



## Public Utilities Commission

STATE OF CALIFORNIA

### CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE

To: San Francisco Comprehensive Shuttle Tours, LLC  
ATTN: John Bilello  
[REDACTED]

File: TCP 19562 (Expired)  
Date: July 18, 2023  
Citation #: T.23-07-002  
Case #: PSG-5893

#### VIOLATIONS

You are hereby cited with having violated section(s) of the Public Utilities (Pub. Util.) Code and a Commission General Order (G.O.) as described below. These violations occurred during the period April 25, 2023, through July 12, 2023.

- (1) Advertised as a charter-party carrier without a valid authority, in violation of Pub. Util. Code section 5414.5. **[3 counts]**

#### STATEMENT OF FACTS

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

#### RESPONSE

TEB used the Penalty Assessment Methodology adopted in Resolution M-4846 and considered mitigating and exacerbating factors in setting the fine.

You are hereby called upon to answer this citation on or before August 8, 2023. By way of such answer, you may either:

- (1) Pay a fine of \$5,000 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 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 by August 8, 2023, you will be in default and will have forfeited your right to appeal the Citation. In addition, your operating authority will be immediately suspended and may be subsequently revoked pursuant to Resolution ALJ-187. The Commission may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.

*Rahmon Momoh*

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Rahmon Momoh.  
Program and Project Supervisor  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Telephone number: (415) 703-1725  
E-mail address: rahmon.momoh@cpuc.ca.gov



Public Utilities Commission

STATE OF CALIFORNIA

**CITATION COMPLIANCE AGREEMENT**

File No.: TCP 19562 (Expired)

Citation #: T.23-07-002

Date: July 17, 2023

Case #: PSG-5893

I (we) hereby agree to comply with this citation dated, \_\_\_\_\_, and herewith pay the fine of \$5,000.

San Francisco Comprehensive Shuttle Tours, LLC

ATTN: John Bilello



\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Date)

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

California Public Utilities Commission

Attn: 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.

**INVESTIGATION REPORT**

**CARRIER:** San Francisco Comprehensive Shuttle Tours, LLC

**OFFICERS/OWNER:** John Bilello

**AUTHORITY:** TCP 19562 (Expired)

**MAILING ADDRESS:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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

**VEHICLES:** 1 Vehicle (License Plate: [REDACTED])

**EMPLOYEE DRIVERS:** Unknown

**PL&PD INSURANCE:** Unknown

**WKCP INSURANCE:** Unknown

**DRUG CONSORTIUM** Unknown

## NARRATIVE

On April 19, 2023, I was assigned to investigate the operations and practices of San Francisco Comprehensive Shuttle Tours, LLC after receiving a complaint from the California Public Utilities Commission's Transportation Licensing and Analysis Branch (TLAB) alleging that San Francisco Comprehensive Shuttle Tours, LLC is advertising transportation services without a Charter-Party Carrier (TCP) permit [**Attachment 1**].

## VIOLATION

I investigated San Francisco Comprehensive Shuttle Tours, LLC from April 25, 2023, through July 12, 2023, and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and Commission General Orders (G.O.):

- **Advertised as a charter-party carrier without valid authority in violation of Pub. Util. Code section 5414.5. [3 counts]**

On February 15, 2021, TLAB sent John Bilello, owner of San Francisco Comprehensive Shuttle Tours, LLC dba Wine Country Tour Shuttle, a Notice of Expiration of Charter-party Authority letter [**Attachment 2**]. On September 16, 2021, TLAB sent John Bilello a Notice of Denial of Application for Operating Authority(s) letter [**Attachment 3**].

On April 25, 2023, I looked up San Francisco Comprehensive Shuttle Tours' website, <https://sanfranshuttletours.com>, and confirmed it was advertising for transportation services without authority [**Attachment 4**]. A review of the website's contact number, 415-326-3454, reflected two other websites, Premiums SF Tours, <https://www.premiumsftours.com>, and Historic Napa Tours, <https://www.historicnapatours.com>, that were also advertising for transportation services without authority.

On May 9, 2023, I sent a Cease-and-Desist Letter to San Francisco Comprehensive Shuttle Tours, LLC, via the email address listed in the TCP portal, [REDACTED] [**Attachment 5**].

As of July 12, 2023, all three websites continue to advertise intrastate for-hire passenger carrier transportation services [**Attachment 6**].

