



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE

To: Maria T. Arizaga, Owner
[REDACTED]

File: TCP Unlicensed
Citation #: T.2026-02-003
Date: February 9, 2026
Case #: CSE-000831

VIOLATIONS

You are hereby cited as having violated a section of the Public Utilities (Pub. Util.) Code and the California Public Utilities Commission (CPUC), as described below. The violation occurred on February 7, 2026.

- **Operated as a charter-Party Carrier without an operating authority in violation of Pub. Util. Code Sections 5371. [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 March 2, 2026. By way of such an answer, you may either:

- (1) Pay a fine of \$1,500 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 March 2, 2026, 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.

Eric Hooks

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

Attachments



Public Utilities Commission

STATE OF CALIFORNIA

CITATION COMPLIANCE AGREEMENT

File No.: TCP - Unlicensed
Citation #: T.2026-02-003
Date: February 9, 2026
Case #: CSE-000831

I (we) hereby agree to comply with this citation dated February 9, 2026, and herewith pay the fine of \$1,500.

Maria T. Arizaga, Owner

[Redacted Signature]

(Signature)

(Title)

(Date)

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

Or

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.

INVESTIGATION REPORT

CARRIER: Juan Zavala, an Individual

OWNER: Maria T. Arizaga

AUTHORITY: Unlicensed

MAILING ADDRESS:



PHONE/EMAIL:



VEHICLE: 1 (car)

License Plate No.:



VIN¹:



EMPLOYEE-DRIVER: 1

PL&PD² None

INSURANCE:

WORKERS' None

COMPENSATION

INSURANCE:

DRUG CONSORTIUM: None

¹ Vehicle Identification Number (VIN)

² Public Liability and Property Damage Insurance (PL&PD)

INTRODUCTION

On February 9, 2026, I was assigned to investigate the operations and practices of Juan Zavala (hereinafter referred to as Mr. Zavala), after the vehicle he was operating was impounded by the California Highway Patrol (CHP) for operating without a valid authority from the California Public Utilities Commission (CPUC).

VIOLATIONS

I investigated Mr. Zavala for the date of February 7, 2026, and found violations of the following provisions of the Public Utilities (Pub. Util.) Code.

- **Operated as a charter-Party Carrier without an operating authority in violation of Pub. Util. Code Sections 5371. [1 count]**

On February 7, 2026, Michael Islas, Enforcement Analyst with the CPUC's Consumer Protection and Enforcement Division (CPED), Transportation Enforcement Branch (TEB), along with CHP Officer Robinson, observed Mr. Zavala, operating a vehicle bearing license plate [REDACTED] and VIN # [REDACTED] [Attachment 1], in the international arrival zone at the San Francisco International Airport (SFO).

During a commercial vehicle inspection, Officer Robinson reviewed the Transportation Network Company (TNC) application (app) profile associated with the driver and determined that the active driver profile did not match Mr. Zavala, who was to conduct a ride via the Uber app platform [Attachment 2]. This constituted a direct violation of CPUC Decision 13-09-045, specifically Ordering Paragraph 4, which mandates that each TNC driver must complete a background check and be approved before providing services. The decision further defines "providing TNC services" as beginning when the app is opened, meaning only individuals authorized by the CPUC may operate under a TNC platform.

In addition, Mr. Zavala's operation of a vehicle for passenger transport without holding CPUC authority violated California Pub. Util Code §5371, which requires any charter-party carrier of passengers, including TNC drivers, to obtain a CPUC certificate or permit before operating for compensation. By

using someone else's profile on the app, Mr. Zavala bypassed CPUC's required safety vetting and insurance provisions, making him an unauthorized and unlicensed operator.

A records check conducted through the Transportation and Licensing Analysis Branch (TLAB) confirmed that Mr. Zavala has never held operating authority with the CPUC.

As a result, a Cease-and-Desist Notice [**Attachment 3**] and an Inspection Observation Report [IOR] [**Attachment 4**] were issued to Mr. Zavala for operating without CPUC authority. Additionally, Michael Islas obtained approval from TEB Manager Kenneth Bruno to request that Officer Robinson impound the vehicle in accordance with enforcement protocol [**Attachment 5**].

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 to be true.

