



Public Utilities Commission
STATE OF CALIFORNIA

CITATION FOR VIOLATION
OF PUBLIC UTILITIES CODE

To: Paula Sofia Gonzalez Artunduaga



File: Unlicensed
Date: June 26, 2026
Citation: T.2026-06-010
Case: CSE-000993

VIOLATIONS

You are hereby cited as having violated a section of the Public Utilities (Pub. Util.) Code as described below. The violation occurred on June 24, 2026.

- (1) Operated as a charter-party carrier without an operating authority, in violation of Pub. Util. Code Section 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 July 16, 2026. By way of such an answer, you may either:

- (1) Pay a fine of \$1,500 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 July 16, 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 #: Unlicensed
Citation #T.2026-06-010
Date: June 26, 2026
Case #: CSE-000993

I (we) hereby agree to comply with this citation dated June 26, 2026, and herewith pay the fine of \$1,500.

Paula Sofia Gonzalez Artunduaga
1775 Milmont Dr P107
Milpitas, CA 95035

(Name)

(Signature)

(Title)

(Date)

Payment is to be submitted online via TCP Portal ([Welcome to TCP Portal \(ca.gov\)](https://www.cpuc.ca.gov/tcp-portal)) 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.

INVESTIGATION REPORT

CARRIER: Paula Sofia Gonzalez Artunduaga, an Individual

OWNER: Paula Sofia Gonzalez Artunduaga

AUTHORITY: Unlicensed

MAILING ADDRESS:



PHONE/EMAIL:



VEHICLE: 1 Car

License Plate #:



VIN¹ #:



EMPLOYEE-DRIVER: 1

PL&PD²

INSURANCE: Unknown

**WORKERS'
COMPENSATION
INSURANCE:** Unknown

DRUG CONSORTIUM: Unknown

¹ Vehicle Identification Number (VIN)

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

INTRODUCTION

On June 25, 2026, I was assigned to investigate Paula Sofia Gonzalez Artunduaga (hereinafter referred to as Sofia) after the vehicle she 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 Sofia for the date of June 24, 2026, and found a violation 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 Section 5371. [1 count]**

On June 24, 2026, I, Alexander Nera, Enforcement Analyst with the CPUC's Consumer Protection and Enforcement Division (CPED), Transportation Enforcement Branch (TEB), along with CHP Officer Kraft, observed Sofia, identified by California Driver's License [Attachment 1], operating a vehicle bearing license plate [REDACTED] and VIN # [REDACTED] [Attachment 2], in the International Terminal Arrivals zone at San Francisco International Airport (SFO).

During a commercial vehicle inspection, Officer Kraft reviewed the Transportation Network Company (TNC) application (app) profile associated with the driver and determined that the active driver profile did not match Sofia, who was providing transportation for compensation using the Lyft platform [Attachment 3]. 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, Sofia's operation of a vehicle for passenger transport without holding a 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, Sofia bypassed CPUC's required safety vetting and insurance provisions, making her an unauthorized and unlicensed operator.

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

As a result, a Cease-and-Desist Notice **[Attachment 4]** and an Inspection Observation Report **[Attachment 5]** were issued to Sofia for operating without CPUC authority. Additionally, CPUC's Enforcement Analyst, Darwin Agar obtained approval from the TEB Program and Project Supervisor Eric Hooks to request that Officer Kraft impound the vehicle in accordance with enforcement protocol **[Attachment 6]**.

On June 25, 2026, I contacted Sofia at [REDACTED]. During the conversation, I addressed the incident at SFO and instructed her to cease all unauthorized operations until she obtains the required CPUC operating authority and airport permit. I also informed Sofia that a citation would be issued and explained her right to appeal. Sofia confirmed that she understood these instructions. I further informed her that the citation package would be mailed to her mailing address and asked for a working email, which she provided as [REDACTED]

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 June 26, 2026, in Sacramento, California

