



REGULATIONS

OF THE

ORANGE COUNTY

TAXI ADMINISTRATION

PROGRAM

Approved by the Steering Committee on 07/21/2016

Amended Fee Schedule 07/01/2016

Amended Taxicab Fares 07/19/2014

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PURPOSE AND SCOPE

The Orange County Taxi Administration Program (OCTAP) is an association of Orange County Agencies created to coordinate taxicab service permitting and other administrative functions in compliance with California Government Code § 53075.5. OCTAP was formed in 1998 pursuant to interagency-agreements between the Orange County Transportation Authority (OCTA) and participating Agencies.

OCTA provides administrative functions for the OCTAP program and manages compliance of OCTAP permitted companies, taxicabs, and drivers as authorized by the participating Agencies.

The OCTAP Regulations are intended to define minimum taxicab company, taxicab vehicle, and taxicab driver permitting requirements, establish minimum safety and service standards for the operation of a taxicab, and consolidate the permitting of taxicab transportation service for multiple jurisdictions within Orange County. Each local jurisdiction reserves the right to implement and enforce additional requirements or limits beyond the OCTAP regulations. Examples of such additional requirements include, but are not limited to business license or franchise agreement.

Objective

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

Agency Legislative Independence and Authority Retained.

Each Agency retains all authority, responsibility, and independence for taxicab regulation and enforcement within its jurisdiction. Each Agency retains the right and 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 pick up passengers within its jurisdiction.

Each Agency shall be responsible for enforcing the OCTAP regulations, prosecuting violators, and agree to notify OCTAP of such occurrences. 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, shall remain within the authority and jurisdiction of each Agency.

Implementation.

OCTAP regulations consolidate the basic taxicab ordinances 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. Each Agency retains the authority to apply and enforce additional requirements beyond the OCTAP regulations.

DEFINITIONS

1. Agency.

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

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.

3. Company.

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

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.

5. Driver.

“Driver” means a person who has a valid OCTAP issued Driver Permit.

6. Driver Permit.

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

7. OCTA.

“OCTA” means the Orange County Transportation Authority.

8. OCTAP.

“OCTAP” means the Orange County Taxi Administration Program.

9. OCTAP Administrator.

“OCTAP Administrator” means an OCTA employee, or his/her designee, who will manage and supervise all OCTA responsibilities set forth in the OCTAP Regulations.

10. Permittee.

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

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 California Public Utilities Commission (CPUC), or any other vehicle operating under the authority of any state agency, including the CPUC.

12. Taxicab Permit.

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

13. Transportation Agreements.

“Transportation Agreements” means any separate agreement that an Agency has established with an OCTAP Permittee for operation within its jurisdiction.

AGENCY AND OCTA PARTICIPATION

Agency Responsibilities.

Each Agency that joins OCTAP shall:

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

- Enforce, and if necessary, prosecute all violations of its taxicab ordinance or resolution and the regulations herein.
- Notify OCTAP 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.
- Notify OCTAP of any public or law enforcement complaint pertaining to permitted taxicab companies, taxicabs, and taxicab drivers within its jurisdiction.

OCTA Responsibilities.

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

- Provide staff and administrative services necessary to implement and enforce the OCTAP Regulations.
- Collect fees to cover the costs of administering OCTAP and collect fines associated with violation of OCTAP regulations.
- Provide participating Agencies no less than twelve (12) months written notice prior to withdrawing as the administrator of OCTAP.
- Provide administrative services on behalf of each Agency, but shall not assume liability for the performance of taxicab companies, taxicab drivers, or taxicabs.
- Not be responsible for the enforcement of Agency ordinances or resolutions except as provided for herein.
- Not be responsible for the enforcement of non-permitted taxicab operation, except as support for participating Agencies.
- Not collect franchise fees or business license fees imposed by participating Agencies on taxicab companies or drivers.

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.

ADMINISTRATIVE COMMITTEES

Steering Committee.

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. Taxicab Company representatives must be affiliated with an OCTAP permitted company in good standing. Large taxicab companies are defined as those with more than the average number of vehicles operated by OCTAP permitted companies. Small taxicab companies are defined as those with less than the average number of vehicles operated by OCTAP permitted companies.

The OCTAP Steering Committee will meet quarterly to advise OCTAP on taxicab regulation implementation.

Safety Committee.

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

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

1. GENERAL RULES AND REQUIREMENTS

Each OCTAP Permittee, its management, employees, affiliated drivers, leaseholders, and owner-operators are individually and jointly responsible for complying with OCTAP Regulations; all California Vehicle Codes and Statutes; all applicable federal, state and local laws, statutes, and ordinances; all ordinances of a City, Agency, Airport, or County related to the operation of a taxicab; and all lawful orders, rules, and regulations promulgated thereunder regarding the transportation of customers in a taxicab.

1.1. Permittee.

- 1.1.1. Permittee shall ensure taxicabs are driven only by OCTAP permitted drivers.
- 1.1.2. Permittee shall not operate a taxicab, without a valid Taxicab Permit from OCTAP.
- 1.1.3. Permittee shall notify OCTAP within 48 hours of an affiliated driver who became unqualified or unauthorized to drive a taxicab or upon termination of employment or affiliation with a Permittee.
- 1.1.4. Permittee shall maintain all programs and requirements for receiving a Company Permit and verify the continuous enrollment of affiliated drivers in their OCTAP approved drug and alcohol testing program and DMV Pull Notice program.
- 1.1.5. Permittee shall 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.
- 1.1.6. Permittee shall cooperate fully with OCTAP staff, including during any verification and compliance to OCTAP Regulations process or inquiry.
- 1.1.7. Permittee shall notify OCTAP staff when vehicles are removed from service and will surrender OCTAP vehicle permits in accordance to Section 4.6.

1.2. Permitted Drivers.

- 1.2.1. A driver must possess and display a valid OCTAP Driver Permit in order to operate a taxicab and at all times that the taxicab is in operation, and does not display an out of service sign.
- 1.2.2. A driver shall not operate a taxicab without a valid OCTAP Taxicab Permit.
- 1.2.3. Permitted Drivers shall adhere to all regulations related to Taxicab Operation in Section 6.
- 1.2.4. Permitted Drivers may only pick up passengers in the area of jurisdiction of those agencies that have approved the Permittee he/she represents.

