



## Washington Metropolitan Area Transit Commission

Search :

### Taxicab Rates

#### Interstate Taxicab Fares:

To estimate a fare for a taxicab trip in the Washington Metropolitan Area, follow this two-step process.

Calculate the mileage of your trip using \_\_\_\_\_ or some other mapping tool.

Select the appropriate rate chart below. (Generally, the taxicab you hail or call should be licensed by the jurisdiction where your trip begins). Round the mileage up to the next half-mile or mile, depending on which rate chart you select, and find the corresponding base fare. Remember to include any applicable incidental charges listed at the bottom of the rate sheet.

**NOTE:** This process produces an approximate fare. The fare on the meter may vary depending on the route actually traveled and traffic congestion. The driver is required to take the shortest route unless the passenger orders otherwise. Keep in mind that the shortest route is not always the quickest route.

[Interstate Rates for District of Columbia Taxicabs](#)

[Interstate Rates for Alexandria Taxicabs](#)

[Interstate Rates for Arlington County Taxicabs](#)

[Interstate Rates for Fairfax County Taxicabs](#)

[Interstate Rates for Montgomery County Taxicabs](#)

[Interstate Rates for Prince George's County Taxicabs](#)

[Interstate Rates for Washington Flyer Taxicabs \(operating out of Dulles airport\)](#)

#### Tips for Safe Travel:

Before entering a taxicab, make sure that the driver's hack license with photograph is displayed in plain sight and that seat belts are available and functioning. Have the driver stow loose luggage in the trunk.

#### Overcharge Complaints:

Please [click here](#) if you wish to file a Taxicab Overcharge Complaint.

#### Local Government Taxicab Links:

If you click on the links below, you will leave the Commission's website. The WMATC is not responsible for, and exercises no control over the organization, views, or accuracy of the information contained on the linked website. The inclusion of this link does not constitute an endorsement by WMATC of a business or other entity, and no such endorsement should be

inferred.

Alexandria, VA

<http://alexandriava.gov/police/info/default.aspx?id=9278>

Arlington, VA

<http://www.co.arlington.va.us/departments/EnvironmentalServices/dot/planning/page71846.aspx>

District of Columbia

<http://dctaxi.dc.gov/dctaxi/site/default.asp>

Montgomery County, MD

[http://www.montgomerycountymd.gov/tsvtmpl.asp?url=/content/dot/transit/taxi\\_reg/taxi\\_user.asp](http://www.montgomerycountymd.gov/tsvtmpl.asp?url=/content/dot/transit/taxi_reg/taxi_user.asp)

Prince George's County, MD

<http://www.princegeorgescountymd.gov/Government/AgencyIndex/DPW&T/Transit/cab.asp?nivel=foldmenu%282%29>

**Local Airport Taxicab links:**

If you click on the links below, you will leave the Commission's website. The WMATC is not responsible for, and exercises no control over the organization, views, or accuracy of the information contained on the linked website. The inclusion of this link does not constitute an endorsement by WMATC of a business or other entity, and no such endorsement should be inferred.

BWI Marshall

<http://www.bwairport.com/en/travel/ground-transportation/trans/taxi>

Dulles International

[http://www.washfly.com/Taxi\\_rate.htm](http://www.washfly.com/Taxi_rate.htm)

Reagan National

<http://www.metwashairports.com/reagan/1193.htm>



# City of Alexandria, VA

## *Police Department*

Page updated Jul 20 2010 2:55 p.m.

### **Traffic Section**

**The Traffic Section is comprised of four individual units: The Motor (Motorcycle) Unit, The Parking Enforcement Unit, The Hack Inspector's Office and The School Crossing guard Unit.**

#### **Motor Unit**

The Motorcycle Unit, or Motor Unit as it is commonly referred to, has a staff of nine Police Officers, one Sergeant and one Lieutenant who also serves as the Commander for the Traffic section.

The Motor Unit's primary responsibility is enforcement of Traffic Laws and rapid police response in emergency situations of all kinds. The Unit supervisor serves as a contact for citizens reporting traffic problems in their neighborhood. Traffic complaints are assigned to Officers in the Unit who assess the nature of the complaint on location and determine the best course of action to resolve the situation.



Motor Officers are the primary providers of funeral and VIP escorts in the City. These escorts are provided to ensure the safe passage and conduct of vehicles and pedestrians as they travel through the City to their destinations. Officers in the Unit are also commonly relied on to provide specialized patrols for special events, foot races and parades.

Officers of the Motor Unit also manage major traffic emergencies such as the temporary closure of main roadways and the detouring of traffic due to water main breaks and major crash situations.

Each officer assigned to the Motor Unit receives extensive specialized training in motorcycle operations, Speed Detection using RADAR and LIDAR and traffic enforcement. Select officers also have attained instructor status in motorcycle operations, RADAR and LIDAR Operations and Crash Reconstruction.

The Supervisor of the Motor Unit serves as the primary contact for citizens requesting selective enforcement for traffic problems, especially speed enforcement. The supervisor also addresses requests for Mobile Speed Sign deployments.

#### **Parking Enforcement Unit**

The Parking Enforcement Unit has an authorized strength of twenty-six Parking Enforcement Officers, two Parking enforcement Supervisors and one Police Sergeant.

The Parking Enforcement Unit is primarily responsible for enforcing parking regulations including: Meters, Residential Parking Zones, City Decal Enforcement, Disabled Parking Restrictions, Tour Bus Parking Restrictions, 72 Hour Parking Restrictions and other parking regulations. Parking Enforcement Officers detect vehicles with excessive unpaid parking fines. Vehicles with excessive unpaid parking fines may be immobilized with a "Boot" device or towed.

