



## Public Utilities Commission

STATE OF CALIFORNIA

### CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE

To: Karen Hardwick and Keith Naylor  
Dba Aladdin Limousine  
4758 Auburn Blvd Ste A  
Sacramento, CA 95841

File: TCP 11595-P  
Citation #: T.2025-11-008  
Date: November 19, 2025  
Case #: CSE-000667

#### **VIOLATIONS**

You are hereby cited as having violated a section of the Public Utilities (Pub. Util.) Code and the California Public Utilities Commission (CPUC) General Order (G.O.) as described below. This violation occurred during the period of July 31, 2025.

- (1) Operated as a Charter-Party Carrier (TCP) after revocation of authority, in violation of Pub. Util. Code Section 5379. **[1 count]**

STATEMENT OF FACTS

The above violation is 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 December 10, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$2,000 pursuant to Pub. Util. P.U. Code Section 5378. Submit your check or money order payable to CPUC 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 December 10, 2025, you will be in default and will have forfeited your right to appeal to 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.

*Eric Hooks*

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Eric Hooks  
Program and Project Supervisor  
Transportation Enforcement Branch  
Telephone number (415) 703-2302  
E-mail address: [eric.hooks@cpuc.ca.gov](mailto:eric.hooks@cpuc.ca.gov)

Attachments

## INVESTIGATION REPORT

**CARRIER:** Karen Hardwick and Keith Naylor, Individuals  
doing business as (dba) Aladdin Limousine

**OWNERS:** Karen Hardwick  
Keith Naylor

**AUTHORITY:** TCP 11595-P (Revoked)

**MAILING ADDRESS:** 4758 Auburn Blvd Ste A, Sacramento, CA 95841

**PHONE/EMAIL:** (916) 786-2545/ [REDACTED]

**VEHICLES:** 10

**EMPLOYEE DRIVERS:** 2

**PL&PD<sup>1</sup>  
INSURANCE:** Philadelphia Indemnity Insurance Company  
Policy Number: [REDACTED]  
Cancellation Date: June 29, 2020

**WORKERS'  
COMPENSATION  
INSURANCE:** SiriusPoint America Insurance Company  
Policy Number: [REDACTED]  
Effective Date: June 15, 2019

**DRUG CONSORTIUM:** Not on file with CPUC<sup>2</sup>

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<sup>1</sup> Public Liability and Property Damage (PL&PD)

<sup>2</sup> California Public Utilities Commission (CPUC)

## INTRODUCTION

On August 21, 2025, I was assigned to investigate the operations and practices of Karen Hardwick and Keith Naylor dba Aladdin Transportation (hereinafter referred to as Aladdin Transportation) because of a San Francisco International Airport (SFO) Ground Transportation Unit (GTU) complaint alleging that Aladdin Transportation operated as a Charter-Party Carrier (TCP) after revocation of their CPUC authority and no airport permit.

## VIOLATION

I investigated Aladdin Transportation for the period of July 31, 2025, and found a violation of the following provision of the Public Utilities (Pub. Util.) Code:

- **Operated as a Charter-Party Carrier (TCP) after revocation of authority, in violation of Pub. Util. Code Section 5379. [1 count]**

Pub. Util. Code 5379 states in part that “After the cancellation or revocation of a permit or certificate, or during the period of its suspension, or after the expiration of its permit or certificate, it is unlawful for a charter-party carrier of passengers to conduct any operations as a carrier.”

On June 1, 2020, CPUC’s Transportation and Licensing Analysis Branch (TLAB) sent an Order of Revocation of Operating Authority to Karen Hardwick of Aladdin Limousine via U.S. Mail [Attachment 1]. The Order informed that the carrier’s operating authority was revoked on May 30, 2020, and any unlawful operations are subject to fines and penalties as outlined in the Pub. Util. Code.

On July 31, 2025 SFO GTU, Investigator Jack Chen issued Aladdin Transportation Citation #77696 [Attachment 2]. The citation stated Aladdin Transportation operated a commercial transportation business after revocation of its CPUC authority and operated at SFO without an airport permit.

On August 27, 2025, I issued a Notice to Cease and Desist (C&D) [Attachment 3] to Aladdin Transportation for operating after revocation at SFO using a vehicle with the license plate 7TEM865.

My investigation revealed that Aladdin Transportation operated for one day after revocation of their TCP authority.

### **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 November 19, 2025, in Los Angeles, California.

*LaTasha James*

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LaTasha James, Enforcement Analyst

## **LIST OF ATTACHMENTS**

- Attachment 1. Order of Revocation
- Attachment 2. SFO GTU Citation #77696
- Attachment 3. CPUC Notice to Cease & Desist

# Attachment One

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

**PUBLIC UTILITIES COMMISSION**

505 Van Ness Avenue  
San Francisco, CA 94102-3298



PSG0011595

DBA : ALADDIN LIMOUSINE  
ATTN : KAREN HARDWICK (CO-PART)  
4758 AUBURN BLVD STE A  
SACRAMENTO, CA 95841

Charter Party TCP011595P

**ORDER OF REVOCATION**

The OPERATING AUTHORITY(S) LISTED ABOVE IS REVOKED IF NOT OTHERWISE EXPIRED effective May 30, 2020 for the following reason:

Failure to Pay Quarterly Fees  
For the Fourth Quarter of 2019

Any carrier which operates with revoked operating authority(s) is guilty of a misdemeanor which is punishable by a fine of not less than \$1,000 or imprisonment of up to three months, or both. 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.

NOTE: FOR CHARTER-PARTY CARRIERS, ALL LIVERY LICENSE PLATES MUST BE RETURNED TO THE COMMISSION IMMEDIATELY UPON REVOCATION OF YOUR OPERATING AUTHORITY.

