Orange County Taxi Administration Program

The Orange County Transportation Authority (OCTA) began regulating taxi operations in January 1998 on behalf of participating Orange County cities through the Orange County Taxi Administration Program (OCTAP). OCTAP simplified Orange County taxicab regulations with centralized permitting of cab companies, drivers and vehicles. Previously, each city regulated cab companies, resulting in a complex system, minimal standards and inadequate service for passengers. Now that regulatory functions are carried out by a single entity, customer service and industry standards have improved.

Funding

OCTAP does not generate any revenue from its services. The cost of administering the OCTAP program is covered by permits and licensing fees.

Oversight

Two committees guide OCTAP policies. The OCTAP Steering Committee is comprised of one member from each participating city, a representative from the tourist industry, and two taxicab industry representatives. This

OCTAP is improving taxi industry standards and customer service.

committee guides OCTAP on policy issues. The OCTAP Public Safety Committee is comprised of a law enforcement representative from each participating city. This committee guides OCTAP on issues relevant to public safety. Both committees meet quarterly.

FY2009 Highlights

Program established	1998
Permitted taxi companies registered	25
Permitted taxi cabs	811
Permitted taxi cab drivers	1,219

Participating Agencies:
• County of Orange
• All 34 cities

OCTAP Functions

Issue company, vehicle and driver permits

Conduct vehicle inspections

Monitor insurance requirements

Meet with agencies, law enforcement and cab companies

Coordinate with Safety and Steering committees

Report illegal taxicab activities

Conduct public outreach on taxi service

Coordinate education efforts with law enforcement

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