- 1.2.5. Driver must always run the taximeter when transporting a passenger. The fare charged the customer may not exceed the fare indicated on the taximeter except as provided in Section 6.8.
- 1.2.6. Permitted Drivers shall cooperate with the Permittee, Law and Code Enforcement Officers, and OCTAP, including random testing and all vehicle inspections.
- 1.2.7. The Driver Permit must be displayed in the passenger side area of the dashboard, easily viewable from inside or outside of the vehicle. The Driver Permit must be attached in a way that makes it removable by the driver to provide to law enforcement, code enforcement officers, or OCTAP staff, when requested. The driver's California driver license number on the Driver Permit may be covered by a removable label, if desired. No other alterations, covered, or hidden information to the OCTAP Driver Permit is allowed.
- 1.2.8. A driver in possession of an altered or defaced permit will not be considered to be in possession of a valid driver's permit.
- 1.2.9. A driver shall not display another person's OCTAP Driver Permit or allow another person to use their Driver Permit.
- 1.2.10. Each Permitted Driver shall conduct itself in a professional manner to maintain a favorable public image for the taxicab industry.

2. COMPANY PERMITS

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.

2.1. Company Permit Requirements.

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

- 2.1.1. Submission of a complete Company Permit application package.
- 2.1.2. 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 affiliated permitted drivers pursuant to the then current

Government Code §53075.5 (and any successor legislation) and meeting the following requirements.

- 2.1.2.1. A contract with a drug and alcohol program administrator and authorized lab, approved by OCTAP, certified by the U.S. Department of Transportation.
- 2.1.2.2. 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.
- 2.1.2.3. 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.
- 2.1.2.4. Procedures and components for random testing following U.S. Department of Transportation guidelines, annual minimum random testing rates, and additional tests as required following accidents, rehabilitation, return-to-service, and other circumstances providing reasonable suspicion to test.
- 2.1.2.5. Monthly reports of the random testing component are made available to OCTAP by the program administrator no later than the 20th day following the end of the previous monthly reporting period.
- 2.1.2.6. The applicant's and program administrator's records shall be made available to the OCTAP Administrator upon request.
- 2.1.2.7. The test results must be provided to OCTAP and the Permittee by the testing facility.
- 2.1.2.8. Drivers must show a valid California driver license at the time and place of testing.
- 2.1.3. 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.
 - 2.1.3.1. 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.

2.1.3.2. 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.

2.1.3.3. At least one (1) business day 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.

2.1.4. Submission of financial documents and other information as required by OCTAP.

2.1.5. Submission of Department of Motor Vehicles (DMV) Pull Notice Program Requester Code Number issued to applicant, as defined in Vehicle Code Section 1808.1 and continuous enrollment in the Pull Notice program. All affiliated taxicab drivers must be enrolled

within seven (7) calendar days from inception of the program or date of affiliation. Permittees are required to notify the OCTAP Administrator upon receipt of a DMV Pull Notice for any affiliated driver that indicates an action that would no longer qualify the driver for a Driver Permit. Permittee shall require the driver to immediately cease operation and surrender their Driver Permit to Permittee. Permittee shall return the Driver Permit to the OCTAP Administrator within 48 hours of DMV Pull Notice receipt. DMV Pull Notice records shall be made available to the OCTAP Administrator within 48 hours of request.

- 2.1.6. 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 5.11.
- 2.1.7. Every owner, partner, or principal officer of applicant has submitted to Live Scan fingerprinting at an approved California Department of Justice finger printing agency to initiate a Department of Justice (DOJ) background check (first time applicants only unless otherwise required) and has enrolled in the DOJ subsequent arrest notification program.
- 2.1.8. Every owner, partner, or principal officer of applicant has successfully cleared all background checks.
- 2.1.9. At the time the Company Permit application is submitted, the applicant shall provide to OCTAP a list of OCTAP permitted drivers authorized to operate the taxicabs.
- 2.1.10. Payment of all applicable fees.
- 2.1.11. Submission of proof, acceptable to the OCTAP Administrator, that applicant Company will meet the following service standards during its term of operation.
 - 2.1.11.1. 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.

2.1.11.2. Company shall have a principal 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. For the purposes of these regulations, and as long as the Company has provided OCTAP with a valid address for the receipt of notices and correspondence from OCTAP, a "principal place of business" may be a taxicab.

2.1.11.3. Company shall provide electronic processing of credit cards using a magnetic swipe or microchip reader (when microchip reader is required by applicable state and federal law) as a method of payment to customers and issue a receipt for credit card payment. The company receipt must include the company name, phone number, driver identification, taxicab or fleet number, charge amount and the date and time of the transaction. Accepted credit cards must, at minimum, include 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.

2.1.11.4. Company shall maintain the ability to provide OCTAP, upon request, the following:

- Driver name or Permit number of driver responding to service request.
- 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 provided to customer.
- Taxicab identification number.
- 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.

- 2.1.11.5. Company shall keep order and dispatch records readily available to OCTAP for at least ninety (90) days.
- 2.1.11.6. 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.
- 2.1.11.7. 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.
- 2.1.11.8. Company shall submit their planned vehicle design including color, name, and graphics for approval by OCTAP. The design shall not imitate or be in conflict with any other permitted taxicab company design or obstruct required customer information decals or postings.
- 2.1.12. The OCTAP Administrator may require additional verification including periodic reviews for compliance with the requirements defined herein.
- 2.1.13. OCTAP Company Permit number must be conspicuously posted in all company advertisement and media, as required by California Government Code 53075.9. Posting must be worded as "OCTAP Company Permit #XXX". Additionally, advertisements must use the OCTAP permitted company name.

2.2. Company Permit 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:

- 2.2.1. Is less than 18 years of age.
- 2.2.2. Falsifies material information on the application for Company Permit.
- 2.2.3. Is a registered sex offender pursuant to California Penal Code Section 290.
- 2.2.4. Is on formal probation or parole for any offense outlined in this Sections 2.2.5., 2.2.6., or 2.2.7.

- 2.2.5. 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 Permittee.
- 2.2.6. Is convicted (or pleads guilty or nolo contendere) in any state for a felony other than those listed in Section 2.2.5., within eight (8) years of the application.
- 2.2.7. 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.
- 2.2.8. Operation of its business without the insurance required in Section 2.1.3.
- 2.2.9. 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.
- 2.2.10. 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 10 years from the date that the judgment was originally entered pursuant to California Code of Civil Procedure Sections 683.020 and 683.030 or, if the judgment has been renewed, within 10 years from the date that the application for renewal of judgment is filed pursuant to California Code of Civil Procedure 683.120.
- 2.2.11. Failure to provide required evidence of service standard compliance pursuant to Section 2.1.11.
- 2.2.12. For good cause, subject to appeal pursuant to Section 8. Good cause is defined to include, but is not limited to, arrests, charges, offenses, or convictions related to the responsibilities and functions of a taxicab company not specifically outlined in this section, that would be prudent to consider in order to protect the public.

