



Public Utilities Commission
STATE OF CALIFORNIA

CITATION FOR VIOLATION
OF PUBLIC UTILITIES CODE

To: Ride with Friends Shuttle Service

Attn: Janine K Wilson

[REDACTED]

[REDACTED]

File: TCP (Unlicensed)

Date: June 09, 2025

Citation: T.2025-06-001

Case #: CSE-000401

VIOLATIONS

You are hereby cited with having violated section(s) of the Public Utilities Code (P.U. Code) and California Public Utilities Commission (CPUC) General Order (G.O.) as described below. This violation occurred from February 07, 2025 to May 27, 2025.

- (1) Ride with Friends Shuttle Service advertised as a charter-party carrier without valid authority in violation of Pub. Util. Code Section 5414.5 [**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

The Transportation Enforcement Branch of the California Public Utilities Commission (Commission) 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 June 30, 2025. By way of such answer, you may either:

- (1) Pay a fine of \$2,000 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 June 30, 2025, you will be in default and will have forfeited your right to appeal the Citation. 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.

Lana Tran

*Lana Tran-Courney, Program and Project
Supervisor* Consumer Protection and Enforcement
Division Transportation Enforcement Branch
Telephone number: (415) 385-5513
Email address: Lana.Tran-Courney@cpuc.ca.gov

File No.: TCP (Unlicensed)

Citation #: T.2025-06-001

Date: June 09, 2025

Case #: CSE-000401

CITATION COMPLIANCE AGREEMENT

I (we) hereby agree to comply with this citation dated June 09, 2024, and herewith pay the fine of \$2,000.

Janine K Wilson

[REDACTED]

[REDACTED]

(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 auto-pay, fill out the attached CREDIT OR DEBIT CARD AUTHORIZATION form and email to our Fiscal Office at FiscalOffice-TECitations@cpuc.ca.gov.

INVESTIGATION REPORT

CARRIER: Ride with Friends Shuttle Service

OWNERS: Janine K Wilson

AUTHORITY: TCP¹– Unlicensed

PHYSICAL ADDRESS: [REDACTED]

PHONE / EMAIL: [REDACTED]

VEHICLE: UNKNOWN

EMPLOYEE-DRIVERS: N/A

PL&PD² INSURANCE: N/A

WKCP³ INSURANCE N/A

DRUG CONSORTIUM: N/A

REVENUES: UNKNOWN

¹ Charter-Party Carrier (TCP)

² Public Liability and Property Damage (PL&PD)

³ Workers' Compensation (WKCP)

INTRODUCTION

On February 7, 2025, I was assigned to investigate the operations and practices of Ride with Friends Shuttle Service (hereinafter referred to as Ride with Friends), following a complaint filed with the California Public Utilities Commission (Commission).

VIOLATIONS

I investigated Ride with Friends for the period of February 7, 2025, to May 27 and found violations of the following provisions of the Public Utilities Code (Pub. Util. Code):

- **Ride with Friends advertised as a charter-party carrier without valid authority in violation of Pub. Util. Code Section 5414.5 [4 Counts].**

Pub. Util. Code Section 5414.5 states: “Every corporation or person who knowingly and willfully issues, publishes, or affixes, or causes or permits the issuance, publishing, or affixing, of any oral or written advertisement, broadcast, or other holding out to the public, or any portion thereof, that the corporation or person is in operation as a charter-party carrier of passengers without having a valid certificate or permit issued under this chapter is guilty of a misdemeanor punishable, if an individual, by a fine of not more than one thousand dollars (\$1,000) or by imprisonment in the county jail for not more than six months, or by both, or, if a corporation, by a fine of not more than five thousand dollars (\$5,000).”

On February 14, 2025, I conducted an online investigation and found that Ride with Friends was actively advertising on various platforms, including Yelp (<https://www.yelp.com/biz/ride-w-friends-cameron-park?start=10>) and Nextdoor (<https://nextdoor.com/pages/ride-w-friends-cameron-park-ca/>) without proper Commission authority [**Attachment 1**].

