

GOVERNMENT OF THE DISTRICT OF COLUMBIA
TAXICAB COMMISSION

Vincent C. Gray, Mayor

Ron M. Linton
Chairman, DC Taxicab Commission



PASSENGER RIGHTS

WELCOME TO WASHINGTON DC, OUR NATION'S CAPITAL!

As a passenger you have the right to:

- See Driver's **FACE CARD** with his 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, 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 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

Complaints or commendations for service can be mailed or emailed to;

D.C. Taxicab Commission
2041 Martin L. King Jr., Avenue, SE Suite 204
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 giving rise to the complaint. Your complaint MUST be signed, in writing and contain you name, address and telephone number. Please provide a detailed description of the incident to include the driver's name, Photo Id number, Taxicab Name Number or Tag Number

Thank you for visiting our Great City!

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 D.C. Taxicab Commission snow declared emergency.
- Receive fare **APPROVED** by the DC Taxicab Commission
- 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.

H - _____
TAG NUMBER

COMPANY or DRIVER NAME TAXI NUMBER

Please contact the D.C. 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**

PASSENGERS: FAILURE TO PAY IS A CRIME PUNISHABLE BY LAW