## 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 7/17/2023 in San Francisco, California.

*Pamela Wu*

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Pamela Wu, Senior Enforcement Analyst



## **INDEX OF ATTACHMENTS**

- 1.** Complaint documents from TLAB and the Complaints Intake Unit received on April 19, 2023.
- 2.** Notice of Expiration of Charter-party Authority letter, dated February 15, 2021.
- 3.** Notice of Denial of Application for Operating Authority(s), dated September 16, 2021.
- 4.** San Francisco Comprehensive Shuttle Tours, LLC Advertisement dated April 25, 2023.
- 5.** Notice to Cease and Desist – San Francisco Comprehensive Shuttle Tours, LLC dated May 9, 2023.
- 6.** San Francisco Comprehensive Shuttle Tours, LLC, Premium SF Tours, Historic Napa Tours Advertisements dated July 12, 2023.

From: \$224 -10%

**\$199**

Price/person

Plus \$13 (Ferry)

**Book now**  
([https://fareharbor.com/embeds/book/historicnapatours/items/401923/?flow=no%20](https://fareharbor.com/embeds/book/historicnapatours/items/401923?flow=no%20))

### Other San Francisco Tour combinations

(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/>)

**San Francisco Tour in Private Tesla Car with Bike the Golden Gate Bridge**  
(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/>)

- ✓ Up to 2 passengers private tour
- ✓ Bike across the Golden Gate Bridge
- ✓ Free pickup from your hotel


Price/person: ~~\$327~~

**\$299**

**View tour**

(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/>)

Questions? Text us at:

 (415) 326-3454  
(sms:(415)%20326-3454)



## San Francisco Tour in Private Tesla Car

2, 3 or 4 person totally private San Francisco city tour in a Tesla car



### 35+ Attraction, Private Car Tour Itinerary:

-  **Start at: Your San Francisco Hotel** (Free Hotel Pickup)
- > **Lombard Street** (Drive Down & Stop)
- > **Grace Cathedral**
- > **Fairmont Historic Hotel**
- > **Cable Car Barn Museum & Powerhouse** (Tour inside)
- > **1906 Earthquake Exhibition**
- > **7 Sisters Victorian Homes / Alamo Square**
- > **Palace of Fine Arts**
- > **Crissy Field** (Best view of Golden Gate Bridge)
- > **Golden Gate Bridge** (Drive across)
- > **Sausalito** (Time for exploring, Lunch)
- > **Ferry Cruise Back to San Francisco** (25 minutes)
-  **Tour Ends at: The Ferry Building**

### San Francisco Tour Highlights

- ✓ Private experience in Tesla car with no other customers on tour
- ✓ Free hotel pickup from your SF hotel
- ✓ Drive down Lombard Street
- ✓ Drive across the Golden Gate Bridge and stop for the best photos
- ✓ Visit Sausalito. Eat, shop, explore!
- ✓ Ferry Cruise from Sausalito

### Timing:

-  **Available:** Monday - Friday
-  **Start Time:** Daily at 10am, 12pm, 2pm and 4pm
-  **Tour Duration:** 3.5 hours
-  **Start location:** Your San Francisco Hotel
-  **Tour Type:** Tesla Car Tour of San Francisco with Ferry Cruise & Sausalito experiences. Totally private up to 4 passengers.

**From:** [REDACTED]  
**Sent:** Sunday, April 16, 2023 7:35 PM  
**To:** TCPortal <[TCPortal@cpuc.ca.gov](mailto:TCPortal@cpuc.ca.gov)>  
**Subject:** [EXTERNAL] Illegal tour operating in SF w/o TCP, commercial plates/livery insurance

**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.

Hi there-

It looks like this company is operating a tour in a privately registered, non-TCP car. Is this legal?

The Tesla shown in the images on their site has a privately registered plate: 8SRB491

<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/>  
San Francisco Comprehensive Shuttle Tours

Thank you for letting me know— if its no longer required for tour operators in San Francisco to have a TCP'd vehicle and maintain crazy expensive commercial livery insurance, I'd really like to know about it! I pay + \$20k per year for my livery insurance alone!

Appreciatively,

[REDACTED]

## Price, Wayne

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**From:** Licensing  
**Sent:** Monday, April 17, 2023 3:48 PM  
**To:** CIU\_INTAKE  
**Subject:** FW: [EXTERNAL] Illegal tour operating in SF w/o TCP, commercial plates/livery insurance

FYI - This person is reporting a person or business that may be operating without authority.

**From:** [REDACTED]  
**Sent:** Monday, April 17, 2023 3:10 PM  
**To:** Licensing <[licensing@cpuc.ca.gov](mailto:licensing@cpuc.ca.gov)>  
**Subject:** Re: [EXTERNAL] Illegal tour operating in SF w/o TCP, commercial plates/livery insurance

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**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.

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Thanks for that. I called SFMTA and they said they don't provide licenses or any specific regulations for tour operators at their city/county level.

If the vehicle ever drives onto the Golden Gate Bridge, then it's leaving San Francisco...

