



## Public Utilities Commission

STATE OF CALIFORNIA

### **CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER**

To: Glorious Limousine Inc.  
Attn: Yingna Chen, Chief Executive Officer (CEO)  
1238C Broadway  
San Francisco, CA 94109

File: TCP 41596-B  
Citation #: T.24-10-006  
Date: 10/30/2024  
Case #: CSE-000275

#### **VIOLATIONS**

You are hereby cited as having violated section(s) of the Public Utilities (Pub. Util.) Codes and General Order (G.O.) as described below. These violations occurred during the period of 09/16/2024.

- (1) 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]**; and
- (2) Operated at an airport without an airport authority and failure to follow airport rules and regulations, in violation of Pub. Util. Code Section 5371.4(b) and G.O. 157-E, Part 3.02, **[1 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 November 20, 2024. By way of such an answer, you may either:

- (1) Pay a fine of \$2,000 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 November 20, 2024, 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.

*Eric Hooks*

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

Attachments



## Public Utilities Commission

STATE OF CALIFORNIA

### CITATION COMPLIANCE AGREEMENT

File No.: TCP 41596-B  
Citation #: T.24-10-006  
Date: 10/30/2024  
Case #: CSE-000275

I (we) hereby agree to comply with this citation dated October 30, 2024, and herewith pay the fine of \$2,000.

Yingna Chen, CEO  
Glorious Limousine Inc.  
1238C Broadway  
San Francisco, CA 94109

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(Signature)

(Title)

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(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.

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

### INVESTIGATION REPORT

**CARRIER:** Glorious Limousine Inc.  
4858139, A California Corporation (Active)

**OFFICERS:** Yingna Chen, Chief Executive Officer, Secretary, and Chief Financial Officer

**AUTHORITY:** TCP 41596-B, Active

**MAILING ADDRESS:** 1238C Broadway, San Francisco, CA 94109

**PHONE/EMAIL:** [REDACTED]

**VEHICLES:** 1

**EMPLOYEE-DRIVERS:** 1

**PL&PD<sup>1</sup>  
INSURANCE:** Redwood Fire and Casualty Insurance Company  
[REDACTED]  
Effective Date: 6/1/2024

**WORKERS'  
COMPENSATION  
INSURANCE:** Not on file with CPUC<sup>2</sup>

**DRUG CONSORTIUM:** [REDACTED]

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<sup>1</sup> Public Liability and Property Damage (PL&PD)

<sup>2</sup> California Public Utilities Commission (CPUC)

## INTRODUCTION

On 10/23/2024, I was assigned to investigate the operations and practices of Glorious Limousine Inc. (hereinafter referred to as Glorious Limousine) because of a consumer complaint alleging that Glorious Limousine operated without an active airport permit and without displaying a TCP number on vehicle.

## HISTORY OF ENFORCEMENT

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

On 04/09/2024, CPUC's Transportation Enforcement Analyst, Omar Teutle, sent Glorious Limousine an Airport Authority Letter, via email, for the following violation [**Attachment 1**]:

- Conducted operations at San Francisco International Airport (SFO) on 03/20/2024 without a valid airport permit [**Attachment 2**]

## VIOLATIONS

I investigated Glorious Limousine for the period of 09/16/2024 and found violations of the following provisions of the Public Utilities (Pub. Util.) Codes and a CPUC General Order (G.O.):

- **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. [1 count]**

SFO Ground Transportation Unit (GTU) issued Glorious Limousine a Citation (██████) on 09/16/2024 [**Attachment 3**] for operating without an active airport permit.

- **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]**

SFO GTU issued Glorious Limousine a Citation (██████) on 09/16/2024 [**Attachment 3**] for operating without displaying a TCP number on the vehicle with license plate ██████.

## 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 10/30/2024 at Los Angeles, California.

*Nicholas Bui*

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Nicholas Bui, Enforcement Analyst

## List of Attachments

- Attachment 1. Airport Authority Letter
- Attachment 2. Citation #: [REDACTED]
- Attachment 3. Citation #: [REDACTED]

# **TABLE OF CONTENTS**



# **ATTACHMENT 1**

PUBLIC UTILITIES COMMISSION  
505 Van Ness Ave  
San Francisco, CA 94102



Sent via email [REDACTED]

April 9, 2024

TCP # 41596 B

Glorious Limousine Inc  
4011 Berdina Rd  
Castro Valley, California 94546  
Attention: Huadong Li  
Yingna Chen

**SUBJECT: AIRPORT PERMIT REQUIRED**

Dear Huadong Li & Yingna Chen:

Glorious Limousine Inc was observed conducting for-hire operations on March 20, 2024, at the San Francisco International Airport (SFO) without an airport permit. A Charter-Party Carrier (TCP) permit or certificate, issued by the California Public Utilities Commission (CPUC) does not authorize operations at any airport property. This notice is to inform Glorious Limousine Inc that an airport permit is required or a minimum fine of \$1,000 may be issued. Each day of continued violations is a separate and distinct offense. Your action is required immediately.

