



The National Capital Region Transportation Planning Board's (TPB's) pilot project to provide wheelchair accessible taxi service in the District of Columbia has begun a testing phase. Currently the two cab companies participating in the pilot project -- Yellow and Royal -- will offer limited service with new Toyota Sienna modified mini-vans. The companies **will offer this limited service** to test and address any operational issues. The full pilot with all 20 vehicles is anticipated to be officially rolled out in March.

1. The service has limited availability – less than 8 ramp-equipped taxis - during this trial period. For the best response time, **trips must be booked through dispatch** and it is reasonable to expect to wait 30 minutes for a cab. Yellow and Royal are working together on this, so please do not call both companies to request service for the same trip.
2. When you call to order an accessible taxi:
 - Please be familiar with the **dimensions of your wheelchair** as the ramp-equipped taxis cannot accommodate oversized mobility devices (meaning wheelchairs or scooters that are more than 30 inches wide by 48 inches long and weigh more than 600 pounds when occupied).
 - Choose a **pick-up location where you can access the street**. This could be your closest street intersection with curb-cuts or sidewalk ramps, or a location with a driveway. Since the vehicle's wheelchair ramp is positioned at the rear of the vehicle, you must enter from the street level.
3. This pilot project provides **curb-to-curb** taxi service. A passenger may request additional assistance beyond the curb, but the driver is not obligated to provide it.
4. Fares for a wheelchair accessible taxi trip, by law, must be the same as the fare for a taxi trip in a standard sedan. However, some common additional fees may still be charged (i.e. luggage fees). If you have a question about your fare, please ask your driver. You may also find it helpful to request a receipt.
5. If your driver has provided you with good customer service, **consider tipping** him or her to reflect that service.
6. Your feedback on this trial service period is important. An on-line survey will be available shortly, so stay tuned for that. In the meantime, **please email your concerns and commendations to tpbcoordination@mwcoq.org**.