

FREDERICK COUNTY TAXI ACCESS PROGRAM (TAP) Guidelines



- You must have a valid Frederick County Taxi Access Program (TAP) card in your possession to use the service. The Frederick County Taxi Access Program card is not transferable. Only you may use your valid Frederick County Taxi Access Program Card.
- You must present your valid Frederick County Taxi Access Program (TAP) card to the driver at the start of the trip. You may not ask the driver to wait for you on any TAP ride.
- Call a participating Taxi/Sedan company at least 30-40 minutes in advance. Check back on the status of your ride every 20 minutes.
- There are limited number of wheelchair vehicles, it is recommended that you call the transportation provider to schedule your ride 24 hours in advance. If you use a folding wheelchair, let the transportation dispatch operator know.
- Always schedule rides with the transportation dispatch operator. You may not call drivers directly to arrange for your rides or hail a taxi.
- You must provide accurate pick up and drop off information to the dispatch operator.
- If you need to make multiple stops or take a round trip using the same taxi, you must tell the dispatch operator when scheduling your trip. Each leg of your trip will be treated as a separate trip. Drivers may not wait for you with the meter running on any TAP trip.
- You are responsible for any tips; you may not use your TAP card to pay tips.
- Your TAP card can only be used for travel within Frederick County origins and destinations.
- Verify receipt totals, sign the receipt, and keep the receipt. Your signature validates the information on the receipt.
- Keep Frederick County Taxi Access Program TAP receipts for at least six months for auditing purposes.