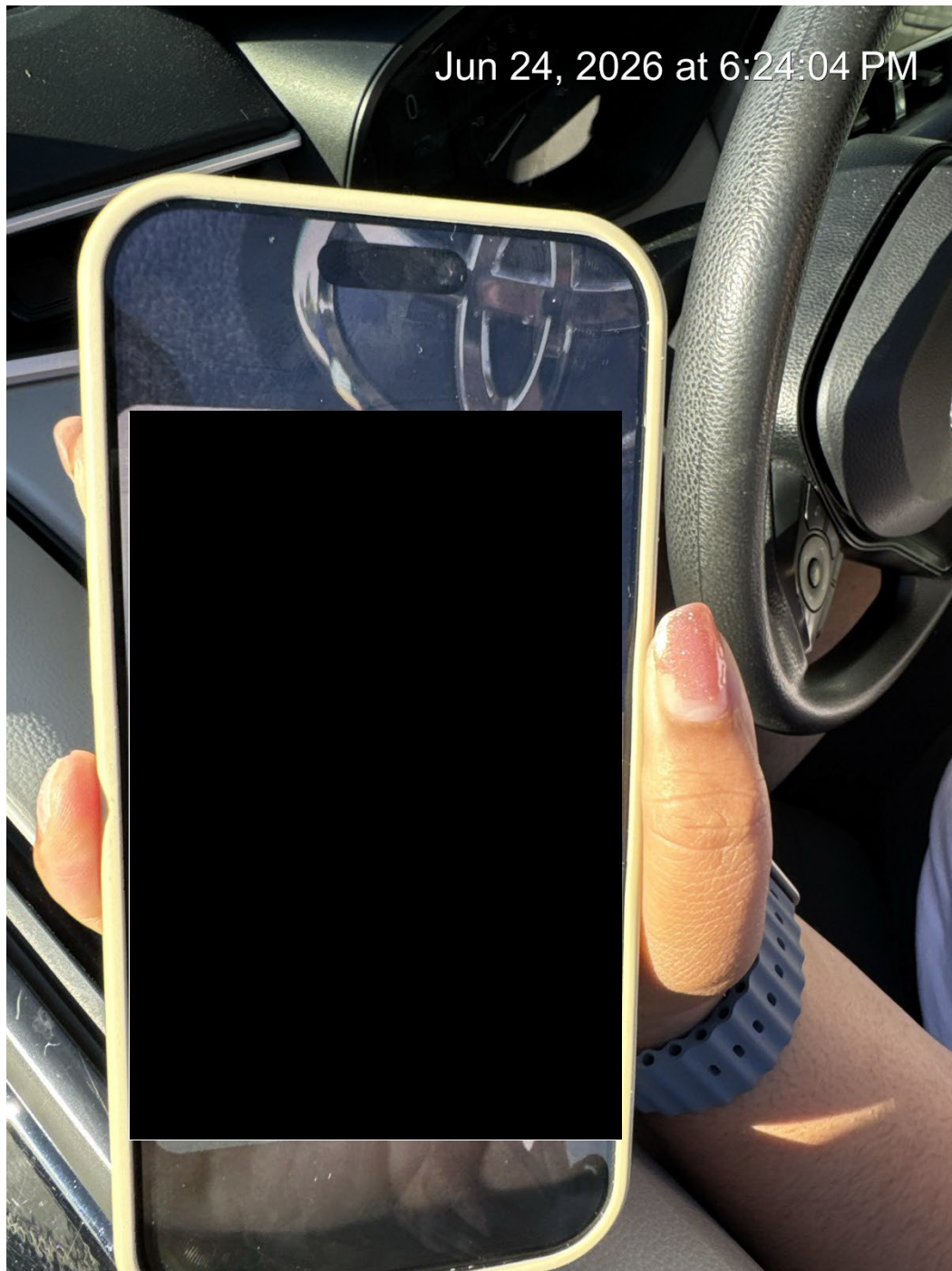
A handwritten signature in blue ink that reads "Alexander Nera". The signature is written in a cursive style and is positioned above a solid black horizontal line.

Alexander Nera,
Senior Enforcement Analyst

INDEX OF ATTACHMENTS

- Attachment 1. California Driver's License
- Attachment 2. Photo of Car License Plate 
- Attachment 3. TNC application profiles
- Attachment 4. Cease and Desist Notice
- Attachment 5. Inspection Observation Report
- Attachment 6. Request for Impound and CHP 180

