



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Airline Crew Transportation LLC
Attn: Thouqan Makableh
18 Chateau Court
San Francisco, CA 94080

File: TCP 32085-B (Active)
Citation #: T.2026-07-011
Date: July 30, 2026
Case #: CSE-000968

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 May 5, 2026.

- (1) Failure to display Transportation Charter-Party Carrier (TCP) number in full on vehicle, including the prefix "TCP" and authority suffix, in violation of Pub. Util. Code Sections 5385 & 5411.3 and G.O. 157-E, Part 4.04 [**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 August 20, 2026. By way of such an answer, you may either:

- (1) Pay a fine of \$8,000 pursuant to Pub. Util. Code Section 5378. Submit your payment online via TCP Portal (<https://tcpportal.cpuc.ca.gov/s/login/>) using a credit card, ACH or check. 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 August 20, 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

INVESTIGATION REPORT

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

MEMBER(S): Thouqan Makableh,

AUTHORITY: TCP 32085-B (Active)

MAILING ADDRESS: 18 Chateau Court
San Francisco, CA, 94080

PHONE/EMAIL: [REDACTED]

VEHICLES: 27

EMPLOYEE-DRIVERS: 1

**PL&PD¹
INSURANCE:** Incline Casualty Company
Policy Number: 5ST12037-01
Effective Date: 7/29/2025

**WORKERS'
COMPENSATION
INSURANCE:** State Compensation Insurance Fund
Policy Number: 9345639
Effective Date: 9/6/2023

DRUG CONSORTIUM: None

¹ Public Liability and Property Damage (PL&PD)

INTRODUCTION

On June 1, 2026, 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 at San Jose International Airport (SJC) without displaying a Transportation Charter-Party Carrier (TCP) number on an operating vehicle and also did not list the vehicle on its equipment list. The operating vehicle had a license plate [REDACTED], and photo evidence was provided by SJC [Attachment 1].

HISTORY OF ENFORCEMENT

Enforcement case records show Airline Crew has a history of violating the California Public Utilities Commission's (CPUC) rules and regulations, as detailed below.

Prior Case (PSG-000737): On October 8, 2025, CPUC's Transportation Enforcement Analyst, Michael Islas, issued Airline Crew a Warning Letter, followed by Citation T.2025-11-006 on November 19, 2025, for the following violation [Attachment 2]:

- Failure to display Transportation Charter-Party (TCP) number in full on vehicle, in violation of G.O. 157-E, Part 4.04.

Prior Case (PSG-000506): On July 31, 2025, CPUC's Transportation Enforcement Analyst, Manal Antabli, issued a Warning Letter to Airline Crew for the following violation [Attachment 3]:

- Failure to display Transportation Charter-Party (TCP) number in full on vehicle, in violation of G.O. 157-E, Part 4.04.

Prior Case (PSG-000346): On April 2, 2025, CPUC's Transportation Enforcement Analyst, Nicholas Bui, issued Citation T.2025-04-003 to Airline Crew in the amount of \$2,000 for the following violation [Attachment 4]:

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

VIOLATION

I investigated Airline Crew for the period of May 5, 2026, and found a violation of the following provisions of the Public Utilities (Pub. Util.) Code and a CPUC General Order (G.O.):

- **Failure to display Transportation Charter-Party (TCP) number in full on vehicle, including the prefix “TCP” and authority suffix, in violation of Pub. Util. Code Sections 5385 & 5411.3 and G.O. 157-E, Part 4.04 [1 count].**

On May 5, 2026, Airport Operations Supervisor Nicholas Hightower of SJC captured photo evidence and submitted it to CPUC’s Transportation Safety Complaints team. Airline Crew was observed for operating at SJC Terminal B without displaying TCP 32085-B on the vehicle with license plate # [REDACTED].

On June 10, 2026, I directed Airline via email [REDACTED] to send photos of the TCP number displayed on the vehicle with license plate # [REDACTED] within 5 business days [Attachment 5]. I did not receive a response within the time frame stated in the email.

