



California Public
Utilities Commission

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

May 2025

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TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)

TLAB's Licensing Section analyzes applications from carriers, issues permits and certificates to carriers that meet state requirements, writes proposed decisions to approve or deny carriers' CPCN applications, manages changes to carrier operations, communicates with carriers, and tracks carrier compliance with permit requirements. TLAB's Analysis Section functions as the Commission's subject matter expert on policy matters, providing technical and advisory support to commissioners, administrative law judges, and all levels of agency management on transportation matters.

Processing Carrier Applications

TLAB's Transportation Licensing Section processes and manages applications for over 8,000 carriers throughout California. Items processed in May 2025 include applications, vehicle and driver updates, vehicle safety inspection results, and other requests. This work is accomplished through the CPUC Transportation Carrier Portal (TCPortal), an online system that allows carriers to submit applications and other requests electronically and make payments online. The TCPortal tracks certain licensing activities as shown in the following tables and figures.

Figure 1. Total Permits & Certificates

Total Permits and Certificates. Figure 1 shows the total number of operating authorities (active and suspended) by month. Each carrier may have more than one operating authority.

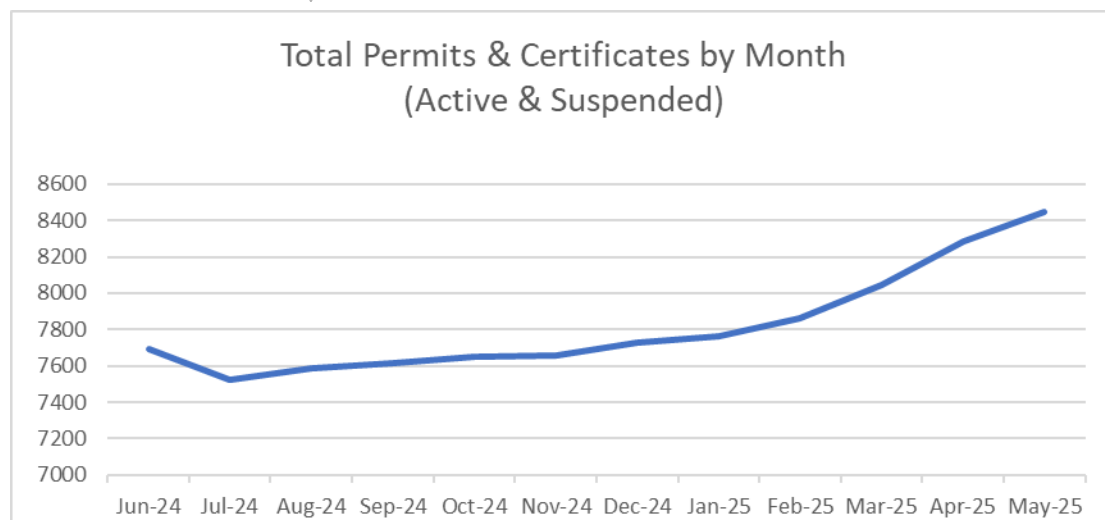


Table 1. Permits and Certificates by Category

Permits and Certificates by Category. The Commission grants permits and certificates for five categories of transportation carriers. Table 1 shows total numbers for those categories in the current month.

Carrier Type	Current Total
Transportation Charter Party	8321
Passenger Stage Corporation	92
Vessel Common Carrier	15
Transportation Network Company	17
Autonomous Vehicle	5

Figure 2. Monthly Completions of Permit Categories

Monthly Completions of Permit Categories. In addition to new applications for operating authorities, TLAB processes refile applications, transfer applications, and renewal applications. Figure 2 shows the application numbers of each category completed by month.