Thank you

On Apr 17, 2023, at 10:58 AM, Licensing <[licensing@cpuc.ca.gov](mailto:licensing@cpuc.ca.gov)> wrote:

Hello,

They appear to solely be doing tours within the city of SF, so they might have permission from the SFMTA? Tours conducted solely within one city (starting and ending) are under city jurisdiction first and foremost, so if the SFMTA has issued them some authority to operate in the city, it would take precedence over us.

Check with the SFMTA to see if they license tours in San Francisco. If not, we will provide you the complaint form to send to our enforcement branch.

Thank you,

California Public Utilities Commission  
CPED-TLAB [id:B]

**PUBLIC UTILITIES COMMISSION**

505 Van Ness Avenue  
San Francisco, CA 94102-3298



April 18, 2023

[REDACTED]

**RE: CIU 20230047 – San Francisco Comprehensive Shuttle Tours**

Dear [REDACTED]

Thank you for your information regarding the above referenced carrier. Your complaint has been referred to a Transportation Enforcement Section supervisor for review. Our jurisdiction is limited to violations of the Public Utilities Code, such as operating without authority.

The California Public Utilities Commission does not have the authority to adjudicate disputes between parties for loss and/or damages. We can only refer you to a court of competent jurisdiction such as Small Claims Court.

Please be aware that we do not disclose information on active or completed investigations. Should you find it necessary to contact us, please refer to file number **CIU-20230047**.

Sincerely,

A handwritten signature in black ink, appearing to read "Wayne Price".

Wayne Price  
Consumer Intake Unit  
Transportation Enforcement Branch  
Consumer Protection and Enforcement Division  
Tel 800-894-9444  
Fax 415-703-5882

California Public Utilities Commission  
Transportation Informal Complaint Tracking System  
Printed as of 18-APR-2023 07:18:16

Case #..... 20230047  
Inquiry Type..... Written  
Carrier Type..... Passenger Carrier  
Received by Area Office Consumer Int.  
Area Office Assigned... San Francisco  
District Office.....  
Transferred To.....  
Representative..... Wayne Price  
Received Date..... 18-APR-2023  
Closed Date..... 18-APR-2023  
Update Date.....  
Transfer Date.....

**COMPLAINANT:**

MTR/PSG/CA#..  
DBA.....  
Name.....  
Address.....  
City/St/Zip..  
Phone.....  
Email.....



**DEFENDANT:**

MTR/PSG/CA#..  
DBA..... SAN FRANCISCO COMPREHENSIVE SHUTT  
Name..... SAN FRANCISCO COMPREHENSIVE SHUTT  
Address.....  
City/ST/Zip.. SAN FRANCISCO CA  
Phone..... (415) 326-3454

**COMPLAINT DESCRIPTION:**

Advertising and operating without a permit.

**DISPOSITION DESCRIPTION:**

Referred to enforcement.

**PUBLIC UTILITIES COMMISSION**

505 Van Ness Avenue

San Francisco, CA 94102-3298



PSG0019562

DBA : WINE COUNTRY TOUR SHUTTLE  
ATTN : JOHN BILELLO CEO



TCP 0019562S

**NOTICE OF EXPIRATION OF CHARTER-PARTY AUTHORITY**

You are hereby notified that the CHARTER-PARTY of passenger carrier authority expired effective February 14, 2021.

Any operations conducted without authority to operate as a charter-party carrier of passengers are unlawful. Such unlawful operations are subject to fines and penalties as set forth in the Public Utilities Code. Additionally, Public Utilities Code Section 5387(c)(1) provides that a carrier which operates a bus without holding operating authority from the Commission shall be permanently barred from receiving a permit or certificate from the Commission.

Dated: February 15, 2021, at San Francisco, California

PUBLIC UTILITIES COMMISSION  
STATE OF CALIFORNIA  
licensing@cpuc.ca.gov



**PUBLIC UTILITIES COMMISSION**

505 Van Ness Avenue  
San Francisco, CA 94102-3298



WINE COUNTRY TOUR SHUTTLE  
ATTN: JOHN BILELLO CEO

PSG0019562

Charter Party TCP019562S

**NOTICE OF DENIAL OF APPLICATION  
FOR OPERATING AUTHORITY(S)**

The application for operating authority(ies) listed above has been denied for the reason(s) listed below. If you have any questions, email the License Section at [licensing@cpuc.ca.gov](mailto:licensing@cpuc.ca.gov)

**Failure to submit proof of PL&PD insurance via PUC E-Filing.**

**Failure to upload the list of services and drug test result by the Drug Consultant directly to the <https://cpucftp.cpuc.ca.gov/>**

**Failure to provide a new active signed copy of your Pull Notice Agreement (Form INF 1105)**

Dated September 16, 2021 at San Francisco California

PUBLIC UTILITIES COMMISSION  
STATE OF CALIFORNIA

### Choose your tour destination:

San Francisco

Muir Woods

Napa Valley

Monterey

## San Francisco Tours

Experience San Francisco by foot on our walking tour or by Tesla car on our private tour. Add an adventure twist to your private San Francisco tour and bike across the Golden Gate Bridge!



