



Public Utilities Commission  
STATE OF CALIFORNIA

CITATION FOR VIOLATION  
OF PUBLIC UTILITIES CODE

To: Thorne Transportation Services  
ATTN: Jeffrey Thorne  
7580 Red Bud Road  
Granite Bay, CA 95746

File: Unlicensed  
Date: November 1, 2023  
Citation #: T.23-11-001  
Case #: PSG-5955

**VIOLATIONS**

You are hereby cited with having violated section(s) 5414.5 of the Public Utilities Code (P.U. Code) and California Public Utilities Commission (CPUC) General Order (G.O.) as described below. These violations occurred from September 8, 2023, through October 13, 2023.

- (1) Advertising illegally in violation of P.U. Code Section 5415.5 [**4 counts**]

## **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**

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 November 22, 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 November 22, 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  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Telephone number: (415) 703-1725  
E-mail address Rahmon.Momoh@cpuc.ca.gov

**INVESTIGATION REPORT**

**CARRIER:** Thorne Transportation Services

**OFFICERS:** Jeffrey Thorne, Owner

**AUTHORITY:** Unlicensed

**MAILING ADDRESS:** 7580 Red Bud Rd [REDACTED]  
Granite Bay, CA 95746

**PHONE/EMAIL:** (916) 990-8790/jeffrey@jeffreythorne.com

**VEHICLES:** N/A

**EMPLOYEE-DRIVERS:** Unknown

**PL&PD INSURANCE:** N/A

**WORKERS' COMPENSATION INSURANCE:** N/A

**DRUG CONSORTIUM:** N/A

**REVENUE:**

<b>Year</b>	<b>Revenue</b>
2020	N/A
2021	N/A
2022	N/A

## INTRODUCTION

On September 6, 2023, I was assigned to investigate the operations and practices of Thorne Transportation Services (hereinafter referred to as Thorne) because of a carrier complaint alleging that Thorne was operating and advertising without a permit [Attachment 1].

## VIOLATIONS

I investigated Thorne and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and Commission General Orders (G.O.):

- **Thorne Transportation Services was found advertising illegally in violation of Pub. Util. Code Section 5414.5 [4 counts].**

On September 8, 2023, I called Thorne at 916-990-8790 and asked to speak with owner Jefferey Thorne. However, Mr. Thorne hung up on me after I introduced myself. I followed up with an email to inquire about his transportation service. I asked him to remove all his transportation advertisements online by September 13, 2023, because he didn't have authority from the Commission [Attachment 2]. After receiving a response from Mr. Thorne, stating he has no intent of bringing down his website, I sent him a Cease-and-Desist (C&D) Letter via email on September 18, 2023 [Attachment 3].

I checked [www.thornetransport.com](http://www.thornetransport.com) on September 25, 2023, and confirmed that Thorne was still advertising his transportation services [Attachment 4]. I sent another email to Thorne at [jeffrey@jeffreythorne.com](mailto:jeffrey@jeffreythorne.com) and gave Thorne a deadline of September 29, 2023, to remove the transportation service content [Attachment 5]. Mr. Thorne emailed and requested more time to remove his ads; I granted the extension and gave him until October 6, 2023 [Attachment 6]. On October 10, 2023, I checked and confirmed that Thorne was still advertising on [www.thornetransport.com](http://www.thornetransport.com), Foursquare.com, Nextdoor.com, and Yelp.com [Attachment 7]. I emailed Thorne at [jeffrey@jeffreythorne.com](mailto:jeffrey@jeffreythorne.com) on October 10, 2023, and gave him a final deadline of October 13, 2023, to remove all his advertisements (Ads) [Attachment 8]. Mr. Thorne responded on October 10<sup>th</sup>, on three separate occasions via email [Attachment 9], stating that he had no intention of applying for a permit. On October 11, 2023, Mr. Thorne sent me a

final email [Attachment 10] at 2:14 AM, stating that he refused to do anything further. On October 13, 2023, I captured a screenshot of Mr. Thorne's website, Foursquare, NextDoor, and Yelp Ads as evidence that Thorne was still advertising after the deadline [Attachment 11].

Mr. Thorne is familiar with the Commission transportation permit process because he opened an account with the Transportation Licensing and Analysis Branch's TCP Portal on April 8, 2023 [Attachment 12].

## DECLARATION

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

Executed on October 31, 2023, in San Francisco, California.

*Destiny Graham*  
Destiny Graham, TEB Enforcement Analyst

## **List of Attachments**

**Attachment 1** - Carrier Complaint (Redacted)

**Attachment 2** - First Email Correspondence with Mr. Thorne on 9/8

**Attachment 3** - Cease-and-Desist Letter

**Attachment 4** - Thorne Transportation Services Website on 9/25

**Attachment 5** - Second Email Correspondence with Mr. Thorne on 9/25

**Attachment 6** Third Email Correspondence with Mr. Thorne Granting Extension on 9/28

**Attachment 7** - Thorne Transportation Website, Foursquare Ad, NextDoor Ad, Yelp Ad on 10/10

**Attachment 8** - Final Email Correspondence Sent to Mr. Thorne on 10/10

**Attachment 9** - Mr. Thorne's Three Email Responses on 10/10

**Attachment 10** - Mr. Thorne's Final Email Response on 10/11

**Attachment 11** - Thorne Transportation Website, Foursquare Ad, NextDoor Ad, and Yelp Ad on 10/13

**Attachment 12** - Mr. Thorne's Inactive Account in the Transportation Carrier Portal

# ATTACHMENT 1



California Public Utilities Commission  
Transportation Informal Complaint Tracking System  
Printed as of 17-AUG-2023 10:28:38

Case #..... 20230077  
Inquiry Type..... Written  
Carrier Type..... Passenger Carrier  
Received by Area Office Consumer Int.  
Area Office Assigned... San Francisco  
District Office.....  
Transferred To.....  
Representative..... Shirley Lei  
Received Date..... 17-AUG-2023  
Closed Date..... 17-AUG-2023  
Update Date.....  
Transfer Date.....

**COMPLAINANT:**

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



**DEFENDANT:**

MTR/PSG/CA#..  
DBA..... THORNE TRANSPORTATION SERVICES  
Name.....  
Address..... 3017 DOUGLAS BLVD SUITE 300  
City/ST/Zip.. ROSEVILLE CA 95661  
Phone..... (855) 584-6768

**COMPLAINT DESCRIPTION:**

Thorne Transportation Services is advertising and operating without authority.

**DISPOSITION DESCRIPTION:**

Referred to enforcement.

California Public Utilities Commission  
Transportation Informal Complaint Tracking System  
Passenger Carrier Violation(s)  
Printed as of 17-AUG-2023 10:28:38

Failure to insure all equipment  
Failure to register interstate operations  
GO 157/158  
Loss or Damage  
No operating authority  
No worker's compensation  
Operations while suspended  
Other  
Service  
Unlicensed sub-carriers  
Advertising without a permit

State of California

Public Utilities Commission

Consumer Protection and Safety Division – Transportation Enforcement Section  
505 Van Ness Avenue  
San Francisco, CA 94102

Fax: (415) 703-5882 Tel: 1-800-894-9444 E-Mail: CIU\_INTAKE@cpuc.ca.gov

Passenger Complaint Form – Intrastate Transportation Only

This form is available for you to send a complaint about a passenger carrier to the Public Utilities Commission. Although the Commission may not be able to resolve specific disputes between consumers and passenger carriers, it can act against a company for violations of law.

How Do We Reach You?