On June 22, 2026, I called the phone number listed in TCT and spoke with Thouqan Makableh. Mr. Makableh said he had just seen my email today and needed time to investigate things for himself, and that there have never been any complaints or history of violations with his company. He let me know he would not be happy if he were to be served a citation and would fight it. I let him know to expect a citation as he was in violation of CPUC G.O. 157-E, Part 4.04 for failure to display a TCP number in full on the vehicle.

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 July 30, 2026, in Los Angeles, California.

Yasmine Shah

Yasmine Shah, Enforcement Analyst
Consumer Protection and Enforcement Division
Transportation and Enforcement Branch

List of Attachments

- Attachment 1. SJC Complaint and Photos
- Attachment 2. CPUC Warning Letter
- Attachment 3. CPUC Citation T.2025-11-006
- Attachment 4. CPUC Warning Letter
- Attachment 5. CPUC Citation T.2025-04-003
- Attachment 6. CPUC Violation Email

Attachment 1

From: [Hightower, Nicholas](#)
To: [Transportation Safety Complaints](#)
Cc: [Taylor, Shantanro](#); [Hooks, Eric](#); [Quartarolo, Adam](#); [Hogg, Ian](#)
Subject: [EXTERNAL] Referral for Investigation - Unmarked Flight Crew Shuttle Operation
Date: Wednesday, May 6, 2026 8:28:16 AM
Attachments: [Outlook-Logo, comp.png](#)

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.

Good morning,

Attached you will find file evidence of an incident that occurred at SJC Terminal B on 05/05/2026 at 12:55PM. Though the vehicle accident is not a concern of the investigation, what was found was an unmarked Toyota Sienna (one of the vehicles) was dropping off a Flight/Cabin Crew. The vehicle did not have any AVI transponder or company information, but when we looked into the DMV records it did come back as the following:

Natalie Makableh
18 Chateau Ct
South San Francisco, CA 94080

This leads us to match the name and address up with a current GT Permit holder "Airline Crew Transportation LLC" that has the same address with a primary account holder as "Randy Makableh." The vehicle is not listed under the CPUC TCP Permit, and Natalie Makableh is listed under the TCP Permit Contact. Also, the driver who got out of the Grey Toyota Sienna had an ID badge for Airline Crew Transportation LLC, which I have also attached as proof.

We are unsure of how often the company is using unmarked POVs to do flight crew shuttle operations since they have a contract with Alaska Airlines and Southwest Airlines here at SJC, but we do know from their permitted operations that they are performing around 3000/month with their other vehicles, so we did want to bring up this for investigation. If the full CCTV footage is needed as evidence, please advise.

Vehicle Information
Grey Toyota Sienna
License Plate: CA / XXXXXXXXXX

Best Regards

Nicholas Hightower, A.C.E.