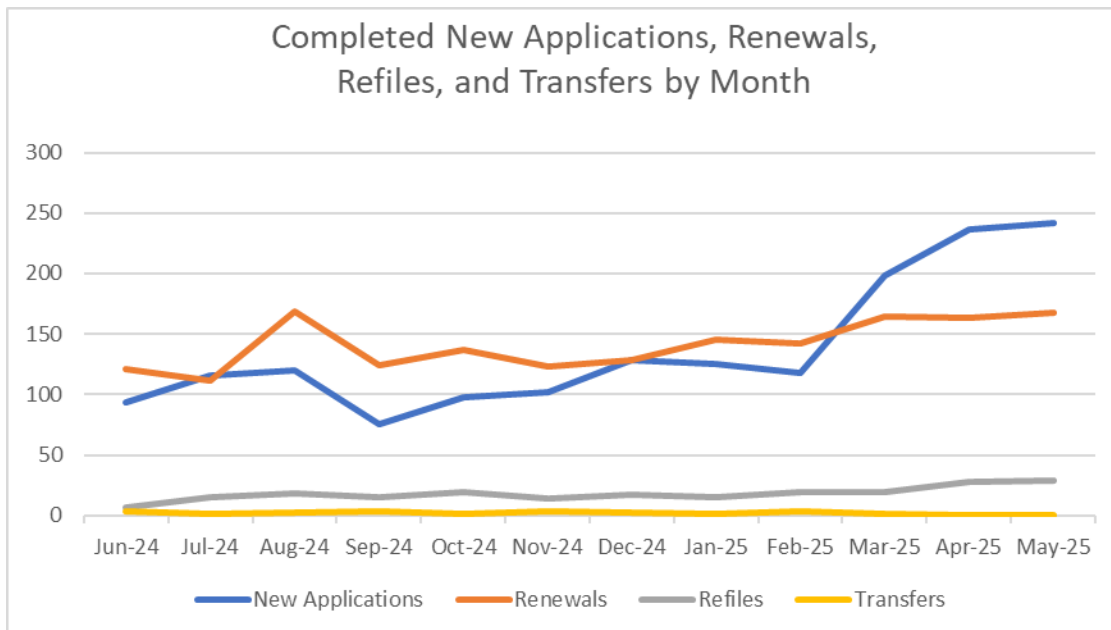


Figure 3. Suspensions and Revocations by Month

Suspensions and Revocations. Carriers can be suspended or revoked for various reasons such as failing to maintain active insurance or to file annual or quarterly PUCTRA statements. Carriers may also voluntarily suspend operations. Figure 3 shows both types of suspensions and revocations by month.