Your Name:

Your Business Name:

Street Address:

City:

State: CA Zip:

Telephone (with area code):

E-Mail Address:

Tell Us Your Complaint

Subject of Your Complaint:

Safety

Service

Overcharge

Loss or Damage

Other

Name of Company You Are Complaining About:

Thorne Transportation Services

Street Address:

3017 Douglas Blvd Suite 300

City:

Roseville

State:

CA

Zip:

95661

TCP or PSC Number, if known:

Do not have one

Telephone (with area code):

855-5THORNE

Company Web Site:

https://thorne-transportation-services.com

Company E-Mail Address:

jeffrey@jeffreythorne.com

Are you claiming a refund or making a loss or damage claim? If so, provide the amount:

\$ NO

How Did the Company Initially Contact You? N/A

Date and time transportation was provided: N/A

Origin and Destination of your trip: N/A

Name of driver and/or number of vehicle, if known: N/A

Name(s) of other contact persons with company: N/A

Briefly Explain Your Problem: This Company is operating illegally with no TCP or licensing. I don't think they have Commercial insurance either. I fear for the safety of the passengers they are providing services to.

**PLEASE INCLUDE COPIES OF ANY AND ALL WRITTEN DOCUMENTATION PERTAINING TO YOUR COMPLAINT (i.e., receipts, cancelled checks, credit card statements, business cards, letters, etc.)**

FOR OFFICE USE ONLY TICTS # \_\_\_\_\_ Date Rec'd. \_\_\_\_\_ Inquiry Type W H T I L  
PCN PCS Rep: \_\_\_\_\_ Category: \_\_\_\_\_

# ATTACHMENT 2

# Permit Needed for Thorne Transportation



Graham, Destiny

To [jeffrey@jeffreythorne.com](mailto:jeffrey@jeffreythorne.com)



Reply

Reply All

Forward



Fri 9/8/2023 3:20 PM

You forwarded this message on 10/17/2023 12:20 PM.  
This message was sent with High importance.

Good afternoon Jeffrey,

My name is Destiny and I work for the CA Public Utilities Commission (CPUC/PUC )and I tried introducing myself to you briefly on the phone before it got disconnected. It appears that you are providing services without a permit from the PUC. In order to provide services and advertise (Yelp, Thorne Transportation Website, etc), you *must* apply for a permit and go through the process. If you do not want a permit, you must deactivate and take down **all** advertisements and cease any transportation activities, failure to do so will result in a citation. Please remove your Yelp ad as well as your website no later than next Wednesday, September 13, 2023 by COB, to avoid a citation

If you do choose to apply for a permit I will put the information below. Please don't hesitate to reach out to me if you have any questions.

Before applying here is some information that you need to know and must do: [Licensing Requirements for Charter-Party Carriers](#)

Here is the link to the application: [Welcome to TCP Portal \(ca.gov\)](#)

Again, I am here if you have any questions. If the questions are licensing specific you may reach out to our Licensing department at [licensing@cpuc.ca.gov](mailto:licensing@cpuc.ca.gov)

# ATTACHMENT 3

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**PUBLIC UTILITIES COMMISSION**

505 Van Ness Ave  
San Francisco, CA 94102



September 18, 2023

TCP: Unlicensed  
Case No.: PSG-5955

Jeffrey Thorne, Owner  
Thorne Transportation Services  
3017 Douglas Blvd Suite 300  
Roseville, California 95661

**NOTICE TO CEASE AND DESIST**

Dear Jeffrey Thorne:

The California Public Utilities Commission (CPUC) became aware that you are operating without a valid authority.

Public Utilities Code (P.U. Code) Sections 1031 and 5371 state that it is unlawful for a Passenger Stage Corporation and a charter-party carrier of passengers to conduct any operations without a valid authority. P.U. Code Sections 1034.5 and 5414.5 state 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, internet websites, and any other form of advertisements.

**YOUR COMPANY MUST IMMEDIATELY CEASE AND DESIST FROM ANY AND ALL UNLAWFUL OPERATIONS INCLUDING ADVERTISING.**



**P.U. CODE SECTION 1037 STATES THAT ANY CARRIER WHICH OPERATES WITHOUT AUTHORITY IS GUILTY OF A MISDEMEANOR AND, IF A PERSON, IS PUNISHABLE BY A FINE NOT TO EXCEED \$1,000 OR BY IMPRISONMENT IN A COUNTY JAIL NOT TO EXCEED SIX MONTHS, OR BY BOTH SUCH FINE AND IMPRISONMENT, OR, IF A CORPORATION, SHALL BE PUNISHED BY A FINE NOT TO EXCEED \$1,000.**

**P.U. CODE SECTION 5411 STATES THAT ANY CARRIER WHICH OPERATES WITHOUT A VALID AUTHORITY IS GUILTY OF A MISDEMEANOR WHICH IS PUNISHABLE BY A FINE OF NOT LESS THAN \$1,000 AND NOT MORE THAN \$5,000 OR BY IMPRISONMENT IN A COUNTY JAIL FOR NOT MORE THAN THREE MONTHS, OR BOTH THAT FINE AND IMPRISONMENT.**

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

If you have questions, please do not hesitate to call me at 628-217-1952.

Sincerely,

Destiny Graham, Public Utilities Regulatory Analyst II  
California Public Utilities Commission  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Email: [Destiny.Graham@cpuc.ca.gov](mailto:Destiny.Graham@cpuc.ca.gov)  
Telephone: 628-217-1952

# ATTACHMENT 4



855-5THORNE



Airport rides from Granite Bay and more



## About Us

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Jeffrey & Sherri Thorne

**Personal Service**

**As a husband and wife team we bring to you personalized service. Door to Door airport shuttle. No worrying where to park or trying to load a full bus. Let us take you there.**





### Some of the Areas We Cover

**Our airport transportation service covers the cities of Roseville, Rocklin, Lincoln, Penryn, Newcastle, Folsom, El Dorado Hills, Citrus Heights, Granite Bay, Auburn, Colfax, Fair Oaks, Orangevale, Citrus Heights, Cameron Park, Placerville, Gold River and more**



**ALERT! PLEASE READ!**

**SPECIAL NOTICE  
PLEASE! PLEASE! PLEASE!**

**Contact us at least one day in advance to confirm your pickup. We have had some computer issues where reservations haven't gotten to us.**





Who said you can never find a deal? Limited time offer available

You may have noticed our airport fee has increased across the board effective 3/1/23 in all locations so now they are \$60, \$70 and \$90. But, there are two ways to save money, when you prepay 10% is taken off or a new discount for 55+ is 15% off. This makes the fares \$51, \$60 and \$77. We accept Venmo, Zelle and credit card.

Please note the Bay area is now \$250



We service SMF, SFO, SJC and OAK

**Flying internationally we cover Sacramento International, San Francisco International, San Jose International and Oakland International airports. Additionally, we cover Reno and Stockton. Call for quote.**





8days/7nights - \$999 until 12/31/23

***EXTENDED UNTIL THE END OF THE YEAR***

**YES! Travel anywhere by 12/31/23 for only \$999\*.Hawaii, Florida, Cabo, Atlantic City, Las Vegas, Carlsbad, Bahamas any of these sound appealing to you? Visit our new site**

**<http://www.mandalaydestinations.com> . We have over 300 timeshares worldwide. Keep visiting the site as we will be adding properties daily as well as Cruises and Hotels**

***\*Some Restrictions Apply***

# We're Growing To Better Serve You

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## NEW LOGO

To better fit into this 21st century we are upgrading and changing a few things and one of those is how we look. To the left is our newly released logo that you will begin to see on all our corporate material.



