



**California Public
Utilities Commission**

Monthly Activity Report

CONSUMER PROTECTION AND
ENFORCEMENT DIVISION

November 2025

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TRANSPORTATION LICENSING AND ANALYSIS BRANCH (TLAB)

TLAB's Licensing Section analyzes applications from carriers, issues permits and certificates to carriers that meet state requirements, writes proposed decisions to approve or deny carriers' CPCN applications, manages changes to carrier operations, communicates with carriers, and tracks carrier compliance with permit requirements. TLAB's Analysis Section functions as the Commission's subject matter expert on policy matters, providing technical and advisory support to commissioners, administrative law judges, and all levels of agency management on transportation matters.

Processing Carrier Applications

TLAB's Transportation Licensing Section processes and manages applications for over 8,900 carriers throughout California. Items processed in November 2025 include applications, vehicle and driver updates, vehicle safety inspection results, and other requests. This work is accomplished through the CPUC Transportation Carrier Portal (TCPortal), an online system that allows carriers to submit applications and other requests electronically and make payments online. The TCPortal tracks certain licensing activities as shown in the following tables and figures.

Figure 1. Total Permits & Certificates

Total Permits and Certificates. Figure 1 shows the total number of operating authorities (active and suspended) by month. Each carrier may have more than one operating authority.

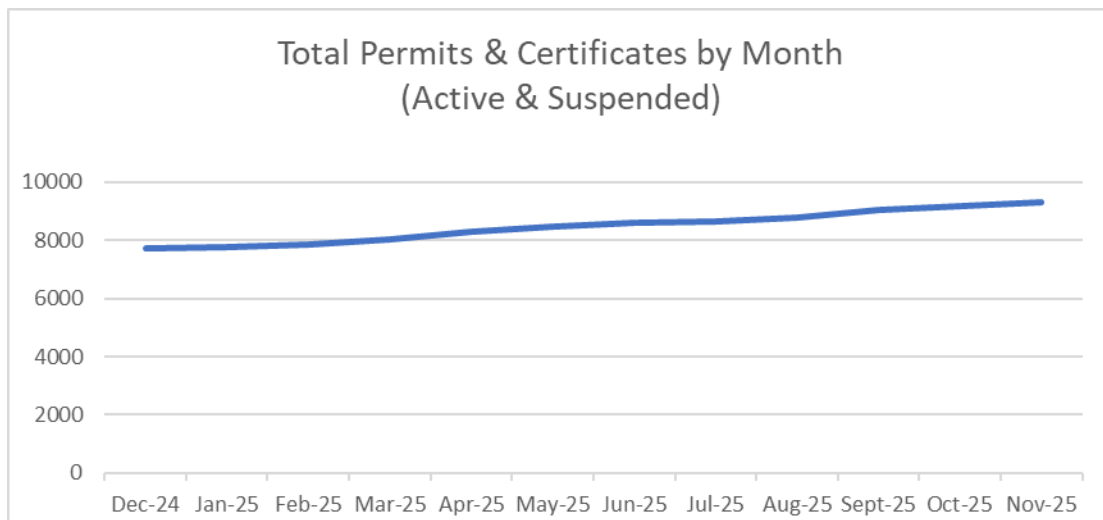


Table 1. Permits and Certificates by Category

Permits and Certificates by Category. The Commission grants permits and certificates for five categories of transportation carriers. Table 1 shows total numbers for those categories in the current month.

Carrier Type	Current Total
Transportation Charter Party	9,167
Passenger Stage Corporation	90
Vessel Common Carrier	15
Transportation Network Company	18
Autonomous Vehicle	5

Figure 2. Monthly Completions of Permit Categories

Monthly Completions of Permit Categories. In addition to new applications for operating authorities, TLAB processes refile applications, transfer applications, and renewal applications. Figure 2 shows the application numbers of each category completed by month.

