



**California Public
Utilities Commission**

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

September 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 8,600 carriers throughout California. Items processed in September 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.

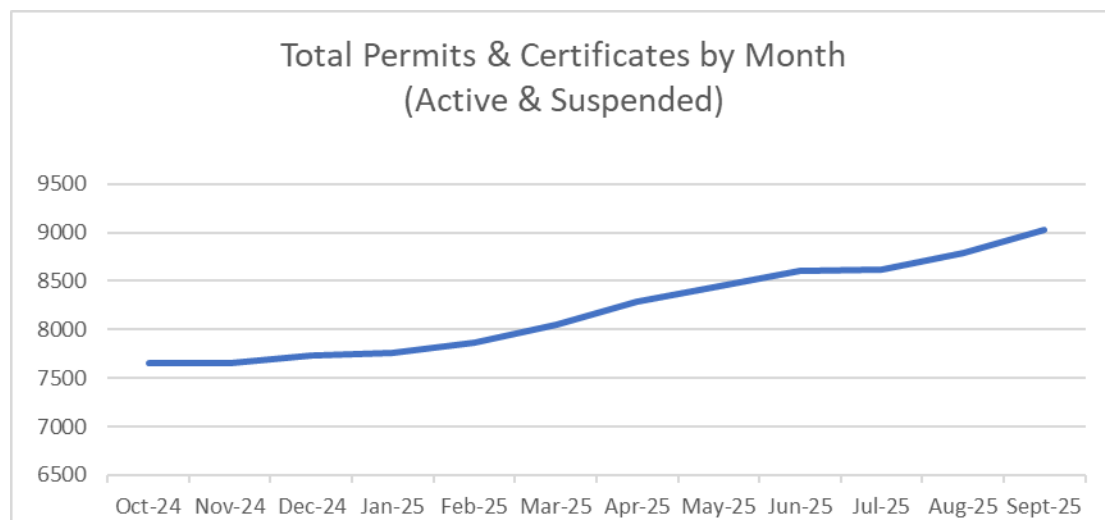


Table 1. Permits and Certificates by Category

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	8892
Passenger Stage Corporation	91
Vessel Common Carrier	15
Transportation Network Company	18
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.