Airport Operations Supervisor | Ground Transportation

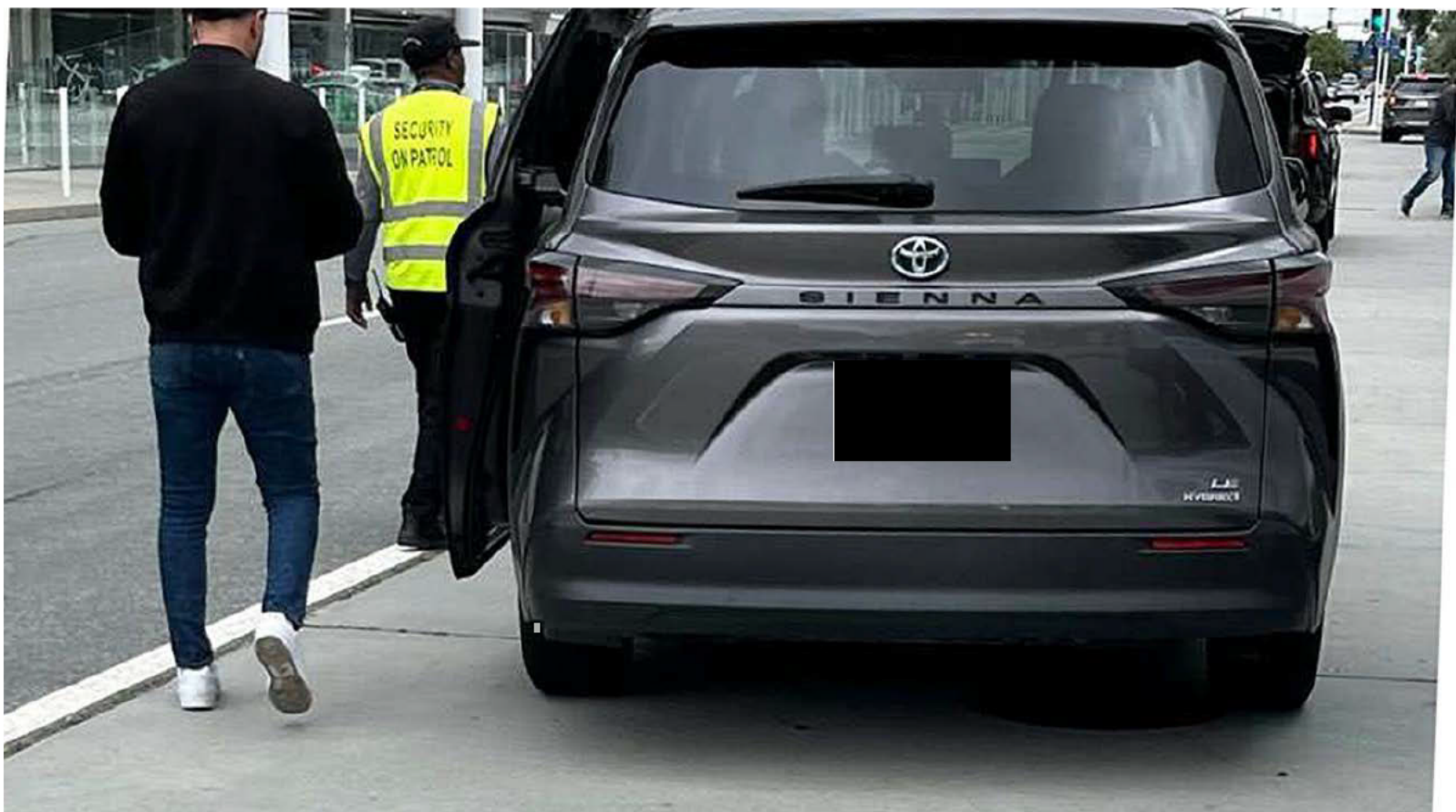


office: 408.392.3515

1701 Airport Blvd. Ste. B-1130, San José, CA 95110

flysanjose.com





Attachment 2

No TCP Displayed

From Islas, Michael <Michael.Islas@cpuc.ca.gov>

Date Wed 10/8/2025 3:57 PM

To [REDACTED]

Cc Hooks, Eric <Eric.Hooks@cpuc.ca.gov>

Attn: Airline Crew Transportation LLC

A vehicle with the license plate number [REDACTED] was observed operating as Airline Crew Transportation LLC but did not have a Charter-Party Carrier's (TCP) number, 32085-B, displayed on the front bumper.

General Order 157-E Part 4.04 – TCP Number to be Displayed on Vehicle, Except Transportation Network Companies (TNCs).

"The number assigned by the Commission to the carrier's authority shall be shown in full on all charter party vehicles, including the prefix "TCP", the authority number, and the authority suffix "A", "B", "C", "S", "P" and/or "Z" (which designate Class "A" certificate, Class "B" certificate, Class "C" certificate, round-trip sightseeing permit, charter-party permit, and specialized carrier permit, respectively). The letter and numeral symbol size and placement shall be as follows:

The identification symbol shall be in sharp color contrast to the background and such size and shape and so located as to be readily legible during daylight hours at a distance of 50 feet. The symbols shall be displayed on each side of the vehicle, EXCEPT vehicles designed to carry not more than 15 persons, including the driver, which shall display the identification symbol on the front and rear bumpers.

