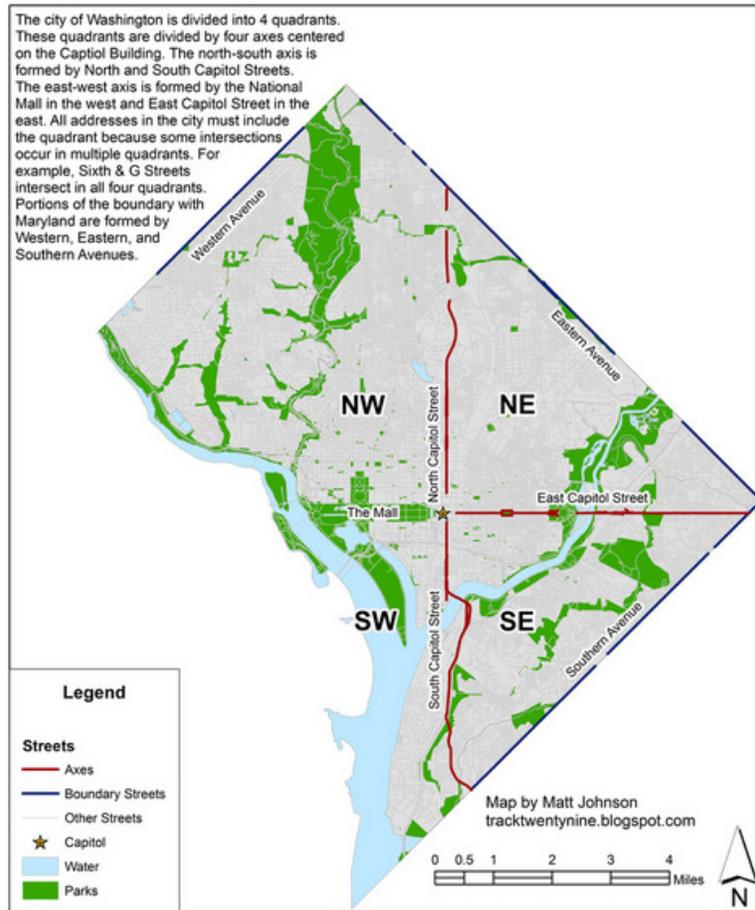
DFHV expects all taxicab operators to be “very” familiar with the district’s streets and navigational challenges.

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.