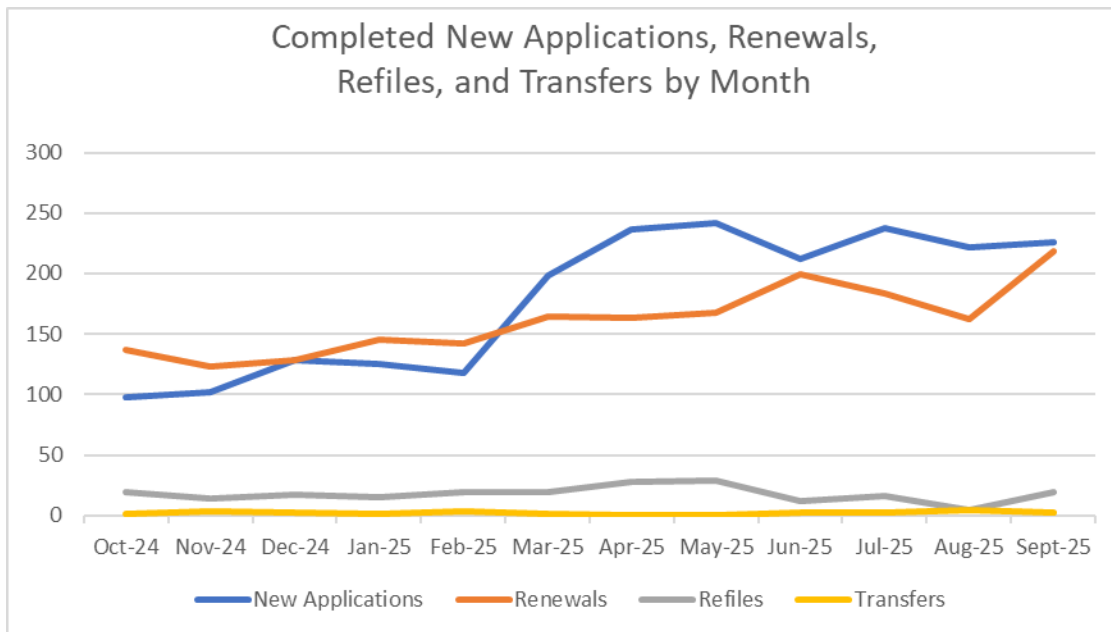


Figure 3. Suspensions and Revocations by Month

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.

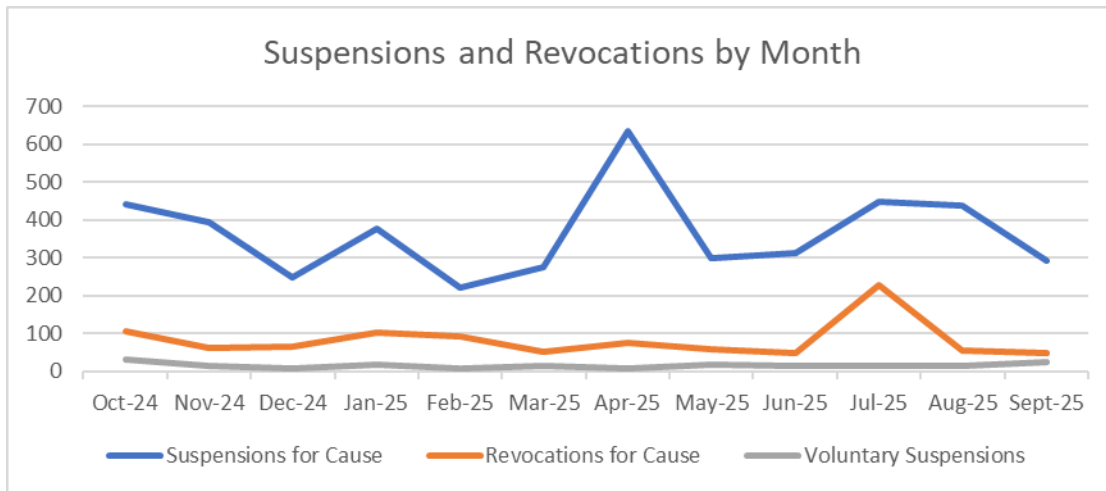
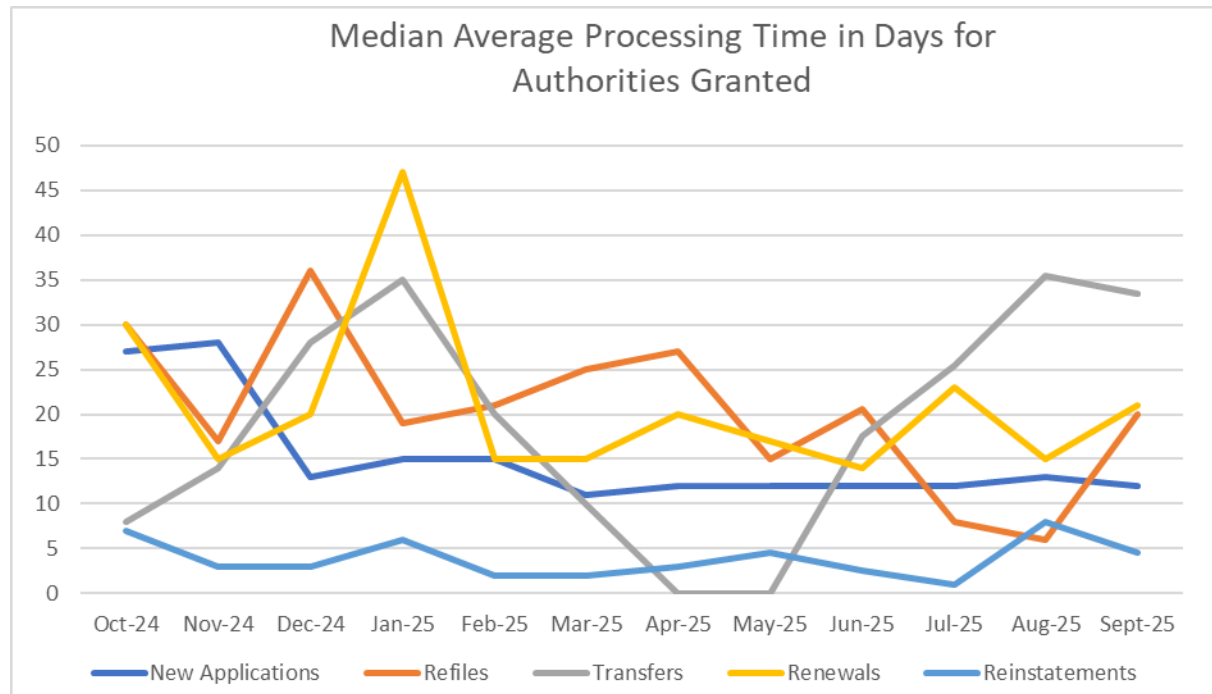