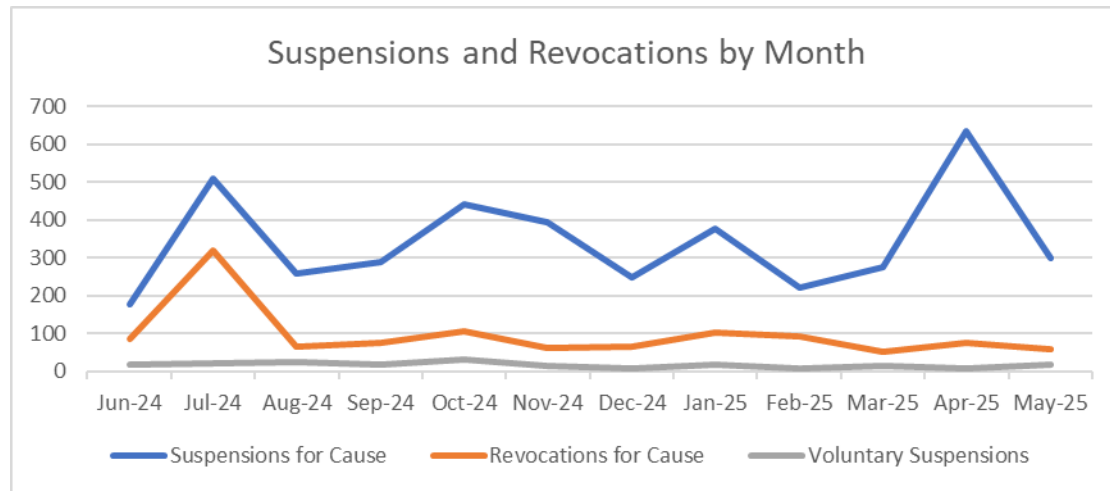
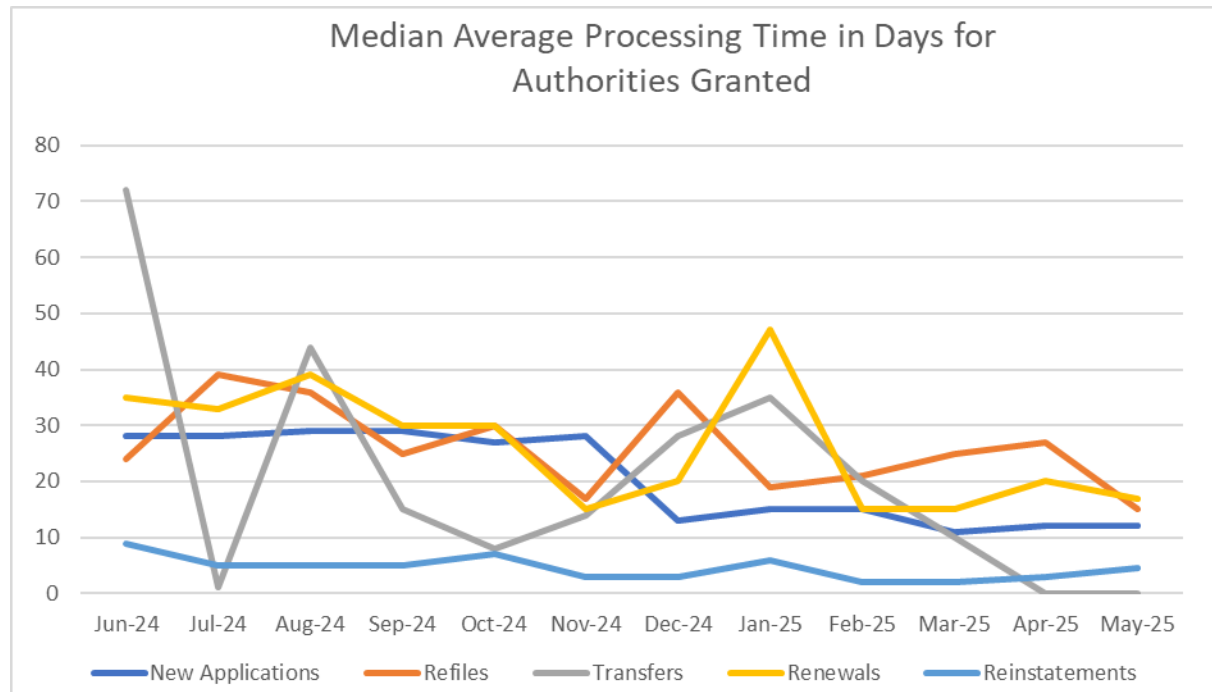


Figure 4. Average Processing Times

Averagem Processing Times. The total time to process an application, from initial receipt to issuance or denial of a permit or certificate, depends on internal processing time and on the time for external entities to provide necessary information. Upon receipt of applications, CPUC staff review them for completeness and issue deficiency notices to carriers for any outstanding items.

Examples of these items include evidence of insurance coverage filed by the carrier's insurance provider; evidence of compliance with drug and alcohol testing requirements; and inspection by the California Highway Patrol for modified limousines and vehicles with a seating capacity of 11 or more. Figure 4 shows the average total processing time for the major categories of permits and certificates processed by TLAB.



Docket Activity

Current Policy and Program Proceedings. The Transportation Analysis Section supports three current proceedings. R.12-12-011 develops regulations relating to transportation network companies and autonomous vehicles. R.19-02-012 implements Senate Bill 1376, incentivizing transportation network companies to provide on-demand service for persons with disabilities, including wheelchair users who need a wheelchair accessible vehicle. R.21-11-004 implements the California Clean Miles Standard and Incentive Program, enacted through Senate Bill 1014, requiring the California Air Resources Board and the Commission to jointly work to lower greenhouse gas emissions from transportation network companies.