Parking Enforcement Officers, also known as PEOs, assist in police operations involving special events, major crashes and other traffic emergencies. Motorists will also encounter PEOs working Gridlock Reduction posts at selected intersections during the evening traffic rush period. They also serve as School Crossing Guards as needed.

Parking enforcement is a shared responsibility with uniformed police officers and enforcement can be initiated by either PEOs or police officers.

**TO REPORT A PARKING VIOLATION, CALL THE POLICE DEPARTMENT NON-EMERGENCY LINE AT (703) 838-4444.**

#### **Hack Inspector**

The Hack Inspector's Office has a staff of three Hack Inspectors and one Clerical Assistant.

The primary responsibility of the Hack Inspector's Office is enforcement and regulation of Taxi Company's, Taxi Drivers and Taxi Cabs operating in the City of Alexandria and at "Reagan" National Airport under City license.

The Hack Inspectors process taxi driver application, test and conduct background investigations of taxi driver applicants, maintains files and records on all applicants and drivers and issues credentials to taxi drivers. The City taxi industry supports over 1000 active drivers at any given time. The Inspectors also manage and investigate complaints reported by customers.

Hack Inspectors conduct vehicle inspections, verify the accuracy of meters installed in taxi cabs and complete the licensing process for taxi cabs operating in Alexandria and under City license at the "Reagan" National Airport.

#### **School Crossing Guard Unit**

The School Crossing Guard Unit is comprised of twenty-five Crossing Guards and one Crossing Guard Supervisor.

School Crossing Guards are selectively posted at points around Elementary Schools in the City to ensure the safety of children and pedestrians crossing streets as they report to and depart from school each day.

These uniformed "Guardian Angels" are a familiar presence to children and parents and many in the Unit have tenures of service to the community that literally spans generations.

The dedicated members of the Crossing Guard Unit are primarily responsible for the posting of perfect safety records year after year in Alexandria.

#### Important Links

- [Traffic Concerns](#)
- [Parking Concerns](#)

#### Contacts for the Traffic Section

##### **Commander**

Lieutenant John Zook  
Office: (703) 838-6360 X1930  
Email: [john.zook@alexandriava.gov](mailto:john.zook@alexandriava.gov)

##### **Supervisor Motor Unit**

Sergeant Joseph Seskey  
Office: (703) 838-4241  
Email: [joseph.seskey@alexandriava.gov](mailto:joseph.seskey@alexandriava.gov)

##### **Supervisors Parking Enforcement Unit**

Sergeant Gregg Shields  
Office: (703) 838-3868  
Email: [gregg.shields@alexandriava.gov](mailto:gregg.shields@alexandriava.gov)

Parking Supervisor Katrina Morris  
Office: (703) 838-6360 X1313  
Email: [Katrina.morris@alexandriava.gov](mailto:Katrina.morris@alexandriava.gov)

Parking Supervisor Tina Jones  
Office: (703) 838-6360 X1314  
Email: [tina.jones@alexandriava.gov](mailto:tina.jones@alexandriava.gov)

##### **Supervisor School Crossing Guard Unit**

Supervisor Epthal Stanton  
Office: (703) 838-3868  
Email: [epthal.Stanton@alexandriava.gov](mailto:epthal.Stanton@alexandriava.gov)

##### **Hack Inspector's Office**

Inspector Monte Rosson  
Office: (703) 746-6240  
Email: [monte.rosson@alexandriava.gov](mailto:monte.rosson@alexandriava.gov)

Inspector Richard Garcia  
Office: (703) 746-6240  
Email: [Richard.Garcia@alexandriava.gov](mailto:Richard.Garcia@alexandriava.gov)

Ms. Verndel White, Clerical Assistant  
Office: (703) 746-6240  
Email: [verndel.white@alexandriava.gov](mailto:verndel.white@alexandriava.gov)

[BACK TO TOP](#)

[Residents](#)[Visitors](#)[Businesses](#)[County Government](#)[Online Services](#)[Información en Español](#)

## Environmental Services

### Taxicab Regulation



The operation of taxicab service within Arlington is governed by the Arlington County Taxicab Ordinance. All taxicabs and taxicab drivers must be licensed by Arlington County. The County's Hack Inspector, an officer in the Arlington Police Department, is responsible for addressing the licensing of drivers and inspection of taxicabs as well as addressing concerns about all taxicab violations. The County's Taxicab Industry Regulator, a member of the Transportation Planning Bureau found under the Department of Environmental Services, is responsible for monitoring and regulating Arlington's taxicab companies.

The [Arlington County Taxicab Ordinance](#) (127KB [PDF](#)) (Chapter 25.1 of the Arlington County Code) regulates and controls taxicab service in Arlington County, the operation of taxicabs for hire, rates and charges for service, and the character and qualifications of operators through the issue of certificates of public convenience and necessity, in order to preserve the health, safety, welfare and property of Arlington County citizens and the public at large, as well as assuring robust competition among providers that results in quality Taxicab Service throughout Arlington.

## NEWS

July 1, 2010

### Biannual Certificate Determination Report

This serves as a notification that the County Manager has issued his biannual taxicab certificate determination recommendation for 2010. The 2010 Taxicab Certificate Determination Report and the application for the allocation of certificates are provided below:

[2010 Certificate Determination Report](#) (249 KB [PDF](#))

[2010 Application for Allocation of Certificates](#) (27 KB [PDF](#))

Applications will be accepted from July 1 - September 1, 2010. Please contact [Ritch Viola](#) if you have any further inquiries regarding this report, the application process or public hearing dates.