Figure 4. Average Processing Times

Average 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; its successor proceeding, R.25-08-013 addresses policies, processes and rules regarding autonomous vehicle passenger transportation service. 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](#)
 - Docket was reopened for Lyft motion and rehearing request.
- **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](#)
- **R.25-08-013 / Autonomous Vehicle Passenger Transportation Service / Mason / Baker**
 - 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.25-05-023/** Application of CATALYST TRADE INC. to Operate as a Scheduled Passenger Stage Corporation between the Hilton San Gabriel Hotel and the Los Angeles International Airport (LAX), serving Communities in the San Gabriel Valley Area, including the Cities of San Gabriel, Rosemead, Alhambra, Monterey Park, and surrounding areas in Los Angeles County; and to establish a Zone of Rate Freedom / **09/10/2025 Executive Director’s Order issued**
- **A.25-09-003 /** 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 / **09/15/2025 Application Filed**
- **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 / **09/26/2025 Decision issued approving Application**

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

TRANSPORTATION ENFORCEMENT BRANCH (TEB)

The Transportation Enforcement Branch (TEB) regulates for-hire 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 September 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:

- Levi’s Stadium Joint Operation – 9/13/2025
- San Francisco International Airport Joint Operation – 9/17/2025
- Hollywood Joint Operation – 9/18/2025
- Yosemite National Park Joint Operation – 9/19/2025 and 9/20/2025
- Oakland International Airport Operation – 9/24/2025

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](#)

- Transportation Safety Complaint Referrals:
 - For the month of September 2025, TEB received a total of 50 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
Consumer Affairs Branch (CAB)	11
California Highway Patrol (CHP)	1
Executive Office	3
Los Angeles Police Department (LAPD)	1
Los Angeles World Airport (LAWA)	20
Safety Enforcement Division (SED)	2
San Diego International Airport (SAN)	4
San Diego Police Department (SDPD)	1
San Francisco Ground Transportation Unit (SFO GTU)	3
Transportation Licensing and Analysis Branch (TLAB)	4

TEB Operational Analysis – 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.

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	149	164	141	156				N/A
(+) New Investigations	27	32	28	39	48	49	33	56	33				345
(-) Closed Investigations	41	16	37	29	26	34	56	41	51				331
Ending Investigations Balance	110	126	117	127	149	164	141	156	138				N/A
Investigations Open Longer than 6 Months	6	1	2	4	4	3	6	4	1				N/A
% Of investigations Open Longer than 6 Months	5%	1%	2%	3%	3%	2%	5%	3%	1%				N/A
Cease and Desist Notices	6	2	4	7	3	6	7	17	8				60
Airport Authority Warning Letters (G.O. 3.02)	0	1	4	0	3	5	0	7	0				20
Warning Letters	8	4	3	12	5	11	10	5	10				68
Citations	6	8	3	8	1	10	8	13	17				74
Vehicle Impounds	0	0	0	1	0	5	4	6	8				24