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

Examples of Major Streets, Government Buildings and Tourist Sites

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

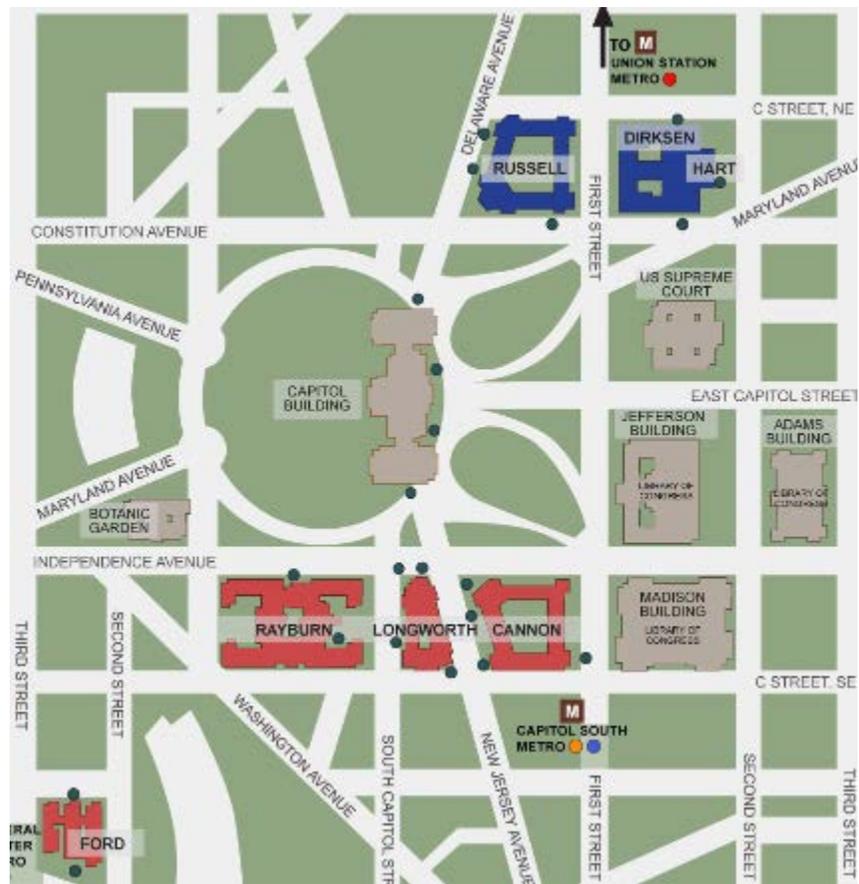
1500 South Capitol Street SE



The Capitol 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

DFHV is very specific about regulations regarding the operation of taxicabs that apply to both owner operators and to non-owner operators (employees of taxicab companies).

Implementations of these regulations are critical for successful business practices and are required by law.

Obtaining and Carrying a License and Evidence of a License 800.3, 814.1 to 814.8

- No person will be issued a license until all assessments, fees; outstanding fines or penalties have been addressed and/or paid in full. If the facts related to assessments, fees, outstanding fines/penalties are in dispute an applicant may file an appeal, and may be issued a temporary license until the matter is resolved, however proof of the appeal will be required
- No counterfeit, fake, photocopied, or altered Face Cards are allowed
- Personal copies of Face and DFHV cards can be made for personal records. Copies may not be carried in the vehicle or presented/displayed as proof of licensure. This is against regulation and could result in the impoundment of the vehicle
- No person can drive a cab unless they are in possession of a Face Card and valid government issued driver's license

Responsibilities of Owners

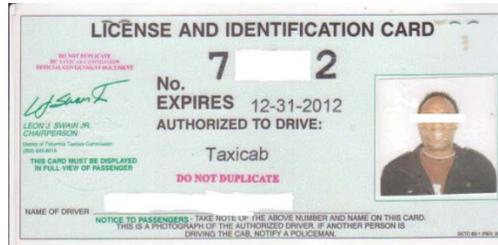
This Section speaks to the responsibility of owners, but taxicab operators are responsible for knowing what these responsibilities are and, where applicable, responsible for facilitating their implementation.

- It is the responsibility of the owner of the taxicab and their agent/lessee to prevent any person from driving a taxicab that does not have a valid Face card and driver's license
- DFHV will send (by registered mail within 5 business days) a notice to the entity that maintains the taxicab, informing them of a final decision with regards to suspension/revocation/ or nonrenewal of taxicab operator ID card
- Upon receiving notice of suspension/revocation/ or nonrenewal, the entity that maintains the lease for taxicab shall terminate any lease/agreement with the driver. They will then take reasonable steps to obtain the vehicle that was leased to the driver.

Penalties for Not Carrying Evidence of a License

- Failure to maintain current information will result in a \$100 fine.
- Display or use of counterfeit, fake, photocopied, or an altered Face card can result in license suspension, revocation, non-renewal, a fine or a combination of penalties.

Sample Face Card



Operation of Taxicabs and Requirements for Drivers 822.12to 822.22

DFHV requires Taxicabs 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/sweat shirts, or sandals)
- No person shall drive a taxi more than 12 hour in a 24-hour period, unless the driving time is broken by an 8-hour rest period
- No person shall drive a taxi when the time they have spent driving another vehicle plus the time driving the taxi, exceeds 12 total hours
- No taxicab should be in operation more than 16 hours in a 24-hour period.
- No owner/agent of a taxicab should knowingly permit any taxicab 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 a driver is unsure of the route he/she may take direction from the passenger.
- Do not load/unload passengers (on traffic side) in an intersection or crosswalk, or in a manner that interferes with the flow of traffic
- Only stop/park at a curb while: taking on/discharging passengers, occupying a designated taxi stand, answering a call, delivering a parcel, or when the vehicle is not for hire (make sure to remove your ID card)

- Both the inside and outside of the taxi (including the trunk) should be kept clean (dusted and swept)
- At the end of the shift conduct a thorough search of the cab for any property left behind and return any found property of value (Can be returned to a police station, however, the preferred return is to DFHV)
- 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 taxicab or cause offensive odor/appearance to the passenger

Rates: The driver is responsible for knowing and being able to tell passengers what the rates are, to know the services for which passengers can be charged, and enter the services properly in the meter and to ensure that the meter will calculate the price for a ride accordingly