## WE CHANGED OUR NAME

We have an inventory of over 300 Timeshares located throughout the world and Platinum exchange privlidges through RCI and Interval International. Plainly speaking "Tell us Where you want to go, When you want to go and how many of you are going and we will find you top rated accommodations anywhere in the world, yes even Big Sky, Montana.. Our new site

<http://mandalaydestinations.com>



## OUR PARENT COMPANY

**Same people new name, new location, new number**

### **CORPORATE OFFICE**

The THORNE Group Services LLC  
3017 Douglas Blvd, Suite 300  
Roseville, California 95661

**Tollfree: 855-5THORNE**





## Corporate Incentive Program

We have developed a corporate incentive plan that involves awarding to employees, benefactors or use as a fund raisers resort accommodations for 8 day/s 7 nights either by selecting 3 or 4 places they can go or an open award to anywhere in the world. [Http://www.resortpromotionalservices.com](http://www.resortpromotionalservices.com)



## HELPING OTHERS

Mandalay Resort Services helps families get out of the paying of the continual annual dues on a timeshare. We will take over the property transfer it in our

name and relieve you of that obligation.



## Customer Service

We pride ourselves in quality friendly service. On time, clean vehicles, chargers for your phones and most of all your safety.

Additionally we track your flight on your return to be sure we are there when it lands, whether it is 15 minutes early or 2 hours late we are there (upon availability of a driver).

SEE WHAT OTHERS SAY ABOUT OUR COMPANY



# Subscribe

Sign up to hear from us about specials, sales, and events.

Email

SIGN UP

## Book a date for Transportation Services

---

We love our customers, let us do the driving

### The THORNE Group Services LLC/Thorne Transportation Services

3017 Douglas Blvd Suite 300, Roseville,, California 95661, United States

855-5THORNE/ [jeffrey@jeffreythorne.com](mailto:jeffrey@jeffreythorne.com)

By clicking the button below you are agreeing to receive texts and emails from us. if at anytime you do not wish to receive further texts or email simply reply with Stop to the button below or text us Stop

Hours 24/7

Today **By Appointment** ▾

[CLICK HERE TO CLOMPLETE THE RESERVATION FORM](#)



# Frequently Asked Questions

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Please reach us at [jeffrey@jeffreythorne.com](mailto:jeffrey@jeffreythorne.com) if you cannot find an answer to your question.

Are you part of Uber or Lyft? ▼

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How do your prices compare? ▼

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What forms of payment do you take? ▼

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## Fares

### Local to Sacramento International Airport (SMF) or Amtrak Station

Granite Bay, Rocklin, E Roseville, Orangevale, Citrus Heights, Loomis

\$60

One way transportation. Gratuities not included.

El Dorado Hills, Cameron Park, Gold River, Newcastle, Lincoln,

\$70

One way transportation Gratuities not included

Auburn and Placerville



\$90

One way transportation Gratuities not included

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## Bay Area Airports and Cruise Terminal

San Francisco International (SFO) (one way)

\$250

From any location mentioned above (except Auburn and Placerville \$25 surcharge)  
Gratuities not included. Payment required at time of booking (Effective 3/1/23)

Oakland International Airport (OAK) (one way)

\$250

From any location mentioned above (except Auburn and Placerville \$25 surcharge)  
Gratuities not included. Payment required at time of booking (Effective 3/1/23)

San Francisco Cruise Terminal (Pier 27) (one way)

\$250

From any location mentioned above (except Auburn and Placerville \$25 surcharge)  
Gratuities not included. Payment required at time of booking (Effective 3/1/23)

PRICE MATCH GUARANTEE. IF YOU FIND THE PRICE  
LOWER WE WILL MATCH IT, THOUGH NO DISCOUNTS  
WILL APPLY.





## Compare Prices

	SMF	SFO/OAK
Thorne	\$60	\$250
Folsom Express	\$85*	\$255**
BK Best seville	\$135*	\$365**
Taxi	\$147	

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Copyright © 2022 Thorne Transportation Services -The Thorne Group Services LLC- All Rights Reserved.

[PRIVACY POLICY](#)  
[TERMS AND CONDITIONS](#)





Powered by GoDaddy



# ATTACHMENT 5

## Removal of All Advertisements by 9/29/23



Graham, Destiny  
To Jeffrey Thorne



Reply



Reply All



Forward



Mon 9/25/2023 4:57 PM

Hi Jeffrey,

Please make sure that all advertisements that are up are removed by this Friday, September 29<sup>th</sup>, 2023, by COB. As for your website, you're able to keep your site but you must remove anything pertaining to transportation services. Failure to comply will result in a citation.

If you have any questions, please feel free to give me a call at 628.217.1952

Thanks.

**Destiny R. Graham**

Regulatory Analyst

California Public Utilities Commission

Consumer Protection and Enforcement Division

Transportation Enforcement Branch/Field Enforcement Unit

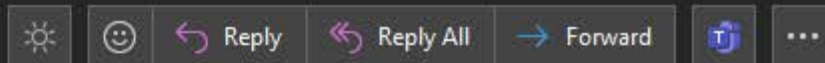
Cell (628) 217-1952

# ATTACHMENT 6

RE: [EXTERNAL] Re: Removal of All Advertisements by 9/29/23



Graham, Destiny  
To Jeffrey Thorne



Thu 9/28/2023 5:13 PM

Hi Jeffrey,

Thank you for the notice. I can extend the deadline to next Friday, October 6, 2023. As far as Yelp, please attempt to reach out to them to have that advertisement removed.

Thanks!

**Destiny R. Graham**

Regulatory Analyst

California Public Utilities Commission

Consumer Protection and Enforcement Division

Transportation Enforcement Branch/Field Enforcement Unit

Cell (628) 217-1952

**From:** Jeffrey Thorne <[jeffrey@jeffreythorne.com](mailto:jeffrey@jeffreythorne.com)>

**Sent:** Thursday, September 28, 2023 2:01 PM

**To:** Graham, Destiny <[Destiny.Graham@cpuc.ca.gov](mailto:Destiny.Graham@cpuc.ca.gov)>

**Subject:** [EXTERNAL] Re: Removal of All Advertisements by 9/29/23

**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.

Good afternoon, I just got your message as I have been out of town since last Thursday as my father passed away very suddenly. I ask that you give me a few additional days so I can contact my service provider to get them to take it off line and to figure out the Yelp situation. My understanding is that people can submit sites on their own, as I have never submitted to Yelp.

Thank you in advance for your understanding.

Jeffrey Thorne

# ATTACHMENT 7



855-5THORNE



Airport rides from Granite Bay and more



## About Us

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Jeffrey & Sherri Thorne

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**<http://www.mandalaydestinations.com> . We have over 300 timeshares worldwide. Keep visiting the site as we will be adding properties daily as well as Cruises and Hotels**

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SIGN UP

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3017 Douglas Blvd Suite 300, Roseville,, California 95661, United States

855-5THORNE/ [jeffrey@jeffreythorne.com](mailto:jeffrey@jeffreythorne.com)

By clicking the button below you are agreeing to receive texts and emails from us. if at anytime you do not wish to receive further texts or email simply reply with Stop to the button below or text us Stop

Hours 24/7

Today **By Appointment** ▾


[CLICK HERE TO CLOMPLETE THE RESERVATION FORM](#)



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WILL APPLY.



## Compare Prices

	SMF	SFO/OAK
Thorne	\$60	\$250
Folsom Express	\$85*	\$255**
BK Best seville	\$135*	\$365**
Taxi	\$147	

---

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I'm looking for...

Granite Bay, CA

Log In

Sign Up

Top Picks

Trending

Food

Coffee

Nightlife

Fun

Shopping

# Thorne Transportation Services

Airport Tram Station  
Granite Bay

Save

Share

## Tips



I'm looking for...

- Top Picks
- Trending
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By creating an account you are able to follow friends and experts you trust and see the places they've recommended.

or

No tips and reviews

[Log in](#) to leave a tip here.