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

Table 4. TEB Fines Assessed from Investigations

Date	Citations/Fines
January – August 2025	\$273,000
September 2025	\$81,000
Cumulative 2025	\$354,000

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. On September 25, 2025, Resolution ALJ-480 resolves the appeal by Edwin Torres of Citation No. T.22-10-011. Closed on September 25, 2025.
K.24-05-024 ALJ Kelly CPED: Alex Nera / Lana Tran- Courney	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 was held on November 5 and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 2025.
K.24-05-027 ALJ Kelly CPED: Shirley Lei /	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 were held on November 5

Docket No./ ALJ / Enforcement Analyst / Supervisor	Entity	Status
Rahmon Momoh		and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 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 was assigned July 23, 2024. On September 23, 2024, ALJ ruled granting CPED's Motion to file its confidential filing under seal. ALJ ruled ordering parties to file a Joint Status Conference Statement by July 15, 2025. The appeals are converting into an agreed settlement and currently pending Commission approval. Joint Motion for Commission Adoption of Settlement Agreement filed on July 15, 2025.
K.24-07-015 ALJ MacDonald CPED: Omar Teutle / Lana Tran- Courney	Erhan Kantarci dba Welcome Limousine U. S., Walnut Creek. Revoked (TCP 37165)	Citation T.24-05-006 for \$4,000 was served on May 28, 2024. ALJ Kieuchinh Tran was assigned on Aug 6, 2024. Appeal hearing scheduled for November 5, 2024. ALJ 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.25-09-013 ALJ Theresa Moore CPED: James Barbarick / Lana Tran-Courney	Carey Limousine S.F. Inc dba A Chauffeured Limousines Active (TCP 9906)	Citation T.24-05-006 for \$20,000 was served on September 12, 2025. Carey Limousine S.F. Inc. Appeal was filed by Carey Limousine S.F. Inc. on September 29, 2025. Appeal from Citation K.25-09-013 is being assigned to Administrative Law Judge Theresa Moore on October 7, 2025.

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
June 2025	130	144	0	0
July 2025	179	33	0	0
August 2025	126	36	0	10
September 2025	148	0	2	0

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
Yosemite Park Rangers and California Highway Patrol	Yosemite National Park TCP/PSC Joint Operation
Los Angeles Police Department	Hollywood TCP/PSC Joint Operation
Santa Clara Police Department	Levi's Stadium TCP/PSC Joint Operation
San Francisco Airport Ground Transportation Unit and San Francisco Police Department	San Francisco International Airport TCP 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.