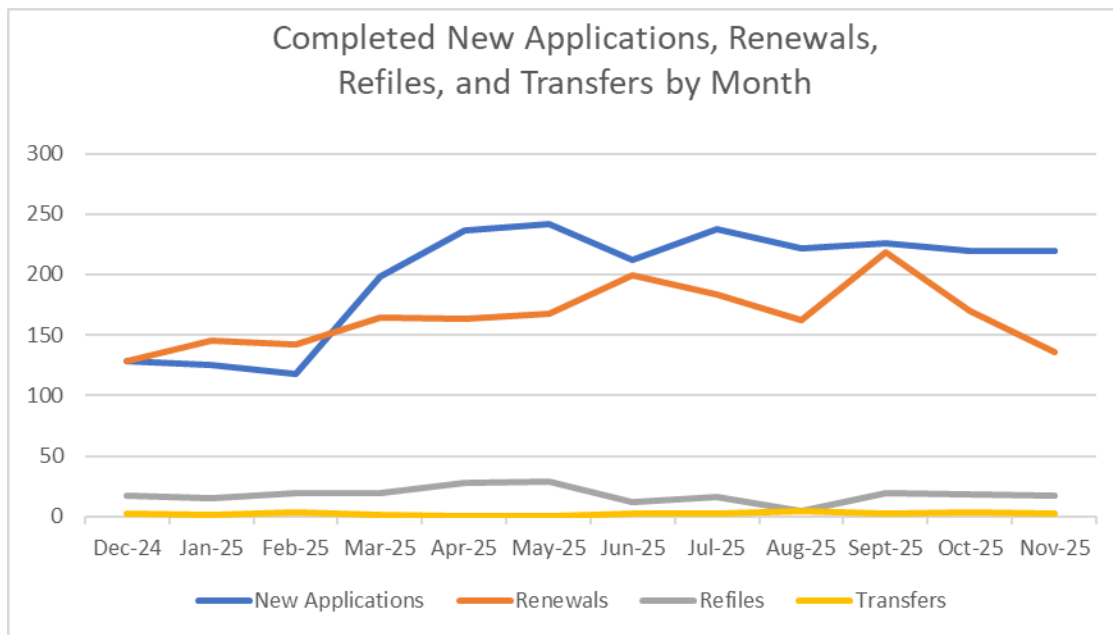


Figure 3. Suspensions and Revocations by Month

Suspensions and Revocations. Carriers can be suspended or revoked for various reasons such as failing to maintain active insurance or to file annual or quarterly PUCTRA statements. Carriers may also voluntarily suspend operations. Figure 3 shows both types of suspensions and revocations by month.

