

Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: 24 Bay Ride LLC



File: Unlicensed

Citation #: T.2025-06-002

Date: June 10, 2025 Case #: CSE-000387

VIOLATIONS

You are hereby cited as having violated sections of the Public Utilities (Pub. Util.) Codes and a General Order (G.O.) as described below. These violations occurred from April 8, 2024 through May 29, 2025.

- Operated as a Charter-Party Carrier (TCP) without a valid operating authority in violation of Pub. Util. Code Section 5371 [4 counts].
- Operated at an airport without an airport permit and failure to follow airport rules and regulations in violation of Pub. Util. Code Sections 5371.4(b), 5381, and G.O. 157-E, Part 3.02 [4 counts], and
- 3. Advertised as a charter-party carrier without a valid authority, in violation of Pub. Util. Code Section 5414.5 [2 count]

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

You are hereby called upon to answer this citation on or before July 1, 2025. By way of such an answer, you may either:

- (1) Pay a fine of \$5,000 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 July 1, 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.

Shirley Lei
Shirley Lei

Program and Project Supervisor

Consumer Protection and Enforcement Division

Transportation Enforcement Branch Telephone number: (415) 722-1548

E-mail address: Shirley.Lei@cpuc.ca.gov



Public Utilities Commission

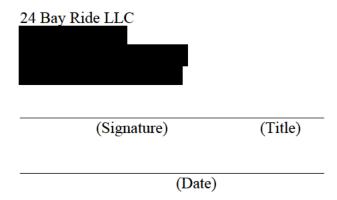
STATE OF CALIFORNIA

CITATION COMPLIANCE AGREEMENT

File No.: Unlicensed Citation #: T.2025-06-002

Date: June 10, 2025 Case #: CSE-000387

I (we) hereby agree to comply with this citation dated June 10, 2025, and herewith pay the fine of \$5,000.



Automatic credit and debit card payments are available. To arrange for autopay, fill out the attached CREDIT OR DEBIT CARD AUTHORIZATION form and email it to our Fiscal Office at FiscalOffice-.TECitations@cpuc.ca.gov.

Or

Payment (cashier's 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: 24 Bay Ride LLC

202360119719, A Limited Liability Company (Active)

Case: CSE-000387

MANAGER: Ayoob Sulaiman

AUTHORITY: Unlicensed

MAILING ADDRESS:

PHONE/EMAIL:

VEHICLES: 3

EMPLOYEE-DRIVERS: 1

PL&PD¹ None

INSURANCE:

WORKERS' None

COMPENSATION INSURANCE:

DRUG CONSORTIUM: None

¹ Public Liability & Property Damage (PL&PD)

INTRODUCTION

On January 13, 2025, I was assigned to investigate the operations and practices of 24 Bay Ride LLC (hereinafter referred to as 24 Bay Ride) because of a consumer complaint alleging that 24 Bay Ride operated without California Public Utilities Commission's (CPUC) authority and an active airport permit.

HISTORY OF ENFORCEMENT

Enforcement case records show that 24 Bay Ride has a history of violating the CPUC rules and regulations, as detailed below.

On April 17, 2024, CPUC's Enforcement Analyst, Omar Teutle, served 24 Bay Ride a Cease-and-Desist (C&D) Notice for operating at San Francisco International Airport (SFO) on April 8, 2024, without CPUC authority [Attachment 1]. On June 27, 2024, CPUC's Enforcement Analyst, Omar Teutle, served 24 Bay Ride another C&D Notice, for operating at SFO on June 12, 2024, without CPUC authority [Attachment 2].

VIOLATIONS

I investigated 24 Bay Ride from April 8, 2024 through May 29, 2025, and found violations of the following provisions of the Public Utilities (Pub. Util.) Codes and a CPUC's General Order (G.O.):

• Operated as a Charter-Party Carrier (TCP) without a valid operating authority in violation of Pub. Util. Code Section 5371. [4 counts]

Pub. Util. Code 5371 states that "No charter-party carrier of passengers excepting transit districts, transit authorities or cities owning and operating local transit systems themselves or through wholly owned nonprofit corporations shall engage in transportation services made subject to this chapter without first having obtained from the commission a certificate that public convenience and necessity require the operation, except that certain specific transportation services as defined in Section 5384 may be conducted under authority of a permit issued by the commission."