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Baker**
 - Docket activity can be found [here](#)
- **R.19-02-012 / TNC Access Rulemaking / Chiv / Baker**
 - Docket activity can be found [here](#)
- **R.21-11-014 / Clean Miles Standard / Mason, Goldberg / Reynolds**
 - Docket activity can be found [here](#)

Carrier Application Proceedings. The Transportation Licensing Section assists the Commission in the regulation of Passenger Stage Corporations and Vessel Common Carriers. Passenger Stage Corporations (PSCs) are carriers that transport passengers between points on an individual fare basis. Examples are fixed-

route bus services and “share-the-ride” airport shuttle services. Vessel Common Carriers (VCCs) are carriers that transport persons or property between points in the state. Examples are commute ferry services in the San Francisco Bay and services between California mainland points and Catalina Island. PSCs and VCCs are common carriers and must file requests with the Commission through a formal process. Both carrier types require a “certificate of public convenience and necessity” (CPCN) from the Commission for the authority to operate in California.

- **A.22-10-013** / In the Matter of the Application of PACIFIC MARITIME GROUP, Inc., a California corporation, doing business as PACIFIC TUGBOATS (VCC-88), For Authorization To Increase Rates on its Vessel Common Carrier Service Operated Out of Los Angeles, Long Beach and Redondo Beach Harbors and Connecting to Avalon, Two Harbors and the Isthmus on Santa Catalina Island and all the Camps and Beaches That Surround Santa Catalina Island. / **05/06/2025 Applicant filed response to ALJ Ruling directing the filing of additional information.**
- **A.23-02-017** / Application of CATALINA CHANNEL EXPRESS, INC. (VCC-52), a California Corporation, to increase the baseline rates for its vessel common carrier service and to /retain its existing Zone of Rate Freedom. / **05/16/2025 Proposed Decision granting Application published.**
- **A.25-04-003** / Application of STAR & CRESCENT BOAT COMPANY, a Nevada corporation, doing business as FLAGSHIP CRUISES & EVENTS (VCC-63), for modification of VCC-63 to authorize Applicant to Provide Scheduled Service Between San Diego and Chula Vista. / **05/13/2025 Prehearing conference held.**

Joint Agency Collaboration/Outreach/Training

Joint Agency Collaboration. Information sharing and collaboration with other transportation agencies is a critical part of TLAB’s work.

- Bi-monthly TLAB Staff and CARB Staff coordination meeting on the Clean Miles Standard
- Bi-monthly Staff Work Group meeting between TLAB and Department of Motor Vehicles Autonomous Vehicles Branch

Outreach and Education. TLAB provides outreach and education to potential and current carriers through presentations on application fundamentals at venues such as SFO and LAX, and attendance at functions sponsored by transportation-related organizations such as the Greater California Livery Association and the California Bus Association.

Training. TLAB managers and staff regularly attend all trainings required by the Commission, as well as trainings for developing work skills and industry-specific trainings. For example:

- New Employee Training
- Supervisory Development Training

MONTHLY ACTIVITY REPORT – CPED

- Cybersecurity Training
- Harassment Prevention and Diversity and Bias Awareness Training
- Leadership Training

TRANSPORTATION ENFORCEMENT BRANCH (TEB)

The Transportation Enforcement Branch (TEB) regulates Charter-Party Carriers of Passengers (TCP) (e.g., limousines, airport shuttles, autonomous vehicles while in passenger service, chartered and scheduled bus operators, Transportation Network Companies (TNC) and vessels in California to safeguard the public by ensuring compliance with Commission General Orders (GO), Public Utilities (PU) Codes, and other applicable laws and regulations. TEB conducts our core safety assurance through compliance inspections, investigations, and enforcement activities. TEB also promotes safety by conducting outreach activities for passenger carriers, training for law enforcement on applicable General Order regulations, and reviews all public complaints that it receives.

Consistent with the Commission’s Strategic Directives¹ and Enforcement Policy,² TEB developed and utilizes a Safety Management System that is implemented through the following pillars: Transportation Safety Assurance, Transportation Risk Management, and Transportation Safety Promotion.

Transportation Safety Management System

TEB reports the following progress for May 2025 for the following program elements.

Transportation Safety Assurance – TEB’s program is designed to check that the Commission’s regulated transportation carriers comply with the Public Utilities Code, Commission decisions, and General Orders to ensure the safety of the public. TEB performs regular Safety Assurance functions through investigations, field operations, and related enforcement activities.

