



REGULATIONS

OF THE

ORANGE COUNTY

TAXI ADMINISTRATION

PROGRAM

Approved by the Steering Committee on 07/07/2011

Amended Fee Schedule 08/01/2011

Amended Passenger Fares 05/24/2008

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1. PURPOSE AND SCOPE

1.1. OCTAP.

- 1.1.1. The Orange County Taxi Administration Program (OCTAP) is a voluntary association of Orange County Agencies created to coordinate taxicab service permitting and other administrative functions with the Orange County Transportation Authority (OCTA) in compliance with California Government Code § 53075.5 as authorized by participating Agencies.
- 1.1.2. OCTAP has been in operation since 1998 pursuant to interagency agreements between OCTA and participating Agencies. The OCTAP Regulations have been adopted and have evolved during OCTAP's operation.
- 1.1.3. The OCTAP Regulations are intended to continue the interagency relationship between OCTA, OCTAP and participating Agencies while at the same time reducing the multiplicity of documentation involved in the regulation of taxicab services in Orange County.

1.2. Objective.

The objective of OCTAP is to increase public safety, to reduce administrative costs for the public and private sector, and to expand the provision of private transportation service in Orange County.

1.3. Agency Legislative Independence and Authority Retained.

- 1.3.1. Each Agency retains all authority, responsibility, and independence for taxicab regulation and enforcement within its jurisdiction.
- 1.3.2. Each Agency retains all authority to select the Company(ies) authorized to operate within its jurisdiction, and will determine the boundaries of service those Company(ies) may serve, including the number of Taxicabs authorized to operate within its jurisdiction.
- 1.3.3. Each Agency shall be responsible for enforcing the OCTAP licensing requirements, prosecuting violators, and agree to notify OCTA of such occurrences.
- 1.3.4. OCTA will not collect franchise fees or business license fees imposed by participating Agencies on Taxicab Companies or Drivers.

- 1.3.5. All policies, procedures, ordinances, rules, and regulations pertaining to Taxicab Companies, Taxicab Drivers, Taxicabs, fares, notices, safety, taxicab stands, pickup, hours of operations, and all other functions not specifically provided for in these regulations as currently in place or as amended, shall remain within the authority and jurisdiction of each Agency.

1.4. Implementation.

These regulations implement the provisions of the Taxicab ordinances, resolutions and regulations adopted by the legislative bodies of each OCTAP participating Agency, and regulate taxicab service within the Area of Jurisdiction of each such Agency.

2. DEFINITIONS

2.1. Agency.

“Agency” means each City and the County of Orange, which participate in OCTAP.

2.2. Area of Jurisdiction.

"Area of Jurisdiction" of each Agency means the area within the boundaries of a City, or for the County means the unincorporated area, including John Wayne Airport.

2.3. Company.

“Company” includes a natural person, firm, association, organization, partnership, business, trust, corporation, or public entity.

2.4. Company Permit.

“Company Permit” means a valid permit issued by OCTAP, authorizing a Company to operate a Taxicab business in any participating Agency, which allows the Company to serve that Agency.

2.5. Driver.

“Driver” means a person who drives or controls the movements of a Taxicab.

2.6. Driver Permit.

“Driver Permit” means a valid permit issued by OCTAP authorizing a person to drive or control the movements of a Taxicab.

2.7. OCTA.

“OCTA” means the Orange County Transportation Authority.

2.8. OCTAP.

“OCTAP” means the Orange County Taxi Administration Program administered by the Orange County Transportation Authority.

2.9. OCTAP Administrator.

“OCTAP Administrator” means an OCTA employee who will manage and supervise all OCTA responsibilities set forth in the OCTAP Regulations.

2.10. Permittee.

“Permittee” means a company, which holds a valid Company Permit.

2.11. Taxicab.

“Taxicab” means a vehicle capable of carrying not more than eight persons, excluding the Driver, and used to carry passengers for hire. The term shall exclude a vehicle operating as a Charter Party Carrier licensed as such by any state agency, including the Public Utilities Commission, or any other vehicle having a Certificate of Public Convenience and Necessity issued by any state agency, including the Public Utilities Commission.

2.12. Taxicab Permit.

“Taxicab Permit” means a valid permit issued by OCTAP, authorizing a particular vehicle to be operated as a Taxicab.

3. AGENCY AND OCTA PARTICIPATION

3.1. Agency.

Each Agency that joins OCTAP shall:

- 3.1.1. Participate as a member of OCTAP and provide no less than twelve (12) months written notice to OCTAP prior to withdrawing from OCTAP.
- 3.1.2. Appoint its City Manager, Executive Officer, or their designee, to participate as members of the OCTAP Steering Committee.

- 3.1.3. Appoint its Chief of Police, County Sheriff, or their designee, to participate as member of the OCTAP Public Safety Committee.
- 3.1.4. Adopt and enforce a Taxicab ordinance or resolution consistent with the regulations herein, and use such ordinance or resolution as the exclusive method of regulating Taxicabs within its Area of Jurisdiction.
- 3.1.5. Enforce, and if necessary, prosecute all violations of its Taxicab ordinance or resolution and the regulations herein.
- 3.1.6. Notify OCTA in writing of any regulation, Taxicab Company limitation, Taxicab Driver limitation, Taxicab limitation, or more stringent regulation, within its jurisdiction with respect to any permitting or operational standard for Taxicab business operations.
- 3.1.7. Notify OCTA of any public or law enforcement complaint pertaining to permitted Taxicab Companies, Taxicabs, and Taxicab Drivers within its jurisdiction.

3.2. OCTA.

OCTA shall provide the services described in the OCTAP Regulations on behalf of each Agency that adopts an ordinance or resolution adopting the OCTAP Regulations and shall:

- 3.2.1. Provide staff and administrative services necessary to implement and enforce the OCTAP Regulations.
- 3.2.2. Collect fees to cover the costs of administering OCTAP.
- 3.2.3. Provide participating Agencies no less than twelve (12) months written notice prior to withdrawing from OCTAP.
- 3.2.4. Provide administrative services on behalf of each Agency, but shall not assume liability for the performance of Taxicab Companies, Taxicab Drivers, or Taxicabs.
- 3.2.5. Not be responsible for the enforcement of Agency ordinances or resolutions except as provided for herein.

3.3. Mutual Indemnification.

OCTA and each Agency shall save, indemnify, defend and hold harmless each other from any and all liability, claims, suits, actions, arbitration proceedings, administrative proceedings, regulatory proceedings, losses, expenses or any injury or

damage of any kind whatsoever, whether actual, alleged or threatened, actual attorney's fees, court costs, interest, defense costs and expenses associated therewith, including the use of experts and any other costs of any nature without restriction incurred in relation to, as a consequence of, or arising out of each party's performance of the agreements herein and attributable to the fault and/or liability by agreement between the parties or by a court of competent jurisdiction. The party responsible for liability to the other will indemnify the other party for the percentage of liability determined as set forth herein. Each party is responsible for the acts or omissions of their own officers, agents, employees, or volunteers.

4. ADMINISTRATIVE COMMITTEES

4.1. Steering Committee.

4.1.1. The OCTAP Steering Committee shall consist of the City Manager, Executive Officer, or their designee, from each Agency, one representative of the tourist industry in Orange County, and two representatives (one "large" and one "small") of the permitted Taxicab companies; chosen, via election, by the "small" and the "large" permitted taxicab companies. Large Taxicab companies are defined as those operating more than the average number of vehicles owned by Orange County Taxicab companies. Small Taxicab companies are defined as those operating less than the average number of vehicles owned by Orange County Taxicab companies.

4.1.2. The OCTAP Steering Committee will meet quarterly to advise OCTA on Taxicab regulation implementation.

4.2. Safety Committee.

4.2.1. The OCTAP Safety Committee shall consist of the Police Chief, County Sheriff, or their designee, from each participating Agency.

4.2.2. The OCTAP Safety Committee will meet quarterly to advise OCTA and the OCTAP Steering Committee on issues of public safety.

5. COMPANY PERMITS

5.1. Company Permit Required.

No Company shall operate a Taxicab business, or advertise as a Taxicab business, within the Area of Jurisdiction of an Agency without having first obtained a Company Permit from OCTAP and without first obtaining permission from the Agency to operate in the Area of Jurisdiction of such Agency, if the Agency's legislative body requires such permission or permitting.

