

OCTAP Quarterly Report  
October 2011 to December 2011

OCTAP Revenue	Oct 2011	Nov 2011	Dec 2011	Quarter Total
Company Permit Fees	\$8,723	\$1,425	\$2,850	\$12,998
Annual Vehicle Inspection	\$45,714	\$32,936	\$37,299	\$115,949
Vehicle Re-inspection Fees	\$1,922	\$2,074	\$1,953	\$5,949
Vehicle Permit Late Fees	\$638	\$232	\$1,189	\$2,059
Vehicle Permit Transfer Fee	\$324	\$378	\$270	\$972
Vehicle Permit Replacement	\$69	\$0	\$108	\$177
Annual Driver Permit Fees	\$11,986	\$12,194	\$14,665	\$38,845
Driver Permit Re-Instatement	\$80	\$80	\$80	\$240
Driver Replacement Fees	\$79	\$150	\$155	\$384
Driver Permit Transfer Fees	\$340	\$520	\$444	\$1,304
Driver Permit Late Fees	\$348	\$377	\$812	\$1,537
Administrative Fines	\$250	\$500	\$600	\$1,350
<b>Revenue Total</b>	<b>\$70,473</b>	<b>\$50,866</b>	<b>\$60,425</b>	<b>\$181,764</b>
OCTAP Statistics	Oct 2011	Nov 2011	Dec 2011	Average or Total
Company Permits	32	33	33	<b>33</b>
Vehicle Permits	986	984	991	<b>987</b>
Vehicle Re-inspections	16	17	19	<b>17</b>
Driver Permits	1,374	1,363	1376	<b>1,371</b>
Complaints and Incidents	5	12	5	<b>22</b>
Random Inspections	16	17	37	<b>70</b>
Random Inspection % Failed	19%	12%	22%	<b>19%</b>
Appeals Hearing	2	2	2	<b>6</b>
Appeals Hearing Upheld %	100%	50%	100%	<b>83%</b>
Administrative Actions	6	6	17	<b>29</b>
OCTAP Field Enforcement	45	81	186	<b>312</b>
Permit Action Taken %	0%	0%	7%	<b>4%</b>
Complaints And Incidents	Oct 2011	Nov 2011	Dec 2011	Total
Bandit Report	2	0	0	<b>2</b>
Fare Dispute	1	0	0	<b>1</b>
Lost and Found	0	0	0	<b>0</b>
Taxicab Driver Complaint	2	11	3	<b>16</b>
Taxicab Company Complaint	0	1	1	<b>2</b>
Other * (See Comments)	0	0	1	<b>1</b>
<b>Total</b>	<b>5</b>	<b>12</b>	<b>5</b>	<b>22</b>
<b>Complaint and Incident Areas Include:</b>				
Disagreement between two permitted taxicab drivers; driver overcharged customer; taxicab driver soliciting business at OC jail; unpermitted driver and vehicle; driver refused to accept credit card as a form of payment; driver refused service due to short trip; driver was upset when presented a credit card as a form of payment; driver accused a passenger of stealing his GPSequipment; unpermitted vehicle was sited parked in a shopping center without the required "not in service" signs; driver driving reckless; unsafe location of the credit card machine; and passenger made a reservation but driver did not show up.				

