



**Public Utilities Commission**

STATE OF CALIFORNIA

**CITATION FOR VIOLATION  
OF PUBLIC UTILITIES CODE**

To: MAWS Transportation, LLC  
DBA Mammoth All Weather Shuttle



File: TCP 28383-A  
Date: May 11, 2023  
Citation #: T.23-05-002  
Case #: PSG-5677

**VIOLATION(S)**

You are hereby cited for having violated sections of the Public Utilities (Pub. Util.) Code as described below. These violations occurred during the period of October 2021 through December 31, 2021:

- 1) Failed to enroll eight (8) drivers in the Department of Motor Vehicles [DMV] Employer Pull Notice [EPN] Program in violation of Pub. Util. Code Sections 5374(a)(1)(D) and 5381, G.O. 157-E, Part 5.02, and California Vehicle Code (CVC) section 1808.1. **[8 counts]**
- 2) Failed to enroll at least eight (8) drivers in a mandatory Controlled Substance and Alcohol Testing Certification Program for Pre-Employment Testing in violation of Pub. Util. Code Section 5374(a)(1)(I) and G.O. 157-E, Part 10. **[8 counts]**
- 3) Engaged four (4) drivers without being licensed with the proper class of driver's licenses and without the required endorsements and medical certificate, in violation of Pub. Util. Code Section 5387 (b)(c)(1)(E)(3) and G.O. 157-E, Part 5.01. **[4 counts]**
- 4) Failed to maintain waybills in violation of Pub. Util. Code section 5381 and G.O. 157-E, part 3.01. **[1 count]**
- 5) Failed to include pertinent information on the waybills in violation of Pub. Util. Code Section 5381 and G.O. 157-E, Part 3.01. **[1 count]**

## STATEMENT OF FACTS

The above violations are documented in the attached Investigation Report, which consists of the carrier's records and substantiating documents obtained from other sources.

## RESPONSE

You are hereby called upon to answer this citation on or before May 31, 2023.

By way of such answer, you may either:

- (1) Pay a fine of \$5,000.00 pursuant to P.U. Code Section 5378. (Submit your check or money order payable to California Public Utilities Commission using the attached *Citation Agreement*. Upon payment, the fine will be deposited in the State Treasury to the credit of the General Fund and the Commission staff will deem the matter closed, **or**
- (2) Contact the Program and Project Supervisor below to make payment arrangements, **or**
- (3) Contest this Citation by filing an Appeal. See attached document "*How to File an Appeal and Instructions for Filing a Notice of Appeal and Certificate of Service for a Citation Appeal.*"

If you fail to respond within the 20 calendar days, you will be in default of the citation and will have forfeited your right to appeal the citation. In addition, your operating authority will be immediately suspended and subsequently revoked, pursuant to Resolution ALJ-187. The Commission may also take action through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.

*Eric Hooks*

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Eric Hooks  
Program and Project Supervisor  
Transportation Enforcement Branch  
Consumer Protection and Enforcement Division  
(415) 703-2302  
[eric.hooks@cpuc.ca.gov](mailto:eric.hooks@cpuc.ca.gov)

Attachments

CIT-LIC



# Public Utilities Commission

STATE OF CALIFORNIA

File No.: TCP 28383-A

Citation #: T.23-05-002

Case #: PSG-5677

## CITATION COMPLIANCE AGREEMENT

I hereby agree to comply with this citation dated May 11, 2023, and herewith pay the fine of \$5,000.

[Redacted]

MAWS Transportation LLC

[Redacted]

[Redacted Signature]

(Signature)

President/COO

(Title)

5/18/2023

(Date)

Payment (cashier check or money order) should be made payable to California Public Utilities Commission and sent to:

California Public Utilities Commission  
Attention: Fiscal Office  
505 Van Ness Avenue  
San Francisco, CA 94102-3298

Automatic credit and debit card payments are also available. To arrange for autopay, fill out the attached CREDIT OR DEBIT CARD AUTHORIZATION form and mail to the above address.

**INVESTIGATIVE REPORT**

**CARRIER:** MAWS Transportation LLC, dba Mammoth All Weather Shuttle  
[REDACTED] (Active)

**OFFICERS:** [REDACTED], President,  
[REDACTED], Member/CEO

**AUTHORITY:** TCP [REDACTED]-A

**MAILING ADDRESS:** [REDACTED], Mammoth Lakes, CA 93546  
P.O. Box [REDACTED], CA 93546

**PHONE/EMAIL:** [REDACTED] / [REDACTED] / [REDACTED]

**VEHICLES:** 13 (active)

**EMPLOYEE-DRIVERS:** 14

**PL&PD INSURANCE:** [REDACTED] Insurance Company  
Effective Date: 11/9/2021

**WORKER'S COMPENSATION INSURANCE:** [REDACTED] Insurance Fund  
Policy Number: [REDACTED]  
Effective Date: 2/10/2016, Cancelled 2/10/22 [REDACTED]

**DRUG CONSORTIUM:** ADAT Inc.

## INTRODUCTION

On January 21, 2022, I was assigned to investigate the operations and practices of MAWS Transportation LLC. (Hereinafter referred to as MAWS) due to a consumer complaint, alleging that MAWS failed to maintain a current equipment list and at least two drivers drove buses without the proper class of driver's licenses and the required endorsements.