Attachment 1



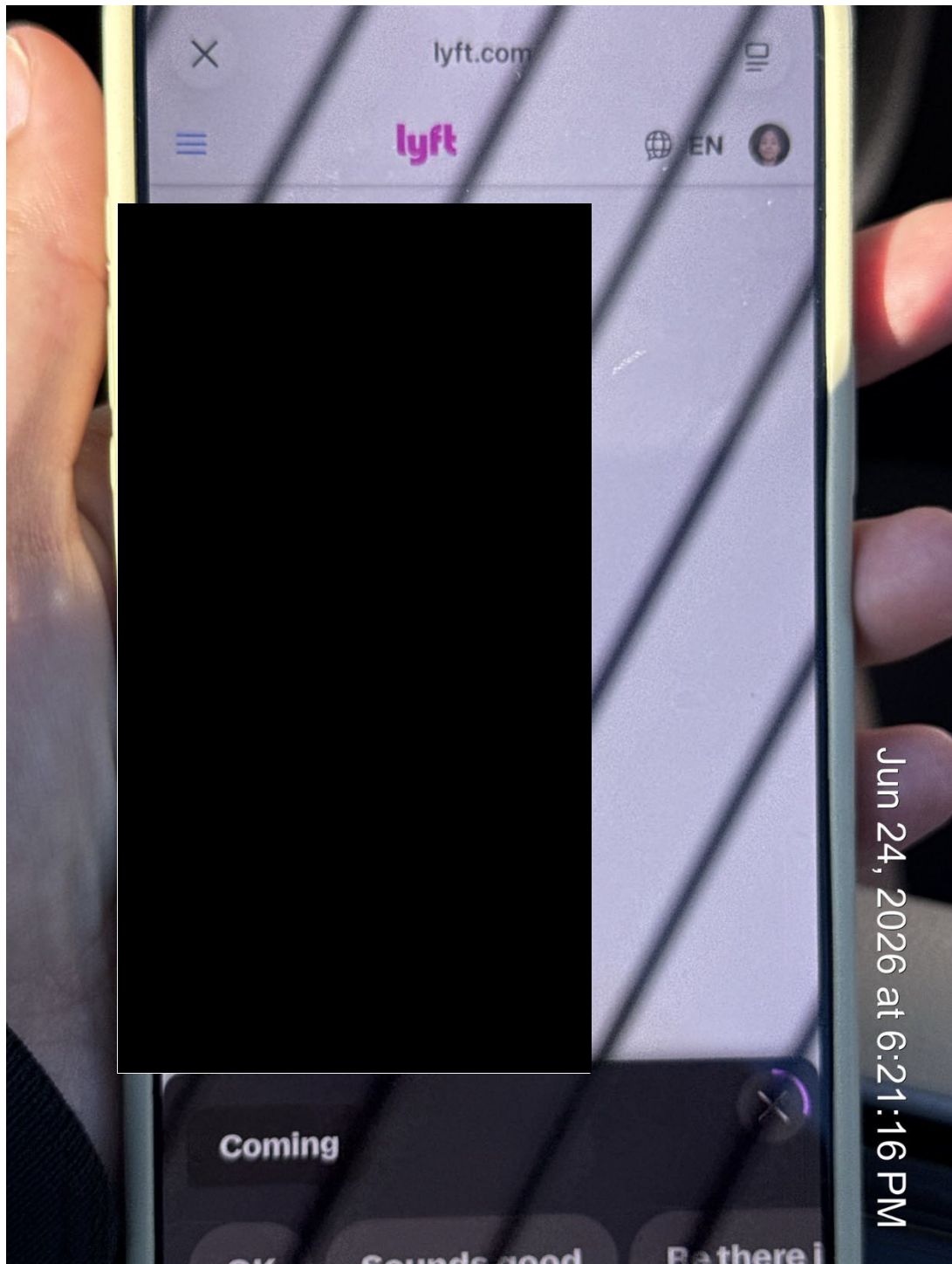
Attachment 2





Jun 24, 2026 at 18:27:59
San Francisco CA 94128
United States
San Francisco International Airport

Attachment 3



Attachment 4



NOTICE TO CEASE AND DESIST

Date: 6/24/06

Carrier: SOFA GONZALEZ

TCP number: _____ Operating Status: UNLICENSED

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/REVOCATION/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 X [Signature] Title _____

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

COMMENTS: 5371 OPERATING w/out authority
ILLEGAL APP USE

See attached Inspection Observation Report Form for more details.

[Signature]
Enforcement Analyst Signature

CPUC COPY

Attachment 5

CALIFORNIA PUBLIC UTILITIES COMMISSION INSPECTION OBSERVATION REPORT	
Location: Airport/Other: <u>SFO</u> (circle one)	Date: <u>6/24/26</u> PSC/TCP/TNC: <u>LPT/UNLIC</u> Investigator: <u>D. ALAR</u>
Prime Carrier: <u>SOFIA GONZALES</u>	Phone#: [REDACTED]
Address: [REDACTED]	
Driver: <u>SOFIA GONZALES</u>	CDL#: <u>W2821489</u> State: <u>CA</u> Class: <u>C</u>
Address: [REDACTED]	
Phone: _____ Years w/company: _____ Prime Carrier: _____	
Relationship with Carrier: Owner/ Employee/ Sub-carrier/ Other: _____ (circle one)	
Comments: [REDACTED]	
[REDACTED] on Exp.: <u>2/27</u> Seats: <u>05</u> Leased/Owned (circle one)	
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
Waybill:	☐ No Trade Dress ☐ Front ☐ Rear ☐ 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: <u>OPERATING without authority 5371</u> <u>illegal app use.</u>	
 _____ Signature and Title CPUC COPY	