***General Order 157-E, Part 3, Section 3.02***, with regards to TCPs, 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. Failure to comply with safety or traffic rules and regulations of an airport authority may result in suspension or revocation of Commission operating authority."

**Glorious Limousine Inc**

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For information on how to obtain the necessary airport permit, please contact the airport Ground Transportation Unit (GTU) listed below:

San Francisco Airport-GTU  
947 N Field Rd, San Francisco, CA 94128  
(650) 821-3600 or [GTU@flysfo.com](mailto:GTU@flysfo.com)

Please confirm with me in writing, via email with a cc: to [Omar.Teutle@cpuc.ca.gov](mailto:Omar.Teutle@cpuc.ca.gov) once you have obtained the airport permit. Thank you for your cooperation in this matter.

Sincerely,

*Eric Hooks*

Eric Hooks, Enforcement Supervisor  
Consumer Protection and Enforcement Division  
Transportation Enforcement Branch  
Airport Enforcement Unit  
[Eric.Hooks@cpuc.ca.gov](mailto:Eric.Hooks@cpuc.ca.gov)  
(415) 703-2302

cc: SFO-GTU

# **ATTACHMENT 2**



AIRPORT COMMISSION  
 SAN FRANCISCO INTERNATIONAL AIRPORT  
 GROUND TRANSPORTATION ADMINISTRATIVE CITATION

Date: 3/20/2024 Time: 1137 Day: Wed

Plate#: [REDACTED] VIN#: \_\_\_\_\_

Make: BMW Model/Style: 5 Series Color: BLK

Driver: \_\_\_\_\_  
Last First

DL#: \_\_\_\_\_

Company: Glorious Limousine INC TCP#/TNC#: 41596

Location: International Departures

**SFO Permit and/or Rules and Regulations Violated:**

- Warning Only
- 4.1 Violation of Traffic Rules \_\_\_\_\_
- 4.2 No Parking - Restricted Parking Area
- 4.2 Failure to Comply w/ All Signs and Road Markings
- 4.4 Improper Use of Roadways and Walks
- 4.5 Obstructing Vehicle Flow/Double Parking
- 4.6 \_\_\_\_\_ Zone - Improper Use  
Zone Color
- 4.7 Failure to Comply with Permit Terms
- 4.7 Lack of or Improper Trade Dress, Placard, TCP#, <sup>SFO</sup> Decal
- 4.7 Leaving a Vehicle Unattended
- 4.7 Loading/Unloading Undesignated Level
- 4.7 Providing False Information to Airport Officials
- 4.7 Recirculating or Looping  Upper  Lower
- 4.7 Soliciting Passengers
- 4.7 Staging
- 4.7 Unsafe Driving
- \_\_\_\_\_ No Valid CPUC Authorization
- CPUC GE 157 - E 3.02 & 4.04
- \_\_\_\_\_

Comments: No SFO permit

Issue Auth. [REDACTED] ID#: [REDACTED]

**FINES SHALL BE ASSESSED PER RULE 14 OF AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT**



# **ATTACHMENT 3**



AIRPORT COMMISSION  
SAN FRANCISCO INTERNATIONAL AIRPORT  
GROUND TRANSPORTATION ADMINISTRATIVE CITATION

Warning Only

Date: 9/16/2024

Time: 16:20 PDT

Day: Monday

Plate #: [REDACTED]

VIN #:

Make: BMW

Model:

Style: 4 Door

Color: Black

Company: Glorious Limousine Inc

TCP #: 041596

Location: Other - See Notes

**Violated Rules and Regulations**

9.2 Operating a Business without Airport Authorization

Comment: Observed operating at Airport, without SFO permit or TCP# displayed.

Issuing Authority: GTC

Issuer Id: [REDACTED]

FINES SHALL BE ASSESSED PER RULE 14 OF SFIA AIRPORT RULES AND REGULATIONS AND/OR APPLICABLE OPERATING PERMIT.