CPUC's Transportation and Licensing Analysis Branch (TLAB) records show that 24 Bay Ride has never held a TCP operating authority.

On April 8, 2024, the SFO Ground Transportation Unit (GTU) issued Citation # to 24

Bay Ride for operating at SFO without CPUC authority and an airport permit [Attachment 3]. On

June 12, 2024, the San Francisco Police Department (SFPD) issued Citation # to 24 Bay Ride

for the same violations [Attachment 4]. On January 7, 2025, the SFPD issued Citation # to 24

Bay Ride [Attachment 5], and SFO GTU issued a C&D Notice [Attachment 6] for operating at SFO

without the required CPUC authority and an airport permit. Additionally, on March 24, 2025, SFO

GTU issued Citation # to 24 Bay Ride [Attachment 7], and SFO GTU issued a C&D Notice

[Attachment 8] on March 30, 2025, for operating at SFO without the required CPUC authority and an airport permit. My investigation disclosed that 24 Bay Ride conducted four days of operations without CPUC authority [Table 1 and Attachments 3, 4, 5, 6, 7, and 8].

-		• • •	
Date of Operation	License Plate No.	Airport	Registered Owner
04/08/2024		SFO	Ayoob Sulaiman
06/12/2024		SFO	Ayoob Ahmed Sulaiman
01/7/2025		SFO	Ayoob Sulaiman
03/24/2025		SFO	Ayoob Ahmed

Table 1 – Dates of operation at SFO with no CPUC authority and airport permit

• Operated at an airport without an airport permit and failure to follow airport rules and regulations in violation of Pub. Util. Code Sections 5371.4(b), 5381, and G.O. 157-E, Part 3.02. [4 counts]

G.O. 157-E, Part 3.02 states that "No carrier shall conduct any operations on the property of or into any airport unless such operations are authorized by both this Commission and the airport authority involved. Consistent failure to comply with safety or traffic rules and regulations of an airport authority may result in suspension or revocation of Commission operating authority."

On April 8, 2024, the SFO GTU issued Citation # to 24 Bay Ride for operating at SFO without CPUC authority and an airport permit. On June 12, 2024, the SFPD issued Citation # to 24 Bay Ride for operating at SFO for similar violations. On January 7, 2025, SFPD issued Citation # to 24 Bay Ride, while the SFO GTU issued a C&D Notice on January 8, 2025, for operating at SFO without CPUC authority and an airport permit. Additionally, on March 24, 2025, SFO GTU issued Citation # and another C&D Notice on March 30, 2025, to 24 Bay Ride for operating at SFO without the required CPUC authority and an airport permit. My investigation disclosed that 24 Bay Ride operated for four days at SFO without an airport permit [see **Table 1** and **Attachments 3**, **4**, **5**, **6**, **7**, **and 8**].

Advertised as a charter-party carrier without a valid authority, in violation of Pub. Util.
 Code Section 5414.5 [2 count]

On May 29, 2025, I found that 24 Bay Ride is advertising passenger transportation services without authority on its website, https://www.24bayride.com/ [Attachment 9] and Instagram, https://www.instagram.com/24bayride?utm_source=ig_web_button_share_sheet&igsh=ZDNIZDc0M zIxNw== [Attachment 10]. My investigation disclosed that 24 Bay Ride continues to advertise without authority, despite two C&D Notices being served.

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 10, 2025, in Los Angeles, California.