Attachment 6

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

VEHICLE REPORT

CHP 180 (Rev. 4-16)

CPUC Impound Hold for 30 days

T-2054 A-A11446 L-1507

NOTE: CHP 180 IS FURNISHED TO ALL PEACE OFFICERS BY THE CALIFORNIA HIGHWAY PATROL

REPORTING DEPARTMENT CHP-SAN FRANCISCO		LOCATION CODE 9335	DATE / TIME OF REPORT 6-24-26/1840	NOTICE OF STORED VEHICLE DELIVERED PERSONALLY ☐	FILE NO.
LOCATION TOWED / STOLEN FROM 540 INTERNATIONAL AIRPORT		ODOMETER READING 54258	VIN CLEAR IN SVS? ☒ YES ☐ NO	DATE / TIME DISPATCH NOTIFIED 6-24-26/2054	LOG NO. 1507
YEAR 25	MAKE TOYOTA	MODEL COROLLA	BODY TYPE 4-DOOR	COLOR BLK	STATE CA
ENGINE NO.			VALUATION BY ☒ OFFICER ☐ OWNER		
			☐ 0-500 ☐ 501-4000 ☒ 4001+ ☐ \$		
			☐ SAME AS R/O	LEGAL OWNER	

TOWING / STORAGE CONCERN (NAME, ADDRESS, PHONE) KILAS TOWING 55 NAPOLEON ST. SAN FRANCISCO CA 94124		STORAGE AUTHORITY / REASON 1-800-300-5166 14602.9 VC
REASON FOR STOP 800-300-5166	AIRBAG? ☒ YES ☐ NO	DRIVEABLE? ☒ YES ☐ NO
VIN SWITCHED? ☒ YES ☐ NO		
CONDITION	YES	NO
WRECKED		
BURNED HULK per 431(c) CVC		
VANDALIZED		
ENG. / TRANS. STRIP		
MISC. PARTS STRIP		
BODY METAL STRIP		
SURGICAL STRIP per 431(b) CVC		
RELEASE VEHICLE TO: ☐ R/O OR AGENT ☒ AGENCY HOLD ☐ 22850.3 CVC	GARAGE PRINCIPAL AGENT STORING VEHICLE (SIGNATURE) [Signature]	
NAME OF PERSON / AGENCY AUTHORIZING RELEASE THUW CHO ONLY	I.D. NO.	DATE 06/23 6:45 PM
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)
LAST DRIVER OF VEHICLE	DATE / TIME	ADDRESS OF R/P
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)			
ARRESTED / SECTION? ☐ YES ☒ NO	REPORTED BY GG-CWS	CARGO / TYPE? ☐ YES ☒ NO	VALUE \$ ☐ BILL OF LADING ATTACHED
2: 360 VAINI, SCRATCHES SCUFFS FRONT BUMPER, DISPLACED TRUNK LID, REAR BUMPER DIFFERENT PAINT TYPE FROM REST OF CAR, SCRATCHES/PRINTED RE DOOR, DISPLACED R LOWER TRIM, SCRATCHES/PRINTED RE DOOR, CRACKING FRONT BUMPER, MOST DENTS/SCRATCHES IN SURFACES. 1: MISC PAPERS, NAB VISA CARD 4017 9542 3847 7088 LING JIUN YONG, GEN MEDICARE CARD 3554551062 LING J YONG, GEN WALKER W/ MISC KEYS, NO OTHER ITEMS OF VALUE NOTED ON CHASING.			

FRONT	LEFT SIDE	RIGHT SIDE	REAR	TOP
SIGNATURE OF OFFICER TAKING REPORT G. KRAFT		I.D. NO. 20534	SUPERVISOR KRAM	REQUIRED NOTICES SENT TO REGISTERED AND LEGAL OWNERS PER 22852 CVC? ☐ YES ☒ NO
		DATE NOTIFIED		



Public Utilities Commission
STATE OF CALIFORNIA
Request to Impound

Indicate seating capacity of vehicle (including driver): 05

Indicate number of passengers (including driver):

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: Darwin Agar #1010

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:

Citing/Arresting Officer Name: OFFER KRAET

Allied Agency Case Number:

Date: 6/24/20e

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

CERTIFICATE OF SERVICE

I certify that I have this day served the following documents on Paula Sofia Gonzalez Artunduaga

1. Administrative Citation T.2026-06-010 dated June 26, 2026
2. Investigation report and Attachments
3. Citation Compliance Agreement
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: June 26, 2026

A handwritten signature in blue ink that reads "Alexander Nera". The signature is written in a cursive style and is positioned above a solid black horizontal line.

Alexander Nera

Senior Enforcement Analyst