## VIOLATIONS

I investigated MAWS for the period of October 1, 2021 through December 31, 2021 and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and Commission General Orders (G.O.):

- **MAWS failed to enroll eight (8) drivers in the Department of Motor Vehicles [DMV] Employer Pull Notice [EPN] Program in violation of Pub. Util. Code Sections 5374(a)(1)(D) and 5381, G.O. 157-E, Part 5.02, and California Vehicle Code (CVC) section 1808.1. [8 counts]**

A search of the DMV online database show that MAWS enrolled in the EPN program under requestor code [REDACTED] on November 23, 2011 [**Attachment 1**]. A review of MAWS' Reservation Logs with trip information [**Attachment 2**] shows it engaged 8 drivers without being enrolled in the DMV EPN program during the review period [**Table 1**].

**Table 1 – Drivers not enrolled in DMV-EPN program**

NAME	Enrolled Date	Date of Operation 2021	Days Drove
[REDACTED]	12/21/2021	December: 19	1
[REDACTED]	12/21/2021	December: 17,18,19,20	4
[REDACTED]	12/21/2021	December: 20	1
[REDACTED]	12/21/2021	December: 3,5,8,11,17,18,19	7
[REDACTED]	9/11/2022	December: 10,19,20,21,23,24,26,28,29,30,31	11
[REDACTED]	12/21/2021	December: 19,20	2
[REDACTED]	Not Enrolled	December: 19	1
[REDACTED]	Not Enrolled	December: 29,30,31	3

- **MAWS failed to enroll at least eight (8) drivers in a mandatory Controlled Substance and Alcohol Testing Certification Program for Pre-Employment Testing in violation of Pub. Util. Code Section 5374(a)(1)(I) and G.O. 157-E, Part 10. [8 counts]**

G.O. 157-E Part 10 states in part, “All charter-party carrier applicants who propose to employ any driver who will operate a vehicle having a seating capacity of 15 persons or less, including the driver, must provide for a mandatory controlled substance and alcohol testing certification program for those drivers as required by this G.O. unless all such drivers are already covered by federal testing regulations”.

During the records review, the driver’s information was obtained from ADAT-Inc. consortium on November 7, 2022 for drivers [REDACTED] and [REDACTED]. MAWS provided drivers enrollment information, however, did not include the four listed drivers until November 8, 2022.

As shown in **Table 2** and **Attachment 3**, MAWS engaged its drivers for twenty-two days and 42 charter trips prior to conducting pre-employment testing and enrolling drivers in the drug and alcohol program.

**Table 2 – Drivers Drove prior to Enrollment in the Controlled Substance & Alcohol Testing Certificate Program**

<b>Driver’s Name</b>	<b>Enrollment Date</b>	<b>Date of Operation 2021</b>	<b>Days Drove</b>
[REDACTED]	6/10/2022	December: 9,16,17,21,22,23,24,25,28,29,31	11
[REDACTED]	6/13/2022	December: 19, 26	2
[REDACTED]	2/23/22	December: 17,18,19,20,21,22,23,25,26,27,28,29,30	13
[REDACTED]	12/16/2021	December: 3,5,8,11	4
[REDACTED]	12/17/2021	December: 10	1
[REDACTED]	2/26/2022	December: 19,20,26,27,28,30,31	7
[REDACTED]	Not Enrolled	December: 19	1
[REDACTED]	Not Enrolled	December: 29,30,31	3

- **MAWS engaged four (4) drivers without the proper class of driver's license and without the required endorsements and medical certificate, in violation of Pub. Util. Code Section 5387 (b)(c)(1)(E)(3) and G.O. 157-E, Part 5.01. [4 counts]**

Public Utilities Code Section 5387 states in part:

(b) A person who drives a bus for a charter-party carrier without having a current and valid driver's license of the proper class, a passenger vehicle endorsement, or the required certificate shall be suspended from driving a bus of any kind with passengers for a period of five years pursuant to Section 13369 of the Vehicle Code.

(c) (1) A charter-party carrier shall have its authority to operate as a charter-party carrier permanently revoked by the Commission or be permanently barred from receiving a permit or certificate from the Commission if it commits any of the following acts:

(E) Knowingly employs a bus driver who does not have a current and valid driver's license of the proper class, a passenger vehicle endorsement, or the required certificate to drive a bus. (3) The driver was operating the bus or limousine of a charter-party carrier of passengers without having a current and valid driver's license of the proper class, a passenger vehicle endorsement, or the required certificate.

General Order 157-E requires that the driver of a charter-party vehicle be licensed as required under the California Vehicle Code and comply with the driver provisions of the Motor Carrier Safety Sections of the Title 13 of the California Code of Regulations.

CVC Sections 12500(d), a person may not drive a motor vehicle or combination of vehicles that is not of a type for which the person is licensed (CVC 15275 and 15278 require a driver to carry a valid commercial driver's license for the appropriate class, and an endorsement issued by the DMV before operating any commercial motor vehicle (including a bus), when designed, used, or maintained to carry more than 10 persons including the driver).

DMV records [Attachment 4] show that four of MAWS' drivers ([REDACTED]-Class C/non-commercial, [REDACTED]-Class C/non-commercial, [REDACTED]-Class C/non-commercial, and [REDACTED]-Class C/non-commercial) shown in Table 2 operated commercial vehicles with class C non-commercial driver licenses, no medical certificates and without required passenger endorsements.

