# Transportation Enforcement Branch Monthly Data Report

**California Public Utilities Commission | October 2016** 

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### INTRODUCTION AND SUMMARY

The Transportation Enforcement Branch (TEB) carries out the Commission's regulatory and safety oversight over for-hire passenger carriers (limousines, airport shuttles, charter and scheduled bus operators, and transportation network companies) and moving companies. The Commission also regulates the services and rates of vessel common carriers, which transport passengers or property by vessel within California. Authority over intrastate air carriers, for-hire vessel carriers, interstate passenger and household goods carriers, and intrastate private carriers of passengers is limited to registration of operations and filing evidence of liability insurance.

In October 2016, TEB staff worked on a total of 171 enforcement cases, collected over \$23,000 in fines, and processed more than 9,000 individual licensing actions, including new and renewal applications, changes to equipment lists, suspensions, revocations, and reinstatements from suspension or revocation.

### **ENFORCEMENT ACTIVITY**

TEB is working on a total of 147 cases. Investigations center on illegal carriers or violations of the Public Utilities Code, General Orders or Commission decisions. TEB's cases come from a variety of sources, such as complaints from carriers or consumers, and those opened on TEB's inspections or own initiative.

In October 2016, TEB closed 47 cases and initiated 25 new cases.

Enforcement Action	Passenger Carriers	Household Hoods
Investigations Initiated	9	16
Investigations Completed	30	17
Cease and Desist Orders	3	11
Open Investigations as of 10/31/16	77	70

# CITATIONS AND FINES

Through investigations, TEB issued citations for \$20,000 in October 2016. Year-to-date fines total \$248,000.

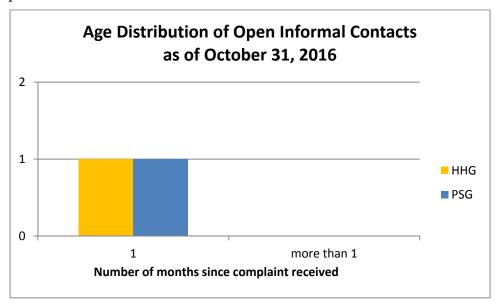
Date	Fine Amount
October 2016	\$20,000
January 1 – October 30, 2016	\$248,000

TEB collected \$6,000 worth of fines at Los Angeles International Airport (LAX).

LAX Onsite Citation Program (Passenger Carriers only)		
CPUC Citations	6	
LAX PD Citations	9	
Vehicles Impounded	7	
Fines Collected	\$6,000	

# **CONSUMER INTAKE UNIT**

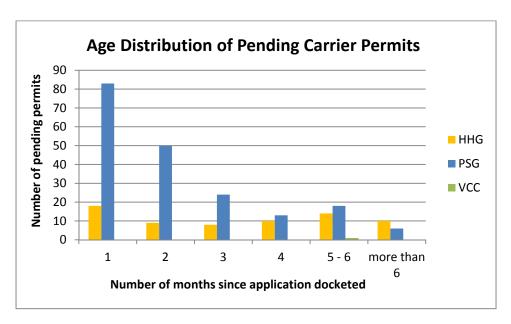
In October 2016, the TEB Consumer Intake Unit (CIU) received a total of 54 complaints against household goods (HHG) and passenger carrier (PSG) companies. CIU resolved all but one complaint within 30 days and recovered nearly \$7,400.00 for consumers. The below chart shows the "age" (i.e., number of months since complaint was received) of open complaints, as of October 30, 2016.



### APPLICATION AND PERMIT ACTIVITY

TEB received a total of 360 applications (including new, renewal, refile and transfer) and issued 388 permits during October 2016. TEB suspended 536 carriers' authorities, and revoked 81 authorities; reinstated 352 permits from suspension or revocation. TEB also processed 608 changes to carriers' equipment lists, and transmitted 226 bus terminal inspection notices to the California Highway Patrol. As of October 30, 2016, 666 applications await action by the CHP (inspections) or DMV (pull notice enrollment).

Type of Activity	Passenger Carrier	Household Goods
New Applications Received	63	11
Renewal Applications Received	181	0
Refile Applications Received	12	3
Transfer Applications Received	1	4
Permits Issued	311	9
Permits Suspended	435	67
Permits Revoked	57	18
Permits Reinstated (from suspension/revocation)	271	40
Applications awaiting action by DMV and/or CHP	521	76
Carrier-initiated suspensions	47	
Carrier-initiated revocations	17	
Vehicles Added/Deleted	656	
Address and Business Name Changes	65	
Terminal Inspection Notices Sent to CHP	289	
Total Active/Suspended Authorities as of 10/31/16	8686	1149



# TEB issued one deficiency letter to a TNC applicant during October 2016.

Date received	TNC DBA	Carrier#	Application Status
9/29/2016	California Metro Transit, Inc.	PSG0036890	October 31, 2016 – Second deficiency letter sent.