On February 25, 2025, I issued and mailed a Cease and Desist (C&D) Notice to Ride with Friends, stating that the carrier must immediately cease all unlawful operations, including advertising. The notice also clearly indicated that “there will be no further warnings” [**Attachment 2**].

On February 28, 2025, I received tracking confirmation via email showing that the C&D notice was delivered and signed for by Janine Wilson [**Attachment 3**].

On March 4, 2025, I received an email: [REDACTED] from Janine Wilson, the operator of Ride with Friends, acknowledging receipt of the C&D and expressing a willingness to comply. She stated she was confused while navigating the Commission website and requested guidance on how to proceed [Attachment 4]. On the same day, I responded with relevant contact details and referred her to Transportation Licensing and Analysis Branch (TLAB) for assistance with the licensing and permit process. I also invited her to reach out to me with any further questions [Attachment 5].

Since the carrier had expressed a willingness to comply, I continued to monitor the case. As of May 23, 2025, according to the California Public Utilities Commission Transportation Database, carrier Janine Wilson had registered on the Commission's website but had not yet started an application [Attachment 6]. I then conducted an online investigation and found that Ride with Friends continued to advertise on multiple platforms, including Facebook, Yelp, and Nextdoor, with no indication that the advertisements had been removed or updated to reflect compliance. On the same day, I began preparing a citation for advertising without valid Commission authority. As evidence, I collected screenshots of advertisements posted on Facebook on May 23, 2025 [REDACTED], and on Yelp and Nextdoor on May 27, 2025 [Attachment 7].

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 June 09, 2025, in Los Angeles, California.

Emily Vo

Emily Vo, Public Utilities Regulatory Analyst II

LIST OF ATTACHMENTS

- **Attachment 1:** Online advertisements (initial evidence)
- **Attachment 2:** Cease and Desist Order
- **Attachment 3:** Tracking information for Cease-and-Desist delivery
- **Attachment 4:** Carrier's confirmation of receipt of Cease and Desist
- **Attachment 5:** Email correspondence in response to the Carrier
- **Attachment 6:** California Public Utilities Commission Transportation Database -Janine Wilson (inactive)
- **Attachment 7:** Online advertisements as of May 23 & 27, 2025

ATTACHMENT 1
Online advertisements (initial evidence)



Ride w/ Friends
Janine Wilson
(916) 716-7679
Shuttle Service

We Would Love To Help You With Your Transportation Needs.

"Prompt, Professional and Personable."

Recently added to our fleet is a 12 passenger van that can be reserved for Wine Tasting, Concerts, Weddings and more.

Janine Wilson

**Reliable
Pet/House Sitting**

**We Treat Your
Pets/House
Like They
Were Our Own.**

Fully Licensed & Insured



Stay w/ Friends
Janine Wilson
916-716-7679
Pet/House Sitting

2/14/25, 10:07 AM

Ride w/ Friends Shuttle Service - Nextdoor

Search for

A



[/pages/rde-w-friends-cameron-park-ca/?is=detail_author](#)

Ride w/ Friends WINE TASTING SPECIAL!!

We have some great wineries in El Dorado County and Amador County. Gather your friends and enjoy an afternoon of Wine Tasting in our 12 passenger van. We are running a special right now of only \$125 per hour (4 hour minimum). Please text [REDACTED] for questions and availability.

Reactions

4

Rick Splaver (/profile/01nLd8BCKP8jZhG/) WTG Janine & "Friends"!!!! **Like**

Janine Wilson (/profile/015_SnbnWD4- nTHP/? is=feed_commenter) @Rick thanks Ricc! We look forward **Like** **Reply**

Mary Carpenter (/profile/01d

ATTACHMENT 2
Cease and Desist Order

STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



February 25, 2025

File: Unlicensed
Case: CSE-000401

Ride with Friends Shuttle Service
Attn: Janine K Wilson
[REDACTED]

NOTICE TO CEASE AND DESIST

Dear Janine K Wilson:

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

Public Utilities (Pub. Util.) Code Sections 1031 and 5371 state that it is unlawful for a passenger stage corporation (PSC) or a charter-party carrier (TCP) to conduct any operations without valid authority.