5.2. Company Permit Requirements.

A Company Permit shall be issued from OCTAP when the following conditions have been satisfied:

- 5.2.1. Submission of a completed Company Permit application package;
- 5.2.2. Submission of a copy of the applicant's drug and alcohol policy meeting OCTAP requirements and proof that the applicant has implemented a Drug and Alcohol Certification Program covering all its Driver employees and independent contractors leasing vehicles from the applicant pursuant to the then current Government Code § 53075.5 (and any successor legislation) and meeting the following requirements:
 - 5.2.2.1. A contract with a program administrator and authorized lab, approved by OCTAP, certified by the U.S. Department of Transportation; and
 - 5.2.2.2. Procedures and components substantially as in Part 40 of Title 49 of the Code of Federal Regulations for pre-employment or pre-licensing, and licensing renewal; and
 - 5.2.2.3. Procedures and components substantially as in Part 382 of Title 49 of the Code of Federal Regulations for rehabilitation, return-to-duty and follow up testing; and
 - 5.2.2.4. Procedures and components for random testing following U.S. Department of Transportation guidelines, and additional tests as required following accidents, rehabilitation, return-to-service, and other circumstances providing reasonable suspicion to test; and
 - 5.2.2.5. Monthly reports of the random testing component shall be filed with OCTAP by the program administrator no later than the 20th day following the end of the previous monthly reporting period; and
 - 5.2.2.6. The applicant's and program administrator's records shall be made available to the OCTAP Administrator upon request; and
 - 5.2.2.7. Test results for self employed independent drivers are reported directly to OCTAP while results for employees of the applicant are reported to the applicant, provided that the

applicant must notify OCTAP immediately of any positive result of an employee by providing the name, identifying information, driving status of the employee, and action taken by the applicant by telephone and fax; and

5.2.2.8. Drivers must show a valid California driver's license at the time and place of testing; and

5.2.2.9. All test results are kept confidential except that OCTAP is authorized to receive copies for its regulatory purposes, and except as otherwise authorized or required by law; and

5.2.2.10. The provisions of this Subsection 5.2.2 shall become effective April 22, 2003.

5.2.3. Submission of evidence of insurance, in full force and effect, in such form as required by OCTAP, issued by a solvent and responsible company licensed to do business in the State of California, insuring the applicant against loss by reason of injury or damage that may result to persons, including taxicab passengers, or property, from the negligent operation or maintenance of such Taxicab.

Applicant shall provide a Certificate of Insurance and Insurance Policy Binder showing that the applicant is insured for a minimum combined single limit of one million dollars (\$1,000,000) for the injury or death of one or more persons in the same accident, and one hundred thousand dollars (\$100,000) for injury or destruction of property with an insurer with a minimum AM Best Rating of A-7. Each insurance policy required by these regulations shall waive all rights of subrogation against OCTA, OCTAP and its member agencies, including the County of Orange, their elected and appointed officials, officers, directors, employees, agents and volunteers. No self-insured retention shall be allowed.

Deductibles shall not exceed ten thousand dollars (\$10,000) per occurrence. In addition, the applicant shall direct the insurance company to provide OCTAP copies of Endorsements to the insurance policy 1) naming OCTA, OCTAP and its member agencies, including the County of Orange, their elected and appointed officials, officers, directors, employees, agents and volunteers as additional insureds; and 2) indicating that coverage shall not be reduced, terminated or cancelled without thirty (30) days prior written notice to OCTAP; and 3) the OCTAP special endorsement must be completed and duly executed by the agent or broker of record and submitted along with the proof of insurance.

Certified copies of the insurance policies shall be provided to OCTAP within ninety (90) days of the policy issuance. At least ten (10) business days prior to the expiration of the current policies, a Permittee shall submit insurance binders evidencing insurance coverage for the policy period subsequent to the expiration of the current policies. Lapses or interruptions of insurance coverage shall cause an immediate suspension of the Company Permit, pending revocation, and an immediate revocation of all Taxicab Permits issued to the Permittee. Reinstatement of a Company Permit may require payment of applicable fees and/or fines. Furthermore, if reinstated, any Taxicab(s) a Permittee desires to be placed back into service will require the issuance of a new Taxicab Permit with applicable fees paid.

- 5.2.4. Submission of financial documents and other information as required by OCTAP;
- 5.2.5. Submission of Department of Motor Vehicles (DMV) Pull Notice Program Requester Code Number issued to applicant, as defined in Vehicle Code Section 1808.1 followed by enrollment of employees and self-employed independent taxicab drivers within seven calendar days. Permittees are required to notify the OCTAP Administrator within 48 hours, if they receive a DMV Pull Notice on one of their Drivers that indicates he/she no longer qualifies for a Driver Permit. Permittee shall require the Driver to turn over his/her Driver Permit to Permittee. Permittee shall return the Driver Permit to the OCTAP Administrator. DMV Pull Notice records shall be made available to the OCTAP Administrator upon request;
- 5.2.6. Submission of proof of current California Department of Motor Vehicles registration for each Taxicab listed in the Company Permit application. All Taxicabs listed in the Company Permit application shall be registered pursuant to Section 8.26;
- 5.2.7. Every owner, partner or principal officer of applicant has submitted to Livescan fingerprinting at an approved California Department of Justice finger printing agency (first time applicants only unless otherwise required);
- 5.2.8. Every owner, partner or principal officer of applicant has successfully cleared all background checks; and
- 5.2.9. Payment of all applicable fees.

5.2.10. Submission of proof, acceptable to the OCTAP Administrator, that applicant Company will meet the following service standards during its term of operation:

5.2.10.1. Company shall maintain and provide year-round, 24-hour live human response telephone service to provide trip reservation and taxi dispatch services, or referral services. A referral service may consist of service calls that are forwarded directly to another OCTAP Permitted Taxicab Company during hours of non-operation, provided that the permittee has a written agreement with the receiving taxicab company. A referral service may also consist of a live-human response, providing the name and telephone number of another OCTAP permitted Taxicab Company. All calls to a company service line are to be answered within 5 rings.

5.2.10.2. Company shall have a principle place of business from which it conducts its activities as a Taxicab Company and related activities. Multiple locations for other activities such as storage, maintenance/repair, etc., are allowed.

5.2.10.3. Company and all Drivers shall provide electronic processing of credit cards as a method of payment to customers. Accepted credit cards must, at minimum, include the acceptance of MasterCard® and Visa®. A customer's personal and credit card information may only be used, processed, disseminated, and retained in accordance with current laws and standards.

5.2.10.4. Company shall maintain the ability to provide OCTAP, upon request, the following service request and dispatch record information for each service request:

- Driver responding to service request, may use OCTAP Permit number;
- Location of pickup request, address, cross street, business name, etc;
- Identification of person taking service request;
- Date and time request was made. Record is to be time stamped with the time received, or may be electronically time stamped through the use of a computer aided dispatch (CAD) system.
- Estimated arrival time, if any;

- Identification of Taxicab number sent (the Company must also, through a separate record, be able to identify the name of the Driver); and
- Time service request was sent to the driver. Record is to be time stamped with the time request was transmitted to a driver, or may be electronically time stamped through the use of a computer aided dispatch (CAD) system.

- 5.2.10.5. Company shall keep order and dispatch records readily available to OCTAP for at least ninety (90) days.
- 5.2.10.6. Company shall have a written lost and found policy that includes the return of lost articles to the customer, and submit a written outline of the process to OCTAP for review as part of the permitting process.
- 5.2.10.7. Company shall have a policy in place to receive complaints. The complaint policy must contain the mechanism for receiving complaints, investigation, and final resolution of complaints, as well as corrective actions. All complaints must be responded to in an expedient, responsible, and professional manner.
- 5.2.10.8. The OCTAP Administrator may require on-sight verification to check for compliance with the requirements defined herein.

5.3. Basis for Denial.

A Company Permit shall be denied if any of the following apply to an applicant Company or to any owner, partner or principal officer of an applicant Company:

- 5.3.1. Is under the age of 18 years;
- 5.3.2. Falsifies material information on the application for Company Permit.
- 5.3.3. Is a registered sex offender pursuant to California Penal Code Section 290;
- 5.3.4. Is on formal probation or parole for any offense outlined in this Section 5.3;
- 5.3.5. Is convicted (or pleads guilty or nolo contendere) in any state for any of the following: murder; robbery; pandering; pimping; crimes

related to the sale or transportation of controlled substances, including marijuana; crimes involving the use of a weapon; or any other offense involving moral turpitude or any crime that is substantially related to the qualifications, functions or responsibilities of a Taxicab owner;

- 5.3.6. Is convicted (or pleads guilty or nolo contendere) in any state for a felony other than those listed in the previous section within eight (8) years of the application; or
- 5.3.7. Has any conviction within five (5) years of application (or plea of guilty or nolo contendere) in any state or has any final administrative determination of a violation of any statute, ordinance, or regulation reasonably and rationally pertaining to the same or similar business operation which would have resulted in suspension or revocation of the Company Permit under these regulations.
- 5.3.8. Operation of its business without the insurance required in Section 5.2.3.
- 5.3.9. Is held liable under any judgment, decision or determination by any public or regulatory agency for operating Taxicabs without the requisite insurance after January 1, 1998.
- 5.3.10. Failing to fully satisfy any court judgment entered against the Company arising from liability for operating Taxicabs, including, but not limited to, judgments related to collisions or operating without the requisite insurance, within 15 years from the date that the judgment was originally entered
- 5.3.11. Failure to provide required evidence of service standard compliance pursuant to Section 5.2.10.

5.4. Company Drivers.

- 5.4.1. At the time the Company Permit application is submitted, the applicant shall provide to OCTAP a list of Drivers authorized to operate the Taxicabs identified in the Company Permit.
- 5.4.2. Applicant shall provide OCTAP with notice by fax within 24 hours in the event that any Driver listed in the Company Permit is no longer authorized to operate a Taxicab identified in the Company Permit.

