



## Public Utilities Commission

STATE OF CALIFORNIA

### **CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER**

To: Airline Crew Transportation, LLC  
Attn: Thouqan I. Makableh  
[REDACTED]  
South San Francisco, CA 94080

File: TCP 32085-B  
Citation #: T.2025-04-003  
Date: April 2, 2025  
Case #: CSE-000346

#### **VIOLATIONS**

You are hereby cited as having violated a section of the Public Utilities (Pub. Util.) Code and a General Order (G.O.) as described below. This violation occurred on January 23, 2025, and March 14, 2025.

Failure to produce records, in violation of Pub. Util. Code Section 5381 & 5389 and G.O. 157-E, Part 6.02. **[1 count]**.

**STATEMENT OF FACTS**

The above violation is documented in the attached Investigation Report.

**RESPONSE**

You are hereby called upon to answer this citation on or before April 22, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$2,000 pursuant to Pub. Util. 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 CPUC 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 the 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 April 22, 2025, 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 CPUC may also act through a civil or criminal proceeding to recover any unpaid fine and ensure compliance with applicable statutes and CPUC orders.

*Eric Hooks*

---

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

Attachments



## Public Utilities Commission

STATE OF CALIFORNIA

### CITATION COMPLIANCE AGREEMENT

File No.: TCP 32085-B  
Citation #: T.2025-04-003  
Date: April 2, 2025  
Case #: CSE-000346

I (we) hereby agree to comply with this citation dated April 2, 2025 and herewith pay the fine of \$2,000.

Airline Crew Transportation, LLC  
Attn: Thouqan I. Makableh,  
[REDACTED]  
South San Francisco, CA 94080

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

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

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

Payment is to be submitted online via TCP Portal (Welcome to TCP Portal (ca.gov)) using a credit card, ACH, or check. Payment via credit card is recommended as it provides real-time verification, whereas ACH payments take two days to clear with the bank.

Or

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

### INVESTIGATION REPORT

**CARRIER:** Airline Crew Transportation, LLC  
201325410233, A Limited Liability Company (Active)

**OFFICER:** Thouqan I Makableh, Chief Executive Officer

**AUTHORITY:** TCP 32085-B, Active

**MAILING ADDRESS:** [REDACTED] South San Francisco, CA 94080

**PHONE/EMAIL:** [REDACTED]

**VEHICLES:** 22

**EMPLOYEE-DRIVERS:** 1

**PL&PD<sup>1</sup>  
INSURANCE:** Incline Casualty Company  
[REDACTED]  
Effective Date: 7/29/2024

**WORKERS'  
COMPENSATION  
INSURANCE:** State Compensation Insurance Fund  
[REDACTED]  
Effective Date: 11/18/2024

**DRUG CONSORTIUM:** [REDACTED]

---

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

## INTRODUCTION

On December 6, 2024, I was assigned to investigate the operations and practices of Airline Crew Transportation, LLC (hereinafter referred to as Airline Crew) because of a complaint alleging that Airline Crew operated with unlicensed drivers, improper insurance coverage, and multiple TCP numbers.

## VIOLATIONS

I investigated Airline Crew on January 23, 2025, and March 14, 2025, and determined that Airline Crew violated the following provisions of the Public Utilities (Pub. Util.) Code and a California Public Utilities Commission (CPUC) General Order (G.O.):

- **Failure to produce records, in violation of Pub. Util. Code Section 5381 & 5389 and G.O. 157-E, Part 6.02. [1 count]**

On December 23, 2024, I sent a Data Request [**Attachment 1**] to Airline Crew via the following email address: [REDACTED]. I called Airline Crew's business phone, [REDACTED], on December 30, 2024, and spoke to Airline Crew's phone operator, Karen. I informed her about the Data Request and the submission deadline of January 6, 2025. However, Airline Crew did not provide any Data Request information by the January 6, 2025, deadline.

On January 16, 2025, I called and spoke to Airline Crew's manager, Thouqan I Makableh. Thouqan acknowledged receipt of the Data Request email and agreed to provide the requested information by a new deadline of January 22, 2025. On January 23, 2025, I left a voicemail for Airline Crew regarding the missed deadline, reminding them to submit the Data Request by close of business. Airline Crew did not respond to the voicemail and did not provide any Data Request information on January 23, 2025.

On February 9, 2025, Airline Crew emailed Data Request information. Upon reviewing, it was concluded that the Data Request information submitted by Airline Crew was incomplete. On March 7, 2025, I sent a Data Request follow up email to Airline Crew with a submission deadline of March 14, 2025 [**Attachment 2**]. Airline Crew did not provide any Data Request information by the March 14, 2025, deadline.