- **MAWS failed to maintain waybills in violation of Pub. Util. Code section 5381 and G.O. 157-E, part 3.01. [1 count]**

On May 31, 2022, a records request letter was emailed to Mr. [REDACTED]'s attention requesting MAWS' business operational records for review [Attachment 5]. In my list of records to obtain, I requested waybills. MAWS' representative Mr. [REDACTED] provided one sample

waybill and a reservation log spreadsheet for only November and December 2021. I requested via email to Mr. [REDACTED] the additional October waybills on October 20, 2022. Mr. [REDACTED] responded on October 26, 2022, as follows, “On 12/1/2021 we did a system switch from [REDACTED] to the [REDACTED] Group. We do not have access to the old system when we switched to the new software. We are working to access our old files and we will submit it as soon as we have the report.” I have not received the additional October waybills as of the date of this Investigative Report.

- **MAWS failed to include pertinent information on the waybills in violation of Pub. Util. Code Section 5381 and G.O. 157-E, Part 3.01 [1 count]**

The waybill sample provided by MAWS showed it was not in compliance with G.O. 157-E Part 3.01, particularly lacking the following information [**Attachment 6**]:

- a) TCP number and the suffix letter
- b) Transportation arrangement via written or telephone communication

#### **DECLARATION**

I have read the foregoing and know the contents thereof and I declare under penalty of perjury that the foregoing is true and correct, except as to those matters stated on information and belief, and to those matters, I believe to be true.

Executed on May 11, 2023 at Los Angeles, California.

*H. Kim Quach-Castro*

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H. Kim Quach-Castro



## **List of Attachments**

- Attachment 1: DMV-EPN Program enrollment information**
- Attachment 2: MAWS' waybills spreadsheet**
- Attachment 3: MAW's and ADAT Consortium's Drug/Alcohol enrollment and testing information**
- Attachment 4: DMV Records – 4 Drivers with non-commercial license and non-passenger endorsement**
- Attachment 5: Records Review Letter and Checklist sent to MAWS on 5/31/2022**
- Attachment 6: MAWS' Waybill sample with missing pertinent information**

Drivers

Employers

## EMPLOYER SEARCH

Requester Code	Employer Name	DBA	City	Search	Reset
BH539					

### MAWS TRANSPORTATION LLC

REQUESTER CODE: [REDACTED]	DBA NAME: MAMMOTH ALL WEATHER SHUTTLE
CONTACT PERSON: [REDACTED]	ADDRESS: PO BX [REDACTED]
PHONE NUMBER:	RC STATUS: A
EMAIL: [REDACTED]	CLASS/DESC: G / 0
EFFECTIVE: 11/23/2011	EXPIRES: 01/01/2040
REASON CLOSED:	CUTOFF:
RESTORE:	TOTAL DRIVERS: 11

Close



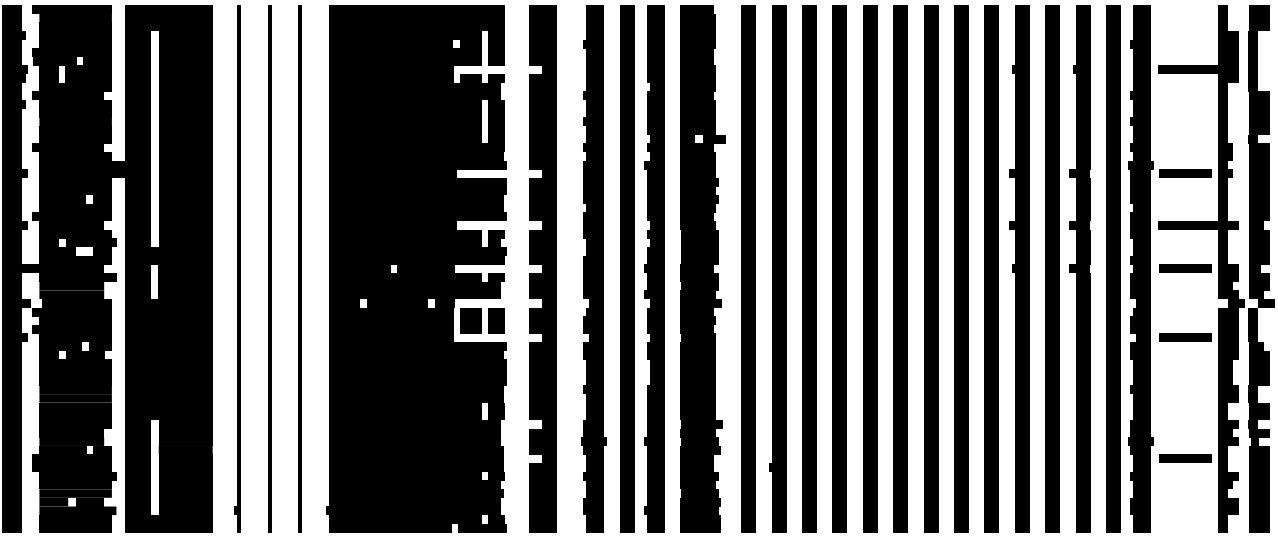
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



# ATTACHMENT 3



# RANDOM PROGRAM Certificate of Enrollment 2021-2022

## MAWS TRANSPORTATION LLC

Federal and/or State regulations may mandate that the enrolled company participates in some type of random selection process ALL COMPANY DRIVERS WILL BE PLACE IN A RANDOM POOL WITH OTHER DRIVERS THIS WILL INSURE ANNUAL RATE OF 50% OF THE AVERAGE NUMBER OF DRIVER POSITIONS and 10% OF REQUIRED ALCOHOL TESTING. Your random pool selection is random number generation process by DOCTORS REVIEW SERVICES That meets or exceeds the requirements of: 49CFR parts 40, 199, 382, 653, 654, US Coast Guard & CA SB46.