Pub. Util. Code Sections 1034.5 and 5414.5 state that it is unlawful to publish or advertise without holding a valid operating authority. Advertisements include, but are not limited to, advertising in local directories or Yellow Pages, business cards, internet websites, and any other form of advertisements.

RIDE WITH FRIENDS SHUTTLE SERVICE MUST IMMEDIATELY CEASE AND DESIST FROM ALL UNLAWFUL OPERATIONS, INCLUDING ADVERTISING.

Pub. Util. Code Section 5411 states in part that any TCP carrier which operates without a valid authority is guilty of a misdemeanor and is punishable by a fine 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/>.

If you have any questions, please do not hesitate to contact me using the email address or phone number provided below.

Sincerely,

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



Emily Vo

Emily Vo, Public Utilities Regulatory Analyst II
California Public Utilities Commission
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
(213)-369-2809 | Emily.vo@cpuc.ca.gov

cc: Rahmon O Momoh
Program and Project Supervisor

ATTACHMENT 3
Tracking information for Cease-and-Desist delivery

Shipment tracking information

Here are your shipment details

562690408

Ship to name: Ride with Friends Shuttle
Service

**Ship to
location:** CAMERON PARK, CA

**Tracking
number:** 562690408

**Delivery
status:** Delivered

Ship date: 2/26/2025

Service: CPS

Delivery date: 2/28/2025

Signed for by: J.Willson
[View Signature](#)

Delivery time: 1:27 PM

ATTACHMENT 4
Carrier's confirmation of receipt of Cease and Desist

From: [REDACTED]
Sent: Tuesday, March 4, 2025 8:09 PM
To: Vo, Emily <Emily.Vo@cpuc.ca.gov>; [REDACTED]
Subject: [EXTERNAL] Re: Case CSE-000401

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

Hello Emily,

I received a Cease and Desist letter. I would like to comply. I'm quite confused reading through the CPUC website. By any chance is there someone that can help guide me with the proper steps?

Thank you for your time,
Janine

ATTACHMENT 5
Email correspondence in response to the Carrier

From: [Vo, Emily](#)
To: [Janine Wilson](#)
Bcc: [Vo, Emily](#)
Subject: RE: [EXTERNAL] Re: Case CSE-000401
Date: Wednesday, March 5, 2025 1:35:00 PM

Hello Janine,

Thank you for reaching out. I appreciate your cooperation in complying with the requirements. For assistance with obtaining the proper CPUC licensing information, please refer to the links below, which include relevant contact details:

- Transportation Licensing and Analysis Branch (TLAB):
<https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch>
- Charter Party Carriers: <https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/charter-party-carriers>
- Licensing Requirements for Charter-Party Carriers:
<https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/charter-party-carriers/licensing-requirements---charter-party-carriers>
- For further guidance: [Help - FAQs](#)
- [Contact Us](#)

I recommend reaching out to them directly via email for guidance on the specific steps needed to complete your licensing/permit process.
If you have any other questions, feel free to let me know.

Sincerely,

Emily Vo
Enforcement Analyst

Consumer Protection & Enforcement Division
California Public Utilities Commission
O 213-369-2809
www.cpuc.ca.gov | Emily.vo@cpuc.ca.gov

ATTACHMENT 6

California Public Utilities Commission Transportation Database -Janine Wilson (inactive)

Account

PSG0047379 - Janine Wilson

Follow

EPN Inquiry

Change Account Status

Download Certificate

Printable View

Print View

Account Record Type

Individual

Operation Model

Regular

TEB Flag

Authority Status

Inactive

Authorities/C...