This requirement does not apply to personal vehicles operated on TNC platforms".

You have five business days to display 32085-B on the vehicle. Failure to comply may result in a citation being issued.

If you have any questions, please do not hesitate to contact me at the telephone number or email address listed below.

Thank you,

Michael Islas

Public Utilities Regulatory Analyst I

Transportation Enforcement Branch
Consumer Protection and Enforcement Division
California Public Utilities Commission
916-603-1944 | Michael.Islas@cpuc.ca.gov
www.cpuc.ca.gov

Attachment 3



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Airline Crew Transportation LLC
Attn: Thouqan Makableh, Member
18 Chateau Court
South San Francisco, CA 94080

File No.: TCP 32085-B
Citation #: T.2025-11-006
Date: November 19, 2025
Case #: CSE-000737

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 September 24, 2025.

- (1) Failure to display Transportation Charter-Party Carrier (TCP) number in full on vehicle, including the prefix “TCP” and authority suffix, in violation of Pub. Util. Code Sections 5385 & 5411.3 and G.O. 157-E, Part 4.04 [**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 \$4,000 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 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
Program and Project Supervisor
Transportation Enforcement Branch
Telephone number (415) 703-2302
E-mail address: eric.hooks@cpuc.ca.gov

Attachments

Attachment 4

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

Email: [REDACTED]

July 31, 2025

Case No.: CSE-000506

TCP No.: 32085-B

Airline Crew Transportation LLC
Attn: Thouqan Makableh
PO Box 282998
San Francisco, CA 94128**WARNING LETTER**

On July 31, 2025, Manal Antabli of the Transportation Enforcement Branch (TEB) of the California Public Utilities Commission (CPUC) admonished Thouqan Makableh for violation of the following provisions of the General Order (G.O.):

Reference:	Item/Section:	Violation:
G.O. 157-E	4.04	Failure to display Transportation Charter-Party (TCP) number in full on vehicle.

You are also placed on notice that a re-examination of the transportation records of Airline Crew Transportation LLC may be conducted in the future, and if similar violations are found at that time, penalties as provided in the Pub. Util. Code may be incurred.

I have read the above statement and have been
furnished a copy.

Carrier Representative Signature _____

Airline Crew Transportation LLC

Dated: _____

Manal Antabli

Manal Antabli

TEB Enforcement Analyst

Dated: July 31, 2025

Attachment 5



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,
18 Chateau Court
South San Francisco, CA 94080

(Signature)

(Title)

(Date)

Payment is to be submitted online via TCP Portal (Welcome to TCP Portal ([ca.gov](https://www.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

CALIFORNIA PUBLIC UTILITIES COMMISSION
INSPECTION OBSERVATION REPORT

Location: Airport/Other: DAK PSC/TCP/TNC: 32085 Investigator: LSI Date: 9.24.25

Prime Carrier: Airline Crew Transportation (circle one) Phone#: _____
Address: _____ City: _____ Zip: _____

Driver: _____ CDL# _____ State: CA Class: C
Address: _____ Zip: _____

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

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

Comments: _____

License Plate #: _____ VIN #: _____ Registration Exp.: _____ Seats: _____

Registered Owner: _____ Leased/Owned
(circle one)

Address: _____

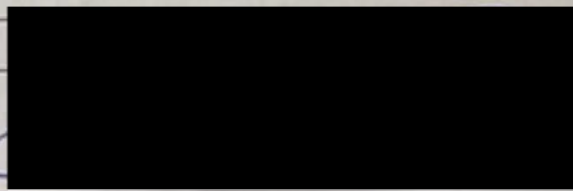
City: _____ Zip: _____ Phone: _____

Vehicle: Violation(s):
☒ TCP # Not shown on rear/front bumper
☐ Vehicle not listed with PUC ☐ No Trade Dress ☐ Front ☐ Rear
☐ PSC/TCP # not on side of vehicle* ☐ Carrier's name not on side of vehicle*
*exempt for vehicles < 15 passengers incl. driver or leased < 30 days
Waybill: ☐ No waybill ☐ Carrier Name /TCP# ☐ Vehicle License Plate #
☐ Driver's Name ☐ Time/Date Charter arranged ☐ Origin/Destination
☐ No. of person in group ☐ Name/address of persons arranging charter
☐ Transportation arranged by phone or written contract
☐ Name of at least 1 passenger in traveling party or identification of traveling party's affiliation
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.: _____

