



September 13, 2011

To: All OCTAP Permitted Companies and Drivers
From: Jo-Ann Gadia-Bravo, Deputy OCTAP Administrator
Subject: Permittee and Customer Code of Conduct

Recent interactions with OCTAP staff, between OCTAP customers, or on OCTAP property, has made it necessary for OCTAP to address the issue of unacceptable behavior.

To help maintain a professional and safe environment, OCTAP has created a permittee and customer code of conduct that will outline some of the behaviors that will not be tolerated while at OCTAP, or while interacting with OCTAP staff.

Please review the attached code of conduct with your company officers, management, supervisors, staff, drivers, and any other persons that may represent your company to OCTAP. Behavior or actions that violate the code of conduct or otherwise create a disruptive, threatening, or unsafe environment will not be tolerated.

Please feel free to contact me if you should have any questions or require additional information regarding the code of conduct.

Attachment:

1. Permittee and Customer Code of Conduct



Permittee and Customer Code of Conduct

To better facilitate the needs of all OCTAP permittees and customers, it is important that business conducted with OCTAP staff, either in person, phone, email, or by any other means, be performed in a professional and respectful manner.

Recent interactions with OCTAP staff and between OCTAP permittees and customers have made it necessary for OCTAP to address the issue of unacceptable behavior while interacting with OCTAP staff or while on OCTAP property.

While it is understandable that there may be times when a permittee or customer may not be completely satisfied with the progress or outcome of an OCTAP interaction, the following behavior will not be tolerated:

- Use of profane, obscene, vulgar or abusive language, including racial slurs or ethnic epithets.
- In-person, telephone, email, mailed, or otherwise delivered threats or assaults, or the actual assault or battery of any person.
- Mishandling, abusing, damaging, destroying or stealing any facility, property, or equipment belonging to OCTAP, the Orange County Transportation Authority, or any other person or entity.
- Being under the influence of, possessing, selling, distributing, or promoting the distribution of any drug or alcohol, including illegal prescription medications.
- Any behavior that may be considered offensive, intimidating, hostile, threatening, or disruptive to OCTAP permittees, customers or staff.

In the event that a customer or permittee should conduct themselves in a manner that is not considered to be professional and respectful, OCTAP will immediately suspend any transactions that are currently being handled with the customer or permittee. Additionally, OCTAP may pursue administrative or legal remedies as deemed appropriate, based on the nature of the conduct.

Please be mindful of your behavior, demeanor and tone when conducting OCTAP business or interacting with OCTAP staff, OCTAP permittees and OCTAP customers, or while on OCTAP property. If there are any questions as to whether a certain behavior or action not listed above might be considered unacceptable, please contact the OCTAP office at (949) 654-8294.