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### June 13, 2009 Press Release

#### **Arlington Updates Taxicab Regulation with New Ordinance *Action to improve customer service; reduce carbon footprint***

ARLINGTON, Va. – The County Board today enacted an Arlington County Taxicab Ordinance (Chapter 25.1 of the Code of Arlington County). In an effort to improve customer service and reduce the fleets' carbon footprint, the new ordinance revamps the processes for rate review and taxicab certification, and sets fuel-efficiency standards. Revisions to the previous ordinance include regular, biennial processes to consider fare rates and to authorize certificates for new taxicabs.

"Taxis are an important part of Arlington's transportation assets," commented Barbara A. Favola, Arlington County Board Chairman. "The new ordinance is a win-win for the taxi industry, customers, and the environment."

#### **Revisions to the Ordinance**

In consultation with the Transportation Commission, the local taxicab industry and other stakeholders, County staff rewrote the existing ordinance to meet the changing needs of the community. Several updates to the ordinance also address recent industry and environmental concerns. Key revisions include:

- Streamlined, data-driven approach to authorizing new taxicabs and for periodic consideration of rates of fare;
- Consideration of certificates every two years instead of every year;
- More time for submitting certificate applications;
- Regular interval for considering fare rates - every two years;
- New fuel-efficiency standards; and
- New smoking restrictions.

#### **Community Process**

As part of the comprehensive update to the ordinance, the County hired Nelson-Nygaard in the spring of 2007 to conduct the Arlington County Taxi Study and examine the existing, local taxicab industry and regulation. The study, which was completed in April 2008, compared Arlington's taxicab regulation with those of peer jurisdictions, and developed strategies to address the issues and opportunities. Final recommendations included defining and monitoring standards for customer service, revising the license-allocation process to reward customer-service, and reducing the fleets' environmental impact.

County staff also conducted the Arlington County Taxicab User Survey in the fall of 2008 to gather public feedback. In addition to the survey, staff and the Transportation Commission held four public workshops during the late 2008 and

early 2009.

To read the Board report on this item, [click here](#), click on June 13 agenda -- and look for item # 46.

## FAQ

### Who do I contact with questions regarding the Arlington County Taxicab Ordinance?

Questions regarding implementation of the Arlington Taxicab Ordinance should be directed to Ritch Viola at 703-228-3699.

Questions regarding enforcement of the Arlington County Taxicab Ordinance should be directed to the County Hack Inspector at 703-228-4255.

### What are the set taxicab rates of fare for Arlington County?

The rate schedule for fares and service charges is as follows:

- For the first one-fifth (1/5) mile (initial drop charge): two dollars and seventy-five cents (\$2.75)
- For each succeeding one-fifth (1/5) mile or fraction thereof (mileage charge): forty cents (\$0.40)
- For each sixty-four (64) seconds of wait time: forty cents (\$0.40)
- For each additional Passenger over six (6) years of age when more than one (1) Passenger is transported: one dollar (\$1.00)
- For each suitcase (in excess of two (2)), if handled by the Driver: fifty cents (\$0.50)
- For each footlocker or similar-size case handled by the Driver: two dollars (\$2.00)
- Tolls paid by the Driver between the point of Passenger pickup and the Passenger destination will be added to the Passenger's fare, provided that the Passenger is first informed by the Driver of the existence of a toll, and further provided that the Driver first gives the Passenger the option of the Taxicab taking an alternative route, which route would not require the payment of a toll.
- Provided that the Passenger is first informed by the Driver if the existence of an airport surcharge, where the Driver pays such surcharge, the surcharge will be added to the total fare.

### What taxicab companies currently operate within Arlington County?

- **Arlington Yellow Cab**  
24 Hour Dispatch: (703) 522-2222
- **Blue Top Cab**  
24 Hour Dispatch: (703) 243-TAXI (8294)
- **Crown Cab Company**  
Non-Dispatch: (703) 528-0202
- **enviroCAB**  
24 Hour Dispatch: (703) 920-3333
- **Hess Taxicab Company**  
Non-Dispatch: (703) 841-1555
- **Friendly Cab Company**  
Non-Dispatch: (703) 892-4144
- **Red Top Cab of Arlington**  
24 Hour Dispatch: (703) 522-3333

### Where are taxi stands located within Arlington County?

Click [here](#) to view a map of taxi stand locations in Arlington County. (6.92 MB [PDF](#))

**News**

**FAQ**

**About**

**Contact Us**

**Development Services**

**Energy Planning and Management**

**Engineering & Capital Projects**

**Facilities & Maintenance**

**Green Buildings**

**Trash & Recycling**

**Transportation**

Arlington Transit (ART)

Bicycles

Maps

Parking

WALKArlington

Commuting

**Water & Wastewater**

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Last Modified: August 09, 2010

[Contact Us](#) • [Site Map](#) • [FAQs](#) • [About PDFs](#) • [Terms and Conditions](#) • [Accessibility](#)

2100 Clarendon Blvd. Arlington, VA 22201 Tel: 703-228-3000 TTY: 703-228-4611



## Taxicab Commission

### DCTC HOME

[About DCTC](#)  
[How to Reach Us](#)  
[Ask the Commissioner](#)  
[News Room](#)  
[FOIA Requests](#)  
[Employment](#)  
[Opportunities](#)  
[Performance](#)  
[Site Map](#)