YOU MAY REQUEST REINSTATEMENT OF YOUR AUTHORITY WITHIN 90 DAYS OF REVOCATION BY FILING A WRITTEN REQUEST FOR REINSTATEMENT ACCOMPANIED BY A \$125 FILING FEE. IF YOU FAIL TO HAVE YOUR AUTHORITY REINSTATED BEFORE August 28, 2020 YOU MUST REAPPLY AND PAY \$1,000 APPLICATION FEE (\$1,500 FOR AN "A" CERTIFICATE).

Dated June 1, 2020 at San Francisco California.

PUBLIC UTILITIES COMMISSION  
STATE OF CALIFORNIA

# Attachment Two



AIRPORT COMMISSION  
SAN FRANCISCO INTERNATIONAL AIRPORT  
GROUND TRANSPORTATION ADMINISTRATIVE CITATION

77696

Date of Observation: 7/31/2025

Time: 14:46 PDT

Day: Thursday

Plate #: [REDACTED]

VIN #:

Make: [REDACTED]

Model: MKT

Style: 4 Door

Color: Black

Company: Non-Permitted Operator

TCP #: 099999

Location: IT Arrivals

## Violated Rules and Regulations

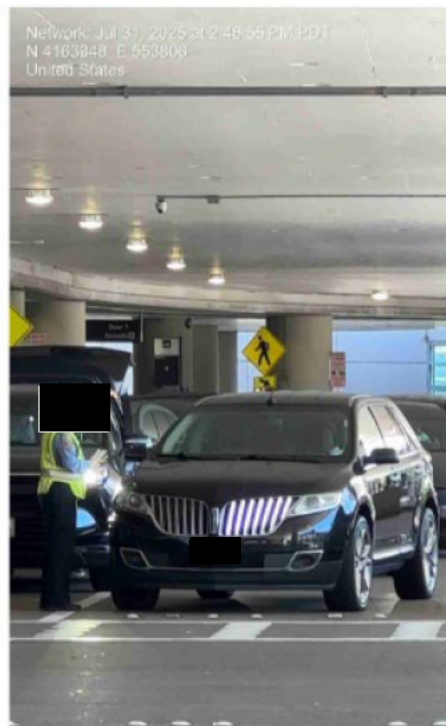
9.2 Operating a Business without Airport Authorization

Comment: Operating without active SFO permit and CPUC status revoked - TCP#11595 ALADDIN LIMOUSINE

Issuing Authority: GTC

Issuer Id: 109

FINES SHALL BE ASSESSED PER RULE 14 OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT.





# Attachment Three

STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION  
505 Van Ness Avenue  
San Francisco, California, 94102



Sent via email: [alddnlimo@aol.com](mailto:alddnlimo@aol.com)  
August 27, 2025

TCP: #11595- P (Revoked)  
SFO Citation No.: 77696

Hardwick Karen and Naylor Keith  
Dba Aladdin Limousine  
4758 Auburn Boulevard Ste A  
Sacramento, CA 95841

## NOTICE TO CEASE AND DESIST

Dear Karen Hardwick and Keith Naylor:

On April 20, 2020, Hardwick Karen and Naylor Keith dba Aladdin Limousine Charter-Party Carrier (TCP) authority was revoked for failure to pay or report quarterly user fees (PUCTRA) in effect and on file with the California Public Utilities Commission.

In addition, on July 31, 2025, Hardwick Karen and Naylor Keith dba Aladdin Limousine was found operating without a valid authority at the San Francisco International Airport (SFO) and was issued an Administrative Citation Number 77696 by the SFO Ground Transportation Unit (GTU).

Pub. Util. Code Section 5379 states in part that it is unlawful for a TCP to conduct any operations after cancellation or revocation, during the period of its suspension, or after the expiration of its authority. Pub. Util. Code Section 5414.5 states that it is unlawful to publish or advertise without a valid authority. Advertisements include, but are not limited to, advertising in local directories or Yellow Pages, business cards, websites, etc.

**Hardwick Karen and Naylor Keith dba Aladdin Limousine must immediately cease and desist from all unlawful operations, including advertising. Pub. Util. Code Section 5411 states in part that any carrier which operates without a valid authority is guilty of a misdemeanor and is punishable by a fine of not less than \$1,000.**

This letter places your company on notice that continued violations of the law without the required authority may result in enforcement actions, including criminal prosecutions. There will be no further warnings.

For information on obtaining a permit or certificate, go to:  
<http://www.cpuc.ca.gov/transportationlicensing/>.

Please contact me within five days of receiving this notice at the telephone number and email address listed below.

Sincerely,

*LaTasha James*

***LaTasha James, Public Utilities Regulatory Analyst***

California Public Utilities Commission

Consumer Protection and Enforcement Division

Transportation Enforcement Branch

Email: [latasha.james@cpuc.ca.gov](mailto:latasha.james@cpuc.ca.gov)

Telephone: (213) 605-0652

cc: Eric Hooks, Program and Project Supervisor

## **CERTIFICATE OF SERVICE**

I certify that I have on this day served the following documents on

**Karen Hardwick & Keith Naylor dba Aladdin Transportation**

**TCP-11595-P**

**Case # CSE-000667**

1. Administrative Citation T.2025-11-008
2. Citation Compliance Agreement
3. Investigation Report and Attachments
4. Credit/Debit Card Authorization Form
5. How to File an Appeal
6. Notice of Appeal Form and Certificates of Service Form (from Resolution ALJ-377)
7. Resolution ALJ-187
8. Certificate of Service

Date: November 19, 2025

*LaTasha James*

LaTasha James  
TEB Enforcement Analyst