Post



**No tips yet**

Write a short note about what you liked, what to order, or other helpful advice for visitors.

### Related Searches

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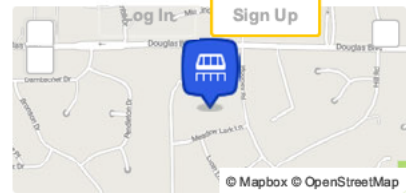
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Foursquare © 2023 Lovingly made in NYC, CHI, SEA & LA



### Thorne Transportation Services

7580 Red Bud Rd  
Granite Bay, CA 95746  
United States

[Get directions](#)

Information about Thorne Transportation Services, phone number:.... [\(Show more\)](#)

(916) 990-8790

[United States](#) » [Placer County](#) » [Granite Bay](#)

**Is this your business? [Claim it now.](#)**

Make sure your information is up to date. Plus use our free tools to find new customers.



Sign in

Join

California (/find-neighborhood/CA) > Granite Bay (/city/granite-bay-ca) > Jeffrey Thorne (TH...  
thorne-roseville-ca) > Granite Bay (/city/granite-bay-ca) > Jeffrey Thorne (TH...  
thorne-roseville-ca%2F&is\_logged\_out=true) (/choose\_address/?utm\_source=referral->%2Fpages%2Fjeffrey-thorne-roseville-ca%2F)



# Jeffrey Thorne (THORNE Transportation Services)

61

Transportation service(/topic/18010)

- Fave
- Message
- Call

## Awards



Neighborhood Fave (https://www.nextdoor.com/pages/neighborhood-fave) Neighborhood Fave (https://www.nextdoor.com/pages/neighborhood-fave) Neighborhood Fave (https://www.nextdoor.com/pages/neighborhood-fave) Neighborhood Fave (https://www.nextdoor.com/pages/neighborhood-fave) Neighborhood Fave (https://www.nextdoor.com/pages/neighborhood-fave)

Recommendations summary

Jeffrey Thorne's THORNE Transportation Services in Granite Bay, CA comes highly recommended for airport transportation. Customers appreciate the excellent communication, punctuality, and stress-free experience provided by Jeffrey. His service is described as superior.

Nextdoor

- About (/about\_us/)
News (/press/)
Media Assets (https://about.nextdoor.com/us-media/)
Investor Relations (https://investors.nextdoor.com/)
Blog (https://blog.nextdoor.com/)
Careers (/jobs/)
Help (/help/)

Neighbors

- Get Started (/choose\_address/)
Events (/events/calendar/)
Neighborhoods (/find-neighborhood/)
Guidelines (/neighborhood\_guidelines/#guidelines)
2023 Neighborhood Faves (/favorites)
Anti-Racism Resources (https://about.nextdoor.com/antiracism/)

Business and Organizations

- Small Business (https://business.nextdoor.com/en-us/small-business)
Brands & Agencies (https://business.nextdoor.com/en-us/enterprise)
Public Agency (https://business.nextdoor.com/en-us/public-agency)
Businesses on Nextdoor (/directories/)
Neighborhood Faves (https://business.nextdoor.com/en-us/small-business/neighborhood-faves)
Self-Service Ad Terms (/self-service-advertising-terms-of-service/)

Industries

- Home & Garden (https://business.nextdoor.com/en-us/small-business/industry/home-garden)
Real Estate (https://business.nextdoor.com/en-us/small-business/industry/real-estate)
Professional Services (https://business.nextdoor.com/en-us/small-business/industry/professional-services)
Food & Entertainment (https://business.nextdoor.com/en-us/small-business/industry/food-and-beverage)
Shopping & Retail (https://business.nextdoor.com/en-us/small-business/industry/retail)
Medical & Dental (https://business.nextdoor.com/en-us/small-business/industry/medical-dental)

- Do Not Sell or Share My Personal Information
Limit the Use of My Sensitive Personal Information
Privacy (/privacy\_policy/)
Legal & Terms (https://help.nextdoor.com/s/legal)
Cookies (/cookie\_policy/)

Get the app: (https://itunes.apple.com/us/app/nextdoor/id640360962?ls=1&mt=8)
(https://play.google.com/store/apps/details?id=com.nextdoor)

Made by your neighbors in San Francisco, CA. © Nextdoor 2023.



(/login/?next=%2Fpages%2Fjeffrey-thorne-roseville-ca%2F&is\_logged\_out=true)

(/choose\_address/?utm\_seo\_referrer=%2Fpages%2Fjeffrey-thorne-roseville-ca%2F)

things to do, nail : San Francisco, CA

Yelp for Business

Write a Review

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More

# Thorne Transportation Services

3.8 (9 reviews)

Claimed • Airport Shuttles

Open Open 24 hours See hours

See all 5 photos

Write a review

Add photo

Share

Save

thornetransportationservices.

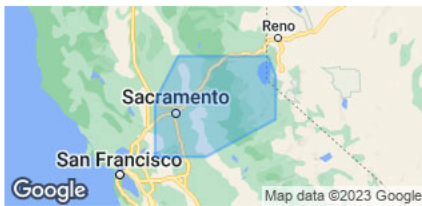
(916) 990-8790

View Service Area

Suggest an edit

## Location & Hours

Suggest an edit



Mon	Open 24 hours
Tue	Open 24 hours <b>Open now</b>
Wed	Open 24 hours
Thu	Open 24 hours
Fri	Open 24 hours
Sat	Open 24 hours
Sun	Open 24 hours

Serving Granite Bay Area

## You Might Also Consider Sponsored



All Star Transportation

26 reviews

We specialize in private transportation 24/7 by reservation. Our all wheel drive fleet of 6-7 passenger black luxury Expedition Max, 11 and 14 passenger Mercedes Sprinters, experienced local drivers and dedicated office dispatch... [read more](#)  
in Limos, Taxis, Airport Shuttles



Ez Airports

4 reviews

Easy airport rides to and from SFO and Sacramento Int'l Airport airports. [read more](#)  
in Airport Shuttles



Sentimental Journey Vintage Transportation

1 review

Be carried away in the Lap of Vintage Luxury and experience the style and elegance of a chauffeur driven nostalgic moving work of art. Reservations available by email to debbie@sentimentaljourny-vintage.com or call 916-862-1224. [read more](#)  
in Town Car Service



River City Limo

11 reviews

River City Limousine is a limousine and town car service in Sacramento, CA. We... [read more](#)



Icon Limo Lounge

61 reviews

Icon Limo Lounge is a Luxury Party Bus Company in California. Icon Limo... [read more](#)

### Amenities and More

Free Wi-Fi

Open to All

### About the Business

We provide personalized door to door service at the cheapest rate in the area to and from Sacramento International, San Francisco International and Oakland International airports for up to 4 people for \$50 from Granite Bay, Roseville, Rocklin, Folsom, El Dorado Hills, Citrus Heights, Fair Oa...

[Read more](#)

### Ask the Community

[Ask a question](#) +

**Q:** I live in Yuba City, and need a ride to Sacramento Int'nal Airport in late May, I have to arrive there by 5 A.M. Are you able to help me + what's the cost for a one way trip to the airport? I'll need a return trip home in early June. Thank you.


**A:** Thorne Transporation Services is absolutely Awesome. I believe it can be done. Prompt service. Call Jeff as soon as you can, books fast; you'll be glad you did.

Donna W. 1 year ago

[See question details](#)

### Recommended Reviews

**Your trust is our top concern**, so businesses can't pay to alter or remove their reviews. [Learn more about reviews.](#)




**Username**  
Location  
 0 0

Select your rating

[Start your review of Thorne Transportation Services](#)



Yelp Sort
Filter by rating
Search reviews



**Christine G.**  
Folsom, CA  
 0 10

Aug 12, 2023

Absolutely the best! Jeff Thorne was on time (3 am!) picking me up, and waiting for me at SAC when I returned. Very pleasant, excellent driver, very reasonable price. Please consider using his services for airport rides! Book ahead for a little discount!

