

# KNOW YOUR RIGHTS

**Lost and Found: [DFHV.LnF@dc.gov](mailto:DFHV.LnF@dc.gov)**

**Complaints: [DFHV.Complaints@dc.gov](mailto:DFHV.Complaints@dc.gov)**

## WELCOME TO WASHINGTON DC

**Taxi service is regulated by the Department of For-Hire Vehicles to promote safe, accessible and affordable rides. To ensure the best ride experience possible, below are guidelines applicable to both drivers and passengers:**

- Drivers and passengers should display mutual respect.  
Abuse or disrespect is not allowed.
- Credit cards must be accepted for payment.
- Passengers have the right to be taken to their destination.
- Driver's taxi license must be displayed.
- Seat belts must be worn; violators may be subject to a \$50 fine.
- Service animals are transported free of charge.
- Smoking in the vehicle is prohibited.
- Failure to pay fare is a crime punishable by law.

**Complaints shall be filed within 30 days of the event with the exception of complaints involving personal injury or criminal misconduct, which must be filed within 12 months of the event.**

### For More Information



2235 Shannon Place SE, Suite 3001  
Washington, DC 20020  
Office: 202-645-7300 or 855-484-4966  
Email: [DFHV@dc.gov](mailto:DFHV@dc.gov)  
[dfhv.dc.gov](http://dfhv.dc.gov)

### COVID-19 Notice

- Drivers and passengers have other rights and responsibilities, to include wearing face coverings and masks, during the District's coronavirus (COVID-19) public health emergency.
- For details, see other signage in this vehicle.
- For information on the District's response to COVID-19, go to [coronavirus.dc.gov](http://coronavirus.dc.gov).