Nicholas Bui

Nicholas Bui, Enforcement Analyst

List of Attachments

- Attachment 1. April 17, 2024, CPUC Cease-and-Desist Notice
- Attachment 2. June 27, 2024, CPUC Cease-and-Desist Notice
- Attachment 3. SFO GTU Citation #
- Attachment 4. SFPD Citation #
- Attachment 5. SFPD Citation #
- Attachment 6. January 8, 2025, SFO GTU Cease-and-Desist Notice
- Attachment 7. SFO GTU Citation #
- Attachment 8. March 30, 2025, SFO GTU Cease-and-Desist Notice
- Attachment 9. May 29, 2025, 24 Bay Ride Website Advertisement
- Attachment 10. May 29, 2025, 24 Bay Ride Instagram Advertisement

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue San Francisco, California, 94102

April 17, 2024

TCP: Unlicensed SFO Citation No.: 8352

Kadir Azhen & Ayoob Sulaiman Dba: 24 Bay Ride, LLC

Email: 24bayrides@gmail.com; ayoobsnor@gmail.com

NOTICE TO CEASE AND DESIST

Dear Kadir Azhen & Ayoob Sulaiman:

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

Public Utilities (Pub. Util.) Code Sections 1031 and 5371 state that it is unlawful for a Charter-Party Carrier 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.

Your company 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.

On April 8, 2024, 24 Bay Ride, LLC was found operating without a valid authority at the San Francisco International Airport (SFO) and was issued Citation Number 8352 by the SFO's Ground Transportation Unit (SFO GTU).

This letter places your company on notice that continued violations of the law without the required operating 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,

Omar Teitle

Omar Teutle, Enforcement Analyst
California Public Utilities Commission
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
Email: Omar.Teutle@cpuc.ca.gov

Telephone: (415) 703-1331

cc: Eric Hooks, Program and Project Supervisor

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

SFO Citation No.: 18620

PUBLIC UTILITIES COMMISSION

505 Van Ness Avenue San Francisco, California, 94102

San Francisco, California, 94102

June 27, 2024

TCP: Unlicensed

Kadir Azhen & Ayoob Sulaiman

Email: 24bayrides@gmail.com; ayoobsnor@gmail.com

NOTICE TO CEASE AND DESIST

Dear Kadir Azhen & Ayoob Sulaiman:

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

Public Utilities (Pub. Util.) Code Sections 1031 and 5371 state that it is unlawful for a Charter-Party Carrier 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.

Your company 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.

On June 12, 2024, 24 Bay Ride, LLC was found operating a vehicle bearing license plate 8ANF001 without a valid authority at the San Francisco International Airport (SFO) and was issued Citation Number 18620 by the SFO's Ground Transportation Unit.

This letter places your company on notice that continued violations of the law without the required operating 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,

Oman Tantla Enforcement And

Omar Textle

Omar Teutle, Enforcement Analyst California Public Utilities Commission Consumer Protection and Enforcement Division Transportation Enforcement Branch

Email: Omar.Teutle@cpuc.ca.gov Telephone: (415) 703-1331

cc: Eric Hooks, Program and Project Supervisor



Date: 4/8/2024 Time: 09:52 PDT Day: Monday

Plate #: VIN #:

Make: GMC Style: SUV Color: Black Model:

Company: Non-Permitted Operator TCP #: 099999

Location: T3 Arrivals

Violated Rules and Regulations

Operating a Business without Airport Authorization 9.2

Other See Notes

Comment: COMPANY - 24 BAY RIDE LLC NO CPUC AND AIRPORT AUTHORITY VIOLATIONS: CPUC CODE 5371 & 5411

Issuer Id: Issuing Authority: GTC



Date: 6/12/2024 Time: 07:00 PDT Day: Wednesday

Plate #: VIN #:

Make: Ford Model: Style: 4 Door Color: White

Driver First Name: ADAM Driver Last Name: SLEMAN

Company: Non-Permitted Operator TCP #: 099999

Location: IT Arrivals

Violated Rules and Regulations

4.7(A)(4)(a) Lack of or improper trade dress, placard, TCP# or decal Operating a Business without Airport Authorization 9.2

Comment: IT HAS BEEN CONFIRMED THAT IT WAS A PREARRANGED PICKUP BY THE COMPANY 24 BAY RIDE. 24 BAY RIDE. THE DAUGHTER OF THE PASSENGERS ORDERED THIS RIDE THROUGH 24BAYRIDE.COM.

24 BAY RIDE DOES NOT HAVE TCP NOR SFO PERMIT.

Issuer Id: Issuing Authority: SFPD



Date: 1/7/2025 **Time:** 16:59 PST **Day:** Tuesday

Plate #: VIN #:

Make: GMC Model: Yukon XL Style: SUV Color: Black

Company: Non-Permitted Operator TCP #: 099999

Location: IT Arrivals

Violated Rules and Regulations

9.2 Operating a Business without Airport Authorization

Comment: PICKUP A FAMILY AT ITB ARRIVAL LEVEL INNER CURBSIDE.