Executed on February 9, 2026, in Los Angeles, California

H. Kim Zuach-Castro

Print Name, Enforcement Analyst

INDEX OF ATTACHMENTS

- Attachment 1. Photo of Vehicle License Plate # [REDACTED] and Vehicle Registration
- Attachment 2. TNC application profiles and payment
- Attachment 3. CPUC Cease and Desist Notice
- Attachment 4. CPUC IOR
- Attachment 5. Request for Impound and CHP [REDACTED]

Attachment 1







STATE OF CALIFORNIA



REGISTRATION CARD VALID FROM: 09/26/2025 TO: 09/28/2026

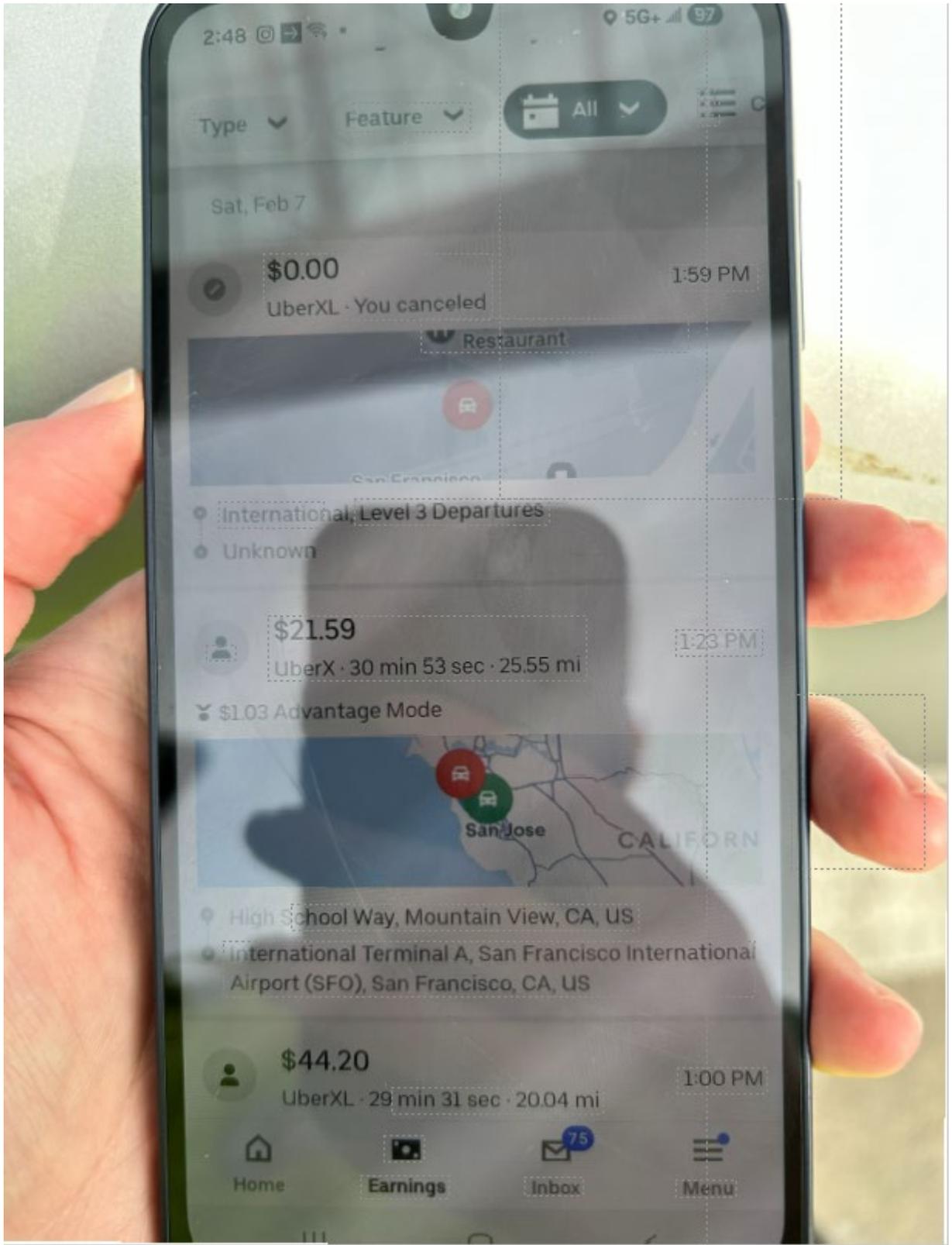
MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	*YR	TYPE VEH	TYPE LIC	LICENSE NUMBER
MITS	2023	2023	FT	2025	130	11	[REDACTED]

REGISTERED OWNER
ARIZAGA MARIA T

LIENHOLDER



Attachment 2



Attachment 3



NOTICE TO CEASE AND DESIST

Date: 2-7-2026

Carrier: Juan Zavala

TCP number: unlicensed

Operating Status: _____

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

YOUR COMPANY MUST IMMEDIATELY CEASE AND DESIST FROM ANY AND ALL OPERATIONS, INCLUDING ADVERTISING, UNTIL YOU MEET ALL LICENSING REQUIREMENTS AND RECEIVE VALID OPERATING AUTHORITY FROM THE CPUC.

ANY OPERATIONS, INCLUDING ADVERTISING, WHILE OPERATING IN A SUSPENDED, CANCELLED, REVOKED, OR DENIED STATE IS UNLAWFUL.