- Entry and first 1/8 of a mile \$3.25
- Addition 1/8 of a mile \$0.27
- Passenger Surcharge (per trip) \$0.25
- Wait Rate (per hour) \$25
- Dispatcher phone call \$2
- Luggage \$0.50
- Groceries, purse, briefcases (small parcels) \$0
- Delivery Service same rate as passenger or hourly rate
- Airport surcharge DCA, discharge varies but it's usually approximately \$2.50
- Hourly Rate \$35 Each additional 15min to the hourly rate \$8.75
- Passengers with assistive devices \$0
- Service Animals \$0
- Non-service animals \$0
- Snow Emergency Surcharge \$15
- Credit Card payment \$0
- Additional passenger/s \$1 total (regardless of the number of passengers)

Group/Shared Riding

Group riding

- When a group (two or more persons) enters the taxi bound for different locations, all applicable charges will apply (additional passenger fee, luggage, etc).
- If the passengers are headed to different destinations, fares shall be charged as follows: when a passenger gets out, the fare will be paid, the meter is reset. This process will be repeated as each passenger departs. The last passenger shall pay the remaining fee.

Shared riding

- Is a group of passengers arranged by a Starter at a taxi stand
- Shared riding is only allowed from Union Station, Verizon Center, and Nationals Park (and other venues as may be designated by DFHV)
- Fares shall be charged as follows: when a passenger gets out, the fare will be paid, the meter is reset. The last passenger shall pay the remaining fee.

Transporting Passengers with Non-Service Animals

- Small animals, securely enclosed in a carrier, may ride with a passenger without charge.
- Animals without a cage may be carried at discretion of the driver.
- A driver may refuse to transport a passenger with an animal if the driver has a documented medical condition (allergies).
 - The driver must obtain an Exemption certificate from the DFHV and present it to the passenger.
- Drivers may not have their personal pets in the vehicle for hire while travelling with passengers

Samples of Fines and Infractions

825.0

- Failure to report an accident
 - \$100 fine
- Non-working air conditioner
 - \$125 fine
- Failure to comply with transporting passengers with service animals
 - \$100 fine
- Using a cell phone while driving
 - \$100 fine

- Inappropriate conduct
 - May include a \$500 fine, impoundment of vehicle, license suspension, license revocation, license non-renewal
- Failure to charge proper fare (Overcharging) or a failure to give a receipt
 - \$150 fine
- Operating a taxicab without a valid ID /Face Card
 - \$500 fine
- Smoking with passengers in the taxi
 - \$250 fine
- Defective speedometer/odometer
 - \$250 fine
- Tampering and/or operating without a meter
 - May include \$1000 fine, license suspension, license revocation, License non-renewal
- Failure to have insurance
 - \$500 fine, impoundment of vehicle
- Failure to have in working order or use cruising lights
 - \$50.00 to \$100 fine
- Displaying, possessing, or presenting a counterfeit copy or altered operator ID card and/or taxicab vehicle ID card
 - May include \$1000 fine, impoundment of vehicle, suspension, license revocation, License non-renewal
- Failure to display a rate sticker
 - \$150 fine
- Refusing to carry a passenger (discrimination)
 - \$500 fine
- Operation of an unlicensed vehicle
 - \$1000 fine, impoundment of vehicle
- Defective speedometer/odometer
 - \$250 fine

Chapter 5: Criminal and Unacceptable Behavior

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 but additionally threatening, harassing or abusive conduct also is unacceptable.

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

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

Examples

- Charging a fare other than a fare set by the DFHV
- Requesting/participating in the adjustment of equipment (tire size, driving axle, pinion gear, transducer, wiring, etc.) to generate false data (time or distance) on the taxi meter
- Receiving or purchasing a device to generate false data (time or distance) on the taxi meter
- Entering false entries into the manifest/records
- Allowing others to use the taxicab for unlawful purposes.
- Concealing evidence of a crime connected to use of a taxicab
- Failure to immediately report to officials (Hack Inspector, law enforcement, or the DFHV) any attempt by a person to use a taxicab to commit a crime
- Filing false/deceptive/incomplete statements to the DFHV.