This certificate of enrollment is provided to the enrollee company. This is not a certificate of compliance. Compliance is ongoing and subject to change. Verification of compliance by third parties requires a completed Safety Services release. A third-party contract may be required.

This certificate is effective the date of receipt of the enrollment, renewal, or reinstatement fees. **This certificate may be photocopied.** This certificate is good until **NOVEMBER 9, 2022** unless canceled or revoked.

ADAT Inc.  
Affiliated Drug & Alcohol Testing

San Diego, CA 92108

fax: [REDACTED]

office: [REDACTED]

email: [REDACTED]



**From:** ADAT Inc. [REDACTED]  
**Sent:** Monday, November 7, 2022 12:35 PM  
**To:** Quach, Hang Kim <hangkim.quach@cpuc.ca.gov>  
**Subject:** Re: [EXTERNAL] Re: Drug and Alcohol Records Request - MAWS Transportation LLC - TCP 28383

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello, regarding your questions for MAWS Transportation LLC - TCP [REDACTED]

I show [REDACTED] taking a FEDERAL Pre-Employment drug test 6/10/2022 under the MAWS Transportation DOT Account not under TCP [REDACTED] account.  
The same for [REDACTED] she took a FEDERAL Pre-Employment drug test 6/13/2022 under MAWS Transportation DOT Account not under TCP [REDACTED] account.

Regarding [REDACTED] he was enrolled 2/28/2020 under MAWS Transportation LLC. TCP [REDACTED]

I show no record of [REDACTED] or [REDACTED].

The email sent was a copy of our Random Consortium Web Portal that has the current active drivers in the consortium. The delete/edit options are used if the driver has been terminated or is no longer actively driving for company.

Let me know if you have any questions regarding this matter.

Thank you,

[REDACTED]  
Program Manager,

ADAT Inc.

[REDACTED]  
San Diego, Ca 92108

O: [REDACTED]

Fx: [REDACTED]

Post Accident/ After Hours: [REDACTED]





**RANDOM PROGRAM  
Certificate of Enrollment  
2022-2023  
MAWS TRANSPORTATION LLC  
TCP [REDACTED]**

Federal and/or State regulations may mandate that the enrolled company participates in some type of random selection process ALL COMPANY DRIVERS WILL BE PLACE IN A RANDOM POOL WITH OTHER DRIVERS THIS WILL INSURE ANNUAL RATE OF 50% OF THE AVERAGE NUMBER OF DRIVER POSITIONS and 10% OF REQUIRED ALCOHOL TESTING. Your random pool selection is random number generation process by DOCTORS REVIEW SERVICES That meets or exceeds the requirements of: 49CFR parts 40, 199, 382, 653, 654, US Coast Guard & CA SB46.

This certificate of enrollment is provided to the enrollee company. This is not a certificate of compliance. Compliance is ongoing and subject to change. Verification of compliance by third parties requires a completed Safety Services release. A third-party contract may be required.

This certificate is effective the date of receipt of the enrollment, renewal, or reinstatement fees. **This certificate may be photocopied.** This certificate is good until **NOVEMBER 9, 2022** unless canceled or revoked.

ADAT Inc.  
Affiliated Drug & Alcohol Testing

[REDACTED]  
San Diego, CA 92108

fax: [REDACTED]

office: [REDACTED]

email: [REDACTED]





ADAT, INC. (ADATINC)

SAN DIEGO, California 92108

Cynergy MRO

Kansas City, MO 64108

MEDICAL REVIEW OFFICER REPORT - Confidential (DOT Controlled Substance)



Donor: Reason For Test: Pre-Employment Specimen ID: Substances test panel: FEDERAL

Donor ID: Lab Accession #: Specimen Type: Urine Regulatory Mode: FMCSA

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include AMPHETAMINES, MDA-ANALOGUES, COCAINE Metabolites, MARIJUANA Metabolites, PHENCYCLIDINE.

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include OPIOIDS: CODEINE/MORPHINE, MORPHINE, CODEINE, 6-Acetylmorphine, HYDROCODONE/HYDRO MORPHINE, MORPHINE, HYDROMORPHONE, HYDROCODONE, OXYCODONE/OXYMORPHINE, OXYMORPHONE, OXYCODONE.