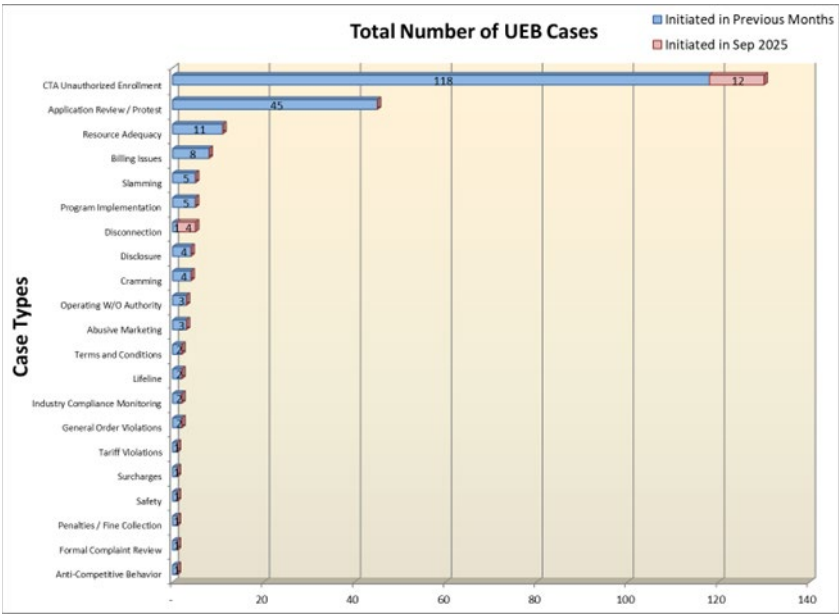
Monthly Highlights

- **Havasu Water Company Investigation (I.25-08-007):** On September 2, 2025, ALJ LeQuang issued a ruling setting the procedural schedule. On September 11, 2025, CPED sent a procedural schedule to the service lists of K.25-06-028 and I.25-08-007 seeking clarification on the consolidation issues. On September 24, 2025, Havasu Water Company filed its objection to the preliminary scoping issues in the OII. On September 30, 2025, parties attended the prehearing conference and discussed the preliminary scoping issues and procedural schedule.
- **Foothills Education & Technology Partnership (H.24-02-005):** On September 18, 2025, the Commission adopted Resolution ALJ-481 dismissing the request for hearing of FETP of the proposed Administrative Enforcement Order #CPUC-12-AEO, which was issued on January 12, 2024. After filing the initial request for hearing, FETP was unresponsive to all pleadings filed in this case and failed to attend any duly noticed hearing. Therefore, the request for hearing is dismissed, and Request for Hearing 24-02-005 is closed as of the issuance of the Resolution.
- **Silicon Valley Clean Energy Authority (K.23-11-015):** On September 29, 2025, the Commission adopted Resolution ALJ-482 affirming citation E-4195-0143 and denying SVCEA's motion to take official notice of Pacific Gas and Electric Company's Advice Letter 7578-E. The resolution found that CPED met its burden of proof in establishing that a violation occurred, and the citation penalty was correctly calculated. On September 30, 2025, CPED emailed and requested the Executive Director to correct several typographical errors in Resolution ALJ-482, where several references to citation E-4195-0143 were inadvertently transposed to E-4195-0134.

Key Activities

UEB is working on a total of 250 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 September 30, 2025



Citations/Fines/Reparation

UEB did not issue any citation in the month of September 2025.

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 – August 2025	\$10,994,731
September 2025	\$0
Cumulative 2025	\$10,994,731

- **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 10-06-038, 11-06-022, 14-06-050, 19-06-026, 20-06-031, 21-06-029, 22-06-050, 23-04-010, 23-06-029 and 24-06-004.

- **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). On August 8, 2025, UEB issued PG&E two Disconnection citations in the amount of \$2,000 (UEB-006-655-656) for its disconnection of residential customers during extreme weather conditions.
- **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 September 2025, UEB reviewed 228 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (August 2025) and identified 53 needing investigations for potential unauthorized enrollment. Staff issued 12 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 2 customers, and 5 customers did not have enough information in CIMS for staff to issue a data request. Therefore, CTA investigations in September are still ongoing.

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				
September	228	53	12	2	0	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of September 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of September 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
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

Proceeding	Description	ALJ	Commissioner
I.25-08-007	Order Instituting Investigation into the Operations, Maintenance, and Practices of Havasu Water Company (WTD-352) for Failure to Comply With the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Provided with Safe and Reliable Water Service and Order to Show Cause Why the Commission Should Not Petition the Superior Court for the Appointment of a Receiver.	LeQuang	Baker

Outreach/Training/Other Activities

SNAP Summary: On September 25, 2025, the SNAP call discussed revisions to the FCC’s updated disclosure rules designed to eliminate regulatory barriers and costs during the current transition from copper-based networks to IP-based networks. These changes are designed to provide improved and advanced communications services for consumers. The FCC issued a Notice of Proposed Rulemaking (Docket. 25-209 and 25-208) and is seeking comments regarding these issues.