Useful

Funny

Cool

**Sarah M.** Elite 23

El Dorado Hills, CA

245 81 54

...

☆☆☆☆☆ May 8, 2023

While Jeff himself is a nice man, the disorganization, over-sharing and haphazard nature of his booking and payment process has me booking elsewhere.

Strike 1: Talked about himself, his multitude of timeshare businesses and acquisitions and played music so loudly before the sun was up he MISSED the freeway exchange altogether. Me being half asleep alert him and for several miles tries to assure me he did not. Then decides to take the longer route and drive nearly 100mph to make up for lost time for my 5:30AM departure. I barely made my flight.

Strike 2: Tells me he'll keep my cc on file since I fly nearly weekly. Every single ride there's an excuse as to why his square won't process and I'm sitting at the airport for several extra minutes while he STRUGGLES with payment processing issues. He also asked me to clarify if I was flying SFO or SMF. You'd think this would be vetted before the actual ride. Thank goodness I clarified before he drove hours the wrong way.

Strike 3: picks me up for a same-day early out and late night back trip and tells me "his good for nothing son just quit on him", cleared out his house and he doesn't have anyone to pick me back up at nearly midnight. Seriously? Didn't even offer to pay for a scheduled ride-share or taxi, let it to me to figure out while I'm in an all day client meeting. And did I ask for the side of early AM family drama or loud music again? No, I sure didn't. I'm sorry you have a challenging adult son but I'm not the right party to vent to.

Useful

Funny

Cool

**Tammy S.**

Folsom, CA

370 659 198

...

☆☆☆☆☆ Apr 30, 2023

TL/DR: Small business that demonstrates a clear lack of organization and the customer suffers the consequences. Unless you are personally responsible for flight arrivals and can ensure zero delay, I would not trust Thorne Transportation for airport transport.

I wish that I would have checked on Yelp before I hired Jeffrey Thorne/ Thorne Transportation for airport transport. He was recommended via a FB group, so decided to give him a shot. I gave him a call, spoke with him more than a week before our flight, we talked through the process and he advised for me to go online and setup an ride request, so I did. However I never received an email confirmation, I waited a couple of days, reached out to him and he advised that I'd have it the next day. The next day came and went - no confirmation email. I reached back out a few days later, asked about the email confirmation and advised that we were all set and that he'd reach out the day before to confirm. He did reach out as promised, two days before our flight, then we then received an invoice for the ride, so I paid it via Venmo. The day before our flight, I received an email alert that I have an overdue invoice. When I reached out to Jeffrey, he asked how I paid, I sent him proof of payment, then he confirmed receipt. I really should have been concerned about his clear haphazard approach to this, but I ignored it and carried on. He showed up super early the day of our flight and got us to the airport in plenty of time. Fast forward two weeks, it's two days before our return so I reach out to him to confirm pickup. He then tells me that he has us coming in a full two hours earlier, inferring that I entered the wrong time on the form. At this point, all of the clear disorganization from the initial exchange came rushing back to me and I have zero trust that he's right. Had I ever received an email confirmation, we'd know for sure, but alas... Had he actually sent the confirmation as promised, and if I did actually enter the wrong time, then this could have been rectified weeks ago. But that didn't happen, despite multiple requests. After a few back and forths, he advises that accommodating our pickup from a 9:20p arrival is going to be tight as he has a 10p already booked, but he'll take care of it - just hoping that we'll move fast. We're talking Sacramento Airport to our home in Folsom, then back to Sacramento Airport, all by 10p? Even if we magically are in his car the moment the plane touches down at 9:20p, he absolutely cannot make the trip in forty minutes - the math doesn't line up, but he assures me that he's got us, so I assumed that he was calling in another driver. Well, our flight was delayed, as flights often are, especially late ones. We landed thirty minutes late and we find ourselves stranded at the airport as he cannot accommodate the delay. I understand that he had a previous commitment but if you are to be in the business of airport transport, you need to be able to accommodate delays, you just do - it's the nature of the industry. In fact, according to industry reports, 20% of domestic flights are delayed 15 minutes or more (data found on valuepenjiun.com). That tells me that if you intend to provide specifically airport transport, you need to account for these delays or run a business where 20% of your clients could be left stranded at the airport. I don't know about you, but I am not comfortable with a transport service that doesn't take these delays into consideration. I'm sure that he will have lots of

excuses in his response to this review, but he has zero credibility given his demonstrated lack of organization. He did issue a quick refund which we appreciated and I believe that he's probably a nice guy - he's just not running things right and I would never trust him again. Trust is important.

Useful 3 Funny 1 Cool 1



**Tami K.**  
Sacramento, CA  
9 38 11

...

★★★★★ Mar 5, 2022

Jeffrey has been our airport transportation for a couple of years now. He is dependable and prompt. He has a nice clean car and a very pleasant person. I hope we never have to go back to Uber or Lyft. We are deeply grateful for his service!

Useful Funny Cool



**Morena M.**  
Roseville, CA  
0 3

...

★★★★★ Jan 28, 2022

🕒 First to Review

My husband and I have used this company to take us to the Sacramento airport as well as the San Francisco Airport. The service has been excellent every time. They show up on time; always reachable by phone, communication is clear and precise; and the driving is safe and you feel like you can take a nap without worries.

We highly recommend them.

José and Morena

Useful Funny Cool



**Sherri S.**  
Roseville, CA  
0 8

...

★★★★★ Jun 24, 2022

On Time and very reliable service! Check Them out on Next door! Tons of reviews on there.

Useful Funny Cool



**Mary N.**  
Granite Bay, CA  
0 1

...

★★★★★ Feb 10, 2022

Very reliable, great service. Jeffrey gave me advice as to when we should schedule our pick up. When we got in his car he had checked the status of our flight.

Useful Funny Cool



**Carrie W.**  
Citrus Heights, CA  
0 7

...

★★★★★ Jan 28, 2022

Really appreciated the professional service that Jeff provides. Found him very dependable and reliable. You can count on him for your transportation to and from traveling needs.

Useful Funny Cool





**Kim H.**  
Mesa, AZ  
📍 0 📞 2



⭐⭐⭐⭐⭐ Jun 24, 2022

I would not recommend Thome Transportation for your shuttle service needs. My friend and I needed a ride to the Sacramento Airport on Tuesday, June 21st. I found Thorne Transportation ad in the Nextdoor Neighborhood App with great reviews. I called and s/w Jeffrey. He advised me to go on line to set up my pick up request and he said I would get an email confirming my pick up. I did this on Sunday (2 days before I needed the pick up). I never received an email, so I called back and s/w Jeffrey and he said it was an overnight process and I should get confirmation on Monday. I never got an email on Monday confirming my request, so I sent an email and sent a text to Jeffrey. He sent me a text with a copy of my request and he typed in RECEIVED. I assumed this meant he got my request so I did not worry. Pick up was scheduled for Tuesday at 6:30 am. No one showed up so at 6:40 am, I called and left a message, sent an email and then called. I got ahold of the driver saying I was not on his schedule and he was in Grass Valley. I sent an email and text to Jeffrey letting him know that no one showed up. He texted back with a sincere apology saying it was "computer issues". I'm sorry but I did not buy that excuse. That's all it was.... an excuse. He offered to pay for my parking. Well, problem is I do not live in California, so would not be parking a car. He then offered to get an Uber for me. Told him already tried and couldn't get picked up until 7:45 am which was too late. I finally told him not to bother and I would figure it out. We did get a ride and made our flight, but not without a stressful morning.