Collected Date/Time: 02/23/2022 09:36 AM Lab Reported Date: 02/26/2022 MRO Received Date: 02/26/2022 MRO Date CCF2: 02/27/2022 MRO Verification Date: 02/27/2022 12:44 PM MRO Report Date/Time: 02/27/2022 12:44 PM

Overall verified result: \*\*\*Negative\*\*\*

Handwritten signature and text: ( - Verifying MRO)

Collection Site: FormFox Demo Site Salt Lake City, UT 84115-5314 PH:

Laboratory: Clinical Reference Lab Lenexa, KS 66215

Medical Review Officer: Kansas City, MO 64108 PH:

Comments:

This test was collected, tested and reviewed in accordance with current federal regulations.



ADAT, INC. (ADATINC)

SAN DIEGO, California 92108

Cynergy MRO

Kansas City, MO 64108

MEDICAL REVIEW OFFICER REPORT - Confidential (DOT Controlled Substance)



Donor: Reason For Test: Pre-Employment Specimen ID: Substances test panel: FEDERAL

Donor ID: Lab Accession #: Specimen Type: Urine Regulatory Mode: FMCSA

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include AMPHETAMINES, MDA-ANALOGUES, COCAINE Metabolites, MARIJUANA Metabolites, PHENCYCLIDINE.

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include OPIOIDS: CODEINE/MORPHINE, MORPHINE, CODEINE, 6-Acetylmorphine, HYDROCODONE/HYDRO MORPHINE, MORPHINE, OXYCODONE/OXYMORPHINE, OXYCODONE.

Collected Date/Time: 12/16/2021 12:00 AM Lab Reported Date: 12/17/2021 MRO Received Date: 12/17/2021 MRO Date CCF2: 12/17/2021 MRO Verification Date: 12/17/2021 02:40 PM MRO Report Date/Time: 12/17/2021 02:40 PM

Overall verified result: \*\*\*Negative\*\*\*

Handwritten signature and text: ( - Verifying MRO)

Collection Site: ADAT Inc San Diego, CA 92108-3771 PH:

Laboratory: Clinical Reference Lab Lenexa, KS 66215

Medical Review Officer: Kansas City, MO 64108 PH:

Comments:

This test was collected, tested and reviewed in accordance with current federal regulations.



Cynergy MRO

Kansas City, MO 64108

ADAT, INC. (ADATINC)

SAN DIEGO, California 92108

MEDICAL REVIEW OFFICER REPORT - Confidential (DOT Controlled Substance)



Donor: Reason For Test: Pre-Employment Specimen ID: Substances test panel: FEDERAL

Donor ID: Lab Accession #: Specimen Type: Urine Regulatory Mode: FMCSA

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include AMPHETAMINES, MDA-ANALOGUES, COCAINE Metabolites, MARIJUANA Metabolites, PHENCYCLIDINE.

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include OPIOIDS: CODEINE/MORPHINE, MORPHINE, CODEINE, 6-Acetylmorphine, HYDROCODONE/HYDRO MORPHINE, MORPHINE, OXYCODONE/OXYMORPHINE, HONE, OXYMORPHINE, OXYCODONE.

Collected Date/Time: 12/17/2021 12:00 AM Lab Reported Date: 12/21/2021 MRO Received Date: 12/21/2021 MRO Date CCF2: 12/22/2021 MRO Verification Date: 12/22/2021 10:31 AM MRO Report Date/Time: 12/22/2021 10:31 AM

Overall verified result: \*\*\*Negative\*\*\*

Handwritten signature and text: ( - Verifying MRO)

Collection Site: ADAT Inc San Diego, CA 92108-3771 PH:

Laboratory: Clinical Reference Lab Lenexa, KS 66215

Medical Review Officer: Kansas City, MO 64108 PH:

Comments:

This test was collected, tested and reviewed in accordance with current federal regulations.



ADAT, INC. (ADATINC)

SAN DIEGO, California 92108

Cynergy MRO

Kansas City, MO 64108

MEDICAL REVIEW OFFICER REPORT - Confidential

Donor: [Redacted]
Reason For Test: Pre-Employment
Specimen ID: [Redacted]
Substances test panel:

Donor ID: [Redacted]
Lab Accession #: [Redacted]
Specimen Type: Urine
Regulatory Mode:

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include THCA LCMSMS (15), AMP/MAMP (500/250), COD/MOR (2000/2000), MDMA/MDA (500/250), MARIJUANA MTB (50/15) 50.

Table with 3 columns: Drug, Screen Cutoff, Confirm Cutoff. Rows include 6-AM (10/10), COCAINE MTB (150/100), OXYC/OXYM (100/100), HYC/HYM (300/100), PHENCYCLIDINE (25/25) 25.

Collected Date/Time: 02/26/2022 12:00 AM
Lab Reported Date: 03/04/2022
MRO Received Date: 03/04/2022
MRO Date CCF2: 03/04/2022
MRO Verification Date: 03/07/2022 12:50 PM
MRO Report Date/Time: 03/07/2022 12:50 PM

Overall verified result: \*\*\*Positive\*\*\*
Substances: MARIJUANA MTB (50/15)

Collection Site: ADAT Inc, San Diego, CA 92108-3771, PH: [Redacted]

Laboratory: Clinical Reference Lab, Lenexa, KS 66215

Medical Review Officer: Cliff Marine, M.D., Kansas City, MO 64108, PH: [Redacted]

( [Redacted] - Verifying MRO)

Comments: unable to contact donor

# ATTACHMENT 4

1) DL/NO: [REDACTED]\*

B/D:1 [REDACTED]\* NAME: [REDACTED]\*

RES ADD AS OF 10-31-22: [REDACTED]