2.3. Company Affiliated Drivers.

At the time the Company Permit application is submitted, the applicant shall provide to OCTAP a list of OCTAP permitted drivers authorized to operate the taxicabs.

A Permittee may add drivers to its list of drivers authorized to operate the taxicabs identified in the Company Permit, provided that the driver to be added has been issued a Driver Permit by OCTAP which states the driver is affiliated with the Permittee.

2.4. Company Permit Issuance.

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

2.5. Term of Company Permit.

The Company Permit is valid for either one (1) or three (3) year(s) from the date of its issuance unless sooner suspended or revoked.

2.6. 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 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 (60) days prior to the current expiration could result in a lapse in the Company Permit and suspension or revocation of taxicab permits. A lapse in the Company Permit may require a company to submit an application and fees for a new Company Permit, and fees for taxicab permit(s).

2.7. Company Permit Suspension/Revocation.

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

- 2.7.1. Providing late, false, or inaccurate information in the Company Permit application.
- 2.7.2. Allowing operation of a taxicab by a driver not possessing a valid OCTAP Driver Permit stating that the driver is affiliated with the Permittee.
- 2.7.3. Failure to comply with the OCTAP Regulations.

- 2.7.4. Operation of any taxicab at a rate of fare higher than the authorized meter rates established by OCTAP or an agency program as described in Section 2.10.
- 2.7.5. Failure to cooperate with an Agency's law enforcement officers, code enforcement officers, OCTAP staff, and/or California Highway Patrol.
- 2.7.6. Operating its business in violation of the insurance requirements in Section 2.1.3.
- 2.7.7. Failure to comply with the drug and alcohol policy and program required in Section 2.1.2.
- 2.7.8. 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 10 years from the date that the judgment was originally entered pursuant to California Code of Civil Procedure Sections 683.020 and 683.030 or, if the judgment has been renewed, within 10 years from the date that the application for renewal of judgment is filed pursuant to California Code of Civil Procedure 683.120.
- 2.7.9. Circumstances providing grounds for denial of a Company Permit as outlined in the OCTAP Regulations.
- 2.7.10. Violating Government Code Section 53075.9 pertaining to advertising.
- 2.7.11. For good cause, subject to appeal pursuant to Section 8. Good cause is defined to include, but is not limited to arrests, charges, offenses, and or convictions related to the responsibilities and functions of a taxicab company not specifically outlined in this section, that would be prudent to consider in order to protect the public.

2.8. 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.

2.9. Right to Appeal.

A Company Permit applicant or Permittee may appeal a Company Permit denial, revocation, suspension, or fine as provided for in Section 8.

2.10. Agency or Other Transportation Agreements.

- 2.10.1. An OCTAP Permittee may participate in agency or other transportation programs within the jurisdiction of OCTAP under the following conditions:
 - 2.10.1.1. 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.
 - 2.10.1.2. Permittee is in good standing with OCTAP, maintain all required OCTAP permits, and continue to meet all OCTAP requirements.
 - 2.10.1.3. Permittee must continue to follow all OCTAP regulations.
 - 2.10.1.4. 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.
 - 2.10.1.5. Permittee may establish a specialized fare structure for agency or program trips through a cooperative agreement with the agency.
 - 2.10.1.6. Taxi meter must be operated any time the driver is carrying a customer, regardless of an agreement pursuant to Section 6.4.

3. DRIVER PERMITS

A driver must be affiliated with an OCTAP permitted company and possess a valid OCTAP Driver Permit in order to operate a taxicab.

3.1. Driver Permit Requirements

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

- 3.1.1. Complete Driver Permit application, signed by a representative of the Permittee to which the driver intends to be affiliated.
- 3.1.2. Valid California driver license.

- 3.1.3. California Department of Motor Vehicles H6 report issued within thirty (30) days of submission of a complete application package, including fees.
- 3.1.4. A negative drug and alcohol screening test administered by the Permittees program administrator within the previous thirty (30) days in compliance with California Government Code Section 53075.5(b)(3).
- 3.1.5. Proof of enrollment in Permittees current and active random drug and alcohol program.
- 3.1.6. Live Scan fingerprints taken at an approved California Department of Justice finger printing agency.
- 3.1.7. Acceptable CDL and DOJ background checks.
- 3.1.8. Payment of all applicable fees.

3.2. Driver Permit Issuance.

A Driver Permit shall be issued within five (5) business days after satisfaction of requirements in Section 3.1.

3.3. 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 license.

3.4. Renewal of Driver Permit.

Up to sixty (60) working days prior to the expiration of the Driver Permit, the driver may reapply for a Driver Permit pursuant and subject to Section 3 in order to allow time to review the application for renewal. The renewal of a Driver Permit shall be granted within five (5) business days of satisfaction of all requirements for renewal.

If a Driver Permit expires before approval of renewal, the driver will not be allowed to operate a taxicab until the renewal is approved, a renewal Driver Permit is issued, and the Driver Permit is in the driver's possession.

Drivers who do not apply to renew prior to the expiration of their permit will be charged late fees in accordance with the OCTAP fee structure.

3.5. Driver Permit Limitation.

An OCTAP Driver Permit is only valid for the driver to operate a taxicab for the Permittee indicated on the Driver Permit. A driver may not operate a taxicab for another company without completing the following:

- 3.5.1. Submitting an application to OCTAP transferring the company affiliated status and paying a transfer fee pursuant to Section 3.8.
- 3.5.2. Executing a proper lease, sublease, or owner-operator agreement with an OCTAP permitted company.
- 3.5.3. Reproduction of a Driver Permit is strictly prohibited for any reason with the exception of company management copying the permit for recordkeeping purposes.

3.6. 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:

- 3.6.1. A replacement Driver Permit application along with the Driver Permit replacement fee.
- 3.6.2. A valid California driver license.
- 3.6.3. A California Department of Motor Vehicles H6 report issued within thirty (30) days of submission of a complete replacement application package, including fees.
- 3.6.4. Verification of enrollment in Permittees current and active Random Drug and Alcohol program.
- 3.6.5. Driver shall not operate a taxicab until a replacement permit is obtained and in possession of the driver pursuant to this section.

3.7. 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.

