



## Orange County Taxi Administration Program



### What does an OCTAP permit mean to the customer?

When traveling in a taxicab vehicle that displays a valid OCTAP vehicle permit, the customer knows they are traveling in a vehicle that:

- Is expected to be clean and free from foul odors
- Is properly insured
- Received a safety inspection at least once each year
- Has a fare meter that has been calibrated for accuracy by the California Department of Weights and Measures, and displays a valid meter seal
- Is operated by an OCTAP permitted driver



The OCTAP vehicle permit is located on the left-hand side of the rear window, behind the driver.

For additional information about OCTAP and OCTAP regulations, or for a complete list of OCTAP permitted taxicab companies, please visit [www.OCTAP.net](http://www.OCTAP.net)

**When utilizing a taxicab vehicle that is operated by an OCTAP permitted driver, the customer may expect a driver who:**

- Displays his/her valid OCTAP driver permit in the dash area of the vehicle, where it may be easily seen by a customer



- Has undergone a thorough criminal background investigation, driver record check and drug and alcohol screen
- Is enrolled in a subsequent arrest notification program, random drug and alcohol screening program, and DMV driver record notification program
- Is expected to be clean, courteous, and has knowledge of the service area (Orange County)
- Will offer a radio-free and conversation-free trip if requested
- Is expected to take the most direct route of travel to the customers destination
- Is expected to operate the fare meter, and charge a fare that is equal to or less than the fare displayed by the fare meter.
  - Companies and driver may offer a flat-rate or discounted fare, provided that it does not exceed the metered fare.
- Will accept a credit card as a method of payment
- Will provide a written receipt upon request

**If your taxi operator does not meet these expectations,  
please email [OCTAP@octa.net](mailto:OCTAP@octa.net) or call OCTAP at  
(949) 654-8294**