In many cases notification to DFHV is required:

- In writing within 5 days of being arrested
- In writing within 5 days of any change to the material information
- 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 the DFHV and Inspector General of DC, or a law enforcement officer
 - If offered a bribe from an official, the driver should notify the 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

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, (such as Hack inspectors, other representatives of the DFHV and police)
- An Operator should answer all questions and communications, and comply with all notices, directives and summonses from DFHV or its representatives (such as Hack inspectors)
- No driver should fail or refuse to obey an order or directive of DFHV personnel or from local or federal law enforcement personnel or agencies
- A driver shall produce on request his/her original DFHV license and other documents when directed by the 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 more importantly, accepted. The workplace is an environment where inclusion is critical to ensure that each individual is able to work to 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 taxicab 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 the 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 taxicab 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 taxicab Operator shall refuse to transport a person while holding his or her taxicab for hire, unless:

- Previously engaged by another fare (for example, going to pick up a fare, or with a fare in the cab)
- 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 taxicab
- The passenger(s) is engaged in lewd, lascivious, or sexual behavior in the taxicab at any time while the trip is in progress, after the operator has asked the passenger(s) at least once to stop the conduct

Accepting Passengers without Discrimination

- Any taxicab occupying a marked taxicab stand shall be considered to be held for hire and any taxicab being operated on the streets shall be considered held for hire when:
 - Not occupied by a passenger; or
 - Not displaying an "On Call," "Off Duty," or "Out of Service" sign as authorized by the DFHV's rules and regulations.
- Taxicab operators shall, at all times when on duty and not engaged, furnish service on demand to any person, except as provided for in Title 31.
- A taxicab is not considered for hire when the following occurs:
 - The operator ceases to hold his or her vehicle for hire and the "Off Duty" sign on the taxi roof is displayed in accordance with the provisions of Title 31;
 - The driver is going to pick up a person who called for a cab, has a previous appointment, is engaged by the hour for the carriage of passengers or is making an emergency delivery of a parcel or package and is displaying the "On Call" sign in compliance with the DFHV's rules and regulations;
 - The taxicab is loaded to the designed capacity of the vehicle;
 - The taxicab is disabled or faced with an emergency and the "Out of Service" sign is displayed in accordance with the DFHV's rules and regulations; or
 - During the time of day when group riding is permitted, passengers already occupying the taxicab have not consented to the operator engaging in shared riding.

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.

- Except during time periods allowing ride sharing, the operator shall not ask the destination of the passenger until the passenger is in the taxicab. A dispatcher shall not ask the destination of a passenger. If the dispatcher learns the destination of a passenger (for example, a caller says they want to go to the airport), that dispatcher shall not then convey the destination when

dispatching an operator to pick up the passenger unless requested to do so by the passenger or the passenger has an emergency.

- Taxicab operators shall 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, taxicab 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 pursuant to the District of Columbia Taxicab DCTC Establishment Act of 1985, this title, and other District of Columbia laws and regulations.
- Any Metropolitan Police Officer, Vehicle Inspection Officer (VIO) or law enforcement official may remove the license plates (tags) and DFHV vehicle registration from any District licensed taxicab that is operated by an unlicensed operator. The tags and DFHV vehicle registration shall be deposited at the 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 Study Guide 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 taxicab 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)

Customer Receipt for Service

Customers must be provided metered receipts (receipts produced by a proper taxi meter) at the end of each trip.

Metered Receipts must include:

- Taxicab name and telephone number
- Date of the trip
- Taxicab number
- Operator’s DFHV operator Identification (Face Card) number
- Trip number
- Start and end time of the trip

- Mileage of the trip
- Itemized charges (itemized to show the taximeter fare, any authorized additional charges, the passenger surcharge and gratuity)
- Form of payment, including whether the payment was made by cash payment, credit card (and type), digital payment, mobile payment, voucher or account
- Last four digits of any applicable payment card number and the transaction authorization code
- DFHV Complaints Line and Website

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 the DFHV, in good condition, affixed to the rear door, rear vent window.
- Have Heat or Air Conditioning upon request and a comfortable, safe, clean, taxicab.
- 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 DFHV approved and prominently displayed in a DFHV- 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
- Place taxicab out of service at your discretion PROVIDED such action is noted on the manifest and Off-Duty sign is posted VISIBLY in the window prior to a request for service.

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.