OTH ADD AS OF 11-21-17: [REDACTED]

AKA:

[REDACTED]

IDENTIFYING INFORMATION:

SEX:MALE\*HAIR:GREY\*EYES:BLU\*HT:6-01\*WT:250\*

LIC/ISS:10-31-22\* EXP:10-11-27\*CLASS:C NON-C

ENDORSEMENTS:NONE\*

HEALTH QUESTIONNAIRE EXPIRES:NONE\*

2) DL/NO: [REDACTED]\*

B/D: [REDACTED]\* NAME: [REDACTED]\*

MAIL ADD AS OF 06-24-22:PO BX [REDACTED] MAMMOTH LAKES 93546\*

RES ADD [REDACTED], MAMMOTH LAKES\*

OTH ADD AS OF 04-09-09: [REDACTED], NEWPORT BEACH\*

AKA:

[REDACTED]

[REDACTED]\*

IDENTIFYING INFORMATION:

SEX:MALE\*HAIR:BROWN\*EYES:BRN\*HT:5-10\*WT:175\*

ID CARD MLD:04-20-09\* EXP:03-22-15\*

LIC/ISS:06-24-22\* EXP:03-22-27\*CLASS:C NON-COMMERCIAL\*

ENDORSEMENTS:NONE\*

HEALTH QUESTIONNAIRE EXPIRES:NONE\*

3) DL/NO: [REDACTED]\*

B/D: [REDACTED]\* NAME: [REDACTED]\*

MAIL ADD AS OF 10-21-20:PO BX 820, MAMMOTH LAKES 93546\*

RES ADD [REDACTED] 03, MAMMOTH LAKES\*

OTH ADD AS OF 11-08-10:PO BX [REDACTED] JUNE LAKE\*

IDENTIFYING INFORMATION:

SEX:MALE\*HAIR:GREY\*EYES:HZL\*HT:6-01\*WT:175\*

LIC/ISS:10-21-20\* EXP:10-16-25\*CLASS:C NON-COMMERCIAL\*

ENDORSEMENTS:NONE\*

HEALTH QUESTIONNAIRE EXPIRES:NONE\*

4) DL/NO: [REDACTED] \*

B/D: [REDACTED] \*NAME: [REDACTED] \*

MAIL ADD AS OF 02-16-19:PO BX [REDACTED], MAMMOTH LAKES 93546\*

RES ADD [REDACTED], MAMMOTH LAKES\*

OTH ADD AS OF 10-08-04:GENERAL DELIVERY/[REDACTED], MAMMOTH LAKES\*

IDENTIFYING INFORMATION:

SEX:MALE\*HAIR:BROWN\*EYES:BLU\*HT:5-11\*WT:165\*

ID CARD MLD:04-25-08\* EXP:02-18-14\*

LIC/ISS:02-20-14\* EXP:02-18-24\*RBM2\*CLASS:C NON-COMMERCIAL\*

ENDORSEMENTS:NONE\*

HEALTH QUESTIONNAIRE EXPIRES:NONE\*



# ATTACHMENT 5

- **RE: Waybills –**

1. I requested records for the period of **October 1, 2021, through December 31, 2021**. I only received the excel spreadsheet from 11/20/202-12/31/21 and a sample waybill copy dated 10/2/21 (Res [REDACTED]). So, were there any additional operations in October 2021 other than the waybill sample?

On 12/1/2021 we did a system switch from L [REDACTED] to [REDACTED] Group. We do not have access to the old system when we switched to the new software. We are working to access our old file and we will submit it as soon as we have the report.

2. **Column P (Driver)** – There are missing drivers' names & vehicles – Please provide clarification/information for the following rows:

- Row #2-4 **Sample imports from other res system, 179 Split Reservation - 2 Drivers, 188 Split Reservation - 2 Drivers, 193 No Show reservation, 219 Split Reservation - 2 Drivers, 238 Split Reservation - 2 Drivers, 284 Split Reservation - 2 Drivers** (Operation is "Normal" but no drivers' names listed, and Trip ID is "0")
- Row #6-8 (2 trip ID #s were listed but no base fare or fare info) **Test Reservations**
- Row #13-16 **Direct Billed Reservations canceled. They do not have a cancel discount or cancel charge, 17-20 Test Reservations, 22 Direct Billed Reservations canceled. They do not have a cancel discount or cancel charge, 42 Correct cancel less than 24 hours, 71 Correct cancel with \$10 fee, 116 Correct cancel with \$10 fee, 137 Correct cancel with \$10 fee, 158 Test Reservations, 166 Correct cancel with \$10 fee, 173 Correct cancel with \$10 fee, 181 Error Cancel so no fare entered because no payment received 182 Correct cancel less than 24 hours, 204 Correct cancel with \$10 fee, 216 Correct cancel with \$10 fee, 238 Normal Reservation, 260 Correct cancel with \$10 fee, 263 Normal Reservation, 269 Correct cancel with \$10 fee, 277-278 Correct cancel with \$10 fee, 280 Correct cancel with \$10 fee, 314 Error Cancel so no fare entered because no payment received 315 Correct cancel with \$10 fee, 326 Correct cancel with \$10 fee, 373 Correct cancel with \$10 fee, 384 Correct cancel with \$10 fee, 418 Correct cancel with \$10 fee, 420 Correct cancel with \$10 fee, 428 Correct cancel with \$10 fee, 440 Correct cancel less than 24 hours, 446 Correct cancel less than 24 hours, 451 Correct cancel with \$10 fee** (some trips were cancelled but show gratuity, base fare, & fare and some were not, Columns T, V, AL)), **When a reservation cancels the fare components will stay with the reservation. A discount for the full amount of the reservation will appear(Cancel Discount) then if a cancel charge apply it will be generated. The cancellation policy is outside of 24 hrs a \$10.00 fee will be applied to each leg of the reservation. Inside 24 hours the full amount of the reservation is forfeited.**