## District of Columbia Taxicab Commission



### SERVICES

[Chauffeur Licensing](#)  
[Complaints and Commendations](#)  
[Hack Licensing](#)  
[Lost & Found](#)

### Services

- [Chauffeur Licensing](#)
- [Complaints and Commendations](#)
- [Hack Licensing](#)
- [Lost & Found](#)

### INFORMATION

[Agenda](#)  
[Commissioners](#)  
[DCMR Title 31](#)  
[Disability Transportation](#)  
[FAQs](#)  
[Forms](#)  
[Meeting Minutes and Transcripts](#)  
[Meters](#)  
[New License Fees](#)  
[Public Meetings](#)  
[Standard Operating Procedures](#)  
[Taxi and Limo Information](#)  
[Taxi Fare Rate](#)  
[Review Public Hearing Comments](#)  
[Taxicab Fare Information](#)

### Information

- [Agenda](#)
- [Commissioners](#)
- [DC Municipal Regulations Title 31](#)
- [Disability Transportation](#)
- [FAQs](#)
- [Forms](#)
- [Glossary of Terms](#)
- [Meeting Minutes and Transcripts](#)
- [Meters](#)
- [New License Fees](#)
- [Public Meetings](#)
- [Standard Operating Procedures](#)
- [Taxi and Limo Information](#)
- [Taxi Fare Rate Review Public Hearing](#)
- [Comments](#)
- [Taxicab Fare Information](#)

### DCTC NEWS

[Emergency and Proposed Rulemaking to Chapter 8, Section 801.5 \[Intent of \\$19 Fare Cap\] Is Published in the DC Register at 57 DCR 31, Page 6850](#)

The emergency action alleviates an ambiguity in the regulations which led to repeated disputes between taxicab operators and the riding public. [Full Text](#)

[Deadline for Written Comments on Taxicab Fare Rate Extended](#)

Submit written comments on the Taxicab Fare Rate by 4:30 pm Friday, July 30, 2010. [Full Text](#)

[Second Information Session on DCTC Credentialing Initiative](#)

Taxi commission holds second credentialing initiative, June 30. [Full Text](#)

[DC Taxicab Commission Releases New License Fees](#)

View the changes in the fees. [Full Text](#)

### Find Out About Public Meetings

Attend the Taxicab Commission's meetings. View the schedule for the coming months. [Full Text](#)

### ONLINE SERVICE REQUESTS

### DC Taxicab Commission

2041 Martin Luther King Junior Avenue, SE, Suite 204  
 Washington, DC 20020-7024 (202) 645-6018  
 Email: [dctc@dc.gov](mailto:dctc@dc.gov)



Taxicab Regulation and Licensing in Montgomery County, Maryland



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**Montgomery County Code - Taxicabs and Limousines**

**[Chapter 53](#)**

**[Expedited Bill No. 27-06 Taxicab-Amendments](#)**

**[Taxicab Service Advisory Committee Annual Report 2009](#)**

*Montgomery County Department of Transportation*

*Division of Transit Services  
Montgomery County Taxicab Unit*

*101 Monroe Street, 5<sup>th</sup> Floor  
Rockville, Maryland 20850  
(240) 777-CABS (2227)*

*E-mail Address:*

*[mcdot.taxioffice@montgomerycountymd.gov](mailto:mcdot.taxioffice@montgomerycountymd.gov)*

*Monday - Thursday*

*8:30 a.m. - 12:00 noon*

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**Taxicab Quick Links: Click on links below for faster service**

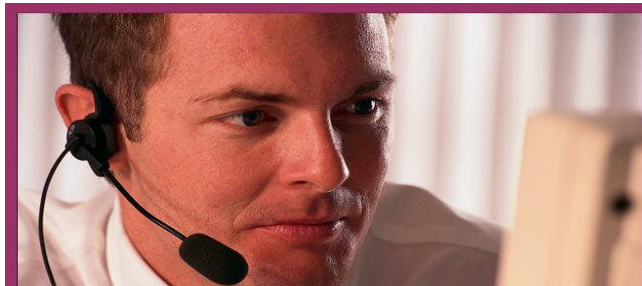
- **[Easy Service](#)** - (Taxicab Companies and Phone Numbers)
- **[Ride Sharing](#)**
- **[Taxicab Meter Rates](#)**
- **[Service for the Disabled](#)**
- **[Taxicab Hotline for Service Compliments and Complaints](#)**
- **[Taxicab Driver Information](#)** - (Licensing Information & Application)

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COMFORTABLE - EASY - SAFE

- The weather is bad and you don't want to drive.
- You missed your carpool and you're late for work.
- A business meeting is downtown & parking is hard to find.
- You don't want to leave your car at the airport.
- The kids have soccer practice and your car is in the shop.

THE ANSWER IS...TO CALL A TAXICAB!



### Comfortable

Taxicabs provide fast, clean, dependable, curb to curb, personalized Transportation service operated by professional, trained drivers. Taxicabs in Montgomery County are regulated by the Department of Transportation and operate under established standards. MCDOT cares about your safety and comfort.