TEB Field Activities:

- San Jose International Airport – 05/01/2025
- Napa wine region– 05/24/2025
- Napa wine region– 05/31/2025
- Transportation Safety Complaint Referrals:
 - For the month of May 2025, TEB received a total of 29 complaints from CAB and other sources:

¹ [CPUCs Strategic Directives \(ca.gov\)](https://www.cpuc.ca.gov/strategic-directives)

² [CPUC Adopts Enforcement Policy to Promote Maximum Compliance, Transparency, and Public Safety](#)

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
Los Angeles World Airport Police Department (LAWAPD)	9
Transportation Licensing and Analysis Branch (TLAB)	8
Executive Office	8
Consumer Affairs Branch (CAB)	2
San Francisco Ground Transportation Unit (SFO GTU)	1
San Jose International Airport (SJC)	1

Transportation Risk Management – Continually identifying, assessing, and reducing operational risks through mitigation measures faced or posed by the transportation carriers the CPUC regulates. Continued monitoring of information, including but not limited to data obtained from field enforcement operations for emerging trends and any associated changes in relative risk.

Transportation Safety Promotion – Supporting efforts to assure that the public and regulated transportation entities can make informed choices and know how to respond to unsafe situations. For TEB, this includes Training and Education, Outreach Efforts with Industry and Law Enforcement, and Commission Engagement.

- San Diego International Airport Informational Training via Webex on 5/13/25 & 5/15/25
- Transportation Enforcement Branch Off-Site Training in San Diego on 5/21/25 - 5/22/25
- Wildcatter Roundtable in San Diego on 5/22/25
- San Diego Police Department-Gaslamp Team Training in San Diego on 5/23/25

Table 3. TEB Enforcement Activities³

2025 Enforcement Activity	Jan 2025	Feb 2025	Mar 2025	April 2025	May 2025	June 2025	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Total
Beginning Investigations Balance	124	110	126	117	127								N/A
(+) New Investigations	27	32	28	39	48								174
(-) Closed Investigations	41	16	37	29	26								149
Ending Investigations Balance	110	126	117	127	149								N/A
Investigations Open Longer than 6 Months	6	1	2	4	4								N/A
% Of investigations Open Longer than 6 Months	5%	1%	2%	3%	3%								N/A
Cease and Desist Notices	6	2	4	7	3								22
Airport Authority Warning Letters (G.O. 3.02)	0	1	4	0	3								8
Warning Letters	8	4	3	12	5								32
Citations	6	8	3	8	1								26

³ Effective January 2024, TEB will submit data based on the calendar year.

2025 Enforcement Activity	Jan 2025	Feb 2025	Mar 2025	April 2025	May 2025	June 2025	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Total
Vehicle Impounds	0	0	0	1	0								1

Table 4. TEB Fines Assessed from Investigations

Date	Citations/Fines
January – April 2025	\$128,000
May 2025	\$6,000
Cumulative 2025	\$134,000

Table 5. Citation Appeal Proceedings

Docket No./ ALJ / Enforcement Analyst / Supervisor	Entity	Status
K.22-11-012 ALJ Dugowson CPED: Steve Esguerra/ Rahmon Momoh	Edwin Torres, North Hollywood, unlicensed (PSG-5685)	Citation T.22-10-001 served October 24, 2022. Appeal Filed November 10, 2022. On October 11, 2024, legal filed and served our Joint Case Management Statement; On November 12, 2024, ALJ Dugowson granted the defense a 90-day continuance. On November 13, 2024, CPED offered to settle. On January 14, 2025, the appellant signed the Settlement Agreement and CPED signed it on January 15, 2025. On February 19, 2025, CPED filed the Joint Motion for Commission Adoption of the Settlement Agreement
K.23-12-016 ALJ Mutialu CPED: Destiny Graham/ Rahmon Momoh	Thorne Transportation Services (PSG-5955)	Citation T.23-11-001 served November 1, 2023. Filed December 22, 2023. PHC was on April 26, 2024, at 1:00 p.m. Pending ruling from ALJ. Draft Resolution received April 10, 2025. Appeal is denied, citation amount of \$5,000 is sustained and due on June 19, 2025. CASE CLOSED on May 20, 2025

