

**Orange County Taxi Administration Program  
Essential Services**

Background Checks – Orange County Taxi Administration Program (OCTAP) staff ensures that all company principals and taxicab drivers have submitted to a Department of Justice (DOJ) criminal background check, that the applicant is enrolled in the DOJ Subsequent Arrest Program, and that the applicant's background check has been reviewed and cleared by the Transit Police Services (Orange County Sheriff's Department) before issuing an OCTAP permit.

Business Licenses – OCTAP staff ensures that a taxicab company possesses at least one valid business license before issuing a company permit.

Department of Motor Vehicles (DMV) Pull Notice – OCTAP staff monitors taxi companies to ensure that their drivers are enrolled in the California DMV Pull Notice Program, and that companies review and report any disqualifying conditions.

Drug and Alcohol Program – OCTAP staff ensures that all taxicab drivers are screened annually and are enrolled in an approved random drug and alcohol testing program. Subsequent random tests are also reviewed at least weekly.

Insurance – OCTAP staff ensures that all companies continuously maintain commercial liability insurance that is compliant with OCTAP requirements.

Permit Processing – OCTAP staff ensures that all permitting processes are completed, and that accurate determinations are made based on OCTAP regulations before issuing or denying an OCTAP permit. OCTAP monitors permit expiration dates, driver license expiration dates, drug and alcohol program enrollment dates, drug and alcohol program testing, DOJ background checks and subsequent arrest program notifications to assure continuous compliance with the OCTAP regulations. OCTAP staff initiates the suspension or revocation of permit holders that do not meet OCTAP regulation guidelines. OCTAP staff ensures that proper notification is made to applicants and permit holders who are subject to an administrative action and that the individual is made aware of their right to appeal. OCTAP staff coordinates appeals hearings as necessary/requested, prepares hearing materials and the OCTAP case, solicits hearing officers, and prepares hearing determination letters for hearing officer signature.

Service Standards – OCTAP staff reviews company policies as part of issuing a company permit and monitors companies for compliance with regulations related to 24-hour live dispatch, maintaining order and dispatch records, credit card processing, issuing customer receipts, lost and found articles, complaint handling, taxicab vehicle breakdowns with a passenger on board (stranded passengers), required vehicle markings, posting OCTAP permits, and requirements to disclose their OCTAP permit number on all materials.

Unsatisfied Judgments - OCTAP staff ensures that company owners, principal officers, and partners are checked for unsatisfied judgments annually, as a condition of maintaining an OCTAP company permit (check performed by and cleared by Orange County Transportation Authority (OCTA) legal counsel).

Vehicle Standards – OCTAP staff ensures that every OCTAP permitted vehicle passes an annual vehicle inspection, is randomly inspected at least one each year, and is inspected for probable cause when an issue is reported by a member of the public or by an OCTAP member agency representative.

Meetings and Hearings – OCTAP staff coordinates and prepares materials for all quarterly OCTAP Steering Committee and Safety Committee meetings, public hearings, appeals hearings, and other meetings.

Research and Recommendations – OCTAP staff conducts research and makes recommendations to the OCTAP Steering Committee and member agencies in a number of areas, including setting passenger fares and regulation guidelines, and responds to all requests for public information.

Member Agency Support – OCTAP staff issues alerts to member agencies informing them of revoked company permits or reports of bandit operators within their jurisdiction, as necessary. OCTAP staff also participate in coordinated high-profile enforcement events with member agencies upon request.

Office Facilities, Equipment, Supplies, and Services – OCTA provides and maintains the OCTAP facility located in Garden Grove, provides all office equipment and supplies, and all accounting, cleaning, employment, legal, marketing, media, payroll, printing, website, and other services necessary to employ OCTAP staff and provide OCTAP services.