(0)

/lightning/cmp/force_dynamicRelatedListViewAll?force_flexipageId=TCP_Carrier_Record_Page&force_cmpld=lst_dynamicRelatedList&force_recordId=001cs00000ZjcbHAAR

Cases (0)

/lightning/r/Account/001cs00000ZjcbHAAR/related/Cases/view

Details

Payments

Activity

Files - Notes

Personnel

Equipment

Insurance

Affiliations & DBA

More

Account Name

Janine Wilson

PSG / VCC #

#

Primary DBA

Ride with Friends

/lightning/r/TCP_Account_DBA_c/a00cs00000WoyHuAAJ/view

Authority Status

Inactive

PUCTRA Type

PUCTRA - Annually

Account Record Type

Individual

Operation Model

Regular

TEB Flag

Account Info

AI-038860 /lightning/r/TCP_Account_Info_c/a0Ycs00000agYJxFAM/view

Account Owner

CPUC System User /lightning/r/User/005t0000005r1DSAAV/view

Primary Contact Information

Primary Contact (TCP)

Janine Wilson /lightning/r/Contact/003cs00000dBAwdAAE/view

Official Email Address

Phone

Primary POA

https://ca-cpuc.lightning.force.com/lightning/r/Account/001cs00000ZjcbHAAR/view

Search...

TCP Console

Home

CSE-00...

CSE-00...

CSE-00...

CSE-00...

Janine ...

154 - S...

CSE-00...

More

Account

PSG0047379 - Janine Wilson

Follow

EPN Inquiry

Change Account Status

Download Certificate

Printable View

Print View

Account Record Type

Individual

Operation Model

Regular

TEB Flag

Authority Status

Inactive

Authorities/Contracts (0)

Cases (0)

Details

Payments

Activity

Files - Notes

Personnel

Equipment

Insurance

Affiliations & DBA

More

Account Name

Janine Wilson

PSG / VCC #

#

Primary DBA

Ride with Friends

Authority Status

Inactive

PUCTRA Type

PUCTRA - Annually

Account Record Type

Individual

Operation Model

Regular

TEB Flag

Account Info

AI-038860

Account Owner

CPUC System User

Primary Contact Information

Primary Contact (TCP)

Janine Wilson

Official Email Address

Phone

Primary POA

CHP Information

We found no potential duplicates of this Account.

Applications & Insurance

File An Application

Submit New Policy Information

Carrier Profile Actions

Related List Quick Links

Account History (0)

Contracts (0)

Notes (0)

Account Team (0)

Cases (0)