5.5. New Company Drivers.

A Permittee may add Drivers to its list of Drivers authorized to operate the Taxicabs identified in the Company Permit, provided that:

- 5.5.1. Permittee has already submitted to OCTAP an Intent to Hire/Intent to Lease a Taxicab form identifying the Driver as being employed or given a written offer of employment or as being a self-employed independent contractor of the Permittee; and
- 5.5.2. The Driver to be added has been issued a Driver Permit by OCTAP which states the Driver is affiliated with the Permittee.

5.6. Issuance.

Upon Applicant's satisfaction of the conditions listed in Section 5, Applicant shall be issued an OCTAP Company Permit within five (5) business days.

5.7. Compliance with Separate Agency Requirements.

After OCTAP issues a Company Permit, the Permittee shall also comply with any separate requirements that may have been adopted by any Agency in which Permittee intends to operate, including, but not limited to, establishment of a franchise and the payment of business license fees or taxes.

5.8. Term of Company Permit.

The Company Permit is valid for one (1) year from the date of its issuance unless sooner suspended or revoked.

5.9. Company Permit Renewal.

No less than sixty (60) days prior to the expiration of the Company Permit, the Permittee shall submit an application for renewal of its Company Permit pursuant to this Section in order to allow sufficient time to review the application for renewal. Failure to submit an application for renewal of the Company Permit at least sixty days prior to the current expiration may result in Permittee being required to submit an application for a new Company Permit.

5.10. Company Permit Suspension/Revocation.

A Company Permit may be suspended or revoked by the OCTAP Administrator for any of the following reasons:

- 5.10.1. Providing late, false or inaccurate information in the Company Permit application; or
- 5.10.2. Allowing operation of a Taxicab by a Driver not possessing a valid OCTAP Driver Permit stating that the Driver is affiliated with the Permittee; or
- 5.10.3. Failure to comply with the OCTAP Regulations; or
- 5.10.4. Failure of authorized Drivers to comply with the OCTAP Regulations; or
- 5.10.5. Operation of any Taxicab at a rate of fare higher than the authorized fares; or
- 5.10.6. Failure to cooperate with an Agency's law enforcement officers, code enforcement officers, OCTAP staff, and/or California Highway Patrol; or
- 5.10.7. Operating its business in violation of the insurance requirements in Section 5.2.3; or
- 5.10.8. Failure to comply with the drug and alcohol policy and program required in Section 5.2.2; or
- 5.10.9. Failing to fully satisfy any court judgment entered against the Company arising from liability for operating Taxicabs, including, but not limited to, judgments related to collisions or operating without the requisite insurance, within 15 years from the date that the judgment was originally entered; or
- 5.10.10. Being held liable under any judgment, decision or determination by any public or regulatory agency for operating Taxicabs without the requisite insurance after January 1, 1998; or
- 5.10.11. Circumstances providing grounds for denial of a Company Permit as outlined in the OCTAP Regulations.

5.11. Company Permit Penalties/Suspensions.

In lieu of revocation, the OCTAP Administrator may impose a penalty in the form of a fine, a period of suspension, or both a fine and period of suspension.

5.12. Right to Appeal.

A Company Permit applicant/Permittee may appeal a Company Permit denial, suspension or revocation as provided for in Section 12.

5.13. Agency or Other Transportation Agreements.

- 5.13.1. Permitted OCTAP companies and drivers may participate in agency or other transportation programs within the jurisdiction of OCTAP under the following conditions:
- 5.13.1.1. Transportation program requirements are attainable within OCTAP regulations and requirements. Agency or other providers may require standards and guidelines that are greater than general OCTAP requirements. It is up to the agency or provider to manage and monitor its program-specific requirements.
 - 5.13.1.2. The company and driver are in good standing with OCTAP, maintain all required OCTAP permits, and continue to meet all OCTAP requirements.
 - 5.13.1.3. Taxicab companies and drivers participating in other transportation programs that require the display of an identifier or logo to associate the vehicle and driver to program customers, may display the identifier only while operating exclusively in service for the agency or program.

Program identifiers, logos, promotional, or other materials, must be stored out of the sight of passengers and other members of the public when not actively engaged in providing transportation services to program customers.
 - 5.13.1.4. Participant must continue to follow all OCTAP regulations.
 - 5.13.1.5. Taxicab driver must continue to display OCTAP driver permit regardless of any other agency or program identification that may be required by the sponsoring agency.
 - 5.13.1.6. Taxicab company and driver participants may establish a specialized fare structure for agency or program trips through a cooperative agreement with the agency, provided

that the passenger fare does not exceed the OCTAP approved fare for metered trips.

Participating agency is responsible for monitoring this area of its program, and for performing fare studies that protect agency interests in this area. Upon request, OCTAP staff may assist agencies in reviewing their proposed fare structure, to assure general compliance with OCTAP regulations.

Participating agencies are encouraged to submit an outline of their taxi-based transportation program for OCTAP review prior to implementation, to outline and address any areas of concern.

- 5.13.1.7. Taxi meter must continue to be operated at any time that the driver is carrying a customer, regardless of any other fare agreement.

6. DRIVER PERMITS

6.1. Driver Permit Required.

No person shall drive a Taxicab within the Area of Jurisdiction of an Agency without having first obtained a Driver Permit from OCTAP. Reproduction of a Driver Permit is strictly prohibited for any reason with the exception of company management copying the permit for the drivers file.

6.2. Driver Permit.

A Driver Permit may be obtained from OCTAP, provided the prospective Driver has submitted all of the following:

- 6.2.1. Completed Driver Permit application that is signed by a representative of the Permittee the Driver intends to be affiliated with; and
- 6.2.2. Valid California Driver License; and
- 6.2.3. Current (within 30 days) Department of Motor Vehicles (DMV) H6 Printout; and
- 6.2.4. Two current 2" x 2" professional quality color photos (passport photos) of the applicant taken within the previous thirty (30) days; and

- 6.2.5. A negative drug and alcohol screening test taken within the previous thirty (30) days in compliance with California Government Code Section 53075.5(b)(3); and
- 6.2.6. Proof of enrollment in a current and active Random Drug and Alcohol program.
- 6.2.7. Livescan fingerprints taken at an approved California Department of Justice finger printing agency (first time applicants only unless otherwise required); and
- 6.2.8. All cleared background checks; and
- 6.2.9. Payment of all applicable fees.

6.3. Driver Permit Issuance.

A Driver Permit shall be issued within five (5) business days after all the requirements in Section 6.2 are satisfied.

6.4. Term of Driver Permit.

A Driver Permit is valid one (1) year from the date of issuance, unless sooner suspended, revoked, otherwise terminated, or when issued based on a Temporary or Interim California Driver's License.

6.5. Compliance with Agency Requirements.

A Driver who has been issued an OCTAP Driver Permit may only pick up passengers in the area of jurisdiction of those agencies that have approved the Permittee he/she represents.

6.6. Renewal of Driver Permit.

It is recommended that no less than sixty (60) working days prior to the expiration of the Driver Permit, the Driver should re-apply for a Driver Permit pursuant and subject to Section 6.2 in order to allow time to review the application for renewal. If a Driver's Permit expires before approval of renewal, the Driver will not be allowed to operate a Taxicab until such a time as the renewal is approved and the renewal Driver Permit is issued and in the driver's possession. The renewal of a Driver Permit shall be granted within five (5) business days of satisfaction of all requirements for renewal.

6.7. Driver Permit limitation.

Each Driver Permit issued by OCTAP shall be valid only for the Driver to operate a Taxicab for the Permittee indicated on the Driver Permit. No Driver may operate a

Taxicab for a Company other than the Company listed on the Driver's Driver Permit. Drivers must submit an application for a new permit if they change from one company to another pursuant to Section 6.12

For clarification purposes, this means that no driver may operate an in service taxicab without first:

- Confirming their active and affiliated status with the Permittee (Company) as indicated on the Driver Permit.
- Executing a proper lease, sublease, or owner-operator agreement with the Permittee (Company).

6.8. Possession and Display of Driver Permit Required.

A Driver must possess a valid Driver Permit in order to operate a taxicab. At all times that the taxicab is in operation, and does not display an out of service sign as required in the OCTAP regulations, the Driver Permit must be displayed. The Driver Permit must be displayed in the passenger side area of the dashboard, with no alterations or information covered or hidden, so that passengers and law enforcement officers can easily view the permit from inside or outside the vehicle, if looking at the passenger side dashboard of the vehicle. The driver's California Driver License number on the Driver Permit may be covered by a removable label, if desired. The label must be removed to allow viewing by law enforcement/code enforcement officers or OCTAP staff when requested.

Note: OCTAP may indicate and mark an exact location inside each taxicab for the posted Driver Permit at the time a vehicle inspection is performed.

6.9. Possession of Another Person's Driver Permit Prohibited.

A Driver shall not use or hold in his/her possession another person's OCTAP Driver Permit. Such action is basis for suspension of the drivers involved.