- Row #5 Test Reservations, 8 Test Reservations, 25 Test Reservations , 29 Duplicate import reservation, 71 Correct cancel with \$10 fee , 99, 116 Correct cancel with \$10 fee , 137 Correct cancel with \$10 fee, 158 Test Reservations, 166 Correct cancel with \$10 fee, 173 Correct cancel with \$10 fee, 181 Error Cancel so no fare entered because no payment received 182 Correct cancel less than 24 hours, 204 Correct cancel with \$10 fee, 216 Correct cancel with \$10 fee , 230 Duplicate Reservation , 253 Test Reservations, 269 Correct cancel with \$10 fee , 277-278 Correct cancel with \$10 fee , 280 Correct cancel with \$10 fee , 301 Correct cancel less than 24 hours , 314 Error Cancel so no fare entered because no payment received 315 Correct cancel with \$10 fee , 326 Correct cancel with \$10 fee, 357, 360, 373 Correct cancel with \$10 fee, 384 Correct cancel with \$10 fee, 391 Declined card Fare Deleted not a valid reservation, 418 Correct cancel with \$10 fee, 420 Correct cancel with \$10 fee , 428 Correct cancel with \$10 fee, 440 Correct cancel less than 24 hours, 446 Correct cancel less than 24 hours, 451 Correct cancel with \$10 , 459 Test Reservations, (some cancelled trips were charge “CancelCharge” & “CancelDisc” and some were not charged, Columns AH & AJ)

3. **Vehicle – Column Q (Veh) Row 5.** What is this vehicle “351”? Please provide the vehicle plate # and Vin #. **This is a Test Reservation with a Test Driver and Test Vehicle**

- 351

4. What is the difference between “**Base Fare**” and “**Fare**”? **Base Fare is the Adult Fare column for shared and Full fare for private ride, Alt Fare is the child Fare for shared only, Fare column is the total of the reservation and amount charged.**

- **Please provide a list of definitions/information for the following items:**

1. Z **Blank Operation system Error**, Cancelled Rev.reservation with fee or discount, Cancelled **Cancelled reservation with no cancel charge or no cancel discount** Usually found with the , Normal - a valid reservation, Std template - A base reservation designed to duplicate multiple reoccurring reservations, Updated (Column A) A reservation updated after its completed ; What’s the difference between Cancelled and Cancelled Rev? **Cancelled reservations with no cancellation charger cancel discount, Cancelled Revenue - cancelled reservations with a cancellation charge and or cancel disc.**
2. Shared (Column D);**Shared( Seat on a vehicle) SUV(Private ride buy vehicle) 11 PAX(Private ride buy vehicle) 14 PAX (Private ride buy vehicle)**

3. DE, Er (column AN); DE - Declined Credit Card Er - Error Transaction not permitted(Merchant)
4. Base fare and fare (Column T and AL)-what's the difference and why some have base fare and some didn't. Base Fare is the Adult Fare column for shared and Full fare for private ride, Alt Fare is the child Fare for shared only, Fare column is the total of the reservation and amount charged.
5. MiscDic (Column AK) etc. This is a universal column in our system. This is where a discount would be applied after the original reservation was made or used by accounting only.
6. Who/what is Hudson Test Maws? Hudson is the name of the software company. Those are the reservations they make to test any changes or issues with the system

# ATTACHMENT 6



**MAWS Transportation, LLC**  
 [Redacted]  
**P.O. BOX [Redacted]**  
**Mammoth Lakes, CA 93546-7948**

**Pick-up Date:** 10/02/2021 - Sat  
**Pick-up Time:** 02:00 PM  
**Drop-off Time:** 11:00 PM  
**Reservation#** 20479 WEDD

**Bill To:**  
Morgan

**Primary Passenger:**  
[Redacted]

Booked On: 09/02/2021 09:26 AM  
 Arr. By: Not Specified  
 PO/Client #:

# of Pax	Vehicle Type	Car(s)	Driver(s)
80	SUV Ford Expedition [Redacted]	XLT (SUV M2) [Redacted]	[Redacted]

Passenger & Routing Information	
<b>Passenger:</b> [Redacted]	
<b>Phone:</b> [Redacted]	
PU: --: [Redacted] Mammoth Lakes, CA 93546 (United States of America)	
PU: --: [Redacted], Mammoth Lakes, CA 93546 (United States of America) - Ph: [Redacted]	
DO: --: [Redacted] Mammoth Lakes, CA 93546 (United States of America)	
PU: --: [Redacted], Mammoth Lakes, CA 93546 (United States of America)	
DO: --: [Redacted], Mammoth Lakes, CA 93546 (United States of America)	
PU: --: [Redacted] Mammoth Lakes, CA 93546 (United States of America)	
DO: --: [Redacted], Mammoth Lakes, CA 93546 (United States of America)	
DO: --: [Redacted], Mammoth Lakes, CA 93546 (United States of America) - Ph: [Redacted]	

