

Taxi Access Program TAP Policies and Procedures



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FREDERICK COUNTY
TAXI ACCESS PROGRAM (TAP)
POLICIES AND PROCEDURES

Contents

MISSION STATEMENT	1
WHAT IS TAP?	1
POLICIES	1
Who is Eligible for TAP Service?	1
Geographic Areas Served	1
Days and Hours of Operation.....	1
Fare Policy	2
General Policies	3
TAP Suspension Policies	4
PROCEDURES.....	5
How to Use the TAP:	5
How to Load Taxi Fare:.....	5
How to Schedule a Ride:	5
Contact Customer Service:	6
Lost/Stolen Card:	6
Contact Information:.....	7
OTHER SERVICES WHICH MAY MEET YOUR TRANSPORTATION NEEDS	7
Public Transit	7
Travel Training	7
ADA Paratransit	8
 City of Frederick Taxi	
Rates.....	Exhibit A

This document is available in large print or other format upon request.

MISSION STATEMENT

The mission of the Taxi Access Program (TAP) is to provide registered Transit-plus customers with additional transportation resources. The TAP program allows Transit-plus customers access to taxi services as an alternative to Transit-plus, which operates Monday – Friday 8 a.m. to 4 p.m.

WHAT IS TAP?

The TAP is a premium service that is available to registered Transit-plus paratransit customers for travel within Frederick County. TAP **is not** paratransit under the Americans with Disabilities Act (ADA) and is not a replacement for Transit-plus service; however, select taxi providers noted below do operate ADA-compliant wheelchair accessible vehicles. The TAP service is not part of Transit-plus, but rather a separate Frederick County service provided by a Frederick County Government contractor utilizing transportation companies. Customers deal directly with the transportation companies. Transit-plus does not guarantee the availability of vehicles, wait times, or pick up to anyone participating in the TAP service.

POLICIES

Who is Eligible for TAP Service?

To be eligible for TAP, the following requirements must be met:

- Active registered user of Transit-plus for one month
- Any combination of three of the below trip options
- Participant has successfully taken trips with Transit-plus
- Participant has had trip denials due to Transit-plus unavailability (trips canceled or no-showed by the participant do **not** count toward this minimum requirement)

Transit-plus customers who are eligible for the TAP program will be notified via mail by Transit. For information on how to register for Transit-plus contact Transit at 301-600-2065.

Geographic Areas Served

TAP is available throughout Frederick County. TAP funds may **not** be used for trips out of Frederick County.

Days and Hours of Operation

24/7, subject to the hours of operation for the following participating taxi companies:

- **Bowie Transportation:** 301-695-0333 wheelchair-accessible taxi
- **Agniman Transportation:** 301-662-2250
- **Taxi Fiesta:** 301-663-6300 Spanish speaking

Fare Policy

Fare is loaded onto a participant's TAP card, a debit style swipe card with the participant's photo. Photos for the card can be emailed to Transit@FrederickCountyMD.gov. You may schedule an appointment with Transit staff to have your photo taken by calling 301-600-2065.

Zone Based Fare System:

Zone A:

Zip Codes 21701, 21702, 21703

Customer Pays:	\$10.00
Frederick County Pays:	\$60.00
Total TAP Funds Added:	\$70.00

Zone B:

All Other Zip Codes in Frederick County

Customer Pays:	\$20.00
Frederick County Pays:	\$120.00
Total TAP Funds Added:	\$140.00

Customers have the option to split their monthly payments in two installments within the same month. For example, for Zone A you may pay \$5.00 at beginning of the month and then the second \$5.00 can be paid at a later time within that same month. Customers are not required to make both payments each month. Additional funds may be contributed by the participant each month above the minimum requirements, but Frederick County will only contribute up to the amounts stated above.

Application of Funds and Refunds

Customer copay funds are the first funds used each month. In case a refund of TAP funds is required, only the unused portion of the copay will be refunded. For example, if a Zone B customer loads \$20 onto their card, the County will load an additional \$120, for a total of \$140. After the user takes trips totaling more than \$20, no refund will be issued. If a refund is required before the user takes trips totaling up to their copay, the unused copay will be refunded.

Refunds are allowed only in conjunction with the closing of a TAP account. If you wish to close your account, please call TAP Customer Service, (MJM Innovations) at 877-561-6035. In the event of a TAP user's death, next of kin should contact TAP Customer Service to inquire about any unused funds. If a refund is due, next of kin should submit proof of death and proof of kinship to TAPFred@MJMInnovations.com.

*Any remaining taxi funds at the end of the month will be rolled; up to three (3) months of taxi funds can be stored on the reloadable card.