## HOW TO FILE AN APPEAL OF A CITATION

IF YOU WISH TO APPEAL THIS CITATION, YOU MUST DO SO WITHIN 20 CALENDAR DAYS OF THE DATE YOU RECEIVED THE CITATION.

**There are two options to file your appeal, both options require use of the Appeal Form located at the link below:**

### **Appeal Form**

**Option 1:** You may file your appeal electronically by following the instructions on the CPUC's Filing A Document Electronically (E-filing) webpage <https://www.cpuc.ca.gov/efile>

**Option 2:** You may file you appeal by sending six (6) paper copies addressed to CPUC's Docket office:

**California Public Utilities Commission  
Docket Office, 2<sup>nd</sup> Floor  
505 Van Ness Ave  
San Francisco, CA 94102**

### **After Filing your appeal, you must also serve the Notice of Appeal:**

To serve copies of the Notice of Appeal, you must attach a “**Certificate of Service for a Citation Appeal**”. In the Notice of Appeal, you must state why you are appealing the citation.

**To properly serve the Notice of Appeal, send the Notice of Appeal and any attachments by e-mail to the following recipients:**

1. **CPUC Docket Office**, ALJ\_Docket\_Office@cpuc.ca.gov
2. **Transportation Enforcement Inbox**, TEB\_Citation\_Appeals@cpuc.ca.gov
3. **Terra Curtis, Director CPED**, Terra.curtis@cpuc.ca.gov
4. **Anne Simon, Chief Administrative Law Judge**, [Anne.Simon@cpuc.ca.gov](mailto:Anne.Simon@cpuc.ca.gov)
5. **ALJ Division Appeals Coordinator**, ALJ\_Div\_Appeals\_Coordinator@cpuc.ca.gov

***Please note if you are appealing by the Paper Copy process you must also file the Notice of Appeal either by emailing as described above or mailing to the following:***

***Original plus six copies to:***

1. **Docket Office** California Public Utilities Commission, Docket Office, 2nd Floor, 505 Van Ness Ave, San Francisco, CA 94102



**One Copy Each to:**

2. **Douglas Ito, Director**, Consumer Protection and Enforcement Division, California Public Utilities Commission, 505 Van Ness Ave., 2nd Floor, San Francisco
3. **Anne Simon, Chief Administrative Law Judge**, California Public Utilities Commission, Administrative Law Division, 505 Van Ness Ave., 5th Floor, San Francisco, CA 94102
4. **ALJ Division Appeals Coordinator**, California Public Utilities Commission, Administrative Law Division, 505 Van Ness Ave., 5th Floor, San Francisco, CA 94102
5. **Program Manager CPED/TEB-South** Kenneth Bruno, 320 W. 4th Street Los Angeles, CA 90013
6. **Program Manager CPED/TEB-North (TBD)**, California Public Utilities Commission, 505 Van Ness Ave., 2<sup>nd</sup> Floor, San Francisco, CA 94102

**[You may request an extension of time to file an appeal](#)**

You may request up to 30 days additional time to file an appeal. To ask for extra time, contact the Supervisor listed on the citation on or before the due date to seek a 30-day extension. A copy of the letter granting you an extension must be attached to your appeal.

The Citation Appeals Process can be found in Appendix A of CPUC Resolution ALJ-377. You may download the Resolutions at the following Commission webpage <http://docs.cpuc.ca.gov/ResolutionSearchForm.aspx> The relevant Citation Appeals Process are also included in the packet you received along with the citation.

**[Paying the Citation and availability of Payment Plans](#)**

If you do not want to file an appeal and agree to comply with the citation and pay the fine, sign the Citation Compliance Agreement. Contact the Supervisor listed on the citation before the due date to seek authorization for any payment plans as necessary.

**[Frequently Asked Questions](#)**

**WHAT HAPPENS IF I DON'T RESPOND?**

If you do not respond to the citation within the 20 calendar days, you will be in default of the citation, and will lose your right to appeal the citation. In addition, CPED will immediately suspend your operating authority. If you do not pay the citation amount or make a payment arrangement by 30 days after suspension of your operating authority, CPED will revoke your operating authority. Once we revoke your operating authority, we cannot reinstate it. Instead, first you must pay the citation fine, and then apply to the CPUC for **new** operating authority and pay a filing fee. The CPUC may also act through a civil or criminal proceeding to recover any unpaid fines and to ensure compliance with applicable statutes and CPUC orders.