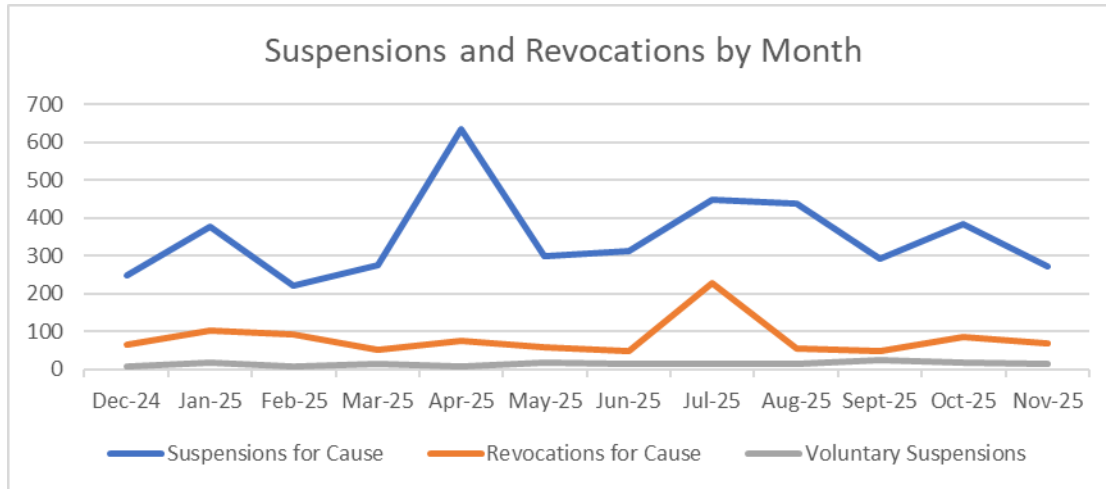
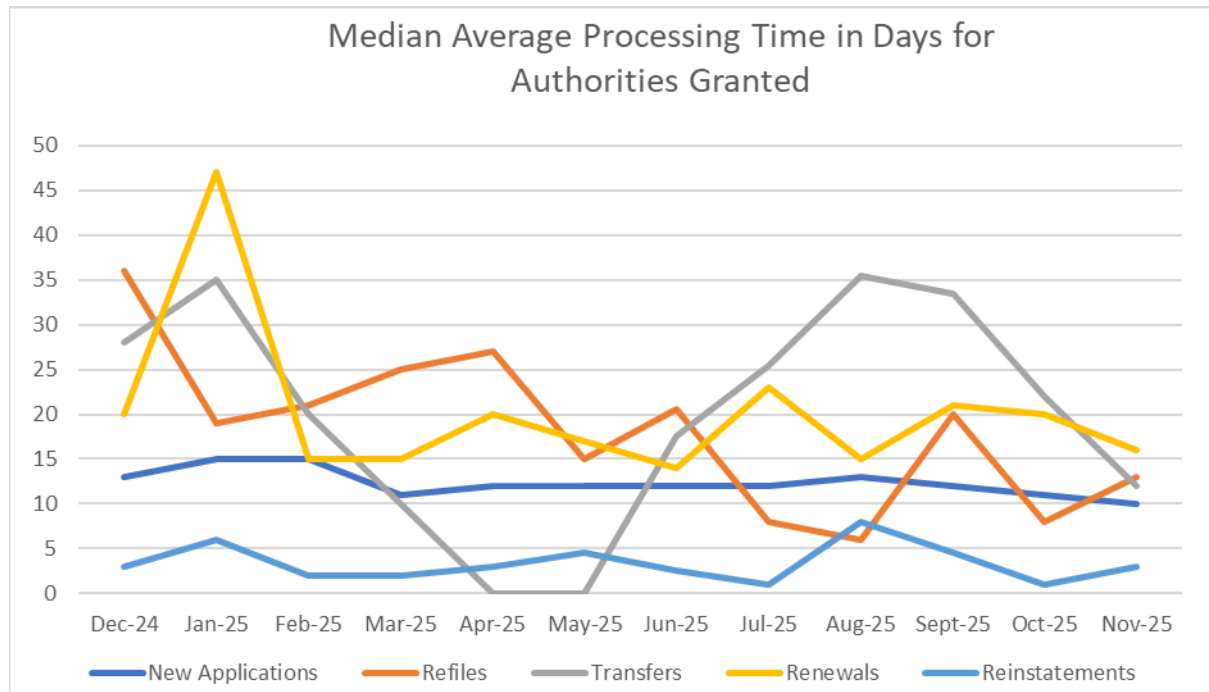


Figure 4. Average Processing Times

Average Processing Times. The total time to process an application, from initial receipt to issuance or denial of a permit or certificate, depends on internal processing time and on the time for external entities to provide necessary information. Upon receipt of applications, CPUC staff review them for completeness and issue deficiency notices to carriers for any outstanding items.

Examples of these items include evidence of insurance coverage filed by the carrier's insurance provider; evidence of compliance with drug and alcohol testing requirements; and inspection by the California Highway Patrol for modified limousines and vehicles with a seating capacity of 11 or more. Figure 4 shows the average total processing time for the major categories of permits and certificates processed by TLAB.



Docket Activity

Current Policy and Program Proceedings. The Transportation Analysis Section supports four current proceedings. R.12-12-011 develops regulations relating to transportation network companies and autonomous vehicles; its successor proceeding, R.25-08-013 addresses policies, processes and rules regarding autonomous vehicle passenger transportation service. R.19-02-012 implements Senate Bill 1376, incentivizing transportation network companies to provide on-demand service for persons with disabilities, including wheelchair users who need a wheelchair accessible vehicle. R.21-11-014 implements the California Clean Miles Standard and Incentive Program, enacted through Senate Bill 1014, requiring the California Air Resources Board and the Commission to jointly work to lower greenhouse gas emissions from transportation network companies.