(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/>)

### San Francisco Downhill Walking Tour (<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/>)

- ✓ See 35+ Attractions In 5 hours
- ✓ Ride the famous Cable Car
- ✓ Ferry Cruise & Sausalito experiences

Price/person: ~~\$119~~  
**\$99**

**View tour**  
 (<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/>)



(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/>)

**San Francisco Tour in Private Tesla Car (<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/>)**

- ✓ 2, 3 or 4 passengers private tour
- ✓ Free pickup from your hotel
- ✓ See 35+ Attractions In 3.5 hours

Price/person: ~~\$221~~  
**\$199**

**View tour**  
(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/>)



(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/>)

### San Francisco Tour in Private Tesla Car with Bike the Golden Gate Bridge (<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/>)

- ✓ Up to 2 passengers private tour
- ✓ Bike across the Golden Gate Bridge
- ✓ Free pickup from your hotel

Price/person: <del>\$332</del> <b>\$299</b>	<a href="https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/">View tour</a> ( <a href="https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/">https://sanfranshuttletours.com/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/</a> )
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## Muir Woods & Napa Valley Tours

Experience Muir Woods and Napa Valley, the 2 must see destinations closest to San Francisco. Walk among old growth coast redwoods or relax tasting a glass of wine at one of the best Napa wineries.



(<https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/>)

### Muir Woods Tour in Private Tesla Car (<https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/>)

- ✓ 2, 3 or 4 passengers totally private tour
- ✓ 75 minutes at Muir Woods
- ✓ Visit Sausalito. Eat, shop, explore!

Price/person: <del>\$332</del> <b>\$299</b>	<a href="https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/">View tour</a> ( <a href="https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/">https://sanfranshuttletours.com/muir-woods-tour-in-private-tesla-car/</a> )
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(<https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/>)

**Napa Tour from San Francisco with Premium Wineries and Flexible Itinerary**  
(<https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/>)

- ✓ 2, 3 or 4 passengers totally private tour
- ✓ Visit 5 of the best Napa Valley wineries
- ✓ Flexible itinerary: can change wineries

Price/person: <del>\$555</del> <b>\$499</b>	<b>View tour</b> ( <a href="https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/">https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/</a> )
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## Monterey Tours

Visit the top attractions in Monterey with our one day private Tesla tour. Want more time to explore and relax? Choose our Overnight Hotel Package and spend the night in Carmel by the Sea!

(<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car/>)

**Monterey Tour from San Francisco in Private Tesla Car**  
(<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car/>)

- ✓ 2 passengers totally private tour
- ✓ Visit the top attractions in Monterey
- ✓ 17-mile Drive – great coastal views

Price/person: \$555

**\$499**

**View tour**

(<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car/>)

(<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/>)

## Monterey Tour from San Francisco in Private Tesla Car & Overnight Hotel Package (<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/>)

- ✓ 2 passengers totally private tour
- ✓ Visit the top attractions in Monterey
- ✓ Overnight pre-fixed Package in Monterey

Price/package: ~~\$2,777~~  
**\$2,499** [View tour](https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/)  
([https://sanfranshuttletours.com/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/](https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/))


## San Francisco Shuttle Tours


### Ratings & reviews


4.5  based on 1,107 reviews

Trusted and recommended by hundreds of happy customers! With over 18 years of experience operating San Francisco tours, we are one of most respected tour companies in San Francisco.

[Read more reviews](https://sanfranshuttletours.com/reviews/)  
(<https://sanfranshuttletours.com/reviews/>)


<  **We got to do extra things**  
We were the only people on our tour, so we got to do extra things such as relax inside the beautiful Fairmont Hotel. Our guide mixed things up a bit based on our interests which was really nice of her.

 **We want to thank Sharlene!**  
Inside the cable car barn museum. The actual powerhouse for the San Francisco cable cars.

 **Private Tesla**  
John provided comprehensive tour order. We did so n very efficient in the Car Tor

>

**For any questions text us at:**

 **(415) 326-3454**  
**(sms:(415)%20326-3454)**

Available from 8pm to 5pm PST.

## Our best San Francisco Tours

Our 3 **San Francisco Tour** options (San Francisco Walking Tour, San Francisco Private Tour, San Francisco Car Tour with Bike The Bridge Tours of San Francisco) include stops and views of the most popular 35+ San Francisco tourist attractions.