**WHAT ARE MY RIGHTS?**

If you file a Notice of Appeal, the CPUC will set a **hearing date** for your appeal to be heard before an Administrative Law Judge (ALJ).

### Hearing Venue:

Until further notice, all appeal hearings will be telephonic due to the COVID-19 pandemic. Telephone instructions will be provided by the ALJ prior to the telephone hearing.

### At the hearing:

There are two different types of Hearing Procedures for an Appeal to be heard before a CPUC Administrative Law Judge.

#### **Expedited Citation Appeal Procedure**

Resolution ALJ-377 provides for an expedited process for citations at or below the jurisdictional limit of the Small Claims Court in California as referenced in Public Utilities Code § 1702.1. This is currently \$10,000 for individuals and \$5,000 for corporations.

- Attorneys or representatives are not allowed to represent parties in the expedited process.
- No court reporters will be present, nor will a transcript be provided.
- You are entitled to have an interpreter present at the hearing to translate for you. The CPUC will provide the interpreter cost free. To have an interpreter at the hearing, you must make a written request to the Chief Administrative Law Judge and to the Office of the Public Advisor (see contact information, on this form) no later than five business days before the date of your hearing.
- You may provide evidence and call witnesses to testify for you. If you will be providing evidence for the record of the hearing, you must provide that evidence to CPED no later than three days before the date of your hearing.
- A party who is subject to the Expedited Citation Appeal Procedure, may at any time prior to the swearing in of the first witness at the evidentiary hearing, request termination of the Expedited Citation Appeal Procedure, and that the matter be recalendared for hearing under the Commission's regular procedure for Citation Appeals. The Commission or the assigned Administrative Law Judge, when the public interest so requires, may at any time prior to the filing of a resolution addressing the Citation Appeal, terminate the Expedited Citation Appeal Procedure and recalendar the matter for hearing under the Commission's regular procedure for Citation Appeals.

#### **Regular Procedure for Citation Appeals**

For cases exceeding the small claims threshold above, or when the appellant requests termination of the expedited procedure, the CPUC will use the regular procedure for citation appeals.

- You may have an attorney or someone else represent you, but you must pay for the attorney or other representative.
- You may ask for a transcript of the hearing, but you must pay the cost of the transcript.
- You are entitled to have an interpreter present at the hearing to translate for you. The CPUC will provide the interpreter, and you will not have to pay for the interpreter's service. To have an interpreter at the hearing, you must make a written request to the Chief Administrative Law Judge and to the Office of the Public Advisor (see contact information, below) no later than five business days before the date of your hearing.

- You may provide evidence and call witnesses to testify for you. If you will be providing evidence for the record of the hearing, you must provide that evidence to CPED no later than three days before the date of your hearing.

### **WHERE CAN I GET HELP?**

The CPUC's **Public Advisor's Office** can help you file your appeal. The Public Advisor's Office cannot appear at the hearing with you or help you present your appeal but can help you understand the appeal process. The Public Advisor's Office can be reached at:

Telephone: 866-849-8390 or 415-703-2074

Email: [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)

Mail: CPUC Public Advisor, 505 Van Ness Avenue, San Francisco, CA 94102

Administrative Law Judge Division  
California Public Utilities Commission  
505 Van Ness Avenue  
San Francisco, CA 94102



## CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC) INSTRUCTIONS FOR FILING A NOTICE OF APPEAL AND CERTIFICATE OF SERVICE FOR A CITATION APPEAL

*Note: When filing a citation appeal, it is important to review both the specific Citation Program under which your citation has been issued and Resolution ALJ-377. The Pilot Rules enacted in Resolution ALJ-299<sup>1</sup> and these Revised Rules enacted in Resolution ALJ-377<sup>2</sup> require citation appeals after January 1, 2015 to be filed with the CPUC's Docket Office.<sup>3</sup> Appendix A of Resolution ALJ-377 lists the Citation Appellate and General Order Appellate Rules ("Citation Appellate Rules"). Appendix B of Resolution ALJ-377 describes the interaction between Resolution ALJ-377 and the individual Citation Programs in existence as of the adoption of Resolution ALJ-377. The cited entity initiating the appeal is referred to as an "appellant" under Resolution ALJ-377, Citation Appellate Rule 2.*

*Resolution ALJ-377 can be found at the following link and the citing authority should provide a copy of it when the citation is issued:*

*<https://docs.cpuc.ca.gov/ResolutionSearchForm.aspx>.*

*A copy of the Citation Program under which the citation is issued can be obtained from the CPUC Division issuing the citation.*