Comments: Photo for front bumper no TCP # displayed





Attachment 6

Shah, Yasmine

From: Shah, Yasmine
Sent: Wednesday, June 10, 2026 10:27 AM
To: [REDACTED]
Subject: : AIRLINE CREW TRANSPORTATION LLC, TCP 32085-B – Add Vehicle and Display TCP # on Vehicle

Attn: AIRLINE CREW TRANSPORTATION LLC

A vehicle with the license plate number [REDACTED] was observed on May 5, 2026, (12:55 PM) at San Jose International Airport operating as AIRLINE CREW TRANSPORTATION LLC. However, the vehicle is not listed on your equipment/asset list within the California Public Utilities Commission's Transportation Carrier Portal and did not have a Charter-Party Carrier's (TCP) number, **TCP 32085-B**, displayed on the front and rear bumpers.

General Order (G.O.) 157-E Part 4.01--Equipment Statement to be Current.

"Every charter-party carrier, excluding TNCs, shall maintain, on file with the Commission, an equipment list of all vehicles (owned or leased) in use under each certificate and permit. The information for each vehicle shall include the manufacturer, model year, vehicle identification number (VIN), seating capacity (including driver), description of body type or model designation, whether the vehicle is leased or owned, handicap accessible status, and its license plate number, its gross vehicle weight rating (GVWR) or gross vehicle weight (GVW), and whether the vehicle is a modified limousine, and the vehicle's terminal address."

"Additions and deletions to the equipment list shall be filed within ten days of the date the vehicle is put into or pulled out of service."

General Order 157-E Part 4.04 – TCP Number to be Displayed on Vehicle, Except Transportation Network Companies (TNCs).

"The number assigned by the Commission to the carrier's authority shall be shown in full on all charter party vehicles, including the prefix "TCP", the authority number, and the authority suffix "A", "B", "C", "S", "P" and/or "Z" (which designate Class "A" certificate, Class "B" certificate, Class "C" certificate, round-trip sightseeing permit, charter-party permit, and specialized carrier permit, respectively). The letter and numeral symbol size and placement shall be as follows:

The identification symbol shall be in sharp color contrast to the background and such size and shape and so located as to be readily legible during daylight hours at a distance of 50 feet. The symbols shall be displayed on each side of the vehicle, EXCEPT vehicles designed to carry not more than 15 persons, including the driver, which shall display the identification symbol on the front and rear bumpers. This requirement does not apply to personal vehicles operated on TNC platforms".

You have five business days to add the vehicle to your equipment list and provide photos showing the **TCP 32085-B** permit number properly displayed on the vehicle. Failure to comply will result in further enforcement action.

If you have any questions, please do not hesitate to contact me at the telephone number and email address listed below.

Sincerely,

Yasmine Shah

Public Utilities Regulatory Analyst I

Transportation Enforcement Branch
Consumer Protection and Enforcement Division
California Public Utilities Commission

O 213-598-1066

www.cpuc.ca.gov | YasmineShah@cpuc.ca.gov

CERTIFICATE OF SERVICE

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

Airline Crew Transportation LLC

TCP # 32085-B

Case # CSE-000968

1. Administrative Citation T.2026-07-011
2. Citation Compliance Agreement
3. Investigation Report and Attachments
4. How to File an Appeal
5. Notice of Appeal Form and Certificates of Service Form (from Resolution ALJ-377)
6. Resolution ALJ-187
7. Certificate of Service

Date: July 30, 2026

Yasmine Shah
Yasmine Shah
TEB Enforcement Analyst