Pmt Type	Status
Visa ** [Redacted]	Paid

Charges & Fees	
Per Hour 6 x 90.00	[Redacted]
Std Grat 20.00%	[Redacted]
<b>Total Due (USD):</b>	[Redacted]
<b>Payments/Deposits (USD):</b>	[Redacted]
<b>Total Outstanding (USD):</b>	0.00

Notes/Comments
<b>Linked Trips Info:</b> Res# [Redacted] - 10/02/2021, Saturday 02:00 PM - [Redacted] [Redacted] Mammoth Lakes, CA 93546 ; [Redacted] Mammoth Lakes, CA 93546 ; [Redacted], Mammoth Lakes, CA 93546 ; [Redacted] Mammoth Lakes, CA 93546 ; [Redacted] Mammoth Lakes, CA 93546 ; [Redacted] Mammoth Lakes, CA 93546 ; [Redacted] Mammoth Lakes, CA 93546 ; [Redacted] Mammoth Lakes, CA 93546
<b>Special Requests:</b>

### Reservation Agreement

**Cancellation Policy:**  
 The client assumes full financial liability for any damage to the limousine/vehicle caused during the duration of the rental by them or any members of their party. Sanitation fee in case any passenger gets sick starts at \$300.00 to \$500.00. Alcohol Consumption and drug use is prohibited by law. Any fines will be paid for by the customer. The driver has the right to terminate run without refund (if there is blatant indiscretion on the part of the client(s)). It is illegal to stand through the sunroof. Smoking is not permitted in some of our limousines and this is left to the discretion of the driver. Overtime pay will apply after the first 15 minutes of prearranged time described on the run sheet. Not responsible for delays or the termination in winter caused by unsafe road conditions (ie. not salted, accidents, etc.). Not responsible for articles left in the limousine. Balances to be paid to the driver on the run date before the beginning of the run. Vehicles cannot be loaded beyond seating capacity. Company is not liable in the event of mechanical breakdown while on charter and will only be responsible for making up lost time at a mutually agreed date.

**Airport Service -**

- 1. 48 hours minimum cancellation period, otherwise 100% penalty.
- 2. No cancellation fee at MMH airport only due weather or mechanical flight cancellation, all other airport transfers cancellation fee will be applied case of passenger no show. Reno Airport Service falls into Charter Service Agreement.
- 3. In case of flight delay, first 45 minutes will be complimentary, a waiting fee of \$60.00 p/hour will be pro-rated and charged after.

**Trailhead Service -**

- 1. 48 hours minimum cancellation period, otherwise 100% penalty.
- 2. First 30 minutes will be complimentary, a waiting fee of \$60.00 p/hour will be pro-rated and charged after, After 2 waiting ours driver will depart location, if driver needs to return to pre-scheduled pick-up area, additional fees will be applied.

**Sightseeing -**

- 1. 7 days minimum cancellation period, otherwise 100% penalty.
- 2. No cancellation fee in case of park closure due wild fires or natural causes..

**Charter Service -**

- 1.15 days minimum cancellation period, otherwise 100% penalty.
- 2. Non-refundable booking fee of \$100 is required at time of booking.
- 3. Overtime will be pro-rated at priced hourly rate and charged after service is provided.
- 4. Services that end earlier than expected are charged the full amount and no refunds will be given for unused hours.
- 5. We reserve the right to refuse driving on any roads where commercial vehicles are restricted or unsafe to drive at driver's discretion. Alternate routes may be used if needed.
- 6. We are not responsible or liable for any belongings stolen or left on bus or for any service delays created by weather, traffic conditions, street closures, or mechanical problems beyond our control.
- 7. Charter group is responsible to pay for all tolls, parking fees and permits incurred at the time of expense.
- 8. Additional hours will be charged, if service exceeds 12 hrs a day. Overtime hours will be charged at an hourly rate agreed upon. Transfer rates allow only 15 mins of wait time, overtime will be charged if clients are not ready to board the bus within 15 mins.
- 9. TV, DVD, radio, CD player are provided without any additional charge. Should any of these fail to operate, no refunds will be made. Not all amenities are available on all vehicles.
- 10. Charter group is responsible for any special cleaning fees or damages to the bus. Alcohol may not be brought on board unless otherwise agreed and permitted by driver.

**Sanitation fee in case any passenger gets sick starts at \$300.00 and can go up to \$500.00.**

11. The driver has the right to terminate run without refund (if there is blatant indiscretion on the part of the client(s)). It is Illegal to stand through the sunroof. Smoking is not permitted in any of our limousines and this is left to the discretion of the driver.

Gratuity(\$): \_\_\_\_\_ New Total(\$): \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

G-out \_\_\_\_\_ Arr Tm \_\_\_\_\_ Pax Load \_\_\_\_\_ Pax Drop \_\_\_\_\_ G-in \_\_\_\_\_ Mls-out \_\_\_\_\_ Mls-in \_\_\_\_\_