3.8. Driver Permit Transfer 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:

- 3.8.1. A Driver Permit application signed by an authorized representative of the prospective Permittee.
- 3.8.2. The Driver Permit transfer fee.
- 3.8.3. Valid California driver license.
- 3.8.4. A California Department of Motor Vehicles H6 report issued within thirty (30) days of submission of a complete application package, including fees.
- 3.8.5. OCTAP Driver Permit to be transferred.
- 3.8.6. Verification of enrollment transfer in Permittees current and active random drug and alcohol program.
- 3.8.7. Driver shall not operate a taxicab until the transfer permit is obtained and in possession of the driver pursuant to this section.
- 3.8.8. A transferred Driver Permit shall expire on the same date as the original Driver Permit and shall not exceed the driver's annual permit period.

3.9. Driver Permit Denial.

A Driver Permit shall be denied if applicant:

- 3.9.1. Is less than 18 years of age.
- 3.9.2. Does not possess a valid California driver license (Class C).
- 3.9.3. Fails to enroll in the required random drug and alcohol program.
- 3.9.4. 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 one (1) year from the test date.
- 3.9.5. Falsifies, or fails to disclose, material information on the application for a Driver Permit.
- 3.9.6. Is required to register as a sex offender pursuant to California Penal Code Section 290.
- 3.9.7. Is on formal probation or parole for any offense outlined herein.

- 3.9.8. 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 manufacture, use, sale, possession, or transportation of controlled substances; sale or transportation of 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.
- 3.9.9. Is convicted of any felony in any state (or pleads guilty or nolo contendere), other than those felonies listed in Section 3.9.8, within eight (8) years of application.
- 3.9.10. 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); use or possession of marijuana; 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.
- 3.9.11. For good cause, subject to appeal pursuant to Section 8 below. Good cause is defined to include, but is not limited to, arrests, charges, offenses, and/or convictions related to the responsibilities and functions of a taxicab driver, not specifically outlined in this section, that would preclude an applicant from possessing an OCTAP Driver Permit.

3.10. Driver Permit Suspension/Revocation.

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

- 3.10.1. Failure to comply with the applicable provisions (including timeliness of submissions) of the OCTAP Regulations.

- 3.10.2. Circumstances providing grounds for denial of a Driver Permit as outlined in the OCTAP Regulations.
- 3.10.3. Revocation or suspension of driver's California driver license.
- 3.10.4. Driver's failure to cooperate with an Agency's law enforcement officers, code enforcement officers, OCTAP staff, and/or California Highway Patrol officers.
- 3.10.5. Notification to OCTAP by the Permittee that the driver is no longer an authorized driver for the Permittee.
- 3.10.6. Testing positive on a drug and alcohol screening, or failure to submit to Permittees random drug and alcohol testing program.
- 3.10.7. Not enrolled and active in the required random drug and alcohol program.
- 3.10.8. Notification of any matter requiring such action by OCTAP.
- 3.10.9. For good cause pursuant to Section 8, subject to appeal. Good cause is defined to include, but is not limited to, arrests, 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.
- 3.10.10. A driver who has had a permit revoked shall be prohibited from applying for a new Driver Permit for one (1) year from the date of revocation.

3.11. 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.

3.12. Driver Permit Denial.

A Driver Permit applicant may appeal a permit denial, suspension or revocation as provided for in Section 8.

3.13. Driver Permit Surrender.

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

4. TAXICAB PERMITS

4.1. Taxicab Permit Required.

No person shall operate a taxicab, or advertise a taxicab business, within the Area of Jurisdiction of an Agency without a Taxicab Permit from OCTAP.

4.2. Inspections.

OCTAP will complete a vehicle inspection prior to issuance, renewal, or replacement of a Taxicab Permit. Upon meeting all inspection standards and upon passing the taxicab inspection, OCTAP shall issue and install a nontransferable Taxicab Permit on each approved taxicab. The Taxicab Permit must remain affixed to the left-hand corner of the rear window of the taxicab for which the Permit is issued. A Taxicab Permit is valid for one (1) year from date of issuance, unless suspended or revoked for cause by OCTAP.

4.2.1. In addition to the initial and annual taxicab inspection, all taxicabs operated under OCTAP authority shall submit to random inspections by OCTAP inspectors, Agency peace officers, or Agency code enforcement officials. 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 may cite the drivers and companies for violations of the OCTAP regulations that are included their city's Municipal Code, or the California Vehicle Code, and will notify OCTAP of the actions taken for appropriate OCTAP follow up action.

4.2.2. If a taxicab fails any inspection due to Minor Items, the taxicab will be placed into "Must Repair" status. The Permittee is required to present the taxicab to OCTAP for re-inspection within ten (10) calendar 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) calendar days while repairs are made and completion of the repairs is verified by an OCTAP re-inspection. A re-inspection fee shall be required at the time of re-inspection.

- 4.2.3. In the event that all required repairs have not been made to a taxicab placed in “Must Repair” status within ten (10) calendar days, the Taxicab Permit will be revoked and must be surrendered to OCTAP. A new annual inspection will be required to place the taxicab back into service.
- 4.2.4. If a taxicab fails any inspection due to Major Items, the inspector shall place the taxicab into “Out of Service” status and shall suspend and remove the Taxicab Permit 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 shall be required at the time of re-inspection.
- 4.2.5. Upon correction, payment of fees, and passing a re-inspection, OCTAP shall reinstate the Taxicab Permit using the original expiration date.

4.3. Non-Permitted Vehicles.

Taxicabs that do not possess a valid OCTAP Taxicab Permit must display “Not In Service” signs indicating the vehicle is not available for service when on a public roadway. 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. If magnetic signs are used, they must be placed on one door of each side of the taxicab. If equipped, a not in service top light may additionally be used.

4.4. Vehicle Replacement.

OCTAP shall issue a Taxicab Permit for a replacement taxicab, valid for the time remaining under the Taxicab Permit of the replaced taxicab, upon satisfaction of the following conditions:

- 4.4.1. Permittee submits the new taxicab within two weeks of the time that the original permit is surrendered.
- 4.4.2. Surrender of an identifiable existing Taxicab Permit to OCTAP.
- 4.4.3. Payment of Vehicle Permit replacement fee.

4.4.4. The proposed replacement taxicab passes a taxicab inspection.

4.5. Taxicab Permit Renewal.

A Taxicab Permit shall be renewed annually by scheduling and presenting a taxicab to the OCTAP facility for inspection, and by paying all applicable fees.

