

Have a comment or concern?

Customers are encouraged to ask for a receipt any time that they use a taxicab vehicle (driver is required to provide receipt upon request). Customers may also use this form to collect information that may be useful when calling OCTAP with a compliment or service complaint.

Taxicab Company Name and Telephone Number:

Service Location (where they picked you up):

Taxicab #: _____

Driver Permit #: _____

Other Information:

For additional information about OCTAP and OCTAP regulations, or for a complete list of OCTAP permitted taxicab companies, please visit www.OCTAP.net or contact OCTAP staff at (949) 654-8294.

INFORMATION ON Ride-Sharing/TNC SERVICES

What is a Transportation Network Company (TNC)?

A Transportation Network Companies (TNC, example: Lyft, Uber X, and Sidecar) are companies that use a smartphone to connect passengers with drivers who use their personal vehicles. These services are regulated through the California Public Utilities Commission (CPUC).

All TNC vehicles must have distinct markings

TNC vehicles must display consistent markings (trade dress, i.e., distinctive signage or display on the vehicle) when providing TNC services. Examples of acceptable trade dress are symbols or signs on vehicle doors, roofs, or grills. Magnetic or removable trade dress is acceptable.

TCPs/TNCs and Taxicabs Distinguished

A charter-party carrier/TNC may not operate as a taxi, or advertise as to indicate that it provides taxicab service. Taxis are licensed and regulated by cities and counties, while charter-party carriers/TNCs operate under authority from the CPUC, subject to the Public Utilities Code and CPUC regulations. Taxis have meters and top lights; charter party/ TNC vehicles do not have either one. The most important operational difference is that TCP/TNC transportation must be prearranged. Taxis may provide transportation "at the curb", that is, a customer may "arrange" taxi transportation by simply hailing a cab from the sidewalk. All transportation performed by charter-party carriers/TNC must be arranged beforehand, and the driver must have a completed waybill in his or her possession at all times during the trip. Also recommended is forwarding a complaint to the PUC Complaint Intake Unit.

To file a complaint with the PUC Compliant Unit, provide the vehicle license plate number, the details of the issue, if the vehicle displayed the required trade dress, and if the driver had a waybill for a trip (electronic or otherwise).

Additional information is available from the PUC website at:
<http://www.cpuc.ca.gov/PUC/Enforcement/TNC/>

TAXICAB SAFETY

What You Need To Know

FOR YOUR SAFETY



CUSTOMER BROCHURE

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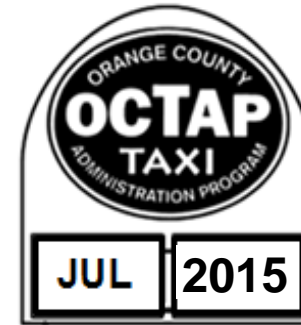
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When utilizing a taxicab vehicle in Orange County, the customer may expect a driver who:



- Displays their valid OCTAP driver permit in the passenger dash area of the vehicle, where the customer may easily see it.
- Has undergone a thorough background investigation, driver record check and drug and alcohol screen, and is enrolled in a subsequent arrest notification program, random drug and alcohol screening program, and DMV driver record notification program.
- Is clean, courteous, and has knowledge of the service area (Orange County).
- Takes the most direct route to the destination, or follows the directions provided by the customer.
- Operates the fare meter when carrying a passenger.
 - * Drivers are required to operate the meter when carrying a passenger. Drivers and companies may offer flat rates and discounts, but **must always run the meter**, and **may never charge more than the fare displayed by the fare meter.**
- Will accept a credit card as a method of payment.
 - * No additional fee is allowed for using a credit card.
- Will gladly offer a radio-free and conversation-free trip when requested.

When traveling in a taxicab vehicle in Orange County, the customer may expect a vehicle that:



- Is properly permitted, and displays a current valid OCTAP vehicle permit on the left-side rear window, behind the driver. This permit verifies that the vehicle:
 - Is operated by an OCTAP permitted driver.
 - Is properly insured.
 - Is inspected at least once each year, and is subject to random inspections throughout the year.
 - Has a fare meter that has been calibrated for accuracy by the California Department of Weights and Measures, and displays a valid meter seal.
 - Is clean and free from foul odors.
 - * Smoking is not allowed in any taxicab vehicle.

If your taxi experience does not meet these standards, please email octaxi@octa.net or call OCTAP at (949) 654-8294