All questions are “True or False” circle the correct choice

- True or False: A cab may carry one more person than the cab has seat belts if the additional person sits in the center of the back seat.
- True or False: Accidents involving a cab must be reported to officials only if there is personal injury or loss of life.
- True or False: It is OK for a driver to not report an accident to the insurance company covering their cab if there is no personal injury or loss of life.
- True or False: Failure to have required insurance for a cab is an offense resulting in a \$500 fine and impoundment of the vehicle.
- True or False: Each cab must be covered by insurance or a surety bond for property
- True or False: The time and mileage of every trip that has a fare must be transmitted to the IS electronically
- True or False: With global warming and for the comfort of passengers, cabs should have after-market tinting on side windows.
- True or False: The National Arboretum is next to the National Zoo in Rock Creek Park, NE
- True or False: The memorial to Martin Luther King, Jr. is on the National Mall in North-West Washington
- True or False: Alexandria is another name for Anacostia in the District of Colombia
- True or False: The four quadrants of the District radiate from the Capitol
- True or False: X, Y and Z Streets are only in North-West, the largest of the four quadrants

- True or False: Georgetown, George Washington and Howard Universities are in the same quadrant of the city
- True or False: The Anacostia River separates SE Washington from NE Washington
- True or False: Fessenden Street is in the first alphabet of streets in NW Washington
- True or False: There are no intersections of two streets with names of states, such as Pennsylvania
- True or False: Canal Road and MacArthur Boulevard are roughly parallel
- True or False: DuPont Circle is located inside Fort DuPont Park
- True or False: Rock Creek Park divides NW and NE Washington
- True or False: The 14th Street Bridge crosses the Anacostia River into Virginia
- True or False: Shared riding is allowed from hotel taxi stands
- True or False: Passengers are charged \$0.50 if they have groceries or luggage that is placed in the trunk of the taxi
- True or False: Displaying, possessing or presenting a counterfeit copy or altered operator ID card and/or taxicab vehicle ID card may result in one or more of the following: \$1000 fine, license non-renewal, license revocation, license suspension and/or impoundment of the vehicle
- True or False: When a driver encounters snow during a trip, passengers may be charged an extra \$15
- True or False: An operator may drive a taxi from midnight until noon, rest until 9 PM and then drive the same taxi until midnight
- True or False: A driver may refuse to carry any passenger so long as the driver is not abusive to the person
- True or False: When planning to go the gym after work, an operator may drive while wearing sweat pants and a t-shirt
- True or False: Between Memorial Day and Labor Day, drivers may wear sandals while driving
- True or False: A Face Card is so important that drivers should only carry a photocopy of the card when driving
- True or False: It is OK to bribe an official in order to avoid a fine if the bribe is more than the fine
- True or False: If they are arrested, an operator must notify the DCTC in writing

- True or False: If a passenger verbally abuses an operator, the operator can respond in the same manner
- True or False: Even if a passenger refuses to pay their fare, an operator may not refuse to return their luggage that is in the trunk of the cab
- True or False: An operator who is the subject of three or more complaints for which they are found liable by the DFHV may be offered remedial action instead of revoking or suspending their license
- True or False: When stopping to pick up a single passenger, an operator may ask their intended destination before they enter the cab
- True or False: Decisions by the Chairman of the DFHV about remedial action instead of revocation or suspension of a license can be appealed to the full DFHV
- True or False: An Operator cannot stop for additional passengers during group riding unless the passengers already in the taxicab agree
- True or False: If remedial action is offered by the Chairman of the DFHV, the costs of the remedial action will be covered by the DFHV
- True or False: If a person's sexual orientation or religion offends the religious beliefs of a driver, the driver may courteously refuse to transport the person
- True or False: If an Operator is enroute to pick up a fare that has called dispatch, they may pass by a person on the sidewalk signaling for a cab

Quiz Answers

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.

1. False
2. False
3. False
4. True
5. True
6. True
7. False, Tinting is prohibited on all windows
8. False (the Arboretum is in NE and the Zoo is in NW)

9. False (it is not in NW)
10. False
11. True
12. False
13. True (all are in NW)
14. False
15. False (Fessenden has more than one syllable)
16. False (one example is Connecticut and Florida Avenues intersect in NW Washington)
17. True
18. False (the Circle is NW; the Park is SE)
19. False (the main park area is well inside NW)
20. False (the Bridge crosses the Potomac)
21. False (only at 3 locations, no hotels)
22. False (Groceries are not charged)
23. True
24. False (snow charge only when snow emergency declared by officials)
25. True (the cab will be driven under 16 hours and the driver will have more than 8 hours rest in 24 hours)
26. False (driver can refuse a passenger only in certain circumstances provided in Title 31)
27. False
28. False
29. False (only the original DFHV-issued card is to be carried. Copies can be made for personal records)
30. False
31. True
32. False
33. True
34. True
35. False
36. False
37. False (once the trip has begun, no new passengers may enter the taxicab)
38. False
39. False
40. True