- **R.12-12-011 / TNC Rulemaking / Mason & Chiv / Baker**
 - Docket activity can be found [here](#)
- **R.19-02-012 / TNC Access Rulemaking / Chiv / Baker**
 - Docket activity can be found [here](#)
- **R.21-11-014 / Clean Miles Standard / Goldberg / Reynolds**
 - Docket activity can be found [here](#)
- **R.25-08-013 / Autonomous Vehicle Passenger Transportation Service / Mason / Baker**

- Docket activity can be found [here](#)

Carrier Application Proceedings. The Transportation Licensing Section assists the Commission in the regulation of Passenger Stage Corporations and Vessel Common Carriers. Passenger Stage Corporations (PSCs) are carriers that transport passengers between points on an individual fare basis. Examples are fixed-route bus services and “share-the-ride” airport shuttle services. Vessel Common Carriers (VCCs) are carriers that transport persons or property between points in the state. Examples are commute ferry services in the San Francisco Bay and services between California mainland points and Catalina Island. PSCs and VCCs are common carriers and must file requests with the Commission through a formal process. Both carrier types require a “certificate of public convenience and necessity” (CPCN) from the Commission for the authority to operate in California.

- No new activity in November 2025

Joint Agency Collaboration/Outreach/Training

Joint Agency Collaboration. Information sharing and collaboration with other transportation agencies is a critical part of TLAB’s work.

- Bi-monthly TLAB Staff and CARB Staff coordination meeting on the Clean Miles Standard
- Bi-monthly Staff Work Group meeting between TLAB and Department of Motor Vehicles Autonomous Vehicles Branch

Outreach and Education. TLAB provides outreach and education to potential and current carriers through presentations on application fundamentals at venues such as SFO and LAX, and attendance at functions sponsored by transportation-related organizations such as the Greater California Livery Association and the California Bus Association.

Training. TLAB managers and staff regularly attend all trainings required by the Commission, as well as trainings for developing work skills and industry-specific trainings. For example:

- New Employee Training
- Supervisory Development Training
- Cybersecurity Training
- Harassment Prevention and Diversity and Bias Awareness Training
- Leadership Training

TRANSPORTATION ENFORCEMENT BRANCH (TEB)

The Transportation Enforcement Branch (TEB) regulates for-hire Charter-Party Carriers of Passengers (TCP) (e.g., limousines, airport shuttles, autonomous vehicles while in passenger service, chartered and scheduled bus operators, Transportation Network Companies (TNC) and vessels in California to safeguard the public by ensuring compliance with Commission General Orders (GO), Public Utilities (PU) Codes, and other applicable laws and regulations. TEB conducts our core safety assurance through compliance inspections, investigations, and enforcement activities. TEB also promotes safety by conducting outreach activities for passenger carriers, training for law enforcement on applicable General Order regulations, and reviews all public complaints that it receives.

Consistent with the Commission’s Strategic Directives¹ and Enforcement Policy,² TEB developed and utilizes a Safety Management System that is implemented through the following pillars: Transportation Safety Assurance, Transportation Risk Management, and Transportation Safety Promotion.

Transportation Safety Management System

TEB reports the following progress for November 2025 for the following program elements.

Transportation Safety Assurance – TEB’s program is designed to check that the Commission’s regulated transportation carriers comply with the Public Utilities Code, Commission decisions, and General Orders to ensure the safety of the public. TEB performs regular Safety Assurance functions through investigations, field operations, and related enforcement activities.

TEB Field Activities:

- Los Angeles Autonomous Vehicle Field Operation – 11/06/2025
- Santa Clara Joint Operation – 11/09/2025
- Palm Springs International Airport Operation – 11/13/2025
- Port of San Diego Harbor Police Joint Operation – 11/22/2025

¹ [CPUCs Strategic Directives \(ca.gov\)](https://www.cpuc.ca.gov/strategic-directives)

² [CPUC Adopts Enforcement Policy to Promote Maximum Compliance, Transparency, and Public Safety](#)

Transportation Safety Complaint Referrals:

- For the month of November 2025, TEB received a total of 21 complaints from CAB and other sources:

Table 2. Transportation Safety Complaint Referrals

Complaints Referred By:	Received
Consumer Affairs Branch (CAB)	6
Los Angeles World Airport (LAWA)	8
Oakland International Airport (OAK)	2
San Francisco Ground Transportation Unit (SFO GTU)	4
Transportation Licensing and Analysis Branch (TLAB)	1

TEB Operational Analysis – Continually identifying, assessing, and reducing operational risks through mitigation measures faced or posed by the transportation carriers the CPUC regulates. Continued monitoring of information, including but not limited to data obtained from field enforcement operations for emerging trends and any associated risks above the risk tolerance level.

Transportation Safety Promotion – Supporting efforts to assure that the public and regulated transportation entities can make informed choices and know how to respond to unsafe situations. For TEB, this includes Training and Education, Outreach Efforts with Industry and Law Enforcement, and Commission Engagement.