### Easy

Taxicabs provide service all day, everyday & it's easy to get a taxicab. You can:

- Hail a taxicab from curb side
- Go to a taxicab stand, such as the stands at most Metrorail stations, and take the taxicab in line.
- Call a taxicab company and request to be picked up. Requests may be made 24 hours a day, seven days a week at any of the following fleets

**Action Taxi - (301) 840-1222**

**Barwood Taxicabs - (301) 984-1900**

**Regency Cab - (301) 990-9000**

**Sun Cab - (301) 252-0575**

### [Back to top](#)

### Safe

Taxicabs are a safe way to travel. All County taxicab vehicles must be licensed by the Montgomery County Department of Transportation. Vehicles must meet stringent requirements. They must be late model cars, carry adequate insurance, pass two mechanical inspections a year, be clean and in good cosmetic condition.

Taxicab drivers must also be licensed by the County. To get a license they must pass a test,

complete both Maryland and Federal Bureau of Investigation criminal background clearances, and have good driving records.

## MONTGOMERY COUNTY, MARYLAND

### TAXICAB METER RATE SCHEDULE

# DRIVERS MUST USE METERS

[Back to top](#)

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### General Rider Information

- **Taxicab Companies and Driver**

Taxicab companies can be identified by their unique colors. The vehicles are owned by either the company or by an individual license holder who affiliates the taxicab with the company. In the future, taxicabs will be marked identifying the owner and the operating company of the vehicle.

The majority of taxicab drivers rent the vehicles from a fleet, while others are owner/operators who pay a fee to affiliate with a fleet. Drivers who rent their taxicabs pay a daily lease fee. All drivers pay for their own gas, oil, car washes and other expenses. Drivers earn their income from the fares paid by passengers less the expenses of operating the vehicle. It is for this reason that their incomes very much depend on tips. If you receive good service, please tip accordingly. Although, a tip is not mandatory.

- **Ride Sharing**

Taxicabs are an economical way to transport a small group of riders. The cost is the meter rate plus the additional person charge for all other riders. Taxicabs can carry up to four passengers, so you can save if you share rides.

[Back to top](#)

- **Cost**

The rates for taxicab services are regulated and posted in all taxicabs. It's easy to determine the cost of your ride since all taxicabs have meters and drivers must use the meters at all times. Rates and additional charges are posted on the side window of every taxicab. All licensed Montgomery County taxicabs charge the same rate. You don't need to shop around for a different price.

- **Meter Rates**

The meter starts once you have informed the taxicab driver of your destination, and ends when the taxicab comes to a complete stop at the final destination. The meter charges are:

- **Initial charge** - The cost for engaging a taxicab. This amount appears when the meter is turned on.
- **Distance Charge** - The cost for each fraction of a mile traveled.
- **Waiting Time and Traffic Delay Time** - Waiting time begins five minutes after the the taxicab has arrived at the point of pick-up or when the taxicab is

stopped, or has slowed to a speed of less than 11 miles per hour. Waiting time may not be charged for the extra time it may take assisting a passenger with disabilities.

- **Additional Passengers** - The charge for more than one passenger in the same party. There is no charge for children under five years of age when accompanied by an adult or for a personal care attendant accompanying a person with disabilities.
- **Personal Service** - Personal service is the charge for service provided by the driver at your request, such as loading suitcases, parcels, or personal effects.
- **Pick up and Delivery** - Charge for pickup and delivery service.
- **Snow Emergency** - This rate is charged in the event a snow emergency is declared by the state of Maryland for Montgomery County. This charge also applies to interstate trips.

### **Taxicab Information Pack**

Every taxicab has an information poster displayed behind the driver's seat. The poster gives the name and telephone number of the taxicab company, and the taxicab number. Every licensed taxicab has its own number.

#### • **Accessible Taxicabs**

These accessible taxicab vehicles are modified to provide service to people with disabilities. They are available for ambulatory passengers when they are not needed for accessible trips. So if you go to a taxicab stand and a van is first in line, you are welcome to use it. If you call for a taxicab and are unable to use a van, notify the dispatcher that you need a sedan.



### **Services for People with Disabilities**

#### *Wheelchair Accessible Taxicab Service*

For service provided by Metro Access Complaints call: 301-562-5360. Montgomery County issues licenses for wheelchair accessible vehicles that meet Americans with Disabilities Act (ADA) requirements. There is no additional charge for an accessible taxicab. However, you should request accessible taxicabs in advance.

#### *Service for Passengers with Vision Disabilities*

For passengers with vision problems, the information pack behind the driver's seat is printed in large type. There is also a Braille ID label attached to the upper right portion of the information pack.

#### *Service for Passengers with Verbal Communication Disabilities*

If you have trouble with verbal communication you may give the driver the destination in writing. For TDD questions call 240-777-5869.

[\*\*Back to top\*\*](#)

#### • **Taxicab Etiquette**

*Driver Responsibilities*

Drivers should provide professional and courteous service. They must take the most direct route to the customer's destination, charge metered rates, accept any passenger unless the taxicab is engaged or off duty, and give a receipt when requested.

*Customer Responsibilities*

You should wait at the curb or be prepared to come out to the taxicab immediately upon its arrival, pay the fare, and enter and exit the vehicle away from the traffic lane. You should cancel reservations if the taxicab is not needed. It is suggested that passengers request receipts so they have a record of the trip.

*Rush Hour, Weather and Traffic Problems*

Many vehicles including taxicabs, may be delayed during rush hour, inclement weather, periods of high demand, or traffic incidents. Please allow additional time.

- **Sedans, Vans & Limousines**

These vehicles are not regulated by the County. For your safety, be sure the company and each vehicle is authorized by either the Maryland Public Service Commission or by the Washington Metropolitan Area Transit Commission. Authorized vehicles must charge rates they file with the agency. For inquiries and complaints:

Call the Washington Metropolitan Area Transit Commission at (301)588-5260. For trips to or from Northern Virginia, Washington, D.C., or Prince George's County.