MONTHLY ACTIVITY REPORT – CPED

Docket No./ ALJ / Enforcement Analyst / Supervisor	Entity	Status
K.24-05-024 ALJ Kelly CPED: Alex Nera / Lana Tran-Courtney	Tutor Time Learning Center, LLC (TCP 41692)	Citation T. 24-04-004 for \$15,000 served on April 29, 2024. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on June 4, 2024. Hearing held on November 5 th & 6 th , 2025. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs by June 13, 2025
K.24-05-027 ALJ Kelly CPED: Shirley Lei / Rahmon Momoh	Tutor Time Learning Center, LLC (TCP 41692)	Citation T.22-11-003 for \$16,000 served on November 22, 2022. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on July 2, 2024. Tutor Time Learning Center, LLC's motion to dismiss was denied on November 4, 2024. Hearings held on November 5 th & 6 th , 2025. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs by June 13, 2025
K.24-07-007 ALJ Petersen CPED: Mingfeng Li / Rahmon Momoh	Mexicoach, Inc. Active (TCP 36804) (PSG 5956)	Citation T.24-05-007 for \$20,000 served on May 23, 2024. Filed July 12, 2024. ALJ: Patrick Petersen (Assigned July 23, 2024) Commissioner: (July 23, 2024). On September 23, 2024, ALJ ruled granting Consumer Protection and Enforcement Division's Motion to file its confidential filing under seal
K.24-07-015 ALJ MacDonald CPED: Omar Teutle / Lana Tran-Courtney	Erhan Kantarci DBA Welcome Limousine U. S., Walnut Creek. Revoked (TCP 37165)	Citation T.24-05-006 for \$4,000 served on May 28, 2024. ALJ: Kieuchinh Tran (Assigned Aug 6, 2024). Appeal hearing scheduled for November 5, 2024. ALJ Kieuchinh ruled requiring additional information and requested responses filed no later than December 4, 2024. CPED filed response on November 22, 2024. Administrative Law Judges Ruling admitting evidence. This ruling admits additional material into the evidentiary record. On June 2, 2025, ALJ Katherine MacDonald was assigned.
K.24-10-015 ALJ Ormond CPED: Maika Renda / Eric Hooks	Bay Area Limousine and Tours LLC dba Limo5 Star Dot Com (TCP 33185)	Citation T.24-09-001 for 4,000 served on 9/4/2024. Filed October 22, 2024. ALJ: Jamie Ormond was Assigned on October 30, 2024. CPED Motion to accept late Compliance Filing was ordered on January 24, 2025. The hearing was held on February 11, 2025. Waiting for ALJ Ormond's ruling
K.24-11-004 ALJ Kelly CPED: Ronald	Soto's Transport, Inc. (TCP 39421 - Expired)	Citation T.24-08-005 for \$4,000 was served on August 14, 2024. Appeal filed on October 17, 2024. ALJ Gerald F. Kelly was assigned on December 3, 2024. A Telephonic Hearing is scheduled for April 14, 2025, at

Docket No./ ALJ / Enforcement Analyst / Supervisor	Entity	Status
Truss / Lana Tran-Courtney		2:30 p.m. Email ruling received April 17, 2025. Evidentiary Hearing was on May 19, 2025, and Opening Briefs were filed.

Table 6. TEB Field and Airport Operations – Total Vehicles Observed⁴

Month	Transportation Charter-Party (TCP)	Transportation Network Companies (TNC)	Passenger Stage Corporations (PSC)	Autonomous Vehicle Passenger Service (AV)
January 2025	126	0	0	0
February 2025	83	39	0	0
March 2025	62	143	0	0
April 2025	247	78	0	15
May 2025	96	80	0	0

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
Napa District Attorney & St Helena Police Department	Napa BottleRock Music Festival TCP/TNC/PSC Joint Operation
Napa District Attorney & St Helena Police Department	Napa La Onda Music Festival TCP/TNC/PSC Joint Operation

⁴ Effective January 2024, TEB will submit data based on the calendar year.