Table 3. TEB Enforcement Activities³

2025 Enforcement Activity	Jan 2025	Feb 2025	Mar 2025	April 2025	May 2025	June 2025	July 2025	Aug 2025	Sept 2025	Oct 2025	Nov 2025	Dec 2025	Total
Beginning Investigations Balance	124	110	126	117	127	149	164	141	156	138	111		N/A
(+) New Investigations	27	32	28	39	48	49	33	56	33	36	18		399
(-) Closed Investigations	41	16	37	29	26	34	56	41	51	63	30		424
Ending Investigations Balance	110	126	117	127	149	164	141	156	138	111	99		N/A
Investigations Open Longer than 6 Months	6	1	2	4	4	3	6	4	1	1	3		N/A
% Of investigations Open Longer than 6 Months	5%	1%	2%	3%	3%	2%	5%	3%	1%	1%	3%		N/A
Cease and Desist Notices	6	2	4	7	3	6	7	17	8	5	5		70
Airport Authority Warning Letters (G.O. 3.02)	0	1	4	0	3	5	0	7	0	1	1		22
Warning Letters	8	4	3	12	5	11	10	5	10	18	7		93

³ Effective January 2024, TEB will submit data based on the calendar year.

MONTHLY ACTIVITY REPORT – CPED

Citations	6	8	3	8	1	10	14*	13	17	12	9		101
Vehicle Impounds	0	0	0	1	0	5	4	6	8	0	2		26

Table 4. TEB Fines Assessed from Investigations

Date	Citations/Fines
January – October 2025	\$396,000*
November 2025	\$36,000
Cumulative 2025	\$432,000

Table 5. Citation Appeal Proceedings

Docket No./ ALJ / Enforcement Analyst / Supervisor	Entity	Status
K.24-05-024 ALJ Kelly CPED: Alex Nera / Lana Tran- Courney	Tutor Time Learning Center, LLC (TCP 41692)	Citation T. 24-04-004 for \$15,000 served on April 29, 2024. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on June 4, 2024. Hearing was held on November 5 and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested permission to submit a Sur-Reply Brief. This request has been

* Revised data

* Revised data.

		granted. Brief filed by Tutor Time on August 1, 2025.
K.24-05-027 ALJ Kelly CPED: Alex Nera / Lana Tran- Courney	Tutor Time Learning Center, LLC (TCP 41692)	Citation T.22-11-003 for \$16,000 served on November 22, 2022. Appeal filed on May 30, 2024. ALJ Gerald F. Kelly assigned on July 2, 2024. Tutor Time Learning Center, LLC's motion to dismiss was denied on November 4, 2024. Hearings were held on November 5 and 6, 2024. Email ruling received April 17, 2025. CPED filed opening briefs on May 19, 2025, and Reply Briefs on June 13, 2025. On June 23, 2025, Tutor Time requested permission to submit a Sur-Reply Brief. This request has been granted. Brief filed by Tutor Time on August 1, 2025.
K.24-07-007 ALJ Petersen CPED: Mingfeng Li / Shirley Lei	Mexicoach, Inc. Active (TCP 36804) (PSG 5956)	Citation T.24-05-007 for \$20,000 served on May 23, 2024. Filed July 12, 2024. ALJ Patrick Petersen was assigned July 23, 2024. On September 23, 2024, ALJ ruled granting CPED's Motion to file its confidential filing under seal. ALJ ruled ordering parties to file a Joint Status Conference Statement by July 15, 2025. The appeals are converting into an agreed settlement and currently pending Commission approval. Joint Motion for Commission Adoption of Settlement Agreement filed on July 15, 2025.
K.24-07-015 ALJ MacDonald CPED: Omar Teutle / Lana Tran- Courney	Erhan Kantarci dba Welcome Limousine U. S., Walnut Creek. Revoked (TCP 37165)	Citation T.24-05-006 for \$4,000 was served on May 28, 2024. ALJ Kieuchinh Tran was assigned on Aug 6, 2024. Appeal hearing scheduled for November 5, 2024. ALJ ruled requiring additional information and requested responses filed no later than December 4, 2024. CPED filed response on November 22, 2024. Administrative Law Judges ruling admitting evidence. This ruling admits additional material into the evidentiary record. On June 2, 2025, ALJ Katherine MacDonald was assigned. On October 13, 2025, Resolution ALJ-483 denied the carrier's appeal. The citation amount of \$4,000 is upheld. Citation was paid in full on November 25, 2025.