6.10. Replacement Driver Permit.

A replacement for a lost Driver Permit, or a subsequent Driver Permit previously issued based on a Temporary or Interim California Driver License, may be obtained from OCTAP, provided that the Driver has submitted the following:

- 6.10.1. A replacement Driver Permit application along with the Driver Permit replacement fee; and
- 6.10.2. Two current 2" x 2" professional quality color photos (passport photos) of the applicant taken within the previous thirty (30) days; and

- 6.10.3. Valid California Driver's License; and
- 6.10.4. Current (within 30 days) Department of Motor Vehicles (DMV) H6 Printout; and
- 6.10.5. Proof of successful participation in a current and active Random Drug and Alcohol program.
- 6.10.6. The Driver shall not operate a Taxicab until a replacement permit is obtained pursuant to this section.

6.11. Expiration of Replacement Driver Permit.

A replacement Driver Permit shall expire on the same date as the lost original Driver Permit and shall not exceed the driver's annual permit period.

6.12. Driver Permit Transferability to another Company.

A Driver may request the transfer of his/her Driver Permit to another Permittee provided the Driver has submitted the following to OCTAP:

- 6.12.1. A Driver Permit application that is signed by an authorized representative of the prospective Permittee; and
- 6.12.2. The Driver Permit transfer fee; and
- 6.12.3. Two current 2" x 2" professional quality color photos (passport photos) of the applicant taken within the previous thirty (30) days; and
- 6.12.4. Valid California Driver's License; and
- 6.12.5. Current (within 30 days) Department of Motor Vehicles (DMV) H6 Printout; and
- 6.12.6. OCTAP Driver Permit to be transferred; and
- 6.12.7. Proof of successful participation in a current and active Random Drug and Alcohol program

6.13. Driver Permit Denial.

A Driver Permit shall be denied if applicant:

- 6.13.1. Is under the age of 18 years; or

- 6.13.2. Does not possess a valid California Driver License (Class C); or
- 6.13.3. Fails to enroll in the required random drug and alcohol program; or fails the required drug and/or alcohol test. Upon testing positive for drugs and/or alcohol, the applicant shall not be eligible to reapply for a Driver Permit for a period of six (6) months from the test date; or
- 6.13.4. Falsifies, or fails to disclose, material information on the application for a Driver Permit; or
- 6.13.5. Is required to register as a sex offender pursuant to California Penal Code Section 290; or
- 6.13.6. Is on formal probation or parole for any offense outlined herein; or
- 6.13.7. Is convicted (or pleads guilty or nolo contendere), regardless of the time elapsed, in any state, of any of the following or their equivalent: murder; a violation of California Vehicle Code Section 2800.2 (pertaining to disregard for safety of persons or property), Section 2800.3 (pertaining to flight from peace officer causing death or bodily injury) or Section 20001 (pertaining to duty to stop at scene of accident); robbery; pandering; pimping; crimes related to the use, sale, possession, or transportation of controlled substances and/or marijuana; crimes involving weapons; any crime for which registration would be required under California Penal Code Section 290; crimes involving credit card fraud or use of another person's identifying information without authorization (California Penal Code 530 or equivalent or substitute sections), or any other offense involving moral turpitude or any crime that is substantially related to the qualifications, functions or responsibilities of a Taxicab Driver; or
- 6.13.8. Is convicted of any felony in any state (or pleads guilty or nolo contendere), other than those felonies listed in Section 6.13.7, within eight (8) years of application; or
- 6.13.9. Is convicted (or pleads guilty or nolo contendere) of any of the following within five (5) years of application: reckless driving; driving under the influence of intoxicating liquors or drugs (DUI); a violation of California Vehicle Code Section 2800.1 (pertaining to flight from peace officer); Section 20002 (pertaining to duty where property is damaged), Section 20003 (pertaining to duty upon injury or death) or any corresponding substitute sections; vehicular manslaughter; and Penal Code Sections 240, 241, 242, and 243 or any

corresponding substitute sections pertaining to assault and battery;
or

- 6.13.10. For good cause after an administrative hearing by OCTAP, subject to appeal pursuant to Section 12 below. Good cause is defined to include, but is not limited to, charges, offenses, and or convictions related to the responsibilities and functions of a taxicab driver, not specifically outlined in this section, that would preclude a driver from possessing an OCTAP Driver Permit. See Section 12.7.

6.14. Driver Permit Suspension/Revocation.

A Driver Permit may be suspended or revoked by the OCTAP Administrator for any of the following reasons:

- 6.14.1. Failure to comply with the applicable provisions (including timeliness of submissions) of the OCTAP Regulations; or
- 6.14.2. Circumstances providing grounds for denial of a Driver Permit as outlined in the OCTAP Regulations; or
- 6.14.3. Revocation or suspension of Driver's California Driver's License; or
- 6.14.4. Driver's failure to cooperate with an Agency's law enforcement officers, code enforcement officers, OCTAP staff, and/or California Highway Patrol officers; or
- 6.14.5. Notification to OCTAP by the Permittee that the Driver is no longer an authorized Driver for the Permittee; or
- 6.14.6. Positive drug/alcohol screening test or failure to submit to random testing pursuant to the Drug and Alcohol Certification Program required in Section 5.2.2; or
- 6.14.7. Notification of any matter requiring such action by OCTAP; or
- 6.14.8. Not enrolled and/or active in the required random drug and alcohol program
- 6.14.9. For good cause after an administrative hearing by OCTAP, subject to appeal pursuant to Section 12 below. Good cause is defined to include, but is not limited to, charges, offenses, and or convictions related to the responsibilities and functions of a taxicab driver, not specifically outlined in this section, that would preclude a driver from possessing an OCTAP Driver Permit. See Section 12.7.

- 6.14.10. A Driver who has had his/her permit revoked shall be prohibited from applying for a new Driver Permit for one (1) year from the date of revocation.

6.15. Driver Permit Penalty/Suspension.

In lieu of revocation, the OCTAP Administrator may impose a penalty in the form of a fine, a period of suspension, or both, a fine and a period of suspension as specified in the OCTAP Regulations.

6.16. Right to Appeal.

A Driver Permit applicant may appeal a permit denial, suspension or revocation as provided for in Section 12.

6.17. Driver Permit Surrender.

- 6.17.1. A Driver Permit holder shall cease to work immediately and shall surrender, within 2 business days, his/her Driver Permit to OCTAP upon its expiration, suspension, revocation, or upon termination of his/her employment or association with a Permittee.

6.18. Agency or other Transportation Agreements.

- 6.18.1. Permitted OCTAP drivers may participate in agency or other transportation programs within the jurisdiction of OCTAP under the following conditions:
 - 6.18.1.1. Transportation program requirements are attainable within OCTAP regulations and requirements. Agency or other providers may require standards and guidelines that are greater than general OCTAP requirements. It is up to the agency or provider to manage and monitor its program-specific requirements.
 - 6.18.1.2. The driver is in good standing with OCTAP, maintains all required OCTAP permits, and continues to meet all OCTAP requirements.
 - 6.18.1.3. Taxicab drivers participating in other transportation programs that require the display of an identifier or logo to associate the vehicle and driver to program customers, may display the identifier only while operating exclusively in service for the agency or program.

Program identifiers, logos, promotional, or other materials, must be stored out of the sight of passengers and other members of the public when not actively engaged in providing transportation services to program customers.

- 6.18.1.4. The driver must continue to follow all OCTAP regulations.
- 6.18.1.5. Taxicab driver must continue to display OCTAP Driver Permit regardless of any other agency or program identification that may be required by the sponsoring agency.
- 6.18.1.6. Taxicab driver participants may establish a specialized fare structure for agency or program trips through a cooperative agreement with the agency, provided that the passenger fare does not exceed the OCTAP approved fare for metered trips.

Participating agency is responsible for monitoring this area of its program, and for performing fare studies that protect agency interests in this area. Upon request, OCTAP staff may assist agencies in reviewing their proposed fare structure, to assure general compliance with OCTAP regulations.

Participating agencies are encouraged to submit an outline of their taxi-based transportation program for OCTAP review prior to implementation, to outline and address any areas of concern.

- 6.18.1.7. Taxi meter must continue to be operated at any time that the driver is carrying a customer, regardless of any other fare agreement.

7. TAXICAB PERMITS

7.1. Inspection.

Upon issuance of a Company Permit and prior to operating, Permittee shall present each Taxicab listed in the Permit to a designated OCTAP facility for a Taxicab inspection. OCTAP may, at its discretion, conduct Taxicab inspections at the Permittee's facility.

7.2. Taxicab Permit.

- 7.2.1. Upon meeting all inspection standards and upon passing the Taxicab inspection, OCTAP shall issue a nontransferable Taxicab Permit sticker for each approved Taxicab. The Taxicab Permit sticker must always be affixed to the left-hand corner of the rear window of the Taxicab for which the sticker is issued. The Taxicab Permit is valid for one (1) year from date of issuance.
- 7.2.2. Taxicab vehicles that do not possess a valid OCTAP Taxicab Permit must display "Not In Service" signs any time that the vehicle is not available for service. Signs must be a minimum size of 8 ½" x 11" with lettering which is visible up to at least 50 feet. Window signs shall be used and must be placed in both left and right rear side windows and rear window. If magnet signs are also used, they must be placed on one door of each side of the car body. If equipped, a not in service top light may additionally be used.