- Useful
- Funny
- Cool



**Jeffrey T.**  
Business Owner

Jun 24, 2022

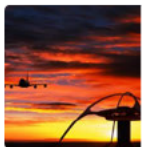
I completely apologized to the client. Yes we did receive her reservation, unfortunately there had been issues with our booking system dropping reservations periodically (we have corrected that we have gone to a page...

[Read more](#)

1 of 1

4 other reviews that are not currently recommended ▾

### Find reviews useful? Help others by sharing your experience.



**Thome Transportation ...**

Do you recommend this business?



### You Might Also Consider Sponsored ⓘ



**Sacramento River Limo**

⭐⭐⭐⭐⭐ 35

We offer luxury SUV and town car services as well as airport services for the Greater Sacramento and San Francisco area. Also we offer wine tour services [read more](#)  
in Town Car Service, Airport Shuttles, Limos



**Wine Tour Drivers**

Amador Wine Country- Wine Tour Drivers is a designated driver service with experienced drivers ready to be your private tour guide. We offer a safe and affordable tour in your vehicle, specializing in Sonoma County, the Napa Valley,... [read more](#)  
in Wine Tours

### People Also Viewed



**Taxi Roseville**

★★★★☆ 22

Airport Shuttles, Taxis

**Folsom Lake Express**

★★★★☆ 42

Airport Shuttles, Taxis

**G4 Lux**

★★★★☆ 9

Limos, Wine Tours, Airport Shuttles

**Lincoln Airporter**

★★★★☆ 4

Airport Shuttles

**Best of Granite Bay**

Things to do in Granite Bay

**Other Airport Shuttles Nearby**

Find more Airport Shuttles near Thorne Transportation Services

**Trending Searches in Granite Bay, CA**

- Apple Picking
- Arts & Entertainment
- Birthday Party Venues
- Corn Maze
- Costume Store
- Face Painting
- Festivals
- Friday The 13th Tattoo
- Haunted Houses
- Local Businesses
- Pick Your Own Farms
- Places To Take Pictures
- Pumpkin Patches

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- Restaurants
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- Coffee
- Transportation
- Casinos

**Near Me**

Shuttle Service Near Me

**Related Searches in Granite Bay, CA**

- 24 Hour Car Rental
- Airport Car Service
- Airport Limo Service
- Car Service
- Cheap Airport Shuttle
- Driver Service
- Limo Rental
- Rolls Royce Rental
- Taxi Service
- Taxi Van
- Town Car Service
- Transportation Services

**Related Cost Gu**

- Limos
- Town Car Service

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- Accessibility Statement
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- Collections
- Talk
- Events
- Yelp Blog
- Support
- Yelp Mobile
- Developers

**Yelp for Business**

- Yelp for Business
- Business Owner Login
- Claim your Business Page
- Advertise on Yelp
- Yelp for Restaurant Owners
- Table Management
- Business Success Stories
- Business Support

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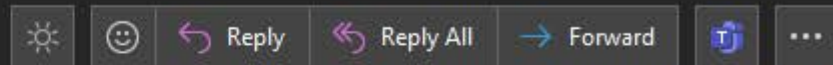
# ATTACHMENT 8

## Removal of Ads, Last Extension 10/13



Graham, Destiny

To Jeffrey Thorne



Tue 10/10/2023 11:43 AM

Good morning Jeffrey,

I noticed you still have your advertisements up in several places. I will place the links below.

[The THORNE Group Services LLC/Thorne Transportation Services](#)

[Jeffrey Thorne \(THORNE Transportation Services\) - Granite Bay, CA - Nextdoor](#)

[https://www.bing.com/search?](https://www.bing.com/search?q=thorne+transportation+services&cvid=c0a88ae0f90149298f9bcceaa4849aec&gs_lcrp=EgZjaHJvbWUqBggBEEUYOzIGCAAQRRg8MgYIARBFGDsyBggCEEUYOTIECAMQADIECAQQ/)

[q=thorne+transportation+services&cvid=c0a88ae0f90149298f9bcceaa4849aec&gs\\_lcrp=EgZjaHJvbWUqBggBEEUYOzIGCAAQRRg8MgYIARBFGDsyBggCEEUYOTIECAMQADIECAQQ/](https://www.bing.com/search?q=thorne+transportation+services&cvid=c0a88ae0f90149298f9bcceaa4849aec&gs_lcrp=EgZjaHJvbWUqBggBEEUYOzIGCAAQRRg8MgYIARBFGDsyBggCEEUYOTIECAMQADIECAQQ/)

[Thorne Transportation Services - Granite Bay, CA \(foursquare.com\)](#)

I also see you attempted to apply for a permit back in April of this year. You have two options, 1. Remove all your advertisements by this Friday, October 13, 2023, by COB or finish applying for a permit by this Friday, October 13, 2023.

If you fail to comply, I will cite you for advertising illegally.

If you have any questions please feel free to respond to this email or give me a call at 628.217.1952.

Thank you.

# ATTACHMENT 9

# Re: [EXTERNAL] Re: Removal of Ads, Last Extension 10/13



Jeffrey Thorne <jeffrey@jeffreythor

To Graham, Destiny



Reply



Reply All



Forward



Tue 10/10/2023 1:57 PM

You forwarded this message on 10/10/2023 2:47 PM.

If there are problems with how this message is displayed, [click here to view it in a web browser.](#)

**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.

I will contact my provider, Godaddy, they stated that it had been taken down.

Again, I have no active "Ads" anywhere. My wife did a search and what ever is showing up we did not post.

I have no intentions of applying for a permit. We are going to shut down the business. I refuse to pay the State, Sacramento County or any other governmental agency for a business that makes no money and never has. We were doing this as a service to the community. Be prepared to be bombared with emails and more, as well as a list of others providing this service through out California that have not gotten their CPUC license. I have better things to do than continue to deal with you. You will be reported by name to my State and Federal Legislatures for the treatment I have received.

Yes, I have learned that those of you "Civil Service" employees don't care about the general population. I chaired the Civil Service Commission for El Dorado County for 10 years and heard heard every excuse in the book of why someone should keep their job.

Unfortunately, I was born in California, well it looks like it's time to get out of here.

Jeffrey

# Re: [EXTERNAL] Re: Removal of Ads, Last Extension 10/13



Jeffrey Thorne <jeffrey@jeffreythor

To Graham, Destiny




↩ Reply

↩ Reply All

➔ Forward



Tue 10/10/2023 2:55 PM

 You forwarded this message on 10/10/2023 2:56 PM.

If there are problems with how this message is displayed, [click here to view it in a web browser.](#)

**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.

You are going to wish you had never messed with me. I have over 700 clients.

Just wait!



## Re: [EXTERNAL] Re: Removal of Ads, Last Extension 10/13



Jeffrey Thorne <jeffrey@jeffreythor

To: Graham, Destiny



Reply




Reply All



Forward



Tue 10/10/2023 3:50 PM

 You forwarded this message on 10/10/2023 3:51 PM.

If there are problems with how this message is displayed, [click here to view it in a web browser.](#)

**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.

Well the community of Granite Bay and Roseville are outraged. So I have been giving them YOUR NUMBER. Don't MESS with me!

# ATTACHMENT 10

## Re: [EXTERNAL] Re: Removal of Ads, Last Extension 10/13



Jeffrey Thorne <jeffrey@jeffreythor

To Graham, Destiny




Reply

Reply All

Forward



Wed 10/11/2023 2:14 AM

 You forwarded this message on 10/11/2023 12:55 PM.

If there are problems with how this message is displayed, [click here](#) to view it in a web browser.