MONTHLY ACTIVITY REPORT – CPED

K.25-09-013 ALJ Theresa Moore CPED: James Barbarick / Lana Tran-Courney	Carey Limousine S.F. Inc dba A Chauffeured Limousines Active (TCP 9906)	Citation T.24-05-006 for \$20,000 was served on September 12, 2025. Carey Limousine S.F. Inc. Appeal was filed by Carey Limousine S.F. Inc. on September 29, 2025. Appeal from Citation K.25-09-013 is being assigned to Administrative Law Judge Theresa Moore on October 7, 2025. Compliance filing filed on October 13, 2025. PHC conducted on November 24, 2025.
K.25-07-007 ALJ: Margery Melvin CPED: Kim Quach-Castro Hang / Eric Hooks	Silvio Sales Botelho (TCP 40613-B)	Citation T.2025-06-005 was served June 24, 2025. Compliance Filing filed July 31, 2025. Hearing scheduled for October 2, 2025, at 11:00 AM. No updates, awaiting ALJ's ruling for Additional Exhibits that were due on November 20, 2025.
K.25-10-009 ALJ: Patricia Miles CPED: Steve Esguerra / Shirley Lei	Armando Jimenez Diaz DBA Vineyard Limousine and Wine Tours (TCP 28177-B)	Citation T.2025-08-003 served August 8, 2025. Appeal Filed October 21, 2025. On October 28, 2025, ALJ Miles was assigned and issued a ruling setting a deadline of November 17, 2025, for the Compliance Filing. The case was settled on November 20, 2025, the \$4,000 citation was reduced to \$2,000; On November 25, 2025, Mr. Diaz paid \$2,000; On November 26, 2025, the analyst advised ALJ Miles of the settlement and the parties will file a Joint Motion to Withdraw this appeal.
K.25-10-012 ALJ: Theresa Moore CPED: Steve Esguerra / Shirley Lei	White Diamond Limousine LLC (TCP 41682-A)	Citation T.2025-09-006 served September 11, 2025. Appeal Filed October 27, 2025. On November 6, 2025, ALJ Theresa Moore was assigned to the appeal. Appeal Hearing scheduled for December 17, 2025.

MONTHLY ACTIVITY REPORT – CPED

K.25-10.018 ALJ: Jaime Ormond CPED: Shantanro Taylor / Eric Hooks	Osama Rashed dba Mayar Limousine Service-Millbrae (TCP 21447-P)	Citation #T.2025-09-003 served on September 8, 2025. Appeal Filed November 4, 2025. PHC is scheduled for January 12, 2026.
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Table 6. TEB Field and Airport Operations – Total Vehicles Observed⁴

Month	Transportation Charter-Party (TCP)	Transportation Network Companies (TNC)	Passenger Stage Corporations (PSC)	Autonomous Vehicle Passenger Service (AV)
January 2025	126	0	0	0
February 2025	83	39	0	0
March 2025	62	143	0	0
April 2025	247	78	0	15
May 2025	96	80	0	0

⁴ Effective January 2024, TEB will submit data based on the calendar year.

MONTHLY ACTIVITY REPORT – CPED

June 2025	130	144	0	0
July 2025	179	31	0	0
August 2025	126	80	0	10
September 2025	148	0	2	0
October 2025	109	30	0	0
November 2025	123	23	0	6

Table 7. Joint Operations with Law Enforcement Agencies

Agency	Operation
San Diego Harbor Police Department	Port of San Diego Harbor Police TCP/PSC Joint Operation
Santa Clara Police Department	Santa Clara PD/CHP- TCP/TNC/PSC Joint Operation

UTILITIES ENFORCEMENT BRANCH (UEB)

UEB protects California utility consumers from fraud and abuse by developing enforcement mechanisms and ensuring service providers comply with consumer protection laws and regulations. UEB investigates alleged violations by utilities, including communications (both wireline and wireless), energy (both electric and gas), and water companies. When sufficient evidence of violation is uncovered, UEB brings cases before the Commission to seek appropriate penalties and remedies for consumers.

