



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

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: Thouqan Makableh

AUTHORITY: TCP 32085-B (Active)

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

PHONE/EMAIL: [REDACTED]

VEHICLES: 23

EMPLOYEE-DRIVER: 1

PL&PD¹ State Compensation Insurance Fund
INSURANCE: Policy Number: [REDACTED]
Effective Date: 9/6/2023

WORKERS' COMPENSATION INSURANCE: N/A

DRUG CONSORTIUM: None

¹ Public Liability and Property Damage (PL&PD)

INTRODUCTION

On October 7, 2025, 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 Oakland International Airport (OAK) without displaying a Transportation Charter-Party Carrier (TCP) number on the front bumper of an operating vehicle with license plate # [REDACTED].

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-000506): On July 31, 2025, CPUC's Transportation Enforcement Analyst, Manal Antabli, issued a Warning Letter to Airline Crew for the following violation **[Attachment 1]**:

- 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 2]**:

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

VIOLATIONS

I investigated Airline Crew for the period of September 24, 2025, and found a violation of the following provisions of the Public Utilities (Pub. Util.) Code and 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 September 24, 2025, CPUC's Transportation Enforcement Analyst, LaTasha James, captured photo evidence and issued Airline Crew an Observation Report for operating at OAK without displaying TCP 32085-B on the front bumper of vehicle with license plate # [REDACTED] **[Attachment 3]**.

On October 8, 2025, I directed Airline Crew via email [REDACTED] to send photos of the TCP number displayed on vehicle with license plate # [REDACTED] **[Attachment 4]**.

On October 9, 2025, I had a phone conversation with Thouqan Makableh at [REDACTED]. He stated he was the owner of Airline Crew and explained he would call back later that day. Mr. Makableh did not call back so I called a second time and left a voicemail, urging him to check his email for the "No TCP displayed" email I had sent and asked him to contact me.

My investigation disclosed that Airline Crew operated for one day without displaying its TCP number in full on vehicle with license plate # [REDACTED].

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 November 19, 2025 in Lodi, California.

Michael Islas

Michael Islas, Enforcement Analyst
Consumer Protection and Enforcement Division
Transportation and Enforcement Branch

List of Attachments

- Attachment 1. CPUC Warning Letter (July 31, 2025)
- Attachment 2. CPUC Citation T.2025-04-003 (April 2, 2025)
- Attachment 3. Observation Report with no TCP photo evidence (September 24, 2025)
- Attachment 4. “No TCP displayed” email (October 8, 2025)

Attachment 1

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 2



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

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

File: TCP 32085-B
Citation #: T.2025-04-003
Date: April 2, 2025
Case #: CSE-000346

VIOLATIONS

You are hereby cited as having violated a section of the Public Utilities (Pub. Util.) Code and a General Order (G.O.) as described below. This violation occurred on January 23, 2025, and March 14, 2025.

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

STATEMENT OF FACTS

The above violation is documented in the attached Investigation Report.

RESPONSE

You are hereby called upon to answer this citation on or before April 22, 2025. 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 April 22, 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 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

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

Attachment 3

CALIFORNIA PUBLIC UTILITIES COMMISSION
INSPECTION OBSERVATION REPORT

Location: Airport/Other: DAK PSC/TCP/TNC: 32085 Investigator: 651 Date: 9.24.25

Prime Carrier: Airline Crew Transportation Phone#: _____
Address: _____ City: _____ Zip: _____

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

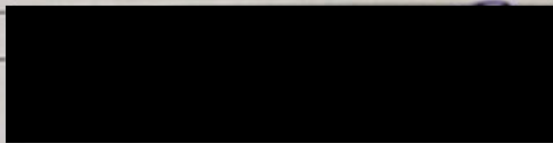
Violation(s):

- Vehicle: ☒ 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 4

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

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-000737

1. Administrative Citation T.2025-11-006
2. Citation Compliance Agreement
3. Investigation Report and Attachments
4. Credit/Debit card Authorization Form
5. How to File an Appeal
6. Notice of Appeal Form and Certificates of Service Form (from Resolution ALJ-377)
7. Resolution ALJ-187
8. Certificate of Service

Date: November 19, 2025

Michael Islas

Michael Islas
TEB Enforcement Analyst