Issuing Authority: SFPD Issuer Id:

24 BAY RIDE LLC - NO CPUC AND AIRPORT AUTHORITY





Good afternoon,

Attached is Citation # On Tuesday, January 7th, 2025, one of your company vehicles was observed by SFPD conducting commercial transportation without a permit. Upon further investigation, your company does not have valid CPUC and Airport authority. Your company was given two cease and desist letters from the California Public Utilities Commission but continues to operate.

To obtain an SFO permit, you will need to attend mandatory orientation, in which you can sign up here:

http://www.supersaas.com/schedule/SFO ITT/Orientation

Note: You can attend orientation. But you will need a CPUC authority in order to obtain an Airport Permit.

Please Cease and Desist any commercial transportation that requires CPUC and Airport Authority at SFO until you have obtained the proper authority to do so.

is a \$1000 fine, recollection of trip fees and further investigation by CPUC for violating the Public Utilities Codes and General Order 157-E.

Continuing to operate may result in an administrative fine for each trip conducted for violating Airport Rules and Regulations Section 9.2 - Operating without Airport Authorization which

Public Utilities Code Section 5371: No charter-party carrier of passengers excepting transit districts, transit authorities or cities owning and operating local transit systems themselves or through wholly owned nonprofit corporations shall engage in transportation services made subject to this chapter without first having obtained from the commission a certificate that public convenience and necessity require the operation, except that certain specific transportation services as defined in Section 5384 may be conducted under authority of a permit issued by the commission.

Public Utilities Code Section 5411: Every charter-party carrier of passengers and every officer, director, agent, or employee of any charter-party carrier of passengers who violates or who fails to comply with, or who procures, aids, or abets any violation by any charter-party carrier of passengers of any provision of this chapter, or who fails to obey, observe, or comply with any order, decision, rule, regulation, direction, demand, or requirement of the commission, or of any operating permit or certificate issued to any charter-party carrier of passengers, or who procures, aids, or abets any charter-party carrier of passengers in its failure to obey, observe, or comply with any such order, decision, rule, regulation, direction, demand, requirement, or operating permit or certificate, is guilty of a misdemeanor and is punishable by a fine of not less than one thousand dollars (\$1,000) and not more than five thousand dollars (\$5,000) or by imprisonment in a county jail for not more than three months, or by both that fine and imprisonment.

Please let me know if you have any questions.



Investigator, Compliance | Ground Transportation Unit | Airport Services
San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128

flysfo.com/gtu





Date: 3/24/2025 Time: 17:02 PDT Day: Monday

Plate #: VIN #:

Make: Chrysler Model: 300 Style: Color: White

Company: Non-Permitted Operator TCP #: 099999

Location: IT Arrivals

Violated Rules and Regulations

9.2 Operating a Business without Airport Authorization

Comment: Driver loaded a couple & luggage into his back seats.

Issuing Authority: GTC Issuer Id:





Sun 3/30/2025 12:51 PM

Good afternoon.

Attached is Citation Vour vehicle with LIC was observed on 3/24/2025 operating at SFO without CPUC and SFO authority.

Please Cease and Desist any commercial transportation that requires CPUC and Airport Authority at SFO until you have obtained the proper authority to do so.

Continuing to operate may result in an administrative fine for each trip conducted, recollection of trip fees and further investigation by CPUC for violating the Public Utilities Codes and General Order 157-E.

CPUC General Order 157-E § 3.02: No carrier shall conduct any operations on the property of or into any airport unless such operations are authorized by both this Commission and the airport authority involved. Consistent failure to comply with safety or traffic rules and regulations of an airport authority may result in suspension or revocation of Commission operating authority.

Public Utilities Code Section 5371: No charter-party carrier of passengers excepting transit districts, transit authorities or cities owning and operating local transit systems themselves or through wholly owned nonprofit corporations shall engage in transportation services made subject to this chapter without first having obtained from the commission a certificate that public convenience and necessity require the operation, except that certain specific transportation services as defined in Section 5384 may be conducted under authority of a permit issued by the commission.