Monthly Highlights

- **Havasu Water Company Investigation (I.25-08-007):**

On November 5, 2025, CPED filed a motion to admit portions of CPED’s staff’s opening testimony under seal into the evidentiary record. During the evidentiary hearing on October 28, 2025, ALJ LeQuang granted CPED permission to file this motion to admit 3 anonymous customer declarations under a protective order or under seal.

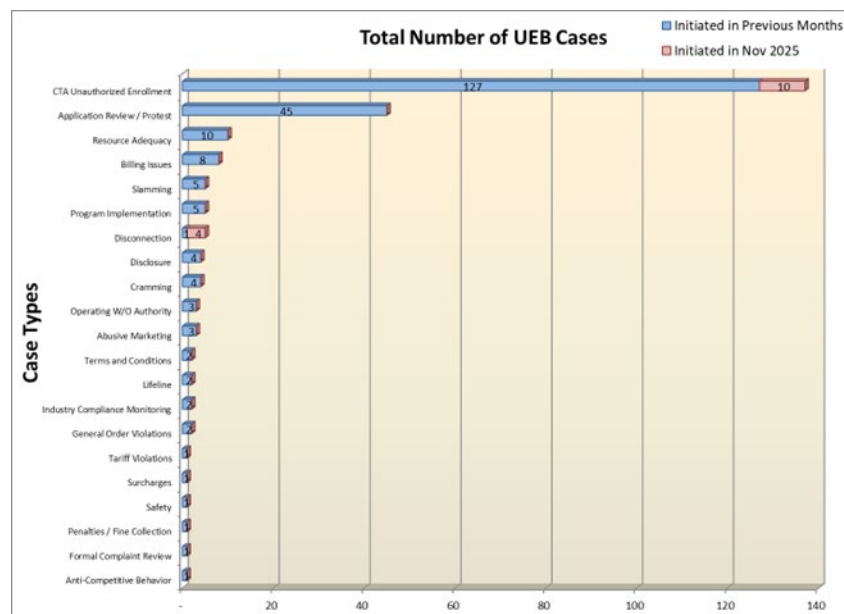
On November 18, 2025, CPED filed its opening brief in support of the Commission’s OII. CPED argues that 1) Havasu violated Public Utilities Code section 451 and Commission General Order 103-A when it failed to furnish safe and reliable water service to its customers, 2) Havasu violated Public Utilities Code section 702 for failure to comply with Commission directives and orders and 3) The Commission should petition the superior court for the appointment of a receiver to assume possession of Havasu’s property and operate its system. Havasu also served its opening brief arguing that the Commission does not have jurisdiction over Havasu.

On November 21, 2025, CPED filed its reply brief in support of the Commission’s OII. CPED argues that the Commission has jurisdiction over Havasu, and that CPED has met its burden in establishing that Havasu met the conditions necessary to seek the appointment of a receiver. Havasu also served its reply brief repeating the same argument that the Commission does not have jurisdiction over Havasu.

Key Activities

UEB is working on a total of 243 cases. Investigations center primarily on Core Transport Agent (CTA) Unauthorized Enrollment and Application Review/Protest. UEB's cases come from a variety of sources, with Inter-Division referrals and UEB's own scanning activities playing key roles.

Figure 5. UEB Total Number of Cases by Type as of November 30, 2025



Citations/Fines/Reparation

In the month of November 2025, UEB issued 7 Disconnection citations in the amount of \$7,000 for violation of the Disconnection requirements. UEB also issued 3 CTA citations, each in the amount of \$1,000, for failure to provide valid proof of enrollment verification.

Cumulative 2025 fines, reparations and penalties imposed from UEB's cases are shown below.

Table 8. UEB Fines, Reparations, and Penalties

Date	Citations/Fines/Reparation
January – October 2025	\$11,018,571
November 2025	\$10,000
Cumulative 2025	\$11,028,571

- Resource Adequacy (RA) Citation Program:** UEB issues citations and levies fines to enforce Load Serving Entities' (LSE) compliance with system, local, and flexible resource adequacy

requirements pursuant to Resolution E-4195, as modified by Decisions 10-06-038, 11-06-022, 14-06-050, 19-06-026, 20-06-031, 21-06-029, 22-06-050, 23-04-010, 23-06-029 and 24-06-004.