From Grace Cathedral, Cable Car Museum, Chinatown, Lombard Street, and Transamerica Pyramid to the must-see mediterranean town of Sausalito, our San Francisco tours itineraries include all the attractions you should not miss on your San Francisco sightseeing tour.

The best way to tour San Francisco is either by private car or by taking an enjoyable downhill walk combined with the famous San Francisco cable car ride and a Ferry cruise. You can add an adventure twist to your private San Francisco tour and bike across the Golden Gate Bridge!

We consider them to be the best tours in San Francisco and so do the tourists that choose our tours.

San Francisco Shuttle Tours is the premier tour company in the Bay Area, offering a wide range of exciting and informative tours of the city's most popular landmarks and neighborhoods.

Our experienced and knowledgeable tour guides will take you on a journey through the city's rich history and cultural diversity, showcasing the iconic sights and sounds of San Francisco.

From the Golden Gate Bridge to Fisherman's Wharf, our tours offer something for everyone, whether you're a local resident or a visitor from out of town.

Our small group sizes ensure a personalized and intimate experience, allowing you to ask questions and fully immerse yourself in the city's unique atmosphere.

Don't miss out on the opportunity to discover the best of San Francisco with San Francisco Tours. Book your tour today and start exploring the city like never before!



STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION  
Consumer Protection & Enforcement Division  
505 Van Ness Avenue  
San Francisco, CA 94102



May 9, 2023

TCP: 19562 (Expired)  
Case No.: PSG-005893

John P. Bilello  
San Francisco Comprehensive Shuttle Tours



### NOTICE TO CEASE AND DESIST

Dear John P. Bilello

On February 14, 2021, your charter-party operating authority expired.

Public Utilities Code (P.U. Code) Section 5379 states that it is unlawful for a charter-party carrier of passengers to conduct any operations after cancelation or revocation, or during the period of its suspension, or after the expiration of its permit or certificate. P.U. Code Section 5414.5 states that it is unlawful to publish or advertise without holding a valid permit. Advertisements include, but are not limited to, advertising in local directories or yellow pages, business cards, websites, etc.

P.U. Code Section 5387 states in part that a charter-party carrier shall have its authority to operate as a charter-party carrier permanently revoked by the California Public Utilities Commission (CPUC) if it operates a bus without having been issued a permit or certificate from the CPUC.

**YOU MUST IMMEDIATELY CEASE AND DESIST ANY AND ALL UNLAWFUL OPERATIONS. ANY CARRIER WHICH OPERATES WITHOUT AUTHORITY IS GUILTY OF A MISDEMEANOR WHICH IS PUNISHABLE BY A FINE OF NOT LESS THAN \$1,000 AND NOT MORE THAN \$5,000 FOR EACH VIOLATION OR BY IMPRISONMENT IN THE COUNTY JAIL FOR UP TO THREE MONTHS, OR BOTH (P.U. CODE SECTION 5411).**

This letter places your firm on notice that continued violations of the law without the required certificate may result in criminal prosecutions and termination of telephone service. There will be no further warnings.

If you have questions regarding this letter, please do not hesitate to contact me at [pamela.wu@cpuc.ca.gov](mailto:pamela.wu@cpuc.ca.gov) or (415) 703-2807.

Sincerely,

Pamela Wu, Senior Enforcement Analyst  
California Public Utilities Commission  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Email: [pamela.wu@cpuc.ca.gov](mailto:pamela.wu@cpuc.ca.gov)  
Telephone: (415) 703-2807



All Destinations: San Francisco Muir Woods Napa Valley Monterey

All Destinations -> San Francisco -> Private Tesla Tour

Questions? Text us at: (415) 326-3454



# San Francisco Tour in Private Tesla Car



### Choose your tour destination:

San Francisco

Muir Woods

Napa Valley

Monterey

## San Francisco Tours

Experience San Francisco by foot on our walking tour or by Tesla car on our private tour. Add an adventure twist to your private San Francisco tour and bike across the Golden Gate Bridge!



<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/>

### San Francisco Downhill Walking Tour (<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/>)

- ✓ See 35+ Attractions In 5 hours
- ✓ Ride the famous Cable Car
- ✓ Ferry Cruise & Sausalito experiences

Price/person: <del>\$119</del> <b>\$99</b>	<a href="https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/">View tour</a> <a href="https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/">https://sanfranshuttletours.com/san-francisco-tours/san-francisco-downhill-walking-tour/</a>
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(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/>)

**San Francisco Tour in Private Tesla Car (<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/>)**

- ✓ 2, 3 or 4 passengers private tour
- ✓ Free pickup from your hotel
- ✓ See 35+ Attractions in 3.5 hours

Price/person: <del>\$231</del> <b>\$199</b>	<b>View tour</b> <a href="https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/">https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car/</a>
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(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/>)