4.5.1. Upon the successful completion of the taxicab inspection, OCTAP shall affix a new expiration year to the Taxicab Permit.

4.5.2. A taxicab presented for inspection after the permit expiration date will be charged late fees, up to and including the date the taxicab permit is renewed (in accordance with the current OCTAP Fee Structure), and subjects the Permittee to other administrative actions and fines.

4.6. Taxicab Permit Surrender.

A Permittee, when selling or removing a taxicab from the fleet, must assure that the OCTAP Taxicab Permit, welcome decals, and other OCTAP taxicab markings are removed and that the vehicle cannot be mistaken by the public as an authorized taxicab. OCTAP Permits and welcome decals must be surrendered to OCTAP.

4.6.1. A Permittee must immediately surrender the Taxicab Permit to OCTAP if a taxicab has been removed from the OCTAP approved insurance policy, if the Taxicab Permit is revoked, or upon its expiration (if the Taxicab Permit is not to be renewed).

4.6.2. A Permittee who fails to submit to a renewal inspection and fails to surrender a Taxicab Permit to OCTAP shall be charged late fees, up to and including the date of renewal of the taxicab, in accordance with the current OCTAP Fee Structure.

4.6.3. A taxicab permit which is voluntarily surrendered by a Permittee can be replaced upon completion of an annual taxicab inspection and payment of the required fees, or as provided in Section 4.7.

4.7. Replacement Taxicab Permit.

If a Taxicab Permit has been damaged or is missing due to theft or destruction, a replacement permit will be issued to the same taxicab and Permittee, upon completion of an inspection and payment of the required replacement fee. The replacement Taxicab Permit shall be valid for the remaining term of the Taxicab Permit that was replaced.

5. TAXICAB REQUIREMENTS

All taxicabs shall meet all requirements of the current California Vehicle Code. Current California Vehicle Code shall take precedence over any OCTAP taxicab requirement. Certain equipment must be present and fully functional as original equipment provided by the vehicle manufacturer (OEM), as specified in this section. Taxicabs must be maintained to these standards at all times.

5.1. Body Condition.

- 5.1.1. Taxicab must be free from body damage not attributed to normal wear and tear. No frame damage, holes, or loose pieces hanging from the taxicab body are permitted. Front and rear fenders, bumpers, hood, trunk, and trim shall be securely affixed and shall be original or replacement parts from the manufacturer of the vehicle.
- 5.1.2. The exterior of the taxicab shall be maintained in a clean condition and shall be free of excessive dirt, tar, oil, or other signs indicating obvious neglect to wash.
- 5.1.3. The taxicab paint shall not be mismatched, faded, blistered, cracked, chipped, peeled, scratched, or show visible signs of rust.
- 5.1.4. The approved color scheme, name, monogram, or insignia and vehicle markings are consistent with the submitted and approved plan in accordance to Section 2.1.11.8.

5.2. Brake System.

All brakes and component parts thereof shall be maintained in good condition and in good working order, pursuant to California Vehicle Code § 26453.

5.3. Climate Control.

Taxicabs shall be equipped with a defrosting device which is adequate to remove snow, ice, frost, fog, or internal moisture from the windshield, pursuant to California Vehicle Code § 26712.

- 5.3.1. 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.

5.4. Exhaust System.

No taxicab shall be operated in a manner resulting in the escape of excessive smoke, flame, gas, oil, or fuel residue, pursuant to California Vehicle Code § 27153.

5.5. Fuel Tank Cap.

No taxicab shall be operated or parked upon any highway unless the filling spout for the fuel tank is closed by a cap or cover of noncombustible material, pursuant to California Vehicle Code § 27155.

5.6. Horn.

Taxicabs shall be equipped with a horn in good working order and capable of emitting sound audible under normal conditions from a distance of not less than 200 feet, but no horn shall emit an unreasonably loud or harsh sound, pursuant to California Vehicle Code § 27000.

5.7. 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.

5.8. Interior Condition.

Passenger compartment, driver compartment, and trunk or luggage area shall be clean, fully operational, and available for customer use. The taxicab must be free of items not related to the operation of a taxicab, and offensive odors, including smoking of any kind, by a passenger or driver.

- 5.8.1. Seat upholstery shall be clean. Interior walls, carpet, 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.
- 5.8.2. 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.
- 5.8.3. Dashboards shall be maintained in a manner that is clean and free of loose articles. Dashboards shall be free of cracks, holes, and tears.

5.9. Interior Information.

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.

- 5.9.1. The Information Card shall contain the following Permittee information: name, business address and telephone number. The Information Card must also include the name, address, website, and phone number of the regulating agency (OCTAP), the authorized fare schedule, and a credit card acceptance statement indicating, at minimum, MasterCard® and Visa® as acceptable forms of payment.
- 5.9.2. The taxicab fleet number must be a minimum height of 1 inch and be located adjacent to, or made part of the interior Information Cards.

5.10. Proof of Insurance.

Taxicab drivers shall at all times carry in the vehicle evidence of the form of financial responsibility in effect for the vehicle, pursuant to California Vehicle Codes § 16020 through 16028.

5.11. California Vehicle Registration.

Evidence of valid and current vehicle registration must be maintained in each taxicab, pursuant to California Vehicle Code § 4462.

- 5.11.1. Registered as a commercial vehicle, pursuant to California Vehicle Code § 260.
- 5.11.2. Registered to the Permittee showing the same Permittee name and address or registered to the OCTAP permitted driver showing the same permitted driver name and address.

5.12. License Plates.

Both front and rear permanent license plates must be present, pursuant to California Vehicle Code § 5202. If plates have not yet been issued by the DMV, proper and original DMV documentation, which authorizes temporary vehicle operation, must be presented to OCTAP. Upon receipt of commercial plates, Permittee must notify and provide a copy of the registration to OCTAP within ten (10) days.

5.13. Lights and Lenses.

- 5.13.1. Headlights shall be operational on both high and low beams, pursuant to California Vehicle Code § 24400.
- 5.13.2. Taillights shall be operational and the light emitted be red in color, pursuant to California Vehicle Code § 24600.
- 5.13.3. Emergency flashers shall be operational, pursuant to California Vehicle Code § 24252.
- 5.13.4. Reverse lights shall be operational, pursuant to California Vehicle Code § 24606(a).
- 5.13.5. Turn signal lights shall be operational, pursuant to California Vehicle Code § 24951(b) (1).
- 5.13.6. Brake lights shall be operational, pursuant to California Vehicle Code § 24603(b).
- 5.13.7. License plate light shall be operational, pursuant to California Vehicle Code § 24601.
- 5.13.8. Interior lights shall be OEM, operational, and set to automatically activate when passengers are entering or exiting the taxicab.
- 5.13.9. Light lenses must be OEM, intact and contain no holes or large cracks.