7.3. Random Inspections.

- 7.3.1. In addition to the initial and annual Taxicab inspection, all Taxicabs operated under OCTAP authority shall submit to on the road or random inspections by OCTAP inspectors or Agency peace officers or Agency code enforcement officials when so requested. Failure to submit to an inspection may result in suspension or revocation of the Taxicab Permit and other administrative actions. OCTAP inspectors will complete a random inspection report at the time of inspection which shall indicate what repairs, if any, need to be made to the Taxicab. Failure to meet applicable standards or the failure of any critical component, or multiple defects can be the basis to immediately place the Taxicab into either "Must Repair" or "Out of Service" status. OCTAP shall provide a copy of the report to the Permittee. Agency Peace Officers, not carrying OCTAP inspection forms, may cite the driver and/or company for violations of the OCTAP regulations (included in each city's Municipal Code) or the California Vehicle Code, and will notify OCTAP of the actions taken for appropriate OCTAP follow up.
- 7.3.2. If a Taxicab fails any random inspection due to Minor Items, the Inspector shall place the Taxicab into "Must Repair" status. The Permittee is required to present the Taxicab to OCTAP for re-inspection within ten (10) business days to verify that the required repairs have been made. If the Taxicab was placed into "Must Repair" status by the inspector, the vehicle may remain in service for up to ten (10) business days while repairs are made and

completion of the repairs is verified by an OCTAP re-inspection. A re-inspection fee pursuant to Section 7.4 shall be required at the time of re-inspection.

- 7.3.3. In the event that all required repairs have not been made to a Taxicab placed in “Must Repair” status within ten (10) business days, the Taxicab Permit will be revoked and a new inspection will be required pursuant to Section 7.3.6 to place the taxicab back into service.
- 7.3.4. If a Taxicab fails any random inspection due to Major Items, the inspector shall place the Taxicab into “Out of Service” status and shall suspend the Taxicab Permit and remove the Taxicab Permit sticker pending repairs and re-inspection. If the Taxicab is placed into “Out of Service” status by the inspector, the Taxicab may not be placed back into revenue service until it passes a re-inspection. A re-inspection fee, pursuant to Section 7.4 shall be required at the time of re-inspection.
- 7.3.5. Upon correction and passing re-inspection, OCTAP shall re-instate the Taxicab Permit using the original expiration date. A re-inspection fee, pursuant to Section 7.4, must be paid prior to the re-inspection and re-issuance of the permit.
- 7.3.6. If a taxicab fails an inspection and is not repaired within ten business days, the vehicle permit will be revoked and a new annual inspection will be required with the appropriate annual fee paid.

7.4. Re-inspection.

- 7.4.1. Taxicabs that fail a Taxicab inspection (minor item – “Must Repair”) shall be presented for re-inspection no later than ten (10) business days after failure of inspection. A re-inspection fee will apply at the time of re-inspection.
- 7.4.2. If taxicab fails an inspection, and is not repaired and re-inspected within ten business days, the vehicle permit will be revoked and a new annual inspection will be required with the appropriate annual fee paid.
- 7.4.3. Taxicabs that fail a Taxicab inspection (major item – “Out of Service”) shall be presented for re-inspection only after the identified repairs have been made. The Taxicab Permit shall not be granted or shall be suspended until such time that the Taxicab passes re-inspection. A re-inspection fee will apply at the time of re-inspection. Upon passing the re-inspection, a new Taxicab

Permit shall be issued using the original inspection or expiration date.

7.5. Taxicab Substitution.

A Permittee may substitute any Taxicab listed in the Company Permit with a new Taxicab, within two weeks of the time that the original permit is surrendered, upon satisfaction of the following conditions:

7.5.1. Surrender of the existing Taxicab Permit to OCTAP; and

Note: Surrendered taxicab permit must be complete and identifiable. Contact OCTAP for direction on how to accomplish this.

7.5.2. The proposed replacement taxicab passes a taxicab inspection; and

7.5.3. Payment of Taxicab Permit substitution fee.

7.6. Substituted Taxicab Sticker.

Upon satisfaction of the conditions stated above, OCTAP shall delete the vehicle identification number of the Taxicab to be substituted in the Company Permit and add the Taxicab identification number of the substitute Taxicab. OCTAP shall issue a new Taxicab Permit sticker for the substitute Taxicab that shall be valid for the term remaining under the Taxicab Permit sticker of the substituted Taxicab. Such requests must be filed with OCTAP at least 2 business days prior to the requested action.

7.7. Taxicab Permit Renewal.

The Taxicab Permit shall be renewed annually by presenting each Taxicab listed in the permit application to the OCTAP facility for a Taxicab inspection and by paying all applicable fees. OCTAP may, at its discretion, conduct Taxicab inspections at the Permittee's facility.

It is recommended that a taxicab be renewed at least five (5) business days prior to the current expiration. OCTAP cannot guarantee appointment availability if renewed less than five business days prior to the current expiration.

A taxicab renewed after the permit expiration date will be charged late fees, up to and including the date the taxicab is renewed (in accordance with the current OCTAP Fee Structure); as well as subjecting the Permittee to other administrative actions and / or penalties.

7.8. Taxicab Permit Renewal Sticker.

Upon the successful completion of the Taxicab inspection, OCTAP shall place a new expiration date sticker on the Taxicab Permit sticker for each of the Taxicabs registered in the Company Permit.

7.9. Taxicab Permit Surrender and Late Fees.

- 7.9.1. A Permittee must present to OCTAP, any Taxicab which is being sold, prior to completing the sale to assure that the OCTAP Taxicab Permit, Welcome Stickers, and other taxicab markings are removed and that the vehicle cannot be mistaken by the public as an authorized Taxicab in the jurisdiction of any member agency.
- 7.9.2. A Permittee must immediately surrender a Taxicab Permit to OCTAP if a Taxicab has been removed from the required company insurance policy, if the Taxicab Permit is otherwise revoked, or upon its expiration (if the taxicab is not to be renewed).
- 7.9.3. The Permittee may not surrender a vehicle permit for the purpose of avoiding late fees. In the event that a taxicab cannot be renewed prior to its expiration due to circumstances that are beyond a Permittee's control, the Permittee may, at OCTAP's discretion, surrender the vehicle permit to stop the accumulation of late fees.
- 7.9.4. A Permittee who fails to submit to a renewal inspection pursuant to Section 7.7, and fails to physically surrender a Taxicab Permit to OCTAP pursuant to Section 7.9.3, shall be charged late fees, up to and including the date of renewal of the Taxicab, in accordance with the current OCTAP Fee Structure.
- 7.9.5. A taxicab permit which is voluntarily surrendered by a Permittee cannot be replaced or reinstated except as provided in Sections 7.5 and 7.10. A new annual taxicab inspection, with the required annual inspection fee paid, must be performed to place the vehicle back into service.

7.10. Taxicab Permit Replacement.

If a vehicle permit has been damaged or is missing due to theft or destruction, a Replacement Vehicle Permit can be issued, to the same taxicab and Permittee, upon completion of a passed replacement inspection and the required replacement fee paid. The Replacement Taxicab Permit shall be valid for the term remaining under the Taxicab Permit sticker which was replaced.

8. TAXICAB INSPECTION STANDARDS

8.1. Minimum Standards.

The minimum Taxicab standards are those of the California Vehicle Code. All Taxicabs shall meet all applicable standards of the California Vehicle Code as well as the following in order to pass the OCTAP vehicle inspection. Certain equipment must be present and fully functional as OEM (original equipment manufacturer), as specified in this section. Taxicabs must be maintained to these standards at all times. OCTAP may administratively clarify and/or change the standards in the public interest. OCTAP will utilize the vehicle inspection form included in these regulations. A copy of the inspection form will be provided to the operators. This form will clearly delineate conditions which:

- Meet OCTAP standards and are therefore acceptable; or
- Do not meet OCTAP standards and must be repaired/re-inspected to OCTAP's approval prior to returning to revenue service (Major Items); or
- Do not meet OCTAP standards, but are sufficiently minor to allow the vehicle to remain in service for up to ten (10) business days while repairs are made and completion of the repairs is determined by an OCTAP re-inspection (subject to a re-inspection fee) (Minor Items).

8.2. Body Condition.

- 8.2.1. No body damage, frame damage, tears or rust holes in the Taxicab body and/or loose pieces hanging from the Taxicab body are permitted. Front and rear fenders, bumpers, hood, trunk, and trim shall be securely fixed and shall be in correct alignment to the Taxicab as OEM. Body damage shall include any un-repaired dents, distortions, depressions, bulges, tears, holes, or disfigurements.
- 8.2.2. The exterior of the Taxicab shall be maintained in a clean condition and shall be free of unsightly dirt, tar, oil, and rust.
- 8.2.3. The Taxicab paint shall not be mismatched, faded, blistered, cracked, chipped, peeled, or scratched.
- 8.2.4. Effective October 1, 2009, each OCTAP Permittee shall paint vehicles in one primary color scheme.
- 8.2.5. The color scheme, name, monogram, or insignia used upon Permittee Taxicabs shall not be in conflict with and shall not imitate any other color scheme, name, monogram, or insignia used by any other Permittee. The provisions of this subsection shall not be applied to require any change or modification of any color scheme,

name, monogram, or insignia on any vehicle continuously permitted and used by any Permittee authorized prior to October 1, 2009.