*It is useful to also refer to the CPUC's Rules of Practice and Procedure (P&P Rules), as they are referred to in Resolution ALJ-377. The P&P Rules can be found on the CPUC's webpage <http://www.cpuc.ca.gov/codelawsrules/>.*

*The requirements for formatting your document and how and where to file are generally set forth in P&P Rules 1.5, 1.6 and 1.13. There is no filing fee for filing the Notice of*

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<sup>1</sup> Effective as of January 1, 2015

<sup>2</sup> Effective as of July 1, 2020

<sup>3</sup> Rule 2 of the Citation Appellate Rules refers to a "Citation Program" as the "individual applicable statute, General Order or Resolution authorizing the issuance of a citation or authorizing the revocation of a license."

*Appeal. If you are filing your Notice of Appeal in hard copy, then submit an original and six exact copies of the document (including any attachments but not including the transmittal letter, if any.) (See P&P Rule 1.13(a)(2).) If you are filing electronically, please refer to the requirements in P&P Rule 1.13(b).*

*If you need general assistance with or have a question about filing the Notice of Appeal, contact the CPUC's Public Advisor's Office:*

The Public Advisor – CPUC  
505 Van Ness Avenue  
San Francisco, CA 94102  
(866) 849-8390 (toll free)  
[public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov)

**Specific Instructions for Using the Citation Appeal Forms:**

*Insert the following information into the blanks with the corresponding letters.*

**NOTICE OF APPEAL FORM**

- A. Insert the name of the person or entity filing the Notice of Appeal.  
(Citation Appellate Rule 3 and P&P Rule 1.6(b).)
- B. Insert the number of the citation being appealed and the date the citation was issued. (e.g., Citation Number 12345 issued on January 1, 2015).  
(Citation Appellate Rule 3.)
- C. Insert the amount of the citation. (Citation Appellate Rule 3.)
- D. Insert the name of the person or entity filing the Notice of Appeal.
- E. Insert the date of the citation that is appealed. (Citation Appellate Rule 5.)
- F. Insert the amount of the fine.

- G. Insert the date of any extension of time to file the appeal granted by CPED (if applicable).
- H. Insert the rationale for the appeal as specifically instructed in the Citation Program. If a Citation Program is silent on instructions for setting forth the rationale for the appeal, the Notice of Appeal must state the grounds for the appeal. The Notice of Appeal must also set forth additional items, if any, as required by the Citation Program. (Citation Appellate Rule 5.) If the Citation Program authorizes appellant to request an extension of time from a Division Director to file a Notice of Appeal, any extension received must be in writing and attached to the Notice of Appeal. (Citation Appellate Rules 4 and 5.)
- I. Insert the date that the Notice of Appeal is signed.
- J. Insert the name of the city in which the Notice of Appeal is signed.
- K. Insert the signature, name, mailing address, telephone number and, if available, electronic mail address of the person authorized to receive service and other communications on behalf of the person tendering the document. (P&P Rules 1.6 and 1.8.) This information is very important because it will be used by the CPUC to develop the official service list to give you notice of further required actions, hearing dates, etc. in the citation appeal. **Note:** *P&P Rule 1.8 requires this document to be signed. Please read the rule carefully as to who may sign the document, how to handle a document tendered on behalf of more than one person, and what representations are made by the signature.*
- L. List here all attachments to the Notice of Appeal and make sure the documents are attached in the format and manner required by P&P Rules 1.5 and 1.13. **Note:** *Citation Appellate Rule 4 requires any authorization of an extension of time to file a Notice of Appeal to be writing and attached to the Notice of Appeal. Rule 4 states: "Unless authorized by a Citation Program, there shall be no extension of time to file a Notice of Appeal from a citation issued pursuant to a Citation Program.....Any authorization of an extension of time to file a Notice of Appeal must be made by the Director (or designee) of the Commission Division*

*which issued the citation, in writing, subject to the provisions of the Citation Program, and must be attached to the Notice of Appeal.”*

## **CERTIFICATE OF SERVICE FORM**

**Note 1:** *If you are filing the Notice of Appeal in hard copy, the Certificate of Service MUST be attached to the Notice of Appeal. If you are filing the Notice of Appeal electronically, according to P&P Rule 1.13(b), the Certificate of Service must be transmitted with the document as a separate document when filing electronically, and this separate document must have its own caption. (See generally Citation Appellate Rule 6 and P&P Rule 1.9(e).)*