**San Francisco Tour in Private Tesla Car with Bike the Golden Gate Bridge**  
(<https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/>)

- ✓ Up to 2 passengers private tour
- ✓ Bike across the Golden Gate Bridge
- ✓ Free pickup from your hotel

Price/person: \$332 <b>\$299</b>	<b>View tour</b> ( <a href="https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/">https://sanfranshuttletours.com/san-francisco-tours/san-francisco-tour-in-private-tesla-car-with-bike-the-golden-gate-bridge/</a> )
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## Muir Woods & Napa Valley Tours

Experience Muir Woods and Napa Valley, the 2 must see destinations closest to San Francisco. Walk among old growth coast redwoods or relax tasting a glass of wine at one of the best Napa wineries.



(<https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/>)

**Muir Woods Tour in Private Tesla Car** (<https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/>)

- ✓ 2, 3 or 4 passengers totally private tour
- ✓ 75 minutes at Muir Woods
- ✓ Visit Sausalito. Eat, shop, explore!

Price/person: \$332 <b>\$299</b>	<b>View tour</b> ( <a href="https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/">https://sanfranshuttletours.com/muir-woods-tours/muir-woods-tour-in-private-tesla-car/</a> )
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(<https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/>)

**Napa Tour from San Francisco with Premium Wineries and Flexible Itinerary**  
 (<https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/>)

- ✓ 2, 3 or 4 passengers totally private tour
- ✓ Visit 5 of the best Napa Valley wineries
- ✓ Flexible itinerary: can change wineries

Price/person: <del>\$555</del> <b>\$499</b>	<b>View tour</b> <a href="https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/">https://sanfranshuttletours.com/napa-valley-tours/napa-valley-wine-tour-from-san-francisco-with-premium-wineries-and-flexible-itinerary/</a>
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## Monterey Tours

Visit the top attractions in Monterey with our one day private Tesla tour. Want more time to explore and relax? Choose our Overnight Hotel Package and spend the night in Carmel by the Sea!

(<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car/>)

**Monterey Tour from San Francisco in Private Tesla Car**  
(<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car/>)

- ✓ 2 passengers totally private tour
- ✓ Visit the top attractions in Monterey
- ✓ 17-mile Drive – great coastal views

Price/person: <del>\$555</del> <b>\$499</b>	<b>View tour</b> ( <a href="https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car/">https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car/</a> )
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(<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/>)



### Monterey Tour from San Francisco in Private Tesla Car & Overnight Hotel Package (<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/>)

- ✓ 2 passengers totally private tour
- ✓ Visit the top attractions in Monterey
- ✓ Overnight pre-fixed Package in Monterey

[View tour](#)

Price/package: ~~\$2,777~~  
<https://sanfranshuttletours.com/monterey-tours/monterey-tour-from-san-francisco-in-private-tesla-car-and-overnight-hotel-package/>  
**\$2,499**

## San Francisco Shuttle Tours


### Ratings & reviews

4.5  based on 1,107 reviews

Trusted and recommended by hundreds of happy customers! With over 18 years of experience operating San Francisco tours, we are one of most respected tour companies in San Francisco.


[Read more reviews](https://sanfranshuttletours.com/reviews/)  
[\(https://sanfranshuttletours.com/reviews/\)](https://sanfranshuttletours.com/reviews/)

<




**A great time**

Shocked how good this walking tour was. My husband and I had a great time.



**Chinatown was spectacular**

Sharlene's walking tour of San Francisco, especially in Chinatown, was spectacular especially the stop for dim sum.




**Cable Car Barn M a nice to**

Our Guide was a Alcatraz too so w much more about / than we did on Alcatraz Isla

>

### For any questions text us at:

 **(415) 326-3454**  
**(sms:(415)%20326-3454)**

Available from 8pm to 5pm PST.

## Our best San Francisco Tours

Our 3 **San Francisco Tour** options (San Francisco Walking Tour, San Francisco Private Tour, San Francisco Car Tour with Bike The Bridge Tours of San Francisco) include stops and views of the most popular 35+ San Francisco tourist attractions.

From Grace Cathedral, Cable Car Museum, Chinatown, Lombard Street, and Transamerica Pyramid to the must-see mediterranean town of Sausalito, our San Francisco tours itineraries include all the attractions you should not miss on your San Francisco sightseeing tour.

The best way to tour San Francisco is either by private car or by taking an enjoyable downhill walk combined with the famous San Francisco cable car ride and a Ferry cruise. You can add an adventure twist to your private San Francisco tour and bike across the Golden Gate Bridge!

We consider them to be the best tours in San Francisco and so do the tourists that choose our tours.

San Francisco Shuttle Tours is the premier tour company in the Bay Area, offering a wide range of exciting and informative tours of the city's most popular landmarks and neighborhoods.