8.3. Brake System.

Pursuant to California Vehicle Code § 26453.

8.4. Climate Control.

8.4.1. The defroster must be operational pursuant to California Vehicle Code § 26712.

8.4.2. The air conditioning/heating units shall be functional at all times. The air discharged from the air conditioner interior vent system shall be continuously cool. All air conditioning temperature controls and functions shall operate as originally designed and manufactured with no knobs or components broken or missing. Systems shall operate on all OEM speeds with no excessive noise.

8.5. Exhaust System.

Pursuant to California Vehicle Code § 27153.

8.6. Fuel Tank Cap.

Pursuant to California Vehicle Code § 27155.

8.7. Horn.

Pursuant to California Vehicle Code § 27000.

8.8. Hubcaps or Wheel Covers.

Rims, hubcaps or wheel covers shall be of like style on all wheels. Also, hubcaps and wheel covers shall be on all wheels for which they are standard equipment.

8.9. Interior Condition.

8.9.1. Passenger compartment, driver compartment, and trunk or luggage area shall be clean and free of foreign matter, offensive odors and litter.

8.9.2. Seat upholstery shall be clean. Interior walls, carpet and/or flooring, and ceiling shall be kept reasonably clean. No rips or tears are

permitted. All repairs shall be done so as to reasonably match the existing interior.

- 8.9.3. Door handles and doors shall be intact, clean and operational. Each door shall be capable of being unlocked and opened from the interior of the Taxicab.
- 8.9.4. Dashboards shall be maintained in a manner that is clean and free of loose articles. Dashboards shall be free of: cracks, holes, and tears.

8.10. Interior Information.

- 8.10.1. A 4" x 6" Information Card shall be displayed in both front and rear compartments and in plain view of all passengers at all times that the Taxicab is in operation.
- 8.10.2. The Information Card shall contain the following information on the Permittee: name, business address and telephone number. The Information Card must also include the name, address, website, and phone number of the regulating agency (OCTAP) and the authorized fare schedule, and a credit card acceptance statement, stating that credit cards are accepted. Accepted credit cards must, at minimum, include the acceptance of MasterCard® and Visa®.
- 8.10.3. A Driver must possess a valid Driver Permit in order to operate a taxicab. At all times that the Taxicab is in operation, and does not display an out of service sign as required in the OCTAP regulations, the Driver Permit must be displayed. The Driver Permit must be displayed in the passenger side dashboard area, no alterations or information covered or hidden, so that passengers and law enforcement officers can easily view the permit from inside or outside the vehicle if looking at the passenger side dashboard of the vehicle. The Driver's California Driver License number on the Driver Permit may be covered by a removable label if desired. The label must be removed to allow viewing by law enforcement/code enforcement officers or OCTAP staff when requested.

Note: OCTAP may indicate and mark an exact location inside each taxicab for the posted Driver Permit at the time a vehicle inspection is performed.

If any person is driving an out of service taxicab vehicle, "Not In Service" signs must be displayed. Signs must be a minimum size of 8 ½" x 11" with lettering which is visible up to at least 50 feet. Window signs shall be used and must be placed in both left and

right rear side windows and rear window. If magnet signs are also used, they must be placed on one door of each side of the car body. If equipped, a not in service top light may additionally be used.

- 8.10.4. Two OCTAP-issued customer information stickers shall be displayed in plain view of all passengers at all times that a Taxicab is in operation. The stickers shall be placed on the outside of both side rear windows. The stickers shall indicate that the Taxicab has been safety inspected and indicate a telephone number to call for information.
- 8.10.5. The taxicab fleet number shall be placed inside the taxicab with a minimum number/letter height of one inch and placed directly above or below (separate from or part of) the Interior Information Cards.

8.11. License Plates.

Pursuant to California Vehicle Code § 5202.

8.12. Lights and Lenses.

- 8.12.1. Headlights shall be operational on both high and low beams (California Vehicle Code § 24400).
- 8.12.2. Taillights shall be operational and the light emitted be red in color (California Vehicle Code § 24600).
- 8.12.3. Emergency flashers shall be operational (California Vehicle Code § 24252).
- 8.12.4. Reverse lights shall be operational (California Vehicle Code § 24606(a)).
- 8.12.5. Turn signal lights shall be operational (California Vehicle Code § 24951(b) (1)).
- 8.12.6. Brake lights shall be operational (California Vehicle Code § 24603(b)).
- 8.12.7. License plate light shall be operational (California Vehicle Code § 24601).
- 8.12.8. Interior lights shall be OEM, operational, and set to automatically activate when passengers are entering or exiting the taxicab.

- 8.12.9. Light lenses must be OEM, intact and contain no holes or large cracks.

8.13. Markings.

- 8.13.1. Exterior markings shall be permanently affixed to the taxicab and shall consist of Permittee's Company name, taxi reservation phone number, taxicab number, credit card acceptance statement, "Authorized fare posted inside taxicab" statement, and other OCTAP approved markings. Such exterior markings shall be properly and neatly placed and easy to read (in contrasting colors).

Note: A credit card acceptance statement must state that the credit cards are accepted. Accepted credit cards must, at minimum, include the acceptance of MasterCard® and Visa®.

- 8.13.2. Permittee's Company name shall be placed on each side of Taxicab in letters not less than 3 inches in height (in contrasting colors).
- 8.13.3. Taxicab number shall be placed on each side and rear of the Taxicab in numbers not less than 3 inches in height

8.14. Mirrors.

Pursuant to California Vehicle Code § 26709.

8.15. Muffler.

Pursuant to California Vehicle Code § 27150(a).

8.16. Parking Brake.

Pursuant to California Vehicle Code § 26451.

8.17. Proof of Insurance.

Pursuant to California Vehicle Code § 16020 through 16028.

8.18. Radio.

- 8.18.1. Taxicabs shall be equipped with a two-way radio or cellular phone in working order.

8.19. Seat Belts.

Pursuant to California Vehicle Code § 27315. Additionally, Taxicab restraint system shall be maintained to OEM specifications and shall be in good working order.

8.20. Steering and Suspension System.

Steering and suspension system shall be in good mechanical order. (California Vehicle Code § 24002(a) (b)).

8.21. Taximeter and Meter Seals.

- 8.21.1. A taximeter in working order.
- 8.21.2. All taximeter seals shall be intact.
- 8.21.3. Taximeter shall be certified by the County Sealer of Weights and Measures. The date the meter was certified must be on the seal and shall not be more than 13 months old. Private meter seals (paper and lead) from a certified meter shop may be used during periods of fare adjustments or when a taximeter has been repaired. Such temporary meter seals shall be valid for thirty (30) days only. Taximeters marked with "Need to Repair" tags, or equivalent, will not be accepted. No temporary meter seals will be accepted when performing annual inspections.
- 8.21.4. Taximeter shall be placed in the Taxicab so that the reading dial showing the amount of fare to be charged shall be well lighted and easily read by the passenger.
- 8.21.5. A Taxicab shall be placed in an "Out of Service" status if the taximeter is not working, the seals are broken or missing, the date on the seal is missing or more than 13 months old, or the authorized fare is not being charged.
- 8.21.6 Taximeter shall not charge a fare other than the authorized fare.

8.22. Tires.

- 8.22.1. Pursuant to California Vehicle Code § 27465(b).
- 8.22.2. A jack, tire changing tool, and an inflated spare tire. A Company may be exempted from this requirement upon proof that the Permittee has a contract with a towing company and a policy in place to send another Taxicab for the stranded passengers.

8.23. Windows.

- 8.23.1. Front and rear windshield per California Vehicle Code § 26710.
- 8.23.2. Safety glass shall be in all windows.
- 8.23.3. Windows shall be operational as originally designed.
- 8.23.4. No window tinting on windshield or front side windows per California Vehicle Code § 26708. Furthermore, no window tinting shall be allowed to the rear side or rear windows except for OEM.

8.24. Windshield Wipers.

Pursuant to California Vehicle Code § 26707.

8.25. Foot Pedal Pads.

OEM rubber pads on all foot controls. Pads shall not be worn or deteriorated to the point that metal is showing.

8.26. California Vehicle Registration.

- 8.26.1. A valid registration per California Vehicle Code § 4462.
- 8.26.2. Registered as commercial Taxicabs per California Vehicle Code § 260.
- 8.26.3 Registered to the Permittee showing the same Permittee's name and address or registered to the OCTAP Permitted Driver showing the same Permitted Driver's name and address.

8.27. Vehicle Age.

Effective March 1, 2001, OCTAP shall not issue a Taxicab Permit for any vehicle older than ten (10) model years measured from the current calendar year (example: during calendar year 2000 vehicle must be model year 1990 or later). Vehicles older than ten (10) model years shall not be eligible to operate as a Taxicab under any condition.

8.28. Vehicle Maintenance and Records.

All Taxicabs shall, at a minimum, be maintained following the service standards recommended by the vehicle manufacturer. Service records and repair or maintenance receipts shall be kept and made available to OCTAP Staff upon request.

9. TAXICAB OPERATION

9.1. Direct Routes.

Driver shall carry a passenger to his/her destination only by the most direct and accessible route.