This letter places your company on notice that any activity without the required permit or certificate may result in civil or criminal prosecutions, and possible fines, and possible termination of telephone service.

OPERATION WITHOUT AUTHORITY

Public Utilities Code Sections 5371 and 5387 (TCP)/Section 1031 (PSC) - **Circle One**

OPERATION AFTER: SUSPENSION/REVOCAION/EXPIRATION/DENIAL OF AUTHORITY

Public Utilities Code Section 5379 (TCP)/Section 1045 (PSC) - **Circle One**

ADVERTISEMENT WITHOUT AUTHORITY

Public Utilities Code Section 5414.5 (TCP)/Section 1037 (PSC) - **Circle One**

Signature _____

Title DRIVER

*****IF DRIVER IS NOT RESPONSIBLE, DRIVER IS TO GIVE NOTICE TO RESPONSIBLE OWNER*****

COMMENTS: illegal app use

See attached Inspection Observation Report Form for more details.

Melinda Clark

Enforcement Analyst Signature

CPUC COPY

Attachment 4

**CALIFORNIA PUBLIC UTILITIES COMMISSION
INSPECTION OBSERVATION REPORT**

Location: Airport/Other: SFO (circle one) PSC/TCP/TNC: Unlicensed Investigator: Michael Lopez Date: 2-7-26

Prime Carrier: _____ Phone#: _____
Address: _____ City: _____ Zip: _____

Driver: Juan Zavala CDL#: _____ State: _____ Class: _____

Address: _____ City: _____ Zip: _____

Phone: _____ Years w/company: _____ Prime Carrier: _____

Relationship with Carrier: Owner/ Employee/ Sub-carrier/ Other: _____
(circle one)

Comments: _____

License Plate #: [REDACTED] VIN #: [REDACTED] Registration Exp.: _____ Seats: 5

Registered Owner: Arizaga Maria T Leased/Owned

Address: [REDACTED] (circle one)

City: [REDACTED] Zip: [REDACTED] Phone: _____

Violation(s):

- Vehicle:**
- TCP # Not shown on rear/front bumper
 - Vehicle not listed with PUC
 - PSC/TCP # not on side of vehicle* *exempt for vehicles < 15 passengers incl. driver or leased < 30 days
 - No Trade Dress
 - Front
 - Rear
 - Carrier's name not on side of vehicle*
- Waybill:**
- No waybill
 - Driver's Name
 - No. of person in group
 - Transportation arranged by phone or written contract
 - Name of at least 1 passenger in traveling party or identification of traveling party's affiliation
 - Carrier Name /TCP#
 - Time/Date Charter arranged
 - Name/address of persons arranging charter
 - Vehicle License Plate #
 - Origin/Destination
- TNC OPS:**
- No Trade Dress
 - Front
 - Rear
 - Profile Non-Match
 - Lack Proof of Prearranged Ride
 - Non-State CDL
 - No Airport Permit

Violation(s): Yes, as noted above and in comments below No Violation

Law Enforcement Citation No.: 426

Comments: illegal app use

[REDACTED SIGNATURE]
Signature and Title
DRIVER

CPUC COPY

Attachment 5

A15794
 30 DAY IMPOUND

REPORTING DEPARTMENT: **CHP-SAN FRANCISCO 9335** LOCATION CODE: **217/26** DATE/TIME OF REPORT: **2/7/26** NOTICE OF STORED VEHICLE DELIVERED PERSONALLY: FILE NO.:

LOCATION TOWED / STOLEN FROM: **SFO AIRPORT INTERNATIONAL TERMINAL 3359** ODOMETER READING: **4359** VIN CLEAR IN SVS? YES NO DATE/TIME DISPATCH NOTIFIED: **2/7/26 11517** LOG NO.: **426**

YEAR: **2023** COLOR: **SILVER** ONE MONTH / YEAR: **09/26** STATE: **CA**

REGISTERED OWNER: **MARIA T. ARIZAGA**

STORED IMPOUNDED RELEASED RECOVERED - VEHICLE / COMPONENT

TOWING / STORAGE CONCERN (NAME, ADDRESS, PHONE): **ATLAS TOW 55 NARBLEMAN ST SF. 94124 800-300-5166** STORAGE AUTHORITY / REASON: **146029 ve**