Call the Maryland Public Service Commission at (410) 767-8013 or toll free, 1-800-492-0474 for van, sedan and/or limousine trips between Montgomery County and other locations in Maryland.



### **Taxicab Service Compliments and Complaints**

*Do you have a Compliment?*

Call the Taxicab Hotline at 240-777-2625.

Compliments are very important to us and we appreciate hearing about your good experiences. Let us know about good service provided, special acts of kindness, and heroic deeds, so that we can recognize the drivers and the companies for a job well done.

Let a licensed Montgomery County taxicab take you where you want to go, 24 hours a day, 7 days a week, 365 days a year!

<b>Action Taxi - (301) 840-1222</b>
<b>Barwood Cab - (301) 984-1900</b>
<b>Regency Cab - (301) 990-9000</b>

Sun Cab - (301) 252-0575

**Questions? Call us at 240-777-CABS (2227)**

**TDD 240-777-5869**

*Having a Problem with Taxicab Service?*

We hope you are happy with the service. When you are dissatisfied, call the company and report the problem along with the taxicab number as soon as possible after the incident, to insure a prompt resolution.

If you are still not satisfied, let us know.

**Complaints can be submitted by any one of the following methods listed below:**

1. **Taxicab Hotline-** 240-777-2625  
Hours/Days: 10:00 a.m. - 2:00 p.m., Monday - Friday
2. **On-line** - go on line and fill out the complaint form at [www.montgomerycountymd.gov/taxihotline](http://www.montgomerycountymd.gov/taxihotline)
3. **E-mail** - send an e-mail with specifics of the problem to [mcdot.taxioffice@montgomerycountymd.gov](mailto:mcdot.taxioffice@montgomerycountymd.gov)
4. **US Mail** - send a letter with specifics of the problem to: Montgomery County Division of Transit Services, Taxicab Office, 101 Monroe Street, 5th floor, Rockville, MD 20850

**All complaints should include:**

1. The taxicab number (The taxicab number can be found on both sides of the vehicle on the trunk and on the information pack inside the vehicle).
2. The company name.
3. The trip date and time.
4. A specific description of the problem.
5. Your name, address and a phone number where you can be contacted.

**Montgomery County  
Division of Transit Services  
Taxicab Office**

**101 Monroe Street, 5<sup>th</sup> Floor  
Rockville, Maryland 20850**

[Back to top](#)

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***Taxicab Driver Information***

**Taxicab Driver ID Office Hours:  
Monday - Thursday 8:30 a.m. - 12:00 noon**

**As of January 5, 2009, all fingerprinting must be live scanned at the Baltimore City CJIS location; 6776 Reisterstown Road, Suite #102, Baltimore, MD 21215**

**No appointment necessary - Monday - Wednesday & Friday 8:30 - 5:00,  
Thursday 8:30 - 6:00 and 1st and 3rd Saturdays 8:30 - 5:00.**

**Fingerprint cards must be picked up in the Taxicab Regulation Office at 101  
Monroe Street, Rockville, MD 5th Floor, Monday - Friday 8:30 - 5:00.**

**You must present valid picture ID.**

- **Taxicab Drivers Licensing**

For information and application click on link below:

[I.D. Application & Instructions](#) (pdf. format)

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**Montgomery County Department Transportation**

*Division of Transit Services*

**Montgomery County Taxicab Unit**

*101 Monroe Street, 5th Floor*

*Rockville, Maryland 20850*

*(240) 777-CABS (2227)*

**Taxicab Driver ID Office Hours:**

*Monday - Thursday 8:30 a.m. - 12:00 noon*

Transit Services · Montgomery County Department of Transportation

[Questions/Comments](#) · Inside Montgomery County dial 311 · TTY: 240-773-3556

Outside Montgomery County dial 240-777-0311

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County Executive, Jack B. Johnson

[Home Page](#) [Site Questions](#) [Contact Us](#) [Printer Version](#)
[BrowseAloud](#)
[Residents](#) [Business](#) [Visitors](#) [Government](#) [Employment](#) [Online Services](#) [Newsroom](#)
*Prince George's County, Maryland*

Enter Keyword

Go

-- Select an Agency --

-- Select a Service --

#### DPW&T Home

#### Livable Communities Landscape Projects

#### Services We Provide

##### Adopt-A-Road / Median

##### Roadway Improvements

##### Where Do I Report Roadway Hazards?

##### Drainage Issues

##### Leaf Collection

##### Litter Pickup

##### Mowing

##### Potholes

##### Signs, Signals and Markings

##### Snow & Ice Control

##### Street Lights

##### Traffic Management (NTMP)

##### Transit

##### Tree Trimming

#### PGCTrip

#### Frequently Asked Questions

#### News

#### Links

[Home](#) > [Government](#) > [AgencyIndex](#) > [DPW&T](#) > [Transit](#) > Call-A-Cab

## Call-A-Cab

Call-A-Cab is a transportation assistance program that provides mobility at a reduced cost for senior (age 60 and over) and/or disabled County residents. This program allows eligible residents to purchase coupon books that can be used to pay for rides with participating cab companies when Metrobus, Metrorail, and/or Call-A-Bus are not available. Senior and/or disabled residents may purchase up to fourteen (14) \$20.00 coupon books in a six-month period at \$10.00 per book.

