

**Shanelle N. Hayes**

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**From:** WMATC E-Filings  
**Sent:** Tuesday, September 24, 2024 11:05 AM  
**To:** WMATC Applicants  
**Subject:** 3814: Applicant General Tariff  
**Attachments:** 66f2d511ba8a7-Final tariff (4).pdf

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

**General Tariff No. GT- IR-(1)**  
**Date Filed at WMATC:** 09/24/2024  
**Date Effective:** 10/16/2024

**1. WMATC Certificate of Authority No.:** 3814

**2. Carrier Name on Certificate of Authority:** Transparent Home Care LLC  
**Street:** 3004 Antrim circle, Apt./Suite:  
**City:** DUMFRIES  
**State:** VA  
**Zip:** 22026  
**Telephone Number:** 5716234837

**3. Person authorized to file tariff on behalf of Carrier**  
**Name:** Betty Agyei  
**Title:** Owner  
**Telephone Number:** 5716234837

**4. Date this tariff actually filed with WMATC:** 09/24/2024

**5. Date seven (7) calender days after date on Line 4:** 10/02/2024

**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.

## 1. DEFINITIONS

- a. Carrier: The transportation company herein named Transparent Homecare LLC
- b. Passenger(s): Individuals who are transported to and from destinations by Transparent Homecare LLC

## 2. SERVICE INFORMATION

- a. The rates, charges, rules, and regulations contained within this document apply to:
  - i. The transportation of passengers on irregular routes on an irregular schedule, between points between the Washington Metropolitan Area. This includes the District of Columbia, the Cities of Alexandria and Falls Church, Arlington County, Fairfax County, Montgomery County, Prince George's County, Dulles International Airport, and any political subdivisions located within those areas.
  - ii. The Carrier shall only operate and transport passengers in vehicles with a seating capacity of 15 passengers or less, including the driver.

## 3. CHARGES

- a.
  - i. Cancellation Fee: Carrier requires passengers to provide a minimum of 24-hour notice in writing for the cancellation of any booked trip. For trips canceled with less than 24 hours' notice, a \$50 cancellation fee will be applicable.
  - ii. No-show Fee: In the case that no cancellation is made by the passenger prior to the trip date and time, carrier will arrive at pickup location on time, attempt to contact the passenger, and wait for 15 minutes; If the passenger cannot be contacted, a no-show fee of \$50 will be assessed and charged. Carrier reserves the right to waive the no-show fees if evidence of an event outside the control of the passenger was the cause for their no-show status.
  - iii. Damage charge: Vehicles are carefully inspected by the Carrier prior to each trip. Any damage to seats, windows, or other equipment or parts of the vehicle which is caused by any passenger or passengers shall be the responsibility of that passenger or passengers and the costs to the carrier for the repairs of such damages shall be paid by the passenger(s).
- b. Collection of Charges
  - i. Unless otherwise stated in writing and agreed to by both carrier and client, all transportation services booked are payable by credit or

debit card at the time of booking and prior to services being rendered.

ii. For payments made after booking and prior to service: payment must be made via electronic invoice through credit, debit, or ACH bank transfer.

iii. For payments made at the time of pickup: Payment is to be made via electronic invoice; otherwise, cash or check may be accepted as a form of payment by the discretion of the carrier.

iv. For payments under a billing cycle agreement: payments may be made according to the rules of part A of this section, or via electronic means such as Zelle on a weekly, bi-weekly, monthly, or as otherwise stated term within a signed agreement between both parties.

#### **4. RULES AND REGULATIONS**

##### **a. Personal Belongings, Baggage, and Mobility Equipment**

i. Carrier will not search the contents of personal belongings or baggage of passengers. ii. Items that require storage such as baggage and mobility equipment must be noted by the passenger while booking to ensure vehicle storage capacity. Carrier will assist passengers in loading and unloading storage items. The loading, unloading, and storage of items while transporting passengers will not incur additional fees.

iii. Carrier will not store or transport firearms, hazardous materials, biological materials such as blood or urine samples, illegal drug paraphernalia, or any other illegal items with passengers and reserve the right to refuse transportation to passengers who knowingly attempt to include such items with them during transportation with Carrier.