**Note 2:** *A Citation Appeal must be served at a minimum on the Chief Administrative Law Judge (with a copy to: [ALJ Div Appeals Coordinator@cpuc.ca.gov](mailto:ALJ_Div_Appeals_Coordinator@cpuc.ca.gov)), and on the Director of the Consumer Protection and Enforcement Division, on the same day that the Notice of Appeal is filed. The Notice of Appeal must also be served on other entities if required by the Citation Program. (See Citation Appellate Rule 6.)*

M. Insert the date that the Notice of Appeal is served.

N. Insert the names and addresses (and email addresses if served electronically) of the persons served with the Notice of Appeal. The generic position names and addresses for the Chief Administrative Law Judge and Director of the Consumer Protection and Enforcement Division are listed on the template. Because the persons in these positions may change, you will have to look up the individual names and email addresses to insert in the template. These names and email addresses can be found on the Commission website.

O. Insert the date the Certificate of Service is signed.

P. Insert the name of the city in which the Certificate of Service is signed.

Q. The person who serves the Notice of Appeal must sign the Certificate of Service and their name must be printed under the signature line.

## **PRIVACY NOTICE FORM**

*Note: The citation appeal is filed with the CPUC, becomes a public record, and will be posted on the Commission's website. Therefore, any information you provide in the Notice of Appeal, including but not limited to, your name, address, city, state, zip code, telephone number, email address, the facts of your rationale for the citation appeal and any other facts stated therein, will be available on-line for later public viewing. The Privacy Statement attached to the Notice of Appeal must be filled out.*

*In limited circumstances, the CPUC may file a document under seal. If you wish to seek to file the Notice of Appeal with some or all of the information under seal, you cannot file electronically and must file in hard copy. Furthermore, that document must be tendered with a motion setting forth the rationale and legal citations as to why portions of the document should be filed under seal and tendered as follows. The Notice of Appeal itself and requisite exact copies should be tendered in both a redacted form (e.g., the document with the alleged confidential information excised) and unredacted form (e.g., a complete copy of the document, with both the public and allegedly confidential information included, in a sealed envelope). It is anticipated that Notices of Appeal for citation appeals will be filed as public documents. In the unlikely event you believe that there are legal grounds for filing a portion of the Notice of Appeal under seal, it may be helpful to consult a private attorney or representative to assist in your representation. However, please note that the timeframes for filing a Notice of Appeal in many citation appeals are short, so you should commence this process as soon as possible.*

R. Sign and date the Privacy Notice and print your name under the signature.



***\*(Note: The capital letters in parenthesis correspond to the instruction sheet and are not part of the official filing.)***

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Appeal of

(A)\* \_\_\_\_\_

\_\_\_\_\_ from (B) \_\_\_\_\_

In the amount of (C) \_\_\_\_\_ issued by the California Public  
Utilities Commission Consumer Protection and Enforcement

Division

(Leave blank for PUC use)

**NOTICE OF APPEAL**

(D) \_\_\_\_\_ files this Notice of Appeal from the citation issued  
on (E) \_\_\_\_\_ with a fine amount of (F)\$ \_\_\_\_\_.

An extension was granted by CPED (if applicable) to (G) \_\_\_\_\_ to file  
this appeal.

The rationale for the appeal is as follows:

(H) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

Dated (I) \_\_\_\_\_, at (J) \_\_\_\_\_, California.

(K) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Attachments

(L) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**CERTIFICATE OF SERVICE**

***(Note: The Certificate of Service is attached to the Notice of Appeal only when filing by hard copy. If filing by electronic copy, you must file the Certificate of Service as a separate document. A template for the Certificate of Service as a separate document is also attached to this package.)***

I certify that on (M) \_\_\_\_\_, I have by mail this day served a true copy of the original attached Notice of Appeal on: (N) (Insert Name of Chief Administrative Law Judge \_\_\_\_\_), Chief Administrative Law Judge, California Public Utilities Commission, 505 Van Ness Avenue, 5<sup>th</sup> Floor, San Francisco, CA 94102, (Insert email of Chief Judge) \_\_\_\_\_; [ALJ Div Appeals Coordinator@cpuc.ca.gov](mailto:ALJ_Div_Appeals_Coordinator@cpuc.ca.gov) (electronically); (Insert Name of Director of Consumer Protection and Enforcement Division \_\_\_\_\_, Director, Consumer Protection and Enforcement Division, 505 Van Ness Avenue, San Francisco, CA 94102, (Insert email of Director of CPED) \_\_\_\_\_); and (Insert the names, addresses and emails of anyone else required to be served by the Citation Program you are cited under):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_.