### Using Call-A-Cab

Using Call-A-Cab is easy. See the guidelines outlined below for specifics on how to use the service. You can also call 301-883-5656 or Maryland Relay 800-735-2258 for more information.

- Apply by completing an [application form](#) (PDF).
- Order coupon books by enclosing \$10.00 for each \$20.00 coupon book. Make your check or money order payable to Prince George's County.
- Mail your completed application form and check or money order to:

The Office of Transportation  
9400 Peppercorn Place, Suite 320  
Largo, MD 20774

#### **Please include proof of age and/or disability.**

- Call the taxicab company you prefer (from the list sent with coupons).
- Show your coupon book to the driver.
- Pay the driver using any combination of coupons and cash

[Back to Top](#)

### Community Transit Workshop

▶ [Questionnaire](#) (PDF)

▶ [Overview](#) (PDF)

#### Transit Information

▶ [Special Notice  
WMATA Fare Increase](#)

▶ [Public Notice - Senior  
Program Eligible Age Change](#)  
(PDF)

▶ [Public Notice - Route 24](#)  
(PDF)

▶ [Public Notice - Route 26](#)  
(PDF)

▶ [Ride Smart Commuter](#)

▶ [Transit Home](#)

▶ [Call-A-Bus](#)

▶ [Call-A-Cab](#)

▶ [Commuter Connections](#)

▶ [Central Maryland Regional  
Transit](#)

▶ [MARC](#)

▶ [Metrobus/Metrorail](#)

▶ [Park and Ride](#)

▶ [SmarTrip Card Information](#)

▶ [TheBus](#)

▶ [TheBus Restructuring Notice](#)  
(PDF)



[Home](#) > [To & From BWI](#) > [Ground Transportation](#) > [Taxi and Private Car](#)

## Ground Transportation

### To & From BWI

- [Ground Transportation](#)
- [BWI Marshall Rail](#)
- [Maps & Directions](#)
- [Hotels & Services Near BWI](#)

### Ground Transportation

- [Taxi and Private Car](#)
- [SuperShuttle](#)
- [The Airport Shuttle](#)
- [Amtrak](#)
- [MARC Train](#)
- [Light Rail](#)
- [Howard Transit](#)
- [Bus Services](#)
- [WMATA \(DC\)](#)
- [Car Rental](#)
- [Other Options](#)



**Contact:**  
**Phone:**  
**Taxi: 410-859-1100**  
**Private Car:**  
**Baltimore: 410-519-0000**  
**DC: 301-912-0000**  
**Nationwide:**  
**800-878-7743**  
**Web: [rimalimo.com](http://rimalimo.com)**

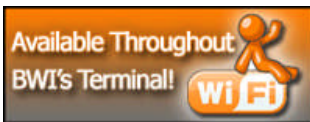
### Taxi and Private Car

The taxi stand is located just outside of the baggage claim area of the Lower Level of the BWI Marshall terminal. Please note that this service is available from BWI Marshall only. For cab service to BWI Marshall, please consult your local cab company. BWI Marshall taxicabs are prohibited from charging flat rates. For more information, call **410-859-1100** or visit [www.bwiairporttaxi.com](http://www.bwiairporttaxi.com).

### Private Car / RMA Worldwide - Sedans and Limousines

Private Car/RMA Worldwide Chauffeured Transportation serves the Baltimore-Washington Metropolitan Area. RMA provides round trip services, immaculate late model luxury sedans, limousines and vans, professional chauffeurs, and 24-hour service. Please ask about group services. Please make reservations online at [www.rmalimo.com](http://www.rmalimo.com). All major credit cards accepted.

Baltimore - **410-519-0000**  
 Washington - **301-912-0000**  
 Nationwide - **800-878-7743**





# Washington Flyer™ Taxi

www.washfly.com

ABOUT

TAXI RATES

REGIONAL MAP

CONTACT US

LOCATION MAP



## Ground Transportation at Dulles International Airport

### Washington Flyer Taxi

Washington Flyer Taxicabs serve Dulles International Airport exclusively with 24-hour service to and from the Airport. Taxicabs accept American Express, Diners Club, MasterCard, Discover Card, and Visa, and provide transportation at metered rates to any destination within Metropolitan Washington area. Approximate one way fares to Washington, DC, range from \$57 to \$61.

**Leaving the Airport:** No reservation is required. Simply follow the signs for "Ground Transportation" or "Taxi" to the lower level of the Main Terminal, where a taxicab dispatcher is on duty 24 hours a day. Wheelchair-accessible vehicles can accommodate one person in his/her wheelchair plus three additional passengers. Smoking and non-smoking vehicles are available by request.

Coming to the Airport: Please call 703-572-TAXI (8294) to place a reservation.

### Rate Breakdown/Service Charges, effective 10/3/09:

\$3.50	First 1/4 mile or part thereof
\$ .50	Each additional 1/4 mile or part thereof
\$1.50	Each additional passenger
\$ .50	Each 80 seconds of waiting time (\$22.50 per hour)
\$2.50	Surcharge when snow emergency is declared

Transportation provided via airline vouchers is restricted to the service and destination authorized by the airline. We must honor the directions given by the airlines or the voucher is void. Any questions relating to these matters must be handled directly with the airline.