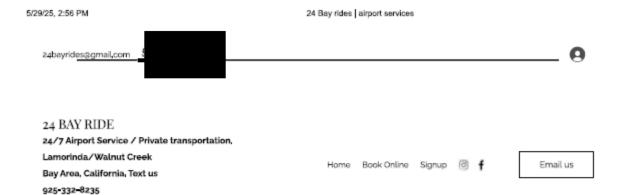
Public Utilities Code Section 5411: Every charter-party carrier of passengers and every officer, director, agent, or employee of any charter-party carrier of passengers who violates or who fails to comply with, or who procures, aids, or abets any violation by any charter-party carrier of passengers of any provision of this chapter, or who fails to obey, observe, or comply with any order, decision, rule, regulation, direction, demand, or requirement of the commission, or of any operating permit or certificate issued to any charter-party carrier of passengers, or who procures, aids, or abets any charter-party carrier of passengers in its failure to obey, observe, or comply with any such order, decision, rule, regulation, direction, demand, requirement, or operating permit or certificate, is guilty of a misdemeanor and is punishable by a fine of not less than one thousand dollars (\$1,000) and not more than five thousand dollars (\$5,000) or by imprisonment in a county jail for not more than three months, or by both that fine and imprisonment.

Please let me know if you have any questions.



Permit Compliance | Ground Transportation Unit | Airport Services San Francisco International Airport | P.O. Box 8097 | San Francisco, CA 94128

flysfo.com/gtu



24 BAY RIDE

24/7 Airport ride service / private driver/ special occasion. Since 2016, my professional driving has provided excellent service to clients all around Lamorinda and Walnut Creek. We ensure a safe and comfortable ride here at 24 Bay ride. Get in touch today for your ride.

Book Now

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ABOUT 24 BAY RIDE

Efficient, Safe, and always on time.

We strive to accommodate all our Bay Area customer travel needs. Our mission is to provide excellent and safe rides for our customers. Our luxury cars provide comfort during your ride. We pride ourselves on the ability to provide an outstanding service with simple and transparent pricing.

www.24bayride.com

From Lamorinda to SFO	Sedan \$99 SUV \$129	Book Now
From Lamorinda to OAK	Sedan \$65 SUV \$89	Book Now
From Walnut Creek to SFO	Sedan \$99 SUV \$129	Book Now

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From Walnut Creek to OAK	Sedan \$69 SUV \$89	Book Now
Lamorinda/ To SF downtown	Sedan \$75 SUV \$99	Book Now
SFO Airport pick up	Sedan \$99 SUV \$129	Request to Book
Oakland Airport pick up	Sedan \$69 SUV \$89	Request to Book
Downtown SF Pickup	Sedan \$75 SUV \$99	Book Now
Sonoma/ Napa Tour.	Text or Call 4 quote	Request to Book
From Lamorinda to SJC	Sedan \$135 SUV \$155	Book Now
From Walnut Creek to SJC	Sedan \$135 SUV \$155	Book Now
San Jose pick up	Sedan \$135 SUV \$155	Request to Book
Concord airport pick up	Sedan \$65 SUV \$95	Book Now
From Lamorinda to Sacramento airport	Sedan \$225 SUV \$245	Book Now

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Concord/ Martinez to SFO	Sedan \$110 SUV \$130	Book Now
San Ramon/Danville to SFO	Sedan \$119 SUV \$139	Book Now
Walnut Creek to SF downtown	Sedan \$79 SUV \$99	Book Now
San Ramon/ Danville to OAK	Sedan \$79 SUV \$100	Book Now

BOOK NOW

Questions, comments or requests? Feel free to text us, we'd love to hear from you.

We also prepare Napa county tour contact for more detail.

2227 Buena Vista Ave Walnut Creek, CA 94597

24bayrides@gmail.com

925-332-8235

24 Bay Ride Text us Follow
24bayrides@gmail.com
925-332-8235

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5/29/25, 4:12 PM

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24/7 Airport Service availability book now for luxury ride.

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