- **Disconnection Citation Program:** UEB issues citations to enforce compliance with the disconnections-related consumer protection rules in D.20-06-003. This citation program is applicable to Southern California Edison Company (SCE), Pacific Gas and Electric Company (PG&E), San Diego Gas & Electric Company (SDG&E), and Southern California Gas Company (SoCalGas), collectively referred to as California’s large investor-owned utilities (IOUs). On November 24, 2025, UEB issued 7 Disconnection citations in the amount of \$7,000 to SoCal Edison (UEB-006-SCE 657-663) for violation of the Disconnection Requirements.
- **Core Transport Agent (CTA):** UEB reviews CTA-related complaints received by the Commission to enforce compliance with the standards for verification of change in provider requirements in D. 18-02-002, and to identify acts constituting grounds for suspension or revocation of registration pursuant to Pub. Util. Code Section 983.5.

In November 2025, UEB reviewed 199 CTA-related complaints that Consumer Affairs Branch (CAB) received during the prior month (October 2025) and identified 60 needing investigations for potential unauthorized enrollment. Staff issued 10 data requests for proof of enrollment authorization. UEB received proof of enrollment authorizations for 21 customers. Therefore, CTA investigations in November are still ongoing.

In November 2025, UEB issued a \$1,000 citation each to the following: 1) Wave Energy, LLC (UEB-003-0623), 2) Big Tree Energy CA, LLC (UEB-003-0626), and 3) Wave Energy, LLC (No. UEB-003-0627) for their failure to provide valid proof of enrollment authorization.

Table 10. UEB CTA-Related Complaints

Month Reviewed	CTA-Related Complaints		Data Requests Issued	Proof of Authorization Obtained	Citations Issued	Cease and Desist Letters Issued
	Total Reviewed	Unauthorized Enrollment				
November	199	60	10	21	3	0

Compliance with Ordering Paragraphs

There were no new Ordering Paragraphs added to UEB’s COPS tracker for the month of November 2025. UEB was responsible for 41 separate Ordering Paragraphs. As of November 2025, 41 of the Ordering Paragraphs (representing 100%) have been complied with, thus none are out of compliance.

Ordering Paragraphs related to UEB’s work are attributable to the imposition of fines, adoption of settlements, ordering of consumer refunds or reparation and other remedies and corrective actions, including reporting requirements, resulting from UEB’s investigations of violations of law and wrongdoing against consumers.

The ordering paragraphs assigned to UEB’s COPS do not include tracking for compliance with payment of fines, penalties, surcharges, or the like, which are assigned to Fiscal Office under the COPs system. However, UEB staff tracks such payments separately in our case management system and informs fiscal of any identified issues.

UEB-Related Proceedings

Table 10. UEB-Related Proceedings

Proceeding	Description	ALJ	Commissioner
R.18-07-005	Order Instituting Rulemaking to Consider New Approaches to Disconnections and Reconnections to Improve Energy Access and Contain Costs.	Kelly	Houck
K.19-03-024	Appeal of San Jose Clean Energy to Citation E-4195- 0052 issued on February 27, 2019 by the Consumer Protection and Enforcement Division.	Kelly	N/A
I.22-10-007	Application for Rehearing of D.25-03-011. Order Instituting Investigation into the Operations and Practices of TC Telephone and Order to Show Cause to Determine Whether Respondents Violated the Laws, Rules, and Regulations Governing the California Universal LifeLine Program	Mason	Baker
H.24-02-005	Application for Rehearing of ALJ-481 in H.24-02-005. In the Matter of FETP Unlawful Participation in The CTF and Violation of CTF Program Rules	Kelly	N/A
K.24-05-026	Appeal of San Diego Community Power to citation E-4195-0173 issued on April 30, 2024 by Consumer Protection & Enforcement Division	Afary	N/A

I.25-08-007	Order Instituting Investigation into the Operations, Maintenance, and Practices of Havasu Water Company (WTD-352) for Failure to Comply With the Laws, Rules, and Regulations of this State Governing the Manner in which California Consumers are Provided with Safe and Reliable Water Service and Order to Show Cause Why the Commission Should Not Petition the Superior Court for the Appointment of a Receiver.	LeQuang	Baker
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Outreach/Training/Other Activities

SNAP Summary: There was no November SNAP call due to the FCC's focus on reopening from the shutdown and scheduling conflicts.