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Random Inspections	Oct 2011	Nov 2011	Dec 2011	Total
ABC Ride Taxi	0	1	1	2
Affordable Taxi	0	1	0	1
An Orange County Graph	0	1	1	2
Coastal Taxi	0	0	1	1
Huntington Beach Yellow	0	0	1	1
Ciao Taxi	0	0	1	1
Checker Cab Co.	0	0	1	1
A Taxi Cab	6	6	12	24
Active Taxi	0	1	2	3
Integrity Cab Express	0	1	0	1
Orange County Yellow Cab	0	0	2	2
1st Taxi Road	0	0	1	1
Discount Cab Fares	0	0	1	1
Advanced Yellow Cab Co.	0	0	1	1
Nova Car	0	1	0	1
YCGOC	3	1	3	7
County Cab	1	1	3	5
Union Taxi	2	1	0	3
Saigon Taxi	1	0	0	1
24/7 Yellow Cab	0	1	1	2
Pier Yellow Cab	1	0	0	1
CABCO	2	0	5	7
USA Green Group	0	1	0	1
<b>Total</b>	<b>16</b>	<b>17</b>	<b>37</b>	<b>70</b>
Random Inspection Failures	3	2	8	13
<b>% Failed</b>	<b>19%</b>	<b>12%</b>	<b>22%</b>	<b>19%</b>
<b>Vehicles failed random inspections in the following areas:</b>				
Expired meter seal; meter not working; mismatched and faded paint on the vehicle; missing rear door lock handle, dirty interior; dirty headliner; missing exterior markings for credit card and authorized fare statements; no high beams; no proof of insurance and vehicle registration; hood misaligned; horn not working; no front license plate; vehicle body damage; missing passenger seat headrest; and driver permit not properly displayed.				
Appeals Hearings	Oct 2011	Nov 2011	Dec 2011	Total
Denials	0	0	0	0
Revocations	0	1	0	1
Suspensions	0	0	0	0
Violations	2	1	2	5
Other *	0	0	0	0
<b>Total</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>6</b>
Actions Upheld On Appeal	2	1	2	5
<b>% Upheld</b>	<b>100%</b>	<b>50%</b>	<b>100%</b>	<b>83%</b>
* Other includes : N/A				
<b>Appeals hearing reversals occurred in the following areas:</b>				
Administrative fine was dismissed by the appeals hearing panel.				

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<b>Administrative Actions</b>	<b>Oct 2011</b>	<b>Nov 2011</b>	<b>Dec 2011</b>	<b>Total</b>
Administrative Hearing (No Action Taken)	0	0	0	<b>0</b>
Warnings	1	0	1	<b>2</b>
Fines	3	3	11	<b>17</b>
Suspensions (Includes suspension with fine)	0	0	0	<b>0</b>
Denials	1	3	4	<b>8</b>
Revocations	1	0	1	<b>2</b>
<b>Total</b>	<b>6</b>	<b>6</b>	<b>17</b>	<b>29</b>
<b>Administrative action areas include:</b>				
Failed criminal background check; failed random drug test due to refusal to test; no valid CDL; failure to provide 24-hour live human response telephone service; failure to cooperate with OCTAP staff; failure to cooperate with law enforcement; driver permit not posted; not in possession of the driver permit; driver acting in the capacity of a bandit operator; driver permit not posted; company allowing operation of a taxicab by an unpermitted driver; expired meter seal; and failure to provide valid proof of insurance and vehicle registration.				
<b>OCTAP Field Enforcement</b>	<b>Oct 2011</b>	<b>Nov 2011</b>	<b>Dec 2011</b>	<b>Total</b>
Bandit Activity Contact	2	2	0	<b>4</b>
Company Compliance Check	1	1	1	<b>3</b>
Craig's List Contact	10	2	8	<b>20</b>
YouTube Advertisement Check	0	0	0	<b>0</b>
Observation Or Contact (No Violation/Warning Issued)	32	76	165	<b>273</b>
Warnings Issued	0	0	1	<b>1</b>
Violations Issued	0	0	11	<b>11</b>
<b>Total</b>	<b>45</b>	<b>81</b>	<b>186</b>	<b>312</b>
<b>% OCTAP Permit Action</b>	<b>0%</b>	<b>0%</b>	<b>7%</b>	<b>4%</b>
<b>Enforcement issues where noted in the following areas:</b>				
Failure to cooperate with law enforcement; driver permit not posted; no proof of insurance and vehicle registration; not in possession of the driver permit; and expired meter seal.				