##### **b. Liability**

i. Liability for loss or damage of personal belongings, baggage and mobility equipment is limited to \$100 for each passenger if the item was documented by the passenger to be included while booking and the loss or damage incurred is due to the fault or negligence of the carrier.

ii. Personal belongings not stored by the Carrier (i.e. jewelry that are being worn by the passenger) are covered by damages under the conditions of this clause, but the loss of such items is not included and are the responsibility of the passenger.

c. Objectionable Persons

- i. Carrier reserves the right to refuse to transport a person or persons under the influence of intoxicating liquor or drugs, or who is incapable of taking care of himself or herself, or who shows conduct which is such, or is likely to be such, as to make him or her objectionable or a danger to other passengers or the Carrier.
- ii. EXCEPTION: The above rule does not apply to persons who are ill and are accompanied by an attendant or nurse.

d. Animals

- i. In compliance with the Americans with Disabilities Act (ADA), service animals are permitted to accompany their handlers. A service animal is defined as a dog or miniature horse that is individually trained to do work or perform tasks for a person with a disability.

e. Carrier's Liability

- i. Carrier will not be liable for delays caused by Acts of God, public enemies, authority of law, quarantine, perils of navigation, riots, strikes, the hazards or dangers incident to a state of war, accidents, breakdowns, bad conditions of the road, snowstorms, and other conditions beyond its control, and does not guarantee to arrive at or depart from any point at a specified time. Carrier will endeavor to maintain the schedule submitted by its agents or employees, but it is not guaranteed.
- ii. If any condition(s) mentioned in subsection i) above make it in the opinion of the carrier, inadvisable to operate equipment, either from the place of origin or any point enroute, the carrier shall not be liable therefor, or caused to be held liable for damages for any reason whatsoever.

**TRANSPARENT HOMECARE LLC**  
**3004 Antrim Circle ,Dumfries ,VA 22026**  
**571-623-4837**

Regular Service Hours: 6:00 AM to 5:30PM . Monday - Friday  
 After Hours : 5:30PM to 9:00PM . Monday to Friday and all federal Holidays

From	To	Service	One Way Flat Rates	Round Trip Flat Rates	One Way After Hours	Round Trip After Hours
Washington DC (Downtown)	GeorgeTown	WheelChair	\$70.00	\$140.00	\$80.00	\$160.00
Washington DC (Downtown)	Washington DC (Downtown)	WheelChair	\$60.00	\$120.00	\$80.00	\$160.00
Washington DC (Downtown)	Arlington	WheelChair	\$70.00	\$140.00	\$80.00	\$160.00
Washington DC (Downtown)	Silver Spring	WheelChair	\$70.00	\$140.00	\$80.00	\$240.00
Alexandria	Gaithersburg	WheelChair	\$100.00	\$200.00	\$120.00	\$160.00
GeorgeTown	Bethesda	WheelChair	\$70.00	\$140.00	\$80.00	\$280.00
Washington DC (Downtown)	GeorgeTown	Stretcher	\$130.00	\$260.00	\$140.00	\$280.00
Arlington	Washington DC (Downtown)	Stretcher	\$130.00	\$260.00	\$140.00	\$280.00
Silver Spring	Washington DC (Downtown)	Stretcher	\$130.00	\$260.00	\$140.00	\$380.00
Alexandria	Gaithersburg	Stretcher	\$180.00	\$360.00	\$190.00	\$280.00
GeorgeTown	Bethesda	Stretcher	\$130.00	\$260.00	\$140.00	\$280.00
Washington Dc (DownTown)	Washington DC (Downtown)	Stretcher	\$130.00	\$260.00	\$140.00	\$280.00
Washington DC (DownTown)	Georgetown	Ambulatory	\$60.00	\$120.00	\$80.00	\$160.00
Arlington	Washington DC (DownTown)	Ambulatory	\$60.00	\$120.00	\$80.00	\$160.00
Silver Spring	Washington DC (DownTown)	Ambulatory	\$60.00	\$120.00	\$80.00	\$160.00
Alexandria	Gaithersburg	Ambulatory	\$120.00	\$140.00	\$130.00	\$280.00
GeorgeTown	Bethesda	Ambulatory	\$60.00	\$120.00	\$80.00	\$160.00