**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.

Well I spent the whole night just researching the Roseville, Granite Bay, Lincoln area and there are nearly 30 people providing the same service I do with web sites, advertising on NextDoor and I haven't even began to check Facebook.

Until all these other people are required to do the same thing as me I refuse to do anything further or alter what I have been doing in the past as I am doing just as what so many other people are doing.

I no refuse to be singled out. Gavin Newsome, Nancy Pelosi and my local representatives Brian Dahle, Roger Neillo and Joe Patterson's office are being contacted this morning by my attorney.

You might want to pull out your resume and update it.

Jeffrey

# ATTACHMENT 11



916-990-8790 or 855-5THORNE



Unfortunately the CPUC has required us to take down our website.

## About Us

---





We were required to shut down our website because of

**Destiny R. Graham**

Regulatory Analyst

California Public Utilities Commission

Consumer Protection and Enforcement Division Transportation

Enforcement Branch/Field Enforcement Unit

Cell (628) 217-1952 Let her know your displeasure and of any other

transport business not listed on their site



We're Growing To Better Serve You

---



## WE CHANGED OUR NAME

We have an inventory of over 300 Timeshares located throughout the world and Platinum exchange privileges through RCI and Interval International. Plainly speaking "Tell us Where you want to go, When you want to go and how many of you are going and we will find you top rated accommodations anywhere in the world, yes even Big Sky, Montana.. Our new site

<http://mandalaydestinations.com>



## OUR PARENT COMPANY

Same people new name, new location, new number

### **CORPORATE OFFICE**

The THORNE Group Services LLC  
3017 Douglas Blvd, Suite 300  
Roseville, California 95661

**Tollfree: 855-5THORNE**





# Corporate Incentive Program

We have developed a corporate incentive plan that involves awarding to employees, benefactors or use as a fund raisers resort accommodations for 8 day/s 7 nights either by selecting 3 or 4 places they can go or an open award to anywhere in the world. [Http://www.resortpromotionalservices.com](http://www.resortpromotionalservices.com)



## HELPING OTHERS

Mandalay Resort Services helps families get out of the paying of the continual annual dues on a timeshare. We will take over the property transfer it in our name and relieve you of that obligation.

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Granite Bay, CA

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# Thorne Transportation Services

Airport Tram Station  
Granite Bay

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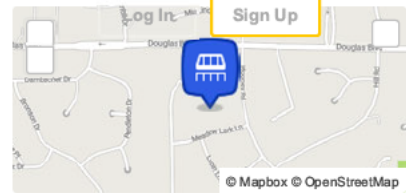
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#### Thorne Transportation Services

**Services**  
7580 Red Bud Rd  
Granite Bay, CA 95746  
United States

[Get directions](#)

Information about Thorne Transportation Services, phone number: 9169908790, that is located at 7580 Red Bud Rd Granite Bay 95746 CA

Information about Thorne Transportation Services, phone number: 9169908790, that is located at 7580 Red Bud Rd Granite Bay 95746 CA ([Show less](#))

(916) 990-8790

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# Jeffrey Thorne (THORNE Transportation Services)

62

Transportation service(/topic/18010)

- Fave
- Message
- Call

## Awards



Neighborhood Fave (https://www.nextdoor.com/neighborhood-fave-2023-jeffrey-thorne-roseville-ca) Neighborhood Fave (https://www.nextdoor.com/neighborhood-fave-2021-jeffrey-thorne-roseville-ca)

Recommendations summary

Jeffrey Thorne's THORNE Transportation Services in Granite Bay, CA comes highly recommended for airport transportation. Customers appreciate the excellent communication, punctuality, and stress-free experience provided by Jeffrey. His service is described as superior.

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Made by your neighbors in San Francisco, CA. © Nextdoor 2023.



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things to do, nail : San Francisco, CA

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# Thorne Transportation Services

★★★★☆ 3.8 (9 reviews)

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Open Open 24 hours See hours

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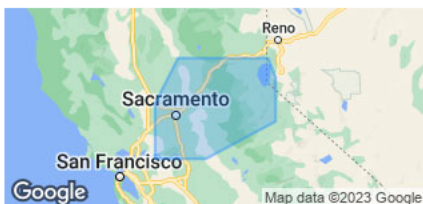
(916) 990-8790

View Service Area

Suggest an edit

## Location & Hours

Suggest an edit



- Mon Open 24 hours
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- Thu Open 24 hours
- Fri Open 24 hours **Open now**
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Serving Granite Bay Area

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Easy airport rides to and from SFO and Sacramento Int'l Airport airports. [read more](#) in Airport Shuttles



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Sentimental Journey Vintage Transportation

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Sacramento River Lim

★★★★☆ 35

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### About the Business

We provide personalized door to door service at the cheapest rate in the area to and from Sacramento International, San Francisco International and Oakland International airports for up to 4 people for \$50 from Granite Bay, Roseville, Rocklin, Folsom, El Dorado Hills, Citrus Heights, Fair Oa...

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### Ask the Community

[Ask a question](#) +

**Q:** I live in Yuba City, and need a ride to Sacramento Int'nal Airport in late May, I have to arrive there by 5 A.M. Are you able to help me + what's the cost for a one way trip to the airport? I'll need a return trip home in early June. Thank you.


**A:** Thorne Transporation Services is absolutely Awesome. I believe it can be done. Prompt service. Call Jeff as soon as you can, books fast; you'll be glad you did.

Donna W. 1 year ago


[See question details](#)

### Recommended Reviews

**Your trust is our top concern**, so businesses can't pay to alter or remove their reviews. [Learn more about reviews.](#)



**Username**  
Location  
 0 0

 Select your rating

[Start your review of Thorne Transportation Services](#)



Yelp Sort Filter by rating



**Christine G.**  
Folsom, CA  
 0 10

...

 Aug 12, 2023

Absolutely the best! Jeff Thorne was on time (3 am!) picking me up, and waiting for me at SAC when I returned. Very pleasant, excellent driver, very reasonable price. Please consider using his services for airport rides! Book ahead for a little discount!



**Sarah M.** Elite 23  
El Dorado Hills, CA  
👤 245 🌟 81 📩 54

...

☆☆☆☆☆ May 8, 2023

While Jeff himself is a nice man, the disorganization, over-sharing and haphazard nature of his booking and payment process has me booking elsewhere.

Strike 1: Talked about himself, his multitude of timeshare businesses and acquisitions and played music so loudly before the sun was up he MISSED the freeway exchange altogether. Me being half asleep alert him and for several miles tries to assure me he did not. Then decides to take the longer route and drive nearly 100mph to make up for lost time for my 5:30AM departure. I barely made my flight.

Strike 2: Tells me he'll keep my cc on file since I fly nearly weekly. Every single ride there's an excuse as to why his square won't process and I'm sitting at the airport for several extra minutes while he STRUGGLES with payment processing issues. He also asked me to clarify if I was flying SFO or SMF. You'd think this would be vetted before the actual ride. Thank goodness I clarified before he drove hours the wrong way.

Strike 3: picks me up for a same-day early out and late night back trip and tells me "his good for nothing son just quit on him", cleared out his house and he doesn't have anyone to pick me back up at nearly midnight. Seriously? Didn't even offer to pay for a scheduled ride-share or taxi, let it to me to figure out while I'm in an all day client meeting. And did I ask for the side of early AM family drama or loud music again? No, I sure didn't. I'm sorry you have a challenging adult son but I'm not the right party to vent to.



**Tammy W.**  
Folsom, CA  
👤 370 🌟 659 📩 198

...

☆☆☆☆☆ Apr 30, 2023

TL/DR: Small business that demonstrates a clear lack of organization and the customer suffers the consequences. Unless you are personally responsible for flight arrivals and can ensure zero delay, I would not trust Thorne Transportation for airport transport.