UTILITIES ENFORCEMENT BRANCH (UEB)

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the Commission to seek appropriate penalties and remedies for consumers.

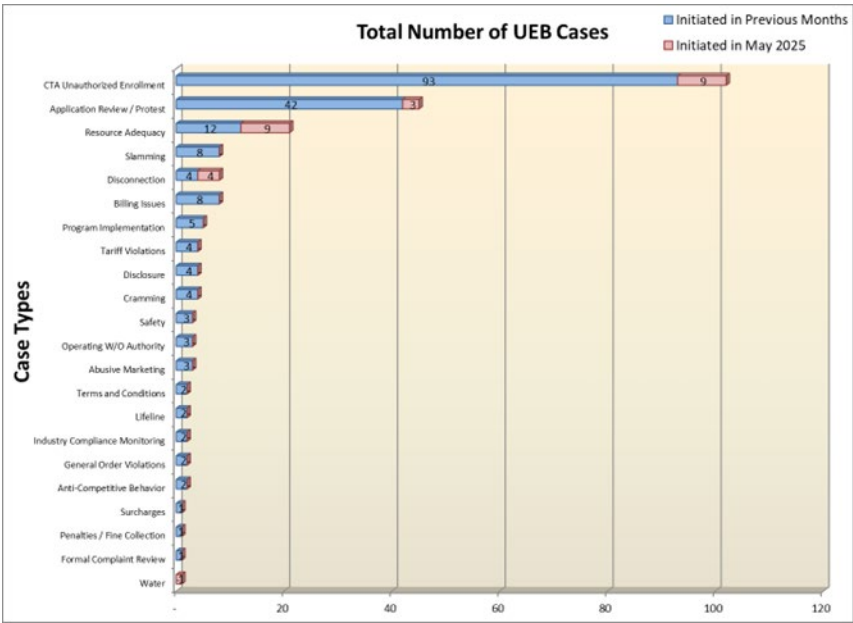
Monthly Highlights

- **AAA Natural Gas (AAA) CTA Citation Appeal (K.24-08-005):** On May 15, 2025, the Commission issued Resolution ALJ-477 approving the joint motion of AAA and CPED to dismiss the Core Transport Agent (CTA) citation appeal of UEB-003-0197. On August 2, 2024, AAA filed a Notice of Appeal of Citation No. UEB-003-0197 for \$1,000 issued by CPED for AAA’s violation of enrollment authorization. The appeal was dismissed, and AAA paid the citation in full.
- **Foothill Education Technology Partnership (FETP) (H.24-02-005):** On May 28, 2025, CPED and FETP participated in a prehearing conference scheduled by ALJ Kelly to discuss issues relating to the non-party status of FETP’s CEO, Creighton Grenoble. At the PHC, the ALJ ruled that he will be dismissing FETP’s appeal of the Administrative Enforcement Order (AEO) on the basis that Mr. Grenoble refused to file a motion for party status, and as a result, a non-party has no ability to challenge the AEO.
- **San Jose Clean Energy (SJCE) RA Citation Appeal (K.19-03-020):** This docket is for SJCE’s Application for Rehearing of Resolution ALJ-382, which denied SJCE’s appeal of Resource Adequate (RA) citation No. E-4195-0052 in the amount of \$6,791,155. On May 30, 2025, CPED and SJCE filed concurrent opening briefs. CPED argues that the citation be upheld because SJCE’s claim of unfavorable market conditions should not, and do not, excuse SJCE’s deficiency.

Key Activities

UEB is working on a total of 231 cases. Investigations center primarily on Core Transport Agent (CTA) Unauthorized Enrollment, Application Review/Protest, and Resource Adequacy. UEB’s cases come from a variety of sources, with Inter-Division referrals and UEB’s own scanning activities playing key roles.

Figure 5. UEB Total Number of Cases by Type as of May 31, 2025



Citations/Fines/Reparation

In May 2025, UEB issued RA citations to 7 Load Serving Entities for their failure to cure hourly System RA deficiency under the slice of day framework. The 7 RA citations totaled \$853,654.