5.14. Color and Graphic Design.

In accordance to Permittees OCTAP approved color and graphic design, exterior design elements and information shall be permanently affixed to the taxicab and shall consist of Permittees, and any other OCTAP approved information or design elements.

- 5.14.1. Permittees company name and taxi reservation phone number shall be placed on each side of taxicab in letters not less than 3 inches in height (in contrasting colors).
- 5.14.2. Permittees taxicab number shall be placed on each side and rear of the taxicab in numbers not less than 3 inches in height in accordance to the OCTAP approved marking scheme.
- 5.14.3. Permittees “Authorized fare posted inside taxicab” statement and credit card acceptance statement shall be placed on each side of

taxicab and must be a minimum of one (1) inch in height. Accepted credit cards must, at minimum, include MasterCard® and Visa®.

- 5.14.4. Two OCTAP-issued customer information decals shall be placed on the outside of both side rear windows. The decals shall indicate that the taxicab has been safety inspected and indicate a telephone number to call for information.

5.15. Mirrors.

Taxicab shall be equipped with not less than two mirrors, including one affixed to the left-hand side, pursuant to California Vehicle Code § 26709.

5.16. Muffler.

Taxicab shall at all times be equipped with an adequate muffler in constant operation and properly maintained to prevent any excessive or unusual noise, and no muffler or exhaust system shall be equipped with a cutout, bypass, or similar device, pursuant to California Vehicle Code § 27150(a).

5.17. Parking Brake.

Taxicab parking brake system shall be adequate to hold the vehicle, pursuant to California Vehicle Code § 26451.

5.18. Dispatch Devices.

Taxicabs shall be equipped with a two-way radio, cellular phone, computer system, or other dispatch and communication system, in working order.

5.19. Seat Belts.

Taxicab safety belts must be in good working order for the use of the occupants of the vehicle. The safety belts shall conform to motor vehicle safety standards established by the United States Department of Transportation, pursuant to California Vehicle Code § 27315.

5.20. Steering and Suspension System.

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

5.21. Taximeter and Meter Seals.

- 5.21.1. A fully operational taximeter with current and intact seals, or other new metering device approved by the California Division of Measurement Standards.
- 5.21.2. 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 thirteen (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. Temporary meter seals will be accepted when performing annual inspections, provided the vehicle is returned for re-inspection within 10 days or before the temporary seal expires, whichever is sooner. If the only reason for the re-inspection is a temporary meter seal, the vehicle will be failed in service and a minor item re-inspection fee will be required at re-inspection.
- 5.21.3. Taximeter shall be placed in the Taxicab so that the reading dial showing the amount of fare to be charged is fully illuminated and easily seen by the passenger.
- 5.21.4. 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 thirteen (13) months old, or the authorized fare is not being charged.
- 5.21.5. Taximeter shall not charge a fare other than the authorized fare.

5.22. Tires.

Tires must have tread depth of no less than 1/32 of an inch in any two adjacent grooves, showing no metal or fabric chords or sidewall damage, pursuant to California Vehicle Code § 27465(b).

5.23. Windows.

Front and rear windshield must be free of defects or objects that could obstruct, impair, or reduce the driver's vision, pursuant to California Vehicle Codes § 26708 and §26710.

- 5.23.1. Any replacement glass shall be OEM equivalent in all windows.

5.23.2. Windows shall be operational as originally designed.

5.23.3. No window tinting on windshield or front side windows per California Vehicle Code § 26708.

5.24. Windshield Wipers.

Windshield wipers maintained in good operating condition to provide clear vision through the windshield for the driver, pursuant to California Vehicle Code § 26707.

5.25. Foot Pedal Pads.

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

5.26. Vehicle Age.

OCTAP shall not issue a Taxicab Permit for any vehicle more than ten (10) model years old measured from the current calendar year (example: during calendar year 2016 vehicle must be model year 2006 or later). Vehicles older than ten (10) model years shall not be eligible to operate as a taxicab under any condition.

5.27. 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.

5.28 Seating.

All taxicabs shall be equipped to seat no more than eight (8) passengers, excluding the driver.

6. TAXICAB OPERATION

A driver must possess a valid Driver Permit in order to operate a taxicab. Driver shall not operate a taxicab that does not have a properly affixed and valid OCTAP Taxicab Permit. Driver shall ensure daily that the taxicab meets all taxicab requirements prior to placing the taxicab in service. 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. Any driver in possession of an altered, copied, or defaced permit will not be considered to be in possession of a valid driver's permit.

6.1. Solicitation.

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

6.2. Refusal to Transport.

A taxicab driver who is in service, not hired, and able to accommodate passengers, shall not refuse or neglect to transport any orderly person requesting transportation to that person's destination unless the driver can show beyond a reasonable doubt that one or both of the following conditions exist:

- 6.2.1. The driver personal safety is at risk.
- 6.2.2. The taxicab has been previously engaged by another person.

6.3. Direct Routes.

Driver shall carry a passenger to his/her destination only by the most direct and accessible route. With respect to a passenger's destination, a driver shall not:

- 6.3.1. Deceive or attempt to deceive any passenger who rides or desires to ride in his taxicab.
- 6.3.2. Convey or attempt to convey any passenger to a destination other than the one directed by the passenger.
- 6.3.3. Take a longer route to the passenger's destination than is necessary, unless specifically requested to do so by the passenger.
- 6.3.4. Fail to comply with the reasonable and lawful requests of the passenger as to speed.

6.4. 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.

6.5. Credit Card Payment.

In-vehicle electronic processing of credit cards using a magnetic swipe or microchip reader (when microchip reader is required by applicable state or federal law) as a method of payment to customers and issue a receipt for credit card payment. 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.

In-vehicle electronic processing is defined to mean that a customer's credit card information is electronically transmitted through a device intended for that purpose by means of a magnetic swipe or microchip reader. Credit card information may not be transmitted in any way to 3rd parties to perform a transaction.

6.6. Receipt.

Driver shall provide a receipt for the amount charged upon the request of the person paying the fare. Cash receipts and credit card receipts for payments using a device other than a credit card processing device provided by the Permittee, must contain the driver's name and permit number, telephone number, company affiliation name, charge amount, date, and time of transaction.