I wish that I would have checked on Yelp before I hired Jeffrey Thorne/ Thorne Transportation for airport transport. He was recommended via a FB group, so decided to give him a shot. I gave him a call, spoke with him more than a week before our flight, we talked through the process and he advised for me to go online and setup an ride request, so I did. However I never received an email confirmation, I waited a couple of days, reached out to him and he advised that I'd have it the next day. The next day came and went - no confirmation email. I reached back out a few days later, asked about the email confirmation and advised that we were all set and that he'd reach out the day before to confirm. He did reach out as promised, two days before our flight, then we then received an invoice for the ride, so I paid it via Venmo. The day before our flight, I received an email alert that I have an overdue invoice. When I reached out to Jeffrey, he asked how I paid, I sent him proof of payment, then he confirmed receipt. I really should have been concerned about his clear haphazard approach to this, but I ignored it and carried on. He showed up super early the day of our flight and got us to the airport in plenty of time. Fast forward two weeks, it's two days before our return so I reach out to him to confirm pickup. He then tells me that he has us coming in a full two hours earlier, inferring that I entered the wrong time on the form. At this point, all of the clear disorganization from the initial exchange came rushing back to me and I have zero trust that he's right. Had I ever received an email confirmation, we'd know for sure, but alas... Had he actually sent the confirmation as promised, and if I did actually enter the wrong time, then this could have been rectified weeks ago. But that didn't happen, despite multiple requests. After a few back and forths, he advises that accommodating our pickup from a 9:20p arrival is going to be tight as he has a 10p already booked, but he'll take care of it - just hoping that we'll move fast. We're talking Sacramento Airport to our home in Folsom, then back to Sacramento Airport, all by 10p? Even if we magically are in his car the moment the plane touches down at 9:20p, he absolutely cannot make the trip in forty minutes - the math doesn't line up, but he assures me that he's got us, so I assumed that he was calling in another driver. Well, our flight was delayed, as flights often are, especially late ones. We landed thirty minutes late and we find ourselves stranded at the airport as he cannot accommodate the delay. I understand that he had a previous commitment but if you are to be in the business of airport transport, you need to be able to accommodate delays, you just do - it's the nature of the industry. In fact, according to industry reports, 20% of domestic flights are delayed 15 minutes or more (data found on [valuepenjiun.com](http://valuepenjiun.com)). That tells me that if you intend to provide specifically airport transport, you need to account for these delays or run a business where 20% of your clients could be left stranded at the airport. I don't know about you, but I am not comfortable with a transport service that doesn't take these delays into consideration. I'm sure that he will have lots of

excuses in his response to this review, but he has zero credibility given his demonstrated lack of organization. He did issue a quick refund which we appreciated and I believe that he's probably a nice guy - he's just not running things right and I would never trust him again. Trust is important.

Useful 3 Funny 1 Cool 1



**Tami K.**  
Sacramento, CA  
9 38 11

...

★★★★★ Mar 5, 2022

Jeffrey has been our airport transportation for a couple of years now. He is dependable and prompt. He has a nice clean car and a very pleasant person. I hope we never have to go back to Uber or Lyft. We are deeply grateful for his service!

Useful Funny Cool



**Morena M.**  
Roseville, CA  
0 3

...

★★★★★ Jan 28, 2022

🕒 First to Review

My husband and I have used this company to take us to the Sacramento airport as well as the San Francisco Airport. The service has been excellent every time. They show up on time; always reachable by phone, communication is clear and precise; and the driving is safe and you feel like you can take a nap without worries.

We highly recommend them.

José and Morena

Useful Funny Cool



**Sherri S.**  
Roseville, CA  
0 8

...

★★★★★ Jun 24, 2022

On Time and very reliable service! Check Them out on Next door! Tons of reviews on there.

Useful Funny Cool



**Mary N.**  
Granite Bay, CA  
0 1

...

★★★★★ Feb 10, 2022

Very reliable, great service. Jeffrey gave me advice as to when we should schedule our pick up. When we got in his car he had checked the status of our flight.

Useful Funny Cool



**Carrie W.**  
Citrus Heights, CA  
0 7

...

★★★★★ Jan 28, 2022

Really appreciated the professional service that Jeff provides. Found him very dependable and reliable. You can count on him for your transportation to and from traveling needs.

Useful Funny Cool



**Kim H.**

Mesa, AZ

📍 0 📞 2

...

⭐⭐⭐⭐⭐ Jun 24, 2022

I would not recommend Thome Transportation for your shuttle service needs. My friend and I needed a ride to the Sacramento Airport on Tuesday, June 21st. I found Thorne Transportation ad in the Nextdoor Neighborhood App with great reviews. I called and s/w Jeffrey. He advised me to go on line to set up my pick up request and he said I would get an email confirming my pick up. I did this on Sunday (2 days before I needed the pick up). I never received an email, so I called back and s/w Jeffrey and he said it was an overnight process and I should get confirmation on Monday. I never got an email on Monday confirming my request, so I sent an email and sent a text to Jeffrey. He sent me a text with a copy of my request and he typed in RECEIVED. I assumed this meant he got my request so I did not worry. Pick up was scheduled for Tuesday at 6:30 am. No one showed up so at 6:40 am, I called and left a message, sent an email and then called. I got ahold of the driver saying I was not on his schedule and he was in Grass Valley. I sent an email and text to Jeffrey letting him know that no one showed up. He texted back with a sincere apology saying it was "computer issues". I'm sorry but I did not buy that excuse. That's all it was.... an excuse. He offered to pay for my parking. Well, problem is I do not live in California, so would not be parking a car. He then offered to get an Uber for me. Told him already tried and couldn't get picked up until 7:45 am which was too late. I finally told him not to bother and I would figure it out. We did get a ride and made our flight, but not without a stressful morning.

- Useful
- Funny
- Cool



**Jeffrey T.**

Business Owner

Jun 24, 2022

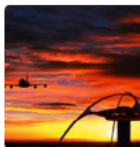
I completely apologized to the client. Yes we did receive her reservation, unfortunately there had been issues with our booking system dropping reservations periodically (we have corrected that we have gone to a pape...

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1 of 1

4 other reviews that are not currently recommended ▾

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**Thome Transportation ...**

Do you recommend this business?



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in Wine Tours



**Camelot Limousine Service**

...

⭐⭐⭐⭐⭐ 16

**Jackie J. said** "THE BEST!!! Everything was absolutely perfect for my daughter and her friend's drive to their Sr. Ball. They were fortunate enough to have the owner, Dewayne, as their driver. He was absolutely amazing and made us feel secure about..." [read more](#)  
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★★★★☆ 22

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★★★★☆ 42

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**El Dorado Express**

★★★★☆ 23

Airport Shuttles, Taxis, Wine Tours

**Best of Granite Bay**

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Find more Airport Shuttles near Thorne Transportation Services

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Individual	Regular	None	Inactive

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Cases (0)

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2	4/8/2023 2:52 PM	Business State/Province Code	TCP Site Guest User		CA
3	4/8/2023 2:52 PM	Business Country Code	TCP Site Guest User		US
4	4/8/2023 2:52 PM	Mailing State/Province Code	TCP Site Guest User		CA
5	4/8/2023 2:52 PM	Mailing Country Code	TCP Site Guest User		US
6	4/8/2023 2:52 PM	Account Number	TCP Site Guest User		PSG0043628
7	4/8/2023 2:52 PM	Primary Contact (TCP)	TCP Site Guest User		Jeffrey Thorne
8	4/8/2023 2:52 PM	Primary DBA	TCP Site Guest User		Thorne Transportation Services

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