

GOVERNMENT OF THE DISTRICT OF COLUMBIA
TAXICAB COMMISSION

Muriel Bowser, Mayor

Ernest Chrappah,
Acting Chairman DC Taxicab
Commission



PASSENGER AND DRIVER RIGHTS

WELCOME TO WASHINGTON, DC - OUR NATION'S CAPITAL!

As a passenger you have the right to:

- Enter the vehicle, be seated, close the door and then instruct the driver of your destination and the preferred route to get there. The driver is **PROHIBITED** from denying service based on the destination.
- See Driver's **FACE CARD** with the Name and Number prominently displayed on the right side passenger's visor.
- See the **RATE SHEET** from the Commission, in good condition, affixed to the rear door, seat, or rear vent window.
- **HEAT OR AIR CONDITION** upon request and a comfortable, safe, clean taxicab.
- Request driver make change for bills without your 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 the limitation.
- Be **DIRECTLY** driven to any destination in the Washington Metropolitan Area.
- Receive a **METER-GENERATED RECEIPT** from the driver for the trip taken from an approved functioning taximeter.
- Use a credit card for payment.

Complaints or commendations about service can be mailed or emailed to:

DC Taxicab Commission
2235 Shannon Place, SE Suite 3001
Washington, DC 20020
Office: 202.645.6018
Fax: 202.889.3604
Email: dctc3@dc.gov

Complaints shall be filed within thirty (30) days of the event. Your complaint **MUST** be signed, in writing and contain your name, address and telephone number. Please provide a detailed description of the incident to include the driver's name, FACE CARD Number, Public Vehicle Identification Number or H-Tag, and Taxicab Company.

As a driver you have the right to:

- Post the largest denominations from which you can make change. This notice of limitation must be Commission approved and prominently displayed within the passenger's view.
- Charge Rate Three (3) **ONLY** during a DC Taxicab Commission snow declared emergency.
- Receive fare **APPROVED** by the DC Taxicab Commission.
- Refuse service to person or persons if you fear for your safety.
- Place taxicab out of service at your discretion **PROVIDED** such action is noted on the manifest and Off-Duty is displayed on the dome light prior to a request for service.

H - _____
TAG NUMBER

COMPANY or DRIVER NAME TAXI NUMBER

Please contact the DC Taxicab Commission on
(202) 645-6018 if you have any questions.

**BLANK OR HANDWRITTEN
RECEIPTS ARE NOT ACCEPTABLE**

**ALL SERVICE ANIMALS ARE
TRANSPORTED FREE OF CHARGE**

Thank you for visiting our Great City!

PASSENGERS: FAILURE TO PAY IS A CRIME PUNISHABLE BY LAW