Dated (O) \_\_\_\_\_, at (P) \_\_\_\_\_, California.

(Q)

\_\_\_\_\_  
\_\_\_\_\_

**Privacy Notice**

This message is to inform you that the Docket Office of the California Public Utilities Commission (CPUC) intends to file the above-referenced Notice of Appeal electronically instead of in paper form as it was submitted.

Please note: Whether or not your Notice of Appeal is filed in paper form or electronically, Notices of Appeal filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Notice of Appeal, including but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the rationale of your Notice of Appeal may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced Notice of Appeal.

(R)

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Signature (same as person authorized to sign the Notice of Appeal)	Date
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Print Name

***\*(Note: The capital letters in parenthesis correspond to the instruction sheet and are not part of the official filing.)***

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Appeal of

(A)\* \_\_\_\_\_

\_\_\_\_\_ from (B) \_\_\_\_\_

In the amount of (C) \_\_\_\_\_ issued by the California Public

Utilities Commission Consumer Protection and Enforcement

Division

(Leave blank for PUC use)

**CERTIFICATE OF SERVICE**

I certify that on (M) \_\_\_\_\_, I have by mail this day served a true copy of the original attached Notice of Appeal on (N)(Insert Name of Chief Administrative Law Judge \_\_\_\_\_, Chief Administrative Law Judge, California Public Utilities Commission, 505 Van Ness Avenue, 5<sup>th</sup> Floor, San Francisco, CA 94102, (Insert email of Chief Judge); [ALJ\\_Div\\_Appeals\\_Coordinator@cpuc.ca.gov](mailto:ALJ_Div_Appeals_Coordinator@cpuc.ca.gov) (electronically); (Insert Name of Director of Consumer Protection and Enforcement Division) \_\_\_\_\_, Director, Consumer Protection and Enforcement Division, 505 Van Ness Avenue San Francisco, CA 94102, (Insert email of Director of CPED) \_\_\_\_\_);

and (Insert the names, addresses and emails of anyone else required to be served by the Citation Program you are cited under):

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Dated (O) \_\_\_\_\_, at (P) \_\_\_\_\_, California.

(Q)

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***(Note: This Certificate of Service as a separate document is to be used if you are filing the Notice of Appeal electronically. If you are filing the Notice of Appeal by hard copy, you must attach the Certificate of Service to the Notice of Appeal.)***

**PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA**

Resolution ALJ-187  
Administrative Law Judge Division  
September 22, 2005

**RESOLUTION**

RESOLUTION ALJ-187. Adopts Procedures for Appeal of Citations Issued to Household Goods Carriers, Charter Party Carriers, and Passenger Stage Corporations.

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By a series of previous resolutions, the Commission has developed a program under which the Consumer Protection and Safety Division (CPSD) is authorized to issue citations to various classes of carriers for violation of the Public Utilities Code or Commission orders. In turn, a carrier issued such a citation may accept the fine imposed or contest it through a process of appeal. Now, in an effort to make this program more comprehensive and this process more efficient, the Commission has prepared new procedures to govern the appeal of these citations.

A draft of this resolution was issued on August 19, 2005, for public review and comment. No one filed comments. The resolution is adopted as originally proposed with minor clarifications.

**IT IS THEREFORE RESOLVED** that the following procedures shall govern appeals of citations for violation of statutes or Commission orders relating to household goods carriers, charter party carriers, and passenger stage corporations:

1. *Citation: Contents.* The citation served upon the respondent by the investigator shall include:
  - (a) A specification of each statute or Commission order allegedly violated;
  - (b) A statement of the facts upon which each alleged violation is based;
  - (c) A statement that the respondent may either pay the amount of the fine set forth in the citation or appeal the citation, as set forth herein, and that the respondent will forfeit the right to appeal the citation by failing to do either of these things within the allowable period;