Our experienced and knowledgeable tour guides will take you on a journey through the city's rich history and cultural diversity, showcasing the iconic sights and sounds of San Francisco.

From the Golden Gate Bridge to Fisherman's Wharf, our tours offer something for everyone, whether you're a local resident or a visitor from out of town.

Our small group sizes ensure a personalized and intimate experience, allowing you to ask questions and fully immerse yourself in the city's unique atmosphere.

Don't miss out on the opportunity to discover the best of San Francisco with San Francisco Tours. Book your tour today and start exploring the city like never before!

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[Refund Policy \(https://sanfranshuttletours.com/refund-policy/\)](https://sanfranshuttletours.com/refund-policy/) | [Reviews \(https://sanfranshuttletours.com/reviews/\)](https://sanfranshuttletours.com/reviews/) | [Attractions \(https://sanfranshuttletours.com/attractions/\)](https://sanfranshuttletours.com/attractions/) | [Contact us \(https://sanfranshuttletours.com/contact-us/\)](https://sanfranshuttletours.com/contact-us/)

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**Lombard Street**  
Drive down in style.

## Private San Francisco City Tour

**Available:** 7 days a week  
**Tour Duration:** 3.5 Hours with Ferry Cruise  
**Price/Person:** \$199 (Max 3 passengers)

Text us at  
**(415) 326-3454**

 **Book Tour**

# Private San Francisco City Tour

*2, 3 or 4 person totally private San Francisco city tour in a Tesla car*



**Golden Gate Bridge**  
Drive across for amazing view.

## Private San Francisco City Tour

2, 3 or 4 person totally private San Francisco city tour in a Tesla car



**Available:** 7 days a week

**Tour Duration:** 3.5 Hours with Ferry Cruise

**Price/Person:** \$199 (Max 4 passengers)

**Tour Type:** Totally private Tesla City Tour; includes hotel pickup

[Book Tour](#)

### 35+ Attraction, Private Car Tour Itinerary:

**Start at: Your San Francisco Hotel**

**Drive to Nob Hill**

**Stop at Grace Cathedral**

**See Fairmont Historic Hotel**

**Cable Car Barn Museum & Powerhouse** (Tour inside)

**1906 Earthquake Exhibition**

**Lombard Street** (Drive Down & Stop)

**Alamo Square Park (7 Sister Victorians)**

**Palace of Fine Arts** (Stop, walk around)

**Crissy Field** (Best pictures of GG Bridge)

**Golden Gate Bridge** (Drive across)

**Sausalito** (Stay as long as you want)

**Ferry Cruise Back to San Francisco** (fee not included)

**Tour Ends at: The Ferry Building**

## Ferry Cruise From Sausalito

Take a 25-minute ferry cruise from Sausalito to the San Francisco Ferry Building on this tour. The sausalito ferry goes right by Alcatraz and the boat often slows down so you can get great views of Alcatraz Island. You will also get water views of the Golden Gate Bridge.








### Tour Benefits:

- Experienced, Knowledgeable Tour Guide.
- 2 Hour Car Tour, 25 minute Ferry, plus unlimited time in Sausalito.
- Golden Gate Bridge (drive across).
- Ferry Cruise from Sausalito.
- See Alcatraz close up from Ferry Cruise.
- Visit Sausalito (small Mediterranean town with great SF views).
- Ferry Cruise offers outside and inside seating.
- Drive down Lombard Street (crooked street).
- San Francisco Sightseeing

### Customers who book our tour want:

- Private experience with no other customers on tour.
- Unique, creative tour stops.
- Ferry / Bay Cruise.
- To avoid the crowds.
- Freedom of a car tour that can drop anywhere.
- No uphill walking.
- Free Hotel Pickup.

-  **Start Time:** Daily at 10am, 12pm, 2pm, 4pm
-  **Tour Duration:** 3.5 Hours, includes free time in Sausalito
-  **Start location:** Your San Francisco Hotel
-  **Available:** 7 days a week
-  **Tour Type:** Totally private Tesla City Tour; includes hotel pickup

### Pricing:


-  **Price/person:** **\$199** (Max 4 persons) plus \$13 for Ferry

 **BOOK with Credit Card**

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## Premium San Francisco Tour

*Walking Tour of San Francisco with Ferry Cruise & Sausalito experiences*

-  **Available:** 7 days a week
- Tour Duration:** 5 Hours
- Price/Person:** \$99\*
- Tour Type:** Walking Tour of San Francisco with Ferry Cruise & Sausalito experiences