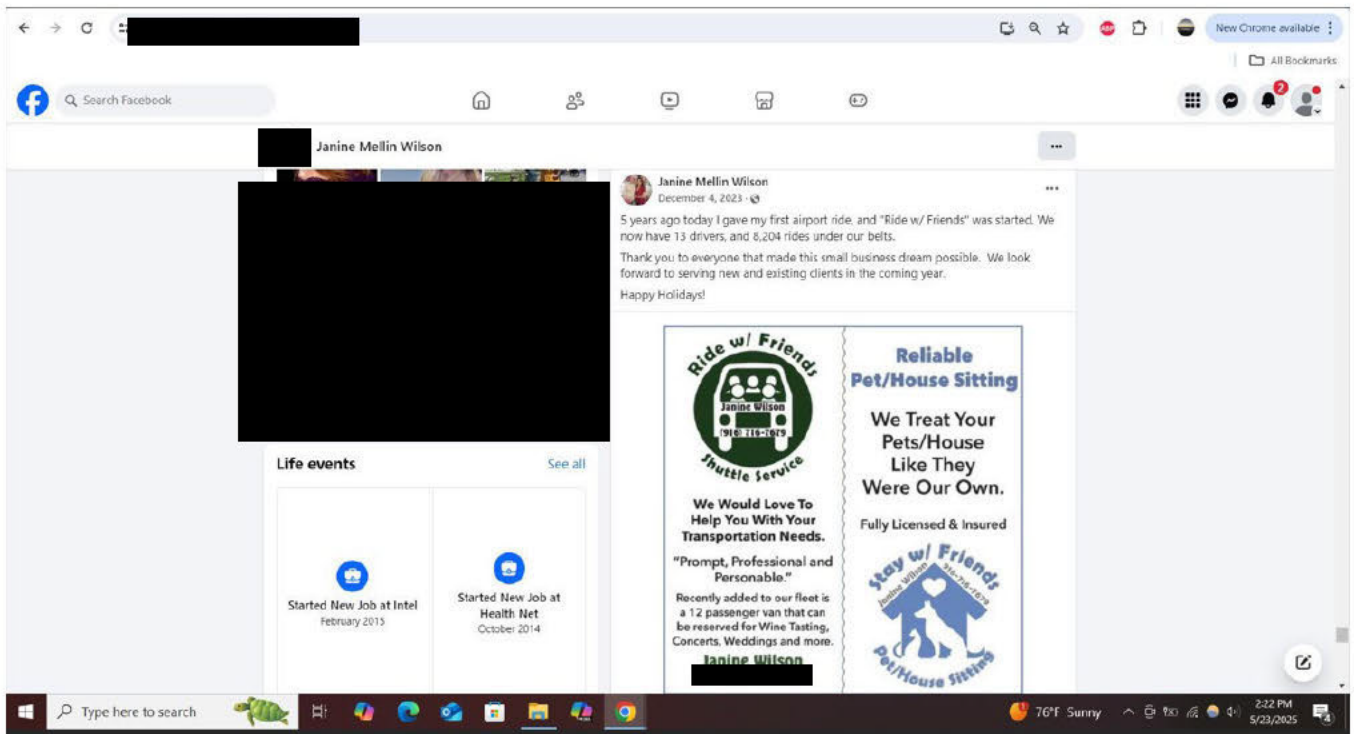
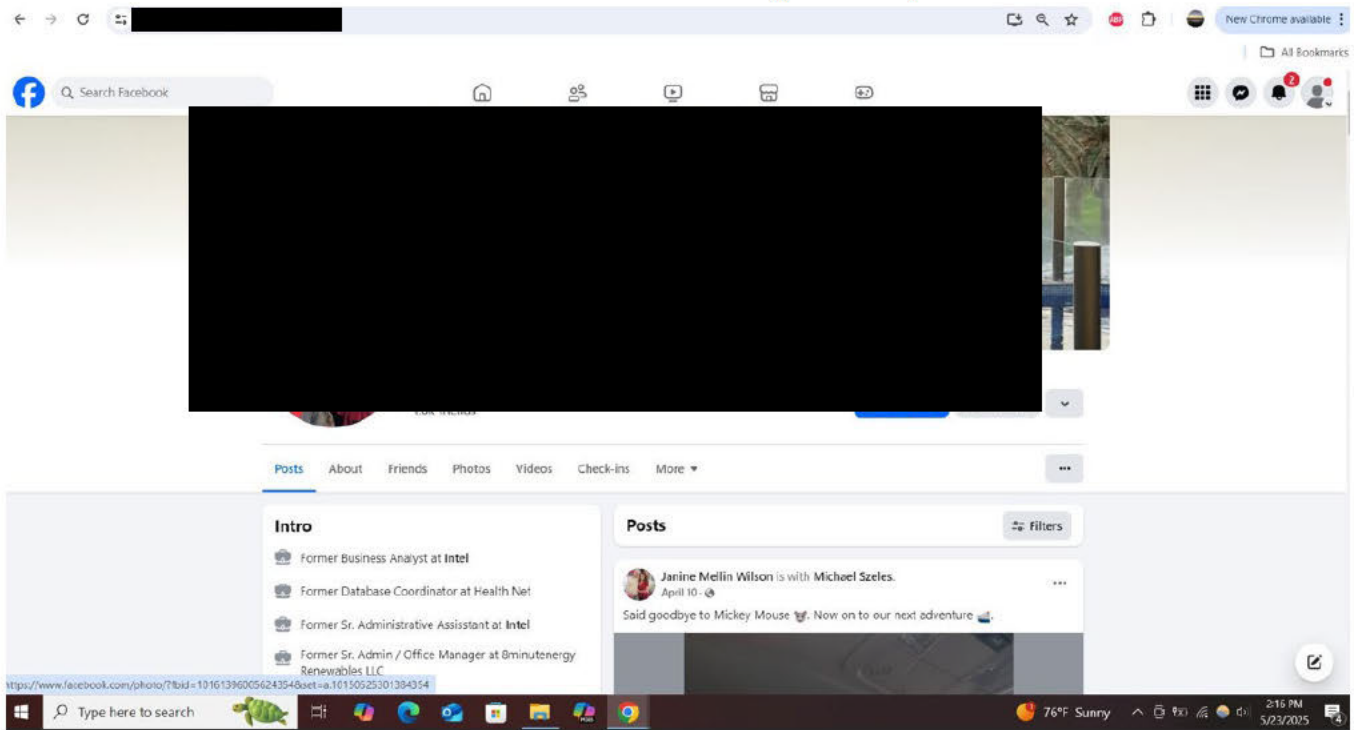
Insurances (Carrier) (0)