REASON FOR STOP: **CAOC CHECK** AIRBAG? YES NO 1 DRIVEABLE? YES NO JUNK UNK VIN SWITCHED? YES NO

CONDITION	YES	NO	ITEMS	YES	NO	ITEMS	YES	NO	ITEMS	YES	NO	TIRES / WHEELS	CONDITION
WRECKED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SEAT (FRONT)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	REGISTRATION	<input checked="" type="checkbox"/>	<input type="checkbox"/>	CAMPER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LEFT FRONT	GOOD
BURNED HULK per 431(c) CVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	SEAT (REAR)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	ALT. / GENERATOR	<input checked="" type="checkbox"/>	<input type="checkbox"/>	VESSEL AS LOAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	RIGHT FRONT	
VANDALIZED	<input checked="" type="checkbox"/>	<input type="checkbox"/>	RADIO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	BATTERY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	FIREARMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	LEFT REAR	
ENG. / TRANS. STRIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TAPE DECK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	DIFFERENTIAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OTHER	<input checked="" type="checkbox"/>	<input type="checkbox"/>	RIGHT REAR	
MISC. PARTS STRIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TAPES	<input checked="" type="checkbox"/>	<input type="checkbox"/>	TRANSMISSION	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	SPARE	NO
BODY METAL STRIP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	OTHER RADIO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	AUTOMATIC	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	HUB CAPS	NO
SURGICAL STRIP per 431(b) CVC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	IGNITION KEY	<input checked="" type="checkbox"/>	<input type="checkbox"/>	MANUAL	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	SPECIAL WHEELS	NO

RELEASE VEHICLE TO: RIO OR AGENT AGENCY HOLD Z2850.3 CVC GARAGE PRINCIPAL / AGENT STORING VEHICLE (SIGNATURE): **JACAR MINRAJ.** DATE / TIME: **2/7/26 1500**

NAME OF PERSON / AGENCY AUTHORIZING RELEASE: _____ I.D. NO.: _____ DATE: _____ CERTIFICATION: I, THE UNDERSIGNED, DO HEREBY CERTIFY THAT I AM LEGALLY AUTHORIZED AND ENTITLED TO TAKE POSSESSION OF THE ABOVE DESCRIBED VEHICLE.

SIGNATURE OF PERSON AUTHORIZING RELEASE: _____ SIGNATURE OF PERSON TAKING POSSESSION: _____

STOLEN VEHICLE / COMPONENT EMBEZZLED VEHICLE PLATE(S) REPORT

DATE / TIME OF OCCURRENCE: _____ DATE / TIME REPORTED: _____ NAME OF REPORTING PARTY (R/P): _____ DRIVER LICENSE NO. / STATE: _____

LAST DRIVER OF VEHICLE: _____ DATE / TIME: _____ ADDRESS OF R/P: _____ TELEPHONE OF R/P: _____

I CERTIFY OR DECLARE UNDER PENALTY OF PERJURY UNDER THE LAWS OF THE STATE OF CALIFORNIA THAT THE FOREGOING IS TRUE AND CORRECT. SIGNATURE OF PERSON MAKING REPORT: _____

REMARKS (LIST PROPERTY, TOOLS, VEHICLE DAMAGE, ARRESTS): **NO CA DL**

DRIVER'S NAME: **JUAN ZAVALA** ARRESTED / SECTION? YES NO REPORTED BY: _____ CARGO / TYPE? YES NO VALUE \$: **0**

DAMAGE: **DEEP SCRATCHES TO REAR BUMPER DENTS TO RIGHT REAR FENDER SMALL DINGS/SCRATCHES TO FRONT BUMPER**

PROPERTY: **USB CABLES (3) TNC GMBNS00 TAKEN B/P BTU WIPES, MISC CHANGE, COUGH DROPS, TIRE REPAIR KIT, TIRE INFLATOR, CHAPSTICK TOWEL, FAST TRACK**

FRONT LEFT SIDE RIGHT SIDE REAR TOP

SIGNATURE OF OFFICER MAKING REPORT: **P. RANSOU** SUPERVISOR: **SENJANI** REQUIRED NOTICES SENT TO REGISTERED AND LEGAL OWNERS PER Z2852 CVC? YES NO DATE NOTIFIED: _____



Public Utilities Commission
STATE OF CALIFORNIA
Request to Impound

Indicate seating capacity of vehicle (including driver): 5

Indicate number of passengers (including driver): 1

One of the following is required:

- No TCP permit or certificate issued
- TCP/PSC: _____ (circle one) pending, suspended, revoked, expired, or denied.
- Driver does not possess a valid and current CDL for vehicle operated license class, endorsement, or required certificate

Name of CPUC Enforcement Analyst requesting impound: Michael Isias

Charge one of the following:

- PU Code Sections 5411/1037 ref PU Code Sections 5371/1031 - Misdemeanor/Unlawful to operate without proper PUC operating authority.
- PU Code Sections 5411/1037 ref PU Code Sections 5379/1045 - Misdemeanor/Unlawful to operate with suspended, revoked, or expired authority.

In body of citation indicate: "Vehicle impounded per 14602.9 CVC."

Name of person, who within 2 DAYS, notified the legal owner of the impound by certified mail:

Shon Toyler

Citing/Arresting Officer Name: CHP Officer Robinson

Allied Agency Case Number: 426

Date: 2-7-2026

Reason for stop and additional notes on back of this form.