### Approximate distance and fares from Dulles Airport

Reagan National Airport	28 miles	\$61
<b>Virginia Locations</b>		
Arlington	23 miles	\$45
Alexandria	27 miles	\$52
Leesburg	18 miles	\$41
Charlottesville Airport	93 miles	\$191
City of Manassas	18 miles	\$38
Manassas Park	16 miles	\$37
Middleburg	25 miles	\$55
Mount Vernon	38 miles	\$81
Pentagon	26 miles	\$57
Reston	10 miles	\$25
Richmond Airport	128 miles	\$261
Rosslyn	23 miles	\$50

Tysons Corner	17 miles	\$39
Warrenton	33 miles	\$71
West Falls Church Metro Station	19 miles	\$40
Winchester	60 miles	\$125
Woodbridge	31 miles	\$67
<b><i>Maryland Locations</i></b>		
Andrews Air Force Base	45 miles	\$95
Bethesda	25 miles	\$55
BWI Airport	58 miles	\$121
Rockville	27 miles	\$59
<b><i>Washington DC Locations</i></b>		
Capitol Hill	28 miles	\$61
White House	25 miles	\$55

Note: these are estimates only and subject to change without notice.

[Please click here for printer-friendly PDF version.](#)

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[www.mwaa.com](http://www.mwaa.com)



Search

Dulles International Reagan National Airport

## Reagan National Airport

- [▶ ABOUT REAGAN NATIONAL](#)
- [▶ FLIGHT INFORMATION](#)
- [▶ AIRPORT SERVICES](#)
- [▶ PARKING & TRANSPORTATION](#)
- [▶ SHOPPING & DINING](#)
- [▶ DCA ART PROGRAM](#)

- Parking and Transportation**
- Ground Transportation
- Taxi Rates
- Greyhound
- SuperShuttle
- Amtrak
- Chauffeured services
- Rental Cars
- Local Destinations
- Picking Up Arriving Passengers
- Cell Phone Waiting Area
- Bike Racks at DCA
- Area Attractions
- Parking
- Directions & Maps

### Taxicab service at Reagan National Airport

Taxicab stands are conveniently located near the Arrivals (baggage claim) exits of each terminal. Dispatchers at each stand will help you select a taxicab based on your destination in Washington DC, Virginia, or Maryland. No advance reservations are required—service is on a first-come, first-served basis. Below is a chart of approximate taxi rates from the Airport. Please consult your taxicab operator regarding fares for taxi trips back to the Airport.

All taxicabs dispatched at Ronald Reagan Washington National Airport must have and use taxi meters.

Click [here](#) or on either diagram below for a larger (printable) version.

RONALD REAGAN WASHINGTON NATIONAL AIRPORT INFORMATION						
Fares Established by Area Jurisdictions are in effect as of 8-1-09						
	DC	FAIRFAX FALLS CHURCH	ARL.	ALEX.	P.G.	MONTG.
1st Mile	\$4.25	\$4.85	\$4.35	\$4.45	\$4.50	\$5.50
Add'l Miles	\$1.50 each	\$2.00 each	\$2.00 each	\$2.04 each	\$1.75 each	\$1.60 each
Extra Pax	\$1.50	\$1.00	\$1.00	\$1.25	\$1.00	\$1.00
Bags-Each	*.50 over 1 pc.	*.50	*.50 over 2 pcs.	*.50 over 2 pcs.	\$1.00 for trunk use	\$1.00 for trunk use
Trunk/ Luggage > 3 or 4	\$2.00 each	\$2.00 each	\$2.00 each	\$2.00 each	N/A	\$1.00 each

\* If handled by the driver

- 1) The driver must have an Airport Taxi Operator's Permit prominently displayed while the taxicab is on the airport.
- 2) The driver must display his local license to operate a taxicab (the so-called "face card") and a schedule of rates issued by the Washington Metropolitan Area Transit Commission.
- 3) The driver must give a receipt showing the driver's name, name of the taxicab company (if any), the taxicab number, the time and place of origin and destination of each trip and the amount of the fare on an authorized form when requested to do so by a passenger.
- 4) All taxicabs determine fares by operation of a meter. Meter must be turned on after (not before) you enter the cab.
- 5) All taxicabs are required to take the most direct route to their destinations.
- 6) Patrons who travel together as a pre-formed group are considered as a "party". The patrons in a "party" are not required to have the same origin and/or destination. The fare is computed from the first point of origin to the final destination, and the Extra Passenger Charge is collected as shown on the rate schedule above. The patrons shall determine if they are traveling as a pre-formed group before engaging the taxicab. Patrons who travel together not as a pre-formed group in a taxicab to the same or different destinations are not considered as a "party" and individual fares are collected. **The driver is allowed to charge a single airport fee of \$2.50 per departure from the Airport.**
- 7) Taxicab rates are established by the jurisdiction in which the taxicab is licensed. Interstate fares are regulated by the Washington Metropolitan Area Transit Commission (WMATC).
- 8) The driver must wear a shirt with a collar, long pants or a skirt, and shoes (not sandals) with socks or stockings.
- 9) The driver must not smoke in the taxicab when passengers are present.
- 10) The driver must operate a taxicab that is clean and maintained in good repair.
- 11) The driver must operate a taxicab that is equipped with air conditioning which shall be turned on when the outside temperature exceeds 80 degrees Fahrenheit. Driver must comply with passenger request to turn air conditioning on or off.
- 12) The driver must not act in a discourteous manner towards passengers or persons seeking transportation.

If you have a question or comment about your taxicab service today, please forward the number of the permit with a copy of your receipt (showing the information requested in item 3) along with the relevant information and your day-time telephone number to:

**Airport Manager,  
Ronald Reagan Washington National Airport  
Washington, D.C. 20001**

For further assistance regarding taxicab service, please call (703) 417-0981