My investigation disclosed that Airline Crew failed to produce its records, as it did not submit the documents specified in the Data Request.

## 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 April 2, 2025, at Los Angeles, California.

*Nicholas Bui*

---

Nicholas Bui, Enforcement Analyst

## **List of Attachments**

- Attachment 1. Data Request Letter
- Attachment 2. Data Request Follow Up Email

# **ATTACHMENT 1**

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



12/23/2024

TCP: 32085-B, Active  
Case No.: CSE-000346

Airline Crew Transportation LLC

Attn: Thouqan Makableh

San Francisco, CA 94128

Subject: Data Request

Dear Airline Crew Transportation LLC:

The California Public Utilities Commission's (CPUC) Consumer Protection and Enforcement Division (CPED) Transportation Enforcement Branch (TEB) is currently reviewing the CPUC's records for intrastate transportation carriers that are regulated by the CPUC.

Public Utilities (Pub. Util.) Code Section 5389 authorizes the CPUC and its staff to have access at any time to the land, buildings, or equipment of a Charter-Party Carrier (TCP) of passengers used in connection with the operation of its business and may inspect the accounts, books, papers, and documents of the carrier.

General Order (G.O.) 157-E, Part 6.01 specifically states in part that every carrier shall institute and maintain in its offices a set of records that reflect information as to the transportation services performed, including waybills, driver records, and safety and maintenance records including copies of all lease and sub-carrier agreements. Such records shall be maintained for a minimum period of three years.

Pursuant to Pub. Util. Code Section 5389, the CPUC is requesting a review of the TCP intrastate transportation records for Airline Crew Transportation LLC. Failure to provide access to records is a misdemeanor and is punishable by a fine not less than \$1,000 (Pub. Util. Code Section 5411).

We are requesting that you present your documents listed below in electronic form. Please scan the following documents and email a copy to Nicholas Bui at [nicholas.bui@cpuc.ca.gov](mailto:nicholas.bui@cpuc.ca.gov) by January 6, 2025.

1. Your current public liability and property damage insurance policy showing a schedule of vehicles and drivers insured,
2. Your current workers' compensation insurance policy,

3. List of all current sub-carriers and agreements,
4. Current service agreement with your Drug Consortium and a list of all drivers enrolled showing dates added and/or deleted,
5. List all drivers' names and the date of hire and termination,
6. Vehicle accident records including insurance loss runs showing dates of accidents and drivers' names for the last five (5) years,
7. Other Fictitious Business Names (FBN) doing business as (dba),
8. Total number of trips completed from September 1, 2024 to November 30, 2024 as documented on waybills per GO 157-E, Part 3.0,
9. All pre-employment and random drug test results for all your drivers within the last six (6) months and
10. Waybills for all intrastate TCP transportation, including transportation performed as Airline Crew Transportation LLC for September 1, 2024 to November 30, 2024.

CPED reserves the right to amend, add to, or revise this Data Request in the future if necessary.

Any responsive records provided by you that have been properly labeled and submitted as confidential will be treated as such under Pub. Util. Code Section 583 (see also G.O. 66-D). Confidential documents will not be released to the public except as required by law following a Public Records Request and redaction of confidential material.

If you have any questions, please do not hesitate to contact me via telephone number or e-mail address listed below.

Sincerely,

*Nicholas Bui*

Nicholas Bui, Enforcement Analyst  
California Public Utilities Commission  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Email: [nicholas.bui@cpuc.ca.gov](mailto:nicholas.bui@cpuc.ca.gov)  
Telephone: 213-563-2610

cc: Eric Hooks, Program & Project Supervisor

# **ATTACHMENT 2**

RE: [EXTERNAL] Re: Data Request – Airline Crew Transportation LLC (CSE-000346, TCP32085-B)



Bui, Nicholas

To [REDACTED]

Cc Hooks, Eric



Fri 3/7/2025 2:29 PM

 This message is part of a tracked conversation. [Click here to find all related messages or to open the original flagged message.](#)

Randy,

Upon review of your documents, I have the following comments:

1. Are trips chartered or are individual fares being charged?
2. The waybills you have provided are incomplete and are missing 8 (number 1-8) of required 9 elements for a waybill ([General Order 157-E, Part 3.01](#))
3. In addition, each driver's name needs to be associated with each trip.

Please provide me this complete information by **5:00 PM, March 14, 2025**.

Sincerely,

---

**Nicholas Bui**

Public Utilities Regulatory Analyst III

Consumer Protection & Enforcement Division

California Public Utilities Commission

O 213-563-2610

[www.cpuc.ca.gov](http://www.cpuc.ca.gov) | [Nicholas.Bui@cpuc.ca.gov](mailto:Nicholas.Bui@cpuc.ca.gov)