9.2. Receipt.

Driver shall give a receipt for the amount charged upon the request of the person paying the fare. The receipt shall identify the driver's name, Taxicab number, Permittee name, date and time of issuance.

9.3. Solicitation.

Driver shall not leave his/her Taxicab to solicit passengers.

9.4. Fares Charged.

Driver shall not charge fares or charges higher than those authorized in the OCTAP Regulations. Furthermore, the driver shall activate the taximeter and keep it activated at all times while carrying a fare-paying passenger.

9.5. Accidents.

In the case of an automobile accident, unless rendered incapable, all Drivers operating an OCTAP permitted Taxicab shall comply with the minimum requirements for the mandatory exchange of information established in California Vehicle Code § 16025.

9.6. Dispatch.

Company shall maintain and provide year-round, 24-hour live human response telephone service to provide trip reservation and taxi dispatch services, or referral services. Referral service may consist of service calls that are forwarded directly to another OCTAP Permitted Taxicab Company during hours of non-operation, provided that the Permittee has a written agreement with the receiving taxicab company. A referral service may also consist of a live-human response, providing the name and telephone number of another OCTAP permitted Taxicab Company. All calls to a company service line are to be answered within 5 rings.

9.7. Place of Business.

Company shall have a principle place of business from which it conducts its activities as a Taxicab Company and related activities. Multiple locations for other activities such as storage, maintenance/repair, etc., are allowed.

9.8. Credit Card Payment.

Company and all Drivers shall provide electronic processing of credit cards as a method of payment to customers. Accepted credit cards must, at minimum, include the acceptance of MasterCard® and Visa®. A customer's personal and credit card information may only be used, processed, disseminated, and retained in accordance with current laws.

9.9. Dispatch Information.

Company shall maintain the ability to provide OCTAP, upon request, the following service request and dispatch record information for each service request:

- Driver responding to service request, may identify driver using OCTAP Permit number;
- Location of pickup request, address, cross street, business name, etc;
- Identification of person taking service request;
- Date and time request was made. Record is to be time stamped with the time received, or may be electronically time stamped through the use of a computer aided dispatch (CAD) system;
- Estimated arrival time, if any;
- Identification of Taxicab number sent (the Company must also, through a separate record, be able to identify the name of the Driver); and
- Time service request was sent to the driver. Record is to be time stamped with the time request was transmitted to a driver, or may be electronically time stamped through the use of a computer aided dispatch (CAD) system.

The method that the company will use to maintain dispatch records is to be outlined in writing, and reviewed by OCTAP, as part of the permitting process.

9.10. Records Retention.

Company shall keep service request and dispatch records readily available to OCTAP for at least ninety (90) days.

9.11. Lost and Found.

Company shall have a written lost and found policy.

9.12. Complaints.

Company shall have a policy in place to receive complaints. The complaint policy must contain a mechanism for receiving complaints, investigation, and final resolution of complaints, as well as corrective actions. All complaints must be responded to in an expedient, responsible, and professional manner.

9.13. Refusal of Passengers.

A taxicab driver who is in service, not hired, and able to accommodate passengers, shall not refuse service to any passenger requesting transportation.

9.14. Additional Operational Requirements.

Nothing in this Section shall prohibit OCTAP or an Agency from requiring a Permittee or Driver to comply with such additional operational requirements for safe, efficient and courteous service for the traveling public.

10. PERMIT FEES AND TAXICAB FARES.

10.1. OCTAP Permit Fees.

A fee schedule for OCTAP functions will be proposed by the OCTAP Administrator, reviewed and recommended by the OCTAP Steering Committee, and approved by the OCTA Board of Directors in the amount necessary to recover all costs incurred by OCTA in the administration of OCTAP. The fee schedule adopted by the OCTA Board of Directors is attached hereto as Attachment "1."

10.2. Taxicab Passenger Fares.

10.2.1. Initial Taxicab passenger fares have been adopted by OCTAP and ratified by Resolution of each participating Agency.

10.2.2. Each Agency agrees to accept the passenger fare schedule approved by the OCTAP Steering Committee, which is attached hereto as Attachment "2." Each year the OCTAP Administrator will conduct a study of comparable Taxicab fares and recommend a passenger fare schedule to the OCTAP Steering Committee. In the event the recommended passenger fare schedule includes any revision(s) to the then current passenger fare schedule or in the event the Steering Committee approves consideration of revision(s) to the then current passenger fare schedule recommended by a Steering Committee member, then the Steering Committee must comply with the following procedure in order to approve any revisions to the passenger fare schedule.

10.2.2.1. Introduction of Proposed Revised Passenger Fare Schedule. The OCTAP Administrator may recommend a revised passenger fare schedule for first reading and initial consideration by the Steering Committee at a regularly scheduled quarterly meeting of the Steering Committee or the Steering Committee may approve consideration of a

revised passenger fare schedule recommended by a member.

- 10.2.2.2. Public Hearing. The Steering Committee shall have no authority to adopt a revised passenger fare schedule during the meeting in which a proposed revised passenger fare schedule is first introduced and presented to the Steering Committee. The Steering Committee shall set a public hearing to receive comments from the public regarding the proposed revised passenger fare schedule. The public hearing may be set for the next regularly scheduled quarterly meeting date of the Steering Committee, or another time and place not less than forty-five (45) days from the date of introduction of the proposed revised passenger fare schedule.
- 10.2.2.3. Notice of Public Hearing. Immediately after the Steering Committee sets the time and place of the public hearing, the OCTAP Administrator shall notify OCTA Staff, the City Manager of each participating Agency, Taxicab Company Permittees, and representatives of the Orange County Tourism Industry, and shall post and publish a public notice of the public hearing in a newspaper of general circulation in the County of Orange at least once, no less than fifteen (15) days prior to the date of the public hearing.
- 10.2.2.4. Adoption. Following the public hearing, the Steering Committee shall consider the proposed revised passenger fare schedule along with any public testimony presented in writing or orally at the time of the hearing. The Steering Committee may adopt, modify or reject the proposed revised passenger fare schedule. Any adopted revisions to the passenger fare schedule shall become effective no less than thirty (30) days following the adoption by the Steering Committee.
- 10.2.2.5. Notice of Adoption. Immediately upon the adoption of a revised passenger fare schedule, but no later than fifteen (15) days thereafter, the OCTAP Administrator shall notify OCTA Staff, the City Manager of each participating Agency, Taxicab Company Permittees, and representatives of the Orange County Tourism Industry, of said adoption, and shall post and publish a public notice of said adoption in a newspaper of general circulation in the County of Orange at least once, no later than fifteen (15) days subsequent to the date of adoption.

- 10.2.2.6. Majority Vote Required. Any action by the Steering Committee to adopt a revised passenger fare schedule shall require adoption by an affirmative vote of a majority of all members of the Steering Committee representing a participating Agency, regardless of the number of such members present and voting.

10.3. Refund Policy.

There shall be no refund of any portion of the fees described in the OCTAP Regulations.

11. NON-PERMITTED TAXICAB OPERATION AND ADVERTISING

11.1. Purpose.

The purpose of this section is to implement the administrative regulation of S.B. 1519 (Chapter 721, 2008 Statutes), which added Sections 53075.7 and 53075.9 to the California Government Code pertaining to non-permitted taxicab operations (bandit cabs) and advertising.

11.2. Information Warranting an Investigation.

- 11.2.1. The following information, which if provided by member Agency or OCTAP staff, law enforcement, or a member of the public, will be deemed sufficient to warrant an investigation to determine whether OCTAP should commence proceedings against the alleged illegal operation of a Taxicab or an alleged violation of the advertising requirements of California Government Code Section 53075.9:

- 11.2.1.1. As to the alleged illegal operation of a Taxicab, the date, time and location of the alleged illegal operation, and information indicative of a Taxicab operation (such as advertising a Taxicab service on the vehicle and/or picking up passengers at a location reserved for Taxicab service or other such indicative information); information pertaining to the type of vehicle involved (sedan, van, station wagon), the vehicle's license plate number, color, make, model, and any distinctive characteristics, if any (such as signs, markings, condition or visible damage to the vehicle). The absence of distinctive characteristics shall not be a basis for not pursuing an investigation into the alleged illegal operation of a Taxicab.

11.2.1.2. As to an alleged violation of Government Code Section 53075.9 pertaining to advertising, a copy or exemplar of the advertising information (such as the sign, business card, advertising display, webpage, electronic recording or phone directory) evidencing non-compliance with the statute.

11.2.2. The person providing the information in subsection 11.2.1 above shall provide his/her identity and be available to testify in administrative proceedings pertaining to the alleged violation. The identity of members of the public shall not be released under Public Records Act requests, but shall be available to parties against whom the proceedings are brought.