Files (0)

Approval History (0)

Show All (26)

ATTACHMENT 7
Online advertisements as of May 23 & 27, 2025



5/27/25, 1:52 PM

Ride w/ Friends Shuttle Service - Nextdoor

nextdoor (1)

Sign up (/choose_address/?next=%2Fpages%2Fride-w-friends- Cameron-park-ca&utm_seo_referrer=%2Fpages%2Fride-w-friends- Cameron-park-ca)

Log in (/login/?next=%2Fpages%2Fride-w-friends- Cameron-park-ca&utm_seo_referrer=%2Fpages%2Fride-w-friends- Cameron-park-ca&is_logged_out=true)



Ride w/ Friends Shuttle Service

419

Taxi service(/login/?next=https://nextdoor.com/search/businesses/?query=taxi service&loc=Cameron-park--ca)

Airport shuttle(/login/?next=https://nextdoor.com/search/businesses/?query=airport shuttle&loc=Cameron-park--ca)

Fave Message Call

[Back to Search](#)

Airport Shuttles

Cameron Park

[Yelp for Business](#)[Write a Review](#)[Restaurants](#)[Home & Garden](#)[Auto Services](#)[Health & Beauty](#)[Travel & Activities](#)[More](#)

Ride w/ Friends

 4.8 (25 reviews)[Claimed](#) • Airport Shuttles[Open](#) Open 24 hours [See hours](#)[See all 4 photos](#)[Write a review](#)[Add photos/videos](#)[Share](#)[Save](#)

Review Highlights



"Janine's car was comfortable and clean, she was a smooth driver, and there were no weird air fresheners." in 5 reviews



"She responded immediately and was able to arrange transportation to SMF for 5 people plus luggage." in 6 reviews




"Uber and Lyft are very unpredictable these days, but you can rely on Ride W/ Friends any day." in 2 reviews

Location & Hours

[Suggest an edit](#)

Cameron Park, CA 95682

Mon	Open 24 hours
Tue	Open 24 hours Open now
Wed	Open 24 hours
Thu	Open 24 hours
Fri	Open 24 hours
Sat	Open 24 hours
Sun	Open 24 hours



[Message the business](#)

[Suggest an edit](#)

You Might Also Consider

Sponsored



Airport black car service
5.0 (13 reviews)

"The service was great. They took the time and helped my 86 yr old mother, who uses..." [read more](#)



Lifeline E Transport

Reliable, Safe, and Affordable Non-Emergency Medical Transportation Need a ride to... [read more](#)