*Cash must be used to supplement a trip in the event no funds remain on the reloadable card.

General Policies

The following policies apply to the TAP:

1. Customer must have a valid TAP card in his or her possession to ride.
2. Taxi fares are calculated using the City of Frederick Rate Chart. (see Exhibit A)
3. If a customer is suspended from Transit-plus, their TAP service is also suspended for the same period of time.
4. The customer is responsible for any fare that exceeds the available balance on the TAP card.
5. Report all lost or stolen cards immediately to TAP Customer Service, (MJM Innovations) at 877-561-6035. There is a \$5.00 replacement fee for lost or stolen cards.
6. Cards reported lost or stolen are canceled immediately and cannot be used. The customer is responsible for the full fare if they travel on a card reported lost or stolen.
7. Notify TAP Customer Service of any change of address, telephone number or emergency contact information.
8. TAP Customer Service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. The office is closed on New Year's Day, Martin Luther King Jr. Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.
9. Information on the TAP service, including a list of current transportation companies participating in TAP, is available on the website:
<http://frederickcountymd.gov/6483/Taxi-Access-Program>. A list of participating transportation companies is also available from TAP Customer Service at 877-561-6035.
10. All issues relating to taxi driver behavior or vehicle conditions should be directed to the Taxicab Administrative Agency C/O The Frederick Police Department, 100 West Patrick Street, Frederick, MD 21701, (301) 600-1212.
11. All trips must be scheduled through the taxi transportation providers' dispatch. Customers may not hail taxis.
12. If you need to make multiple stops or a round trip using the same taxi, tell the taxi dispatch operator when scheduling your trip. Each leg of your trip will be treated as a separate trip. **Drivers may not wait at your destination with their meters running.**

TAP Suspension Policies

Fraudulent Use of TAP:

Fraudulent use of the TAP service will result in the immediate suspension from the service and may result in criminal prosecution. Fraudulent use includes, but is not limited to:

- Lending card to others.
- Selling card.
- Allowing drivers to use cards for non-existent trips.
- Any attempt, successful or not, to falsify information. This includes signing a receipt for more than the metered fare, signing blank receipts, or requesting false destinations.

Violations of TAP:

Policy compliance violations include but are not limited to:

- Beginning or ending a trip outside Frederick County.
- Asking drivers to wait between trips.
- Failure to pay fare amount over the balance on your TAP card.
- Booking the same trip with more than one TAP service provider or Transit-plus.
- Engaging in illegal, disruptive, or abusive behavior during the trip.
- Contacting drivers directly to arrange trips.

TAP Suspension Policy for Compliance Violations:

- First offense: written or verbal warning
- Second offense: 60 day suspension
- Third offense: 180 day suspension
- Fourth offense: ineligible for any further participation in the TAP service

Customers may be invoiced for trips that are identified as violations.

Depending on the severity of the offense, Transit may impose any of the above penalties at any time. Please keep receipts for 6 months for auditing purposes.

Appeal of Suspension:

Suspensions from the TAP service may be appealed to Transit Services of Frederick County. Request for hearing information and instructions will be provided with suspension documentation.

Important Telephone Numbers:

TAP General Information and Customer Service (MJM)	877-561-6035
TAP Certification Office (Transit)	301-600-2065

PROCEDURES

How to Use the TAP:

Once you have been notified that you are approved for participation, call Transit at 301-600-2065 to arrange to have your photo taken or submit a color photo to Transit@frederickcountymd.gov. Your TAP card will be mailed to you from MJM Innovations; allow 7-10 days for processing. Once you receive your card you can set up your account and make a payment by mail or online. Eligible users only may create an account at:

www.eztransport.net/fred/members/

Once the funds are added to your card Transit will add the additional TAP Funds (see above under Fare Policy, amounts based on zip code Zone).

How to Load Taxi Fare:

Via Mail:

Send payment to:

TAP Card-MJM Innovations
6300 Blair Hill Lane, Suite 301
Baltimore, MD 21209

Make checks payable to TAP Program.

Please note: Bounced checks will be subject to a \$25.00 fee, and you will no longer be permitted to submit personal checks for TAP copayments. Future payments will be accepted in the form of credit card (see below for instructions) or certified funds.

Online:

Users may make an online payment at:

www.eztransport.net/fred/members/

How to Schedule a Ride:

Call a participating taxi company 30-40 minutes before your desired trip time (it is helpful to provide notice one day in advance for a wheelchair accessible vehicle due to the limited number of these vehicles). Show the taxi driver your TAP card (you MUST present the card) to confirm identification. The driver will swipe your TAP card at the start of your trip to verify funds are available and to start the fare process, and at the end of the trip to process the fare payment.