11.3. OCTAP Administrator Review and Authority.

11.3.1. Upon review of the information required hereunder, and if the OCTAP Administrator or designee determines that the evidence warrants it, the OCTAP Administrator or designee may notify the alleged offending Company and/or Driver of the alleged violation evidenced by the information, and give notice of, and hold within 60 days of such notice, an administrative hearing to consider the Company's and/or Driver's response to the evidence of violation, and to consider the imposition of administrative penalties for the violation pursuant to Government Code Section 53075.9(c), and an assessment sufficient to cover the reasonable expense of investigating the violation. Within ten (10) days of the administrative hearing, the OCTAP Administrator or designee shall notify the Company and/or Driver in writing of his/her decision. Any administrative penalty in the form of a monetary fine shall be due and payable within thirty (30) days of the date of the decision. The decision of the OCTAP Administrator or designee and imposition of the cost recovery assessment is subject to appeal within ten (10) days of the decision pursuant to Section 12 below.

11.3.2. In lieu of notifying the Company and/or Driver of the alleged violation evidenced by the information required hereunder, the OCTAP Administrator or designee may forward the information with a recommendation for prosecution or appropriate civil proceedings against the Company and/or Driver to the prosecutor for the member Agency in whose jurisdiction the alleged violations occurred. The recommendation shall include a statement of the costs to OCTAP for investigating the alleged violation.

11.3.3. Pursuant to Government Code Section 53075.9(c), OCTAP shall collect interest at the rate of 10% per annum for all unpaid fines

and assessments, commencing on the day following when the payment of the fine and assessment is due. All fines, assessments, and interest collected shall be deposited at least once each month in a fund established for the purpose of enforcing the provisions of this Section.

12. APPEALS AND ADMINISTRATIVE HEARINGS

12.1. Notice of Adverse Action.

In the event a permit is proposed to be denied, suspended revoked, or a penalty imposed, the applicant, Permittee or Driver shall be notified in writing of the proposed adverse action and the reason(s) supporting it.

12.2. Notice of Appeal.

No later than ten (10) days following the date on the notice of proposed adverse action, the applicant, Permittee, or Driver may submit a written appeal on a form provided by OCTAP. The applicant, Permittee, or Driver shall set forth in the appeal the reason(s) why such action is not proper. Failure to file a timely appeal shall constitute a waiver of the right to an appeal.

12.3. Stay.

Except as provided in Section 12.4, once an appeal is filed, the proposed adverse action shall be stayed pending the final determination on appeal.

12.4. Stay, exception.

If, in the OCTAP Administrator's opinion, the continued operation of a Taxicab, possession of a Company Permit, or possession of a Driver Permit represents a health or safety hazard for the public, the adverse action shall not be stayed pending the final determination on appeal.

12.5. Initial Review of Appeal.

If an appeal is timely filed, the OCTAP Administrator shall either make the final decision regarding the appeal or shall assign a hearing officer to make the final decision regarding the appeal. The OCTAP Administrator may review the appeal and any additional information provided therein and shall have the discretion to determine the appropriate action in response to the appeal.

12.6. Hearing Officer.

In the event the OCTAP Administrator elects to assign a hearing officer to decide the appeal then the following shall apply:

- 12.6.1. The hearing officer shall not be an OCTA employee;
- 12.6.2. The hearing officer shall expeditiously schedule the appeal hearing.
- 12.6.3. The appellant and the OCTAP Administrator or the Administrator's designee shall each have the right to appear in person and be represented by legal counsel or other representative, to present evidence, to call and cross-examine witnesses under oath, and to present argument.
- 12.6.4. The formal rules of evidence shall not apply, and any relevant evidence that is the sort of evidence upon which responsible persons are accustomed to rely in the conduct of serious affairs shall be admissible.
- 12.6.5. Hearsay evidence may be considered by the hearing officer, but no findings may be based solely on hearsay evidence unless supported or corroborated by other relevant and competent evidence.
- 12.6.6. The OCTAP Administrator may promulgate supplementary rules and procedures for the conduct of the hearing, the forms of notice and proceedings, and the preparation and submission of the record.
- 12.6.7. The hearing officer shall have the discretion to determine the appropriate action in response to the appeal.
- 12.6.8. The decision of the hearing officer shall be the final administrative remedy and shall be binding upon the parties to the appeal.
- 12.6.9. If the hearing officer decides to suspend or revoke a permit, the appellant shall immediately surrender the permit to the OCTAP Administrator.

12.7. Administrative Hearings.

Administrative Hearings may be held at the discretion of the OCTAP Administrator when the denial, suspension, or revocation of a Company Permit or Driver Permit, or other administrative actions, are initiated for good cause and in the interest of the health, welfare, and safety of the public.

13. AMENDMENT(S) TO REGULATIONS

13.1. Administrative Amendment(s).

The Steering Committee may adopt administrative amendment(s) to the OCTAP Regulations. OCTAP shall forthwith notify each Agency and the OCTA Board of Directors of any changes adopted pursuant to this section.

13.2. Substantive Amendment(s).

Notwithstanding section 13.1 above, the Steering Committee is not authorized to adopt substantive amendment(s) to the OCTAP Regulations. Substantive amendment(s) shall be recommended by the Steering Committee and substantive amendment(s) must be approved by each Agency and shall be effective only in the Area of Jurisdiction of each Agency that has approved the amendment(s). For purposes of this section, a substantive amendment is defined as an amendment likely to have any of the following effects:

- 13.2.1. Affect the rights, responsibilities, and participation of any Agency (such an amendment must also be approved by the OCTA Board of Directors); or
- 13.2.2. Decrease the number of Companies or the number of Taxicabs operating in the Area of Jurisdiction of any Agency; or
- 13.2.3. Affect the purpose of the OCTAP Regulations.

13.3. OCTAP Permit Fees and Taxicab Passenger Fares.

- 13.3.1. Sections 13.1 and 13.2 above shall not apply to an amendment to the OCTAP fee schedule, attached hereto as Attachment "1," which is adopted by the OCTA Board of Directors.
- 13.3.2. An amendment of the Taxicab passenger fares attached hereto as Attachment "2" and adopted pursuant to Section 10.2.2.6 of these Regulations shall be considered an administrative amendment pursuant to Section 13.1 in order to ensure uniformity of fares within Orange County.

--End of Regulations--

OCTAP Regulations – Attachment 1 (Amended 08-01-11)

ORANGE COUNTY TAXI ADMINISTRATION PROGRAM

OCTAP FEE STRUCTURE

(Effective: August 1, 2011)

Company Permit - Annual

New Company Permit	\$4,270.00
One-year Company Permit Renewal	\$1,425.00
Three-year Company Permit Renewal	\$4,448.00

Vehicle Permits (per vehicle)

Annual Vehicle Inspection and Permit	\$401.00
Random Vehicle Inspection (OCTAP Initiated)	No Charge
Vehicle Re-inspection after Failed Inspection (within ten-days)	
Failed Minor Item	\$67.00 *
Failed Major Item	\$152.00 *
Vehicle Permit Transfer (within two-weeks)	\$54.00
Replacement Vehicle Permit	\$54.00
Late Fees (Per business day)	\$29.00 **
Driver Permits – Annual¹	
Annual Driver Permit	\$107.00
Replacement Driver Permit	\$15.00
Transfer of Driver Permit (to another company)	\$20.00
Re-instatement of Existing Permit	\$20.00
Late Fees (Per Business Day)	\$29.00 ***

¹ Fees shown are paid to OCTAP. Additional fees are paid by driver for drug testing, photographs, fingerprinting, and/or background check.

* Within required 10-day re-inspection period.

** Per business day late, maximum 15 days.

*** Per business day late, maximum 4 days.

OCTAP Regulations – Attachment 2 (Amended 05-24-08)

ORANGE COUNTY APPROVED TAXICAB FARE RATES

Effective: May 24, 2008

\$2.95 First 1/4 Mile
\$.65 Cents Each Additional 1/4 Mile
\$30.00 per Hour Wait Time

No Extra Charge for Additional Passengers.

**OCTAP ADMINISTRATIVE PENALTIES
AND
FINES SCHEDULE**

<u>OCTAP REGULATION SECTION</u>	<u>FINES*</u>	<u>SUSPENSION</u>
5.2.3 (Company insurance)	\$250	warning/revoke
5.2.5 (Pull notice—no notification)	\$100	warning/revoke
5.4.2 (Ineligible drive—notification)	\$100	warning/revoke
5.7 (Out of area pick up)	\$100	3 day suspension
5.10.2 (No driver permit)	\$250	warning/revoke
5.10.3 (Permit non comply)	\$250	penalty/revoke
5.10.4 (Driver non compliance)	\$100	penalty/suspension
5.10.5 (Exceed fare rates)	\$250	penalty/suspension
5.10.6 (OCTAP cooperation)	\$250	warning/penalty/ revocation
6.5 (Driving outside of auth. Zone)	\$100	warning/3 day suspension
6.7 (Changed company w/o auth)	\$100	warning
6.14.1, 4 (OCTAP non compliance)	\$100	warning/revoke
7.2.1 (No taxicab permit)	\$500	warning/revoke
7.3.1 (Random inspection –non coop)	\$250	5 day suspension of driver+vehicle
8.1 (Unsafe vehicle operation)	\$250	5 day suspension of vehicle+driver)
8.10.3 (Permit not displayed)	\$50	warning/3 day suspension
11.2 (Non-permitted taxi operation/ Advertising)	\$250/500/1000/ 3000/5000	penalty for 1 st thru 5 th and subsequent violations in 24 months (excluding cost assessment)