



## TRANSPORTATION SERVICES GUIDELINES

1. **Accessibility:** The Village is not ADA-compliant, and Members must be able to enter/exit vehicles with no more assistance than a helpful arm. Canes, walkers, and most folding wheelchairs can be accommodated.
2. **Definition of Trip:** Transportation Services provided for Full members include 16 complimentary round-trips per membership year within the District of Columbia and Arlington County. A round-trip is defined as the same start and end points within the same calendar day, weekdays 8am-8pm but exceptions can often be made with advance notice. With a credit card on file, additional trips can be booked for you by the Village on shared ride (Uber) or DC Yellow Cab at the commercial providers' fares.
3. **Advance Notice:** Rides must be booked seven days in advance for the Village guarantee to apply. Although the Village will attempt to provide staff or volunteer drivers in a shorter time frame, the Village is not considered in violation of its Terms and Agreement if staff or Volunteer-provided transportation cannot be arranged.
4. **Type of vehicle:** Rides are provided by a combination of paid staff, volunteer, shared ride (Uber), and cabs, at the Village's discretion. Special vehicle requests incurring extra charges are the responsibility of the Member.
5. **Tipping:** Volunteer drivers may not accept cash or any form of tangible (non-consumable) gift. Uber/cab tipping is at your discretion.
6. **Bookings and Changes:** All requests, except for same day changes, must be made through the Village Member Services Center at 202-656-1834. A direct booking with a Village volunteer driver invalidates the Village's commercial automobile insurance policy, and dilutes the measurements we use in our reporting for grants and donations.
7. **Courtesy:** Your volunteer driver is required to wait no more than 15 minutes. Failure to meet a scheduled ride as agreed forfeits the ride. Member is required to pay all waiting and cancellation fees for shared ride (Uber) providers. Please support the driver by using safety belts, staying alert to traffic conditions, and being sensitive to distracting conversation.
8. **Staying in touch:** Your staff or volunteer driver will confirm your ride one day before, and again the morning of, your ride. You and your driver should exchange telephone contact numbers, and provide them a contact number at your destination if they will be waiting for you, if possible.

Received: \_\_\_\_\_ Date: \_\_\_\_\_

Waterfront Village, Inc., is a neighborhood-based membership organization of paid staff, volunteers, and vendors supporting residents who wish to age in place in the Southwest Waterfront and the Navy Yard. Waterfront Village is a 501(c)(3) public charity (EIN 81-1859871) incorporated in the District of Columbia, is a member of the [Washington Area Villages Exchange](#) and [Village-to-Village Network](#), and operates under the guidance of the [District of Columbia Office on Aging](#).

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