6.7. 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.

6.8. Agency or other Transportation Agreements.

Permitted OCTAP drivers may participate in agency or other transportation programs within the jurisdiction of OCTAP under the following conditions:

- 6.8.1. The driver must continue to follow all OCTAP regulations.
- 6.8.2. Taxicab driver must continue to display OCTAP Driver Permit regardless of any other identification that may be required by the program or agency.
- 6.8.3. Taxi meter must continue to be operated at any time that the driver is carrying a customer, regardless of any other fare agreement.

6.9. Advertising.

Every permitted driver shall include in every written or oral advertisement of the drivers taxicab services, the name of the Permittee, the Permittee OCTAP permit number, and drivers OCTAP permit number. An advertisement includes, but is not limited to, the issuance of any card, sign, or device to any person; the causing, permitting, or allowing the placement of any sign or marking on or in any building or structure; or an advertisement in any media form, including newspaper, magazine, radio wave, satellite signal, or any electronic transmission, or in any directory soliciting taxicab transportation services.

6.10. Additional Operational Requirements.

- 6.10.1. Driver shall not carry more passengers in the taxicab than are authorized by the manufacturer's recommendations. Operational seat belts must be available for all passengers.
- 6.10.2. Driver shall operate a taxicab in accordance with all applicable state and local laws and regulations and with due regard for the safety, comfort, and convenience of passengers, and of the general public.
- 6.10.3. Driver will not knowingly operate a taxicab equipped with a faulty or inaccurate taximeter, or a taximeter that shows signs of having been tampered with, or is not sufficiently illuminated, or the face of the taximeter cannot be easily seen by the passenger, or does not have properly attached and dated seals.
- 6.10.4. 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 of the vehicle. The Driver Permit must be attached in a way that makes it removable by the driver to provide to law enforcement, code enforcement officers, or OCTAP staff, when requested. If the driver's California driver license number appears on the Driver Permit, it may be covered by a removable label, if desired.
- 6.10.5. 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.

7. NON-PERMITTED TAXICAB OPERATION AND ADVERTISING

7.1. Information Warranting an Investigation.

The following information, provided by any person who identifies themselves and provides their contact information, will be deemed sufficient to warrant an investigation:

1. Reports alleging illegal taxicab operation shall require all of the following information be provided:
 - Date, time and location;
 - Description of activity;

- Vehicle's license plate number, color, make and model, and any distinctive characteristics.
2. As to an alleged violation of Government Code Section 53075.9 pertaining to advertising, a copy or sample of the advertising information (such as the sign, business card, advertising display, webpage, electronic recording or phone directory) evidencing non-compliance with the statute must be provided.
- 7.1.1. Upon review of the information required, and if the OCTAP Administrator or designee determines that the evidence warrants it, the OCTAP Administrator or designee will investigate for violation of OCTAP Regulations and issue any appropriate administrative action, including fines.
 - 7.1.2. OCTAP will investigate reports and refer verified bandit taxi activity incidents to the local code or law enforcement agency with a request for appropriate action(s).

8. APPEALS AND ADMINISTRATIVE HEARINGS

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

8.1. Notice of Appeal.

No later than ten (10) calendar days following the date on the notice of 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.

8.2. Stay.

Except as provided in Section 8.3., if an appeal is properly filed the adverse action shall be stayed pending the final determination on appeal.

8.3. 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.

8.4. 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.

8.5. Hearing Officer.

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

- 8.5.1. The hearing officer shall not be an OCTA employee.
- 8.5.2. The hearing officer shall expeditiously schedule the appeal hearing.
- 8.5.3. 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.
- 8.5.4. 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.
- 8.5.5. 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.
- 8.5.6. 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.
- 8.5.7. The hearing officer shall have the discretion to determine the appropriate action in response to the appeal.
- 8.5.8. The decision of the hearing officer shall be the final administrative remedy and shall be binding upon the parties to the appeal.

- 8.5.9. If the hearing officer decides to suspend or revoke a permit, the appellant shall immediately surrender the permit to the OCTAP Administrator.

8.6. 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.

9. PERMIT FEES AND TAXICAB FARES

9.1. OCTAP Permit Fees.

A schedule for Permit fees 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."

9.2. Taxicab Fares.

Driver must always run the taximeter when transporting a passenger. The fare charged the customer may not exceed the fare indicated on the taximeter except as provided in Section 6.8.

9.3. Metered Rates.

Taxicab metered rates are established by OCTAP.

- 9.3.1. Each Agency agrees to adopt the metered rates approved by the OCTAP Steering Committee, which is attached hereto as "Attachment 2."

- 9.3.1.1. Proposed revisions to the Metered Rate will be provided for consideration to the Steering Committee at a regularly scheduled quarterly meeting of the Steering Committee, or the Steering Committee may approve consideration of a revised Metered Rate recommended by a member.

- 9.3.1.2. The Steering Committee shall set a public hearing to receive comments from the public regarding any proposed revised Metered Rate. 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 Metered Rate.

- 9.3.1.3. 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.
- 9.3.1.4. The Steering Committee shall consider the proposed revised Metered Rates along with any public testimony presented in writing or orally at the time of the Public Hearing. The Steering Committee may adopt, modify, or reject the proposed Metered Rates. Any adopted revisions to the Metered Rates shall become effective no less than thirty (30) days following the adoption by the Steering Committee.
- 9.3.1.5. Upon adoption of revised Metered Rates, 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.
- 9.3.1.6. Any action by the Steering Committee to adopt a revised Metered Rate 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.

9.4. Refund Policy.

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

10. AMENDMENTS TO REGULATIONS

10.1. Administrative Amendments.

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

10.2. Substantive Amendments.

Notwithstanding Section 10.1., the Steering Committee is not authorized to adopt substantive amendments to the OCTAP Regulations. Any substantive amendment shall be recommended by the Steering Committee and be approved by each Agency. These amendments 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:

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

10.3. OCTAP Permit Fees and Taxicab Metered Rates.

- 10.3.1. Sections 10.1 and 10.2 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.
- 10.3.2. An amendment of the taxicab Metered Rates attached hereto as "Attachment 2" and adopted pursuant to Section 9.3.1.6. of these Regulations shall be considered an administrative amendment pursuant to Section 10.1 in order to ensure uniformity of fares within Orange County.