In addition, UEB issued 5 CTA citations, each in the amount of \$1,000 for failure to provide proof of enrollment authorization.

Cumulative 2025 fines, reparations and penalties imposed from UEB’s cases are shown below.

Table 8. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
January – April 2025	\$9,986,000
May 2025	\$858,654
Cumulative 2025	\$10,844,654

- **Resource Adequacy (RA) Citation Program:** UEB issues citations and levies fines to enforce Load Serving Entities' (LSE) compliance with system, local, and flexible resource adequacy requirements pursuant to Resolution E-4195, as modified by Decisions 10-06-036, Decisions 10-06-038, 11-06-022, 14-06-050, 19-06-026, 20-06-031, 21-06-029, 22-06-050 and 23-06-029. In May 2025, UEB issued 7 RA citations totaling \$853,654.

Table 9: RA Citations Issued in May

Citation No.	Load Service Entity	Amount
E-4195-0192	Apple Valley Choice	\$ 153,446
E-4195-0194	Desert Community	\$ 20,000
E-4195-0196	Lancaster Choice Energy	\$ 257,431
E-4195-0198	Pomona Choice	\$ 197,757
E-4195-0193	Rancho Mirage Energy	\$ 91,730
E-4195-0195	Santa Barbara Clean Energy	\$ 40,492
E-4195-0197	San Jacinto Power	\$ 92,796

- **Disconnection Citation Program:** UEB issues citations to enforce compliance with the disconnections-related consumer protection rules in D.20-06-003. This citation program is applicable to Southern California Edison Company (SCE), Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas), collectively referred to as California's large investor-owned utilities (IOUs).
- **Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In May 2025, UEB reviewed 333 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (April 2025) and identified 67 needing investigations for potential unauthorized enrollment. Staff issued 9 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 19 customers; 3 customers did not have enough information in CIMS for staff to issue a data request, and 5 CTAs have not yet submitted their response. Therefore, CTA investigations in May are still ongoing.

In May 2025, UEB issued \$3,000 in citations to Wave Energy (No. UEB-003-0611 and 0615-0616); and \$1,000 each to Big Tree Energy (No. UEB-003-0614) and Spark Energy (No.UEB-003-0613) for their failure to provide valid proof of enrollment authorization.

Table 10. UEB CTA-Related Complaints

Month Reviewed	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
May	333	67	9	19	3	1

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of May 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of May 2025, 41 of the Ordering Paragraphs (representing 100%) have been complied with, thus none are out of compliance.

Ordering Paragraphs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The ordering paragraphs assigned to UEB’s COPS do not include tracking for compliance with payment of fines, penalties, surcharges, or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff tracks such payments separately in our case management system and informs fiscal of any identified issues.

UEB-Related Proceedings

Table 10. UEB-Related Proceedings

Proceeding	Description	ALJ	Commissioner
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Houck
K.19-03-024	Appeal of San Jose Clean Energy to Citation E-4195- 0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division.	Kim	N/A

Proceeding	Description	ALJ	Commissioner
K.21-11-018	Appeal of Shell Energy North America to citation E-4195-113 issued on October 21, 2021 by Consumer Protection & Enforcement Division.	Cai	N/A
I.22-10-007	Order Instituting Investigation into the Operations and Practices of TC Telephone and Order to Show Cause to Determine Whether Respondents Violated the Laws, Rules, and Regulations Governing the California Universal LifeLine Program	Mason	Baker
K.23-11-015	Appeal of Silicon Valley Clean Energy to citation E-4195-143 issued on October 27, 2023 by Consumer Protection & Enforcement Division.	Goldberg	N/A
H.24-02-005	Request of FETP For Hearing on AEO for Violation of California Teleconnect Fund Program Rules.	Kelly	N/A
K.24-05-026	Appeal of San Diego Community Power to citation E-4195-0173 issued on April 30, 2024 by Consumer Protection & Enforcement Division	Afary	N/A
K.24-08-005	Appeal of AAA Natural Gas to citation UEB-003-0197 on July 5, 2024 by the Consumer Protection and Enforcement Division	Chiv	N/A

Outreach/Training/Other Activities

SNAP Summary: There was no SNAP meeting in May 2025.