

Shanelle N. Hayes

From: WMATC E-Filings
Sent: Saturday, March 28, 2026 9:06 PM
To: WMATC Applicants
Subject: 4077: Applicant General Tariff
Attachments: 69c87aee07512-Public-General No. 1 Tariff for WMATC.pdf

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

General Tariff No. GT- 1
Date Filed at WMATC: 03/29/2026
Date Effective: 4/7/2028

1. WMATC Certificate of Authority No.: 4077

2. Carrier Name on Certificate of Authority: E.L.M.OR Transportation L.L.C.
Street: 2001 L Street NW , **Apt./Suite:** Suite 500
City: Washington
State:DC
Zip: 20036
Telephone Number: 2023593948

3. Person authorized to file tariff on behalf of Carrier
Name: E.L.M.OR Transportation LLC
Title: CEO
Telephone Number: 2023593948

4. Date this tariff actually filed with WMATC: 03/29/2026

5. Date seven (7) calender days after date on Line 4: 04/05/2026

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.

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1. Legal Tariff Notice

This General Tariff 1 contains the rates, fares, charges, and governing rules applicable to transportation services provided by E.L.M.OR Transportation LLC. All services provided within the jurisdiction of the Washington Metropolitan Area Transit Commission (WMATC) shall be performed strictly in accordance with the rates and conditions stated in this tariff.

No employee or representative of the carrier is authorized to charge rates differently from those contained in this tariff unless such change has been filed and approved by WMATC.

2. Definitions

Carrier: E.L.M.OR Transportation LLC

Hours of Operation: 6AM-6PM

Passenger: Any individual receiving transportation service from the carrier.

Ambulatory Passenger: Passenger able to enter/exit the vehicle without assistance.

Wheelchair Passenger: Passenger transported while seated in a wheelchair secured in the vehicle.

Trip: Transport of a passenger from origin to destination.

Wait Time: Time during which the driver remains at a location awaiting passenger return.

Customer: Client, Customer, Guest, Patient, Facility

3. Service Area

E.L.M. OR Transportation LLC provides service within the WMATC Metropolitan District including the District of Columbia, Montgomery County (MD), Prince George's County (MD), Arlington County (VA), and other jurisdictions permitted under WMATC authority.

4. Description of Services

E.L.M.OR Transportation LLC provides non-emergency medical transportation (NEMT) for individuals traveling to and from medical appointments, therapy services, dialysis treatment, rehabilitation programs, hospital discharges, and other healthcare-related destinations.

Non-medical transportation services are provided where permitted under applicable WMATC jurisdiction and regulations.

5. Base Transportation Rates

Wheelchair Accessible Transportation

Base Pickup Fee: \$42.00

Mileage: \$3.25 per mile

Minimum Trip Charge: \$60.00

Ambulatory Transportation

Base Pickup Fee: \$32.00

Mileage: \$2.75 per mile

Minimum Trip Charge: \$45.00

6. Customer Requested Wait Time Policy

Customers may request that the driver **remain on-site during the appointment or request a stop in-between** instead of scheduling a separate return trip. The purpose of this is to provide a more wrap around experience, making it more person-centered. We care about the client and their wellbeing.

Customer Requested Wait Time

- First 45 minutes: No charge
- Additional time: \$15 per 15 minutes

Conditions:

- Wait time must be **requested at the time of booking or dispatch.**
- The first **45 minutes of the requested wait time is complimentary.**
- Waiting time beyond 45 minutes will be billed in **15-minute increments.**
- If the customer does not return within the requested wait window, the trip may be converted into a **new trip request** depending on scheduling availability.

7. Additional Charges

Service outside standard operating hours is available upon request

After-Hours Service (6PM–6AM): \$20

Additional Stop: \$10 per stop

Same-Day Scheduling Fee: \$25

If sanitation is required due to bodily fluids or excessive debris.

Vehicle Cleaning Fee: \$100

8. Cancellation and No-Show Policy

Cancellations must occur at least 2 hours before pickup.

Late Cancellation Fee: \$25

No-Show Fee: Minimum trip charge applies.

E.L.M.OR Transportation LLC service may be delayed, modified, or canceled due to inclement weather or unsafe conditions at the discretion of the carrier.

9. Payment Terms

E.L.M.OR Transportation LLC accepts:

- Medicaid transportation brokers
- Private Pay Clients
- Cash, Credit or debit card payments
- Approved organizational billing agreements
- Payment due at time of service unless otherwise noted

10. Operational and Safety Policies

All passengers must follow safety requirements including seatbelt use and wheelchair securement. The carrier reserves the right to refuse service where safety risks are present.

E.L.M.OR Transportation LLC maintains a lost and found service for items left on vehicles for 15 days; riders should report missing belongings promptly with trip details, and staff will assist recovery while safeguarding unclaimed property per company policy.

We are committed to maintaining a smoke free environment for all passengers and staff; smoking, vaping, and use of tobacco products are strictly prohibited on the vehicle.