--End of Regulations--

OCTAP Regulations – Attachment 1
ORANGE COUNTY TAXI ADMINISTRATION PROGRAM

OCTAP FEE STRUCTURE

(Effective: July 1, 2016)

Company Permit

New One-Year Permit	\$4,659.20
Renewal	
One-year	\$1,541.28
Three-year	\$4,881.26

Vehicle Permits (per vehicle)

Annual Vehicle Inspection and Permit	\$433.68
Random Vehicle Inspection	No Charge
Re-inspection for Failed Major Item	\$164.32
Re-inspection for Failed Minor Item (within 10 days of original inspection)	\$72.49
Substitution or Replacement	\$58.50

Driver Permits

Annual Permit	\$115.70
Replacement	\$16.22
Transfer (to another company)	\$21.63
Re-instatement	\$21.63

Late Fees (Per Calendar Day)

Vehicle Permit - Maximum 15 days	\$31.36
Driver Permit – Maximum 4 days	\$31.36

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

OCTAP Regulations – Attachment 2

ORANGE COUNTY APPROVED TAXICAB METERED RATES

Effective: July 19, 2014

\$3.50 for the flag drop and first 1/5 mile
\$0.55 for each 1/5 mile, after the first 1/5 mile (\$2.75 per mile)
\$32.00 per hour wait time (Approximately \$0.53 per minute)

No Extra Charge for Additional Passengers.

OCTAP Regulations – Attachment 3

OCTAP ADMINISTRATIVE ACTION AND FINES SCHEDULE

Effective: July 1, 2016

Applies to Taxicab Permittee	DESCRIPTION	FINES (per occurrence)	ACTION
	Advertising Failure to include, in any form of advertisement; the company permit number and company name associated with the permit.	Up to \$5,000	Escalating fines per advertising occurrence, up to \$5,000 per incident.
	Taxicab permit Valid permit must be affixed to taxicab. Not in Service signs required if cab is not available for service.	\$500	Warning or suspension of company permit and revocation of all taxicab permits. Renewal, replacement, or re-inspection and fees apply.
	Random drug and alcohol testing Failure to maintain program in accordance to the policy submitted to OCTAP.	\$500	Warning or suspension of company permit and revocation of vehicle permits. Re-inspection and fees apply.
	Unauthorized driver Allowing a non-permitted individual or a driver to operate a taxicab without establishing a lease or owner-operator agreement.	\$500	Warning or suspension company permit and revocation of all vehicle permits. Re-inspection and fees apply.
	Insurance Failure to submit renewal at least one business day prior to policy expiration, incomplete submission, unqualified insurance provider, or inadequate coverage.	\$250	Suspension of company permit and revocation of vehicle permits on insurance policy expiration date. Re-inspection and fees apply.
	Fares Operating or allowing a driver to use a rate higher than authorized fares.	\$250	Warning or suspension of company permit and revocation of vehicle permits. Re-inspection and fees may apply.
	Failure to Cooperate or Comply with Regulations Failure to respond or provide documents requested by OCTAP and any failure to comply with regulations not specifically addressed in Administrative Action and Fines.	\$250	Warning or suspension company permit and revocation of all vehicle permits. Re-inspection and fees apply.
	Vehicle Registration Expired vehicle registration or operating a vehicle not registered to the OCTAP Permittee or affiliated permitted driver.	\$250	Warning or suspension of company permit and revocation of vehicle permits. Re-inspection and fees apply.
	Taximeter Broken or missing seals, outdated seals, non-functioning meter, or a taximeter that charges a fare other than the authorized metered rate.	\$100	Warning or suspension of company permit and revocation of vehicle permits. Re-inspection and fees apply.
Dispatch Failure to provide reservation and dispatch services or records in accordance to company policy submitted to OCTAP, or failure to provide dispatch records to OCTAP upon request.	\$100	Fine will increase to \$250 after second offense in a 24 month period. May result in suspension of company permit and revocation of all vehicle permits. Re-inspection and fees apply.	
DMV Pull Notice Program Failure to maintain an active program, to enroll driver(s), to notify OCTAP of non-qualified driver(s) as required, or to provide pull notice records to OCTAP upon request.	\$100	Warning or suspension of company permit and revocation of vehicle permits. Fine may increase for repeated occurrences	

	Customer Information Failure to display required interior information; out of service sign.	\$50	Warning. Re-inspection and fees apply.
	Driver Affiliation Notification Failure to notify OCTAP of non-qualified or unauthorized driver(s) within 24 hours.	\$50	Warning or suspension of company permit and revocation of all vehicle permits. Re-inspection and fees apply.
	Advertising Failure to include in any advertisement the OCTAP issued company and driver permit number and affiliated taxicab company name.	Up to \$5,000	Escalating fines per occurrence, up to \$5,000 per incident.
Applies to Taxicab Driver	Operating an Unsafe Vehicle Driver shall ensure daily that the taxicab meets all safety and inspection standards prior to placing the taxicab in service.	\$250	Vehicle may be placed Out of Service. Re-inspection and fees may apply.
	Fares Failure to run taximeter; charging a fare that exceeds authorized metered rate.	\$250	Repeated occurrence may result in suspension or revocation of Driver Permit.
	Failure to Comply with Regulations Allowing another person to use your driver permit, a non-permitted person, or driver not affiliated with Permittee to operate your taxicab. Operating a taxicab without a lease or operating agreement with Permittee; and any other failure to comply with regulations not specifically addressed in Administrative Action and Fines.	\$250	Warning, suspension, or revocation of driver permit.
	Acceptance of Payments Failure to accept Visa and/or MasterCard payments.	\$100	Warning, suspension, or revocation of driver permit for repeat offenses.
	Company Affiliation Driving a taxicab for a company not identified on your driver permit.	\$100	Warning, suspension, or revocation of driver permit.
	Failure to Cooperate Fail to respond to requests, or to provide documents requested by OCTAP staff.	\$100	Warning, suspension, or revocation of driver permit.
	Altered Permit Possession or use of an altered OCTAP permit.	\$100	Warning, suspension, or revocation of driver permit.
	Taximeter Broken or missing seals, outdated seals, non-functioning meter.	\$50	Taxicab will be placed Out of Service. Re-inspection and fees will apply
	Receipt Failure to provide a receipt or to provide a receipt that meets requirements set forth in regulations.	\$25	Re-inspection and fees may apply.
	Driver Permit Failure to display as required.	\$25	Fine increases to \$50 after second offense in a 24 month period.
	Insurance and Registration Failure to produce evidence of current insurance and/or registration	\$25 per item	Fines increasing to \$50 per item after second offense in a 24 month period.