

Karina Fuentes

From: WMATC E-Filings
Sent: Wednesday, December 3, 2025 10:04 AM
To: WMATC Applicants
Subject: 3979: Applicant General Tariff
Attachments: 693051534374e-CRM Transportation WMATC Tariff Updated.pdf

**WASHINGTON METROPOLITAN AREA TRANSIT COMMISSION
GENERAL TARIFF COVER**

General Tariff No. GT- 1
Date Filed at WMATC: 12/03/2025
Date Effective: 12/10/2025

1. **WMATC Certificate of Authority No.:** 3979

2. **Carrier Name on Certificate of Authority:** CRM Health Services, LLC
Street: 12806 Berwick Circle, Fort Washington, MD, USA, **Apt./Suite:**
City: Fort Washington
State:MD
Zip: 20744
Telephone Number: 3013572768

3. **Person authorized to file tariff on behalf of Carrier**
Name: Chatia Moore
Title: Owner
Telephone Number: (301)357-2768

4. **Date this tariff actually filed with WMATC:** 12/03/2025

5. **Date seven (7) calendar days after date on Line 4:** 12/10/2025

6. **Effective Date of this tariff (not earlier than date on line 5):**

***Your general tariff was attached to your submission.**

NOTE: SEE COMMISSION REGULATION NOS. 55 AND 56. IF YOU HAVE A QUESTION ABOUT HOW TO COMPLETE THIS FORM, CALL THE COMMISSION AT (301) 588-5260.

CRM Transportation Services
Tariff – Non-Emergency Medical Transportation (NEMT)

Filed With: Washington Metropolitan Area Transit Commission (WMATC)
WMATC Certificate No.: 3979

1. Company Information

Legal Name: CRM Health Services, LLC
Trade Name: CRM Transportation Services
Address: 12806 Berwick Circle, Fort Washington, MD 20744
Phone: 301-357-2768
Email: info@crmhealthservices.com

2. Scope of Services

CRM Transportation Services provides Non-Emergency Medical Transportation (NEMT) for ambulatory passengers under agreements with healthcare organizations, facilities, brokers, and self-pay clients. Services include transportation to medical appointments, dialysis, therapy, rehabilitation, and adult day care programs. Stretcher transport is not provided.

3. Service Area

Prince George's & Montgomery County, Maryland

4. Standard Rates:

- Base Rate: \$30.00 (first 5 miles)
- Per-Mile Rate after 5 miles: \$2.50
- Waiting Time: \$10.00 per 15 minutes
- After-Hours (8 PM – 6 AM): +\$15.00

Flat Rate Option:

- \$30.00 per one-way trip (up to 5 miles)

Additional Charges:

- Weekend Surcharge: \$20.00
- Holiday Surcharge: \$20.00
- Additional Passenger: \$15.00 per person
- Cancellation (less than 24 hours): \$25.00
- No-Show: \$50.00

Recognized Holidays:

New Year's Day, MLK Day, Presidents' Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Christmas Eve (after 12 PM), Christmas Day, New Year's Eve (after 12 PM)

Holiday Fee Schedule:

- Holiday Surcharge: \$20.00
- After-Hours Holiday: +\$10.00
- Weekend + Holiday Combined: \$30.00
- Holiday Cancellation: \$35.00
- Holiday No-Show: \$60.00

5. Payment Terms

Payments follow the service agreement or invoicing schedule. Accepted methods: EFT, check, and broker-approved electronic payments. Invoices include mileage, wait time, surcharges, and authorized services.

6. Policies & Requirements

Safety & Compliance: All services comply with WMATC and NEMT regulations.

Driver Duties: Door-to-door assistance provided. Drivers may not enter residences or lift passengers.

Prohibited: Smoking, alcohol, illegal substances, weapons, unsafe behavior.

Delays: Not liable for delays due to traffic, weather, or events outside control.

Reporting: Trip logs and mileage information provided as required.

7. Business Hours and After-Hours Service

Standard Business Hours:

Monday – Friday: 6:00 AM – 8:00 PM

After-Hours Service:

8:00 PM – 6:00 AM (Monday – Sunday)

After-Hours Surcharge: +\$15.00 per trip

Weekend Hours:

Saturday & Sunday (12:00 AM – 11:59 PM)

Weekend Surcharge: +\$20.00

Holiday Hours:

Holiday surcharges apply all day on recognized holidays.