 **Book Tour**

### 35+ Attraction, Downhill Walking Tour Itinerary:

- Start at: The Ferry Building** (Meet outside)
- Cable Car Ride** (Cost not included)
- Grace Cathedral**
- Fairmont Historic Hotel**
- Cable Car Barn Museum & Powerhouse** (Tour inside)
- 1906 Earthquake Exhibition**
- Chinatown** (Full guided walk)
- Fortune Cookie Factory**
- Transamerica Pyramid**
- Ferry Building** (Tour inside)
- Ferry Cruise to Sausalito** (Walking tour customers)
- Sausalito** (Time for exploring, Lunch)
- Ferry Cruise Back to San Francisco** (25 minutes)
- Tour Ends at: The Ferry Building**

### Ferry Cruise to/from Sausalito

Take a 25-minute ferry cruise from The San Francisco Ferry Building to and from Sausalito on this tour. The sausalito ferry goes right by Alcatraz and the boat often slows down so you can get great views of Alcatraz Island. You will also get water views of the Golden Gate Bridge.

- Experienced, Knowledgeable Tour Guide.
- Only Downhill walks. No Uphill.
- Golden Gate Bridge included (see from Ferry Cruise).
- Ferry Cruise to/from Sausalito.
- See Alcatraz close up from Ferry Cruise.
- Visit Sausalito (small Mediterranean town with great SF views)
- Ferry Cruise offers outside and inside seating.
- Ride the famous Cable Car (fee not included).

## Loved by customers

Trusted and recommended by hundreds of happy customers!



**Nancy W**  
1 contribution



**Perfect Tour with a perfect guide.**

snap pics as we went. Would definitelyThe best part of this tour was the “hands on/up close and personal” experience you cannot get on Sharlene, had lots of information to share...

[Read More](#)

## Customers who book our tour want:

- More outdoor experiences.
- Unique, creative tour stops.
- Ferry / Bay Cruise.
- To avoid the crowds.
- Freedom of a walking tour.
- No uphill walking.

## Timing:

- 🕒 **Start Time:** Daily at 9am
- 🕒 **Tour Duration:** 5 hours
- 📍 **Start location:** The Ferry Building (Meet out in front)
- 📅 **Available:** 7 days a week
- 👥 **Tour Type:** Downhill walking Tour of San Francisco with Ferry Cruise & Sausalito experiences

## Pricing:

💳 **Price/person:** \$99 \* plus \$8 (cable car), \$13 (Ferry)

💳 **BOOK with Credit Card**

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Domain Chandon  
(Sparkling Winery)

## Premium Napa Tours from Napa Valley



**Available:** 7 Days a Week

**Tour Duration:** 6 Hours

**Price/Person:** From \$99

REQUEST TOUR

### 5 WINERY ITINERARY

DEPART AT: 10am from your Napa Valley Hotel

**Domain Chandon** (Sparkling Winery)

**Robert Mondavi Winery** (Must See)

**Rutherford Grille Lunch Stop** (meal costs not included)

**Peju Winery** – (Robust Cabernet's)

**Stag's Leap Wine Cellars** – (Popular Silverado Trail Winery)

**Robert Sinskey Vineyards** (Silverado Trail)

Hotel Drop-Off

- Winery Tasting fees not included.
- Winery choices can most times be substituted.
- Not required to taste wines at every winery.
- Can Share Tastings.



Napa Historical Tour from Napa or from San Francisco



### OUR FLEET

We use the **Tesla Model X** when our groups are 1-4 passengers, and the black **Ford Transit** when our groups are 1-8 passengers. Our group sizes are never over 8.



**LOVED BY CUSTOMERS**

Trusted and recommended by hundreds of happy customers!

*Amazing experience! All the destinations were amazing and I don't even like wine!*



**SteveP - US**



- We measure our performance from our customer reviews
- We value our clients' trust in us and have the highest standards of customer service
- We foster a culture of premium travel and tourism
- We stay ahead of the changing environment to provide the most relevant advice and innovative solutions
- We share tour ideas and experiences across our organization to achieve the best results for our customers
- We will not compromise our vision or values
- We deliver more

## TIMING

- Start Time:** Everyday at 10:00am
- Tour Duration:** 6 hours
- Start location:** Your Napa Valley Hotel

## PRICING

Two transportation options. Prices include taxes and booking fees.

- With Ford Transit**  
**\$99** /person **Sunday-Friday**  
**\$169**/person **on Saturdays**

BOOK TOUR

- With Tesla EV Sedan Private (2 Pax Only!)**  
**\$199** /person **Everyday**  
Booking this option also guarantees the tour is private.

REQUEST TOUR

(To **Request Tour** please text us: [\(415\) 326-3454](tel:4153263454) )

## QUESTIONS?

Text: [\(415\) 326-3454](tel:4153263454)  
Email: [info@historicnapatours.com](mailto:info@historicnapatours.com)  
[Contact us](#)

CPUC: PSG# 19562

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