Call the Taxi Company of Your Choice:

- You must have a valid Frederick County Taxi Access Program (TAP) card in your possession to use the service.
- 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 accessible vehicles. It is recommended that you call the transportation provider to schedule your ride 24 hours in advance.
- Always schedule rides with the transportation dispatch operator. You may not call drivers directly to arrange for your rides or hail a taxi.
- If you use a folding wheelchair, let the transportation dispatch operator know.
- You must provide accurate pick up and drop off information to the dispatch operator.
- You cannot alter your requested destination after the vehicle has arrived.
- You must present your valid Frederick County Taxi Access Program (TAP) card to the driver. You may not ask the driver to wait for you on any service ride with the meter running.
- All fares are for a single rider. Any additional riders that originate and terminate their trip at the same points will be charged an additional \$1.50 per rider.
- **Please note** that there may be a surcharge when traveling from one extreme part of the County to the other. Contact transportation provider for specific fees.

Paying Your Fare:

- **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.
- You are responsible for all fare amounts that exceed the balance on your card. To check your balance contact TAP Customer Service (MJM) at 877-561-6035 or visit www.eztransport.net/fred/members.

Keep Receipts:

- Verify receipt totals, sign the receipt, and keep the receipt. Your signature validates the information on the receipt.
- Keep Frederick County TAP receipts for at least six months for auditing purposes.

Protect Your Card:

- The Frederick County Taxi Access Program card is not transferable. Only you may use your valid Frederick County Taxi Access Program Card.

Contact Customer Service:

- If you have lost your card, have a concern, need to verify the service area, need help in planning your trip, or need additional information, please contact the MJM Innovations Customer Service Office at 877-561-6035, Monday through Friday, 8:00 a.m. to 5:00 p.m.
- Information is also available at <http://frederickcountymd.gov/6483/Taxi-Access-Program>.

Lost/Stolen Card:

For a lost or stolen card, call MJM Innovations at 877-561-6035 to report the missing card. Your card will immediately be deactivated.

- There is a **\$5.00 charge for a new card** (make checks payable to MJM Innovations).
- Any unused taxi funds will be transferred to the new card.
- Transit is not responsible for unauthorized trips used before the card was reported missing.
- Once the replacement fee has been received, allow one week for processing of new card.

Contact Information:

MJM Innovations 877-561-6035

Email: TAPFred@MJMInnovations.com **Email responses** M-F 8:00am-5:00pm

Transit 301-600-2065 Transit@FrederickCountyMD.gov

OTHER SERVICES WHICH MAY MEET YOUR TRANSPORTATION NEEDS

Public Transit

- Transit operates fixed-route bus service in Frederick City from 5:30 a.m. to 9:30 p.m. Monday through Thursday, 5:30 a.m. to 9:45 p.m. on Friday, and 7:30 a.m. to 9:45 p.m. on Saturday. During these times, our wheelchair-accessible buses circulate throughout much of the City of Frederick and portions of Frederick County and serve medical, shopping, employment, and education centers. Six routes operate as deviated-fixed routes. These routes operate on a regular schedule for use by all customers and can deviate within a 3/4-mile corridor for passengers who are functionally unable to board the bus at a scheduled time point because of a disability.
- Transit operates commuter shuttle service between Frederick and Brunswick/Jefferson, Emmitsburg/Thurmont, Walkersville, East Frederick, North Frederick, Point of Rocks, and the Route 85/Crestwood Boulevard business corridor.

For more information, please call (301) 600-2065 or visit our website: www.FrederickCountyMD.gov/transit. Schedules are also available by mail, onboard Transit vehicles, or at additional locations such as Frederick County Senior Center, Frederick City Hall, C. Burr Artz Library, FCC, Frederick County Visitors' Center, and many other community service organizations. Transit route information and trip planning is also available on Google Maps.

Travel Training

For assistance in learning how to use the fixed-route system, visit Transit's website. Additional training, including travel planning assistance, is available. For more information, please contact Transit at (301) 600-2065.

ADA Paratransit

If you have a disability that prevents you from using accessible fixed-route transit, you may be eligible for our ADA Paratransit service, a component of our Transit-plus service. The ADA Paratransit service area and hours are comparable to that of our fixed-route bus service operating in Frederick City. Trip purposes are unrestricted, and next-day reservations are accepted. For more information, please call Transit-plus at (301) 600-1725, Mon-Fri, 8:00 a.m. to 4:00 p.m.