- (d) An explanation of how to file an appeal, including an explanation of the respondent's right to have a hearing, to have a representative at the hearing, to request a transcript, and to request an interpreter; and
  - (e) A form of Notice of Appeal, and the form for requesting an interpreter.
2. *Citation: Response.* The respondent, within 20 days after the date of service of the citation, shall either remit payment of the full amount of the fine to CPSD, agree with CPSD on conditions for payment, or serve a Notice of Appeal upon CPSD. Upon request made to CPSD before the expiration of this deadline, the time to pay the fine or serve a Notice of Appeal may be extended by CPSD for a reasonable period not to exceed 30 days. CPSD may, in its discretion, grant one additional extension at the request of the respondent.
3. *Citation: Payment of fine; default.* If the respondent pays the full amount of the fine within the time allowed hereunder, the citation shall become final. If the respondent, within the time allowed pursuant to Paragraph 2, fails to pay the full amount of the fine or to file a Notice of Appeal, or if the respondent, having entered into an agreement with CPSD, fails to comply with any provision of that agreement, the respondent shall be in default, and the citation shall become final. In this event, the respondent shall have forfeited its right to appeal the citation, and CPSD shall immediately suspend the respondent's license. If the respondent fails to pay the full amount of the fine within 30 days thereafter, CPSD shall revoke the respondent's license, and may take any other action provided by law to recover any unpaid fine and ensure compliance with applicable statutes and Commission orders.
4. *Citation: Appeal.*
- (a) The Chief Administrative Law Judge shall designate an Administrative Law Judge to hear appeals of citations.
  - (b) Appeals of citations shall be heard in the Commission's San Francisco or Los Angeles courtrooms on regularly scheduled days. Appeals shall be calendared accordingly, except that a particular matter may be recalendared at the direction of the designated Administrative Law Judge.
  - (c) The appeal shall be brought by serving a Notice of Appeal upon CPSD, and the respondent shall indicate the grounds for the appeal in the notice. CPSD shall promptly advise the Chief Administrative Law Judge upon receipt of a timely Notice of Appeal.
  - (d) Upon advice from CPSD that a citation has been appealed, the Chief Administrative Law Judge shall promptly forward the matter to the



designated Administrative Law Judge, who shall set the matter for hearing on the first Citation Calendar not less than 10 days after advice of the appeal is received from CPSD. The Administrative Law Judge may, for good cause shown or upon agreement of the parties, grant a reasonable continuance of the hearing.

- (e) The respondent may order a transcript of the hearing, and shall pay the cost of the transcript in accordance with the Commission's usual procedures.
  - (f) The respondent shall be entitled to the services of an interpreter at the Commission's expense upon written request to the Chief Administrative Law Judge not less than three business days prior to the date of the hearing.
  - (g) The respondent may be represented at the hearing by an attorney or other representative, but such representation shall be at the respondent's sole expense.
  - (h) At the hearing, CPSD shall open and close. The Administrative Law Judge may, in his or her discretion, alter the order of presentation. Formal rules of evidence do not apply, and all relevant and reliable evidence may be received in the discretion of the Administrative Law Judge.
  - (i) Ordinarily, the appeal shall be submitted at the close of the hearing. In the discretion of the Administrative Law Judge upon a showing of good cause, the record may be kept open for a reasonable period to permit a party to submit additional evidence or argument.
  - (j) The Administrative Law Judge shall issue an order resolving the appeal not later than 30 days after the appeal is submitted, and the order shall be placed on the first available agenda, consistent with the Commission's applicable rules.
  - (k) From the date that CPSD receives a Notice of Appeal to and including the date when the final order is issued, neither the respondent nor the investigator, or agent or other person on behalf of the respondent or investigator, may communicate regarding the appeal, orally or in writing, with a Commissioner, Commissioner's advisor, or Administrative Law Judge, except as expressly permitted under these procedures.
5. *New Operating Authority.* A carrier whose license has been revoked hereunder may apply for new operating authority upon paying the fine in full. The application shall document (1) full payment of the fine, (2) correction of all violations for which the carrier was cited, (3) actions the carrier proposes in

order to prevent future violations, and (4) any other evidence demonstrating the carrier's ability and commitment to conducting its proposed operations in compliance with statutes and Commission orders.

This resolution becomes effective today.

I certify that this resolution was adopted by the Public Utilities Commission at its regular meeting on September 22, 2005, the following Commissioners approving it:

/s/ STEVE LARSON

STEVE LARSON  
Executive Director

MICHAEL R. PEEVEY  
President  
GEOFFREY F. BROWN  
SUSAN P. KENNEDY  
DIAN M. GRUENEICH  
JOHN A. BOHN  
Commissioners

## CERTIFICATE OF SERVICE

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

Name: Glorious Limousine Inc. TCP-41596-B

Case #CSE-000275

1. Administrative Citation T.24-10-006
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: October 30, 2024

*Nicholas Bui*

Nicholas Bui  
TEB Enforcement Analyst