



Public Utilities Commission
STATE OF CALIFORNIA

CITATION FOR VIOLATION
OF PUBLIC UTILITIES CODE

To: Ride with Friends Shuttle Service

Attn: Janine K Wilson

[REDACTED]

[REDACTED]

File: TCP (Unlicensed)

Date: June 09, 2025

Citation: T.2025-06-001

Case #: CSE-000401

VIOLATIONS

You are hereby cited with having violated section(s) of the Public Utilities Code (P.U. Code) and California Public Utilities Commission (CPUC) General Order (G.O.) as described below. This violation occurred from February 07, 2025 to May 27, 2025.

- (1) Ride with Friends Shuttle Service advertised as a charter-party carrier without valid authority in violation of Pub. Util. Code Section 5414.5 [**4 Counts**].

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

The Transportation Enforcement Branch of the California Public Utilities Commission (Commission) 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 June 30, 2025. By way of such answer, you may either:

- (1) Pay a fine of \$2,000 pursuant to P.U. 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 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 June 30, 2025, you will be in default and will have forfeited your right to appeal the Citation. 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.

Lana Tran

*Lana Tran-Courney, Program and Project
Supervisor* Consumer Protection and Enforcement
Division Transportation Enforcement Branch
Telephone number: (415) 385-5513
Email address: Lana.Tran-Courney@cpuc.ca.gov

Attachments

File No.: TCP (Unlicensed)

Citation #: T.2025-06-001

Date: June 09, 2025

Case #: CSE-000401

CITATION COMPLIANCE AGREEMENT

I (we) hereby agree to comply with this citation dated June 09, 2024, and herewith pay the fine of \$2,000.

Janine K Wilson

[Redacted Signature]

[Redacted Title]

(Signature) (Title)

(Date)

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

Automatic credit and debit card payments are also available. To arrange for auto-pay, fill out the attached CREDIT OR DEBIT CARD AUTHORIZATION form and email to our Fiscal Office at FiscalOffice-TECitations@cpuc.ca.gov.

INVESTIGATION REPORT

CARRIER: Ride with Friends Shuttle Service

OWNERS: Janine K Wilson

AUTHORITY: TCP¹– Unlicensed

PHYSICAL ADDRESS: [REDACTED]

PHONE / EMAIL: [REDACTED]

VEHICLE: UNKNOWN

EMPLOYEE-DRIVERS: N/A

PL&PD² INSURANCE: N/A

WKCP³ INSURANCE: N/A

DRUG CONSORTIUM: N/A

REVENUES: UNKNOWN

¹ Charter-Party Carrier (TCP)

² Public Liability and Property Damage (PL&PD)

³ Workers' Compensation (WKCP)

INTRODUCTION

On February 7, 2025, I was assigned to investigate the operations and practices of Ride with Friends Shuttle Service (hereinafter referred to as Ride with Friends), following a complaint filed with the California Public Utilities Commission (Commission).

VIOLATIONS

I investigated Ride with Friends for the period of February 7, 2025, to May 27 and found violations of the following provisions of the Public Utilities Code (Pub. Util. Code):

- **Ride with Friends advertised as a charter-party carrier without valid authority in violation of Pub. Util. Code Section 5414.5 [4 Counts].**

Pub. Util. Code Section 5414.5 states: “Every corporation or person who knowingly and willfully issues, publishes, or affixes, or causes or permits the issuance, publishing, or affixing, of any oral or written advertisement, broadcast, or other holding out to the public, or any portion thereof, that the corporation or person is in operation as a charter-party carrier of passengers without having a valid certificate or permit issued under this chapter is guilty of a misdemeanor punishable, if an individual, by a fine of not more than one thousand dollars (\$1,000) or by imprisonment in the county jail for not more than six months, or by both, or, if a corporation, by a fine of not more than five thousand dollars (\$5,000).”

On February 14, 2025, I conducted an online investigation and found that Ride with Friends was actively advertising on various platforms, including Yelp (<https://www.yelp.com/biz/ride-w-friends-cameron-park?start=10>) and Nextdoor (<https://nextdoor.com/pages/ride-w-friends-cameron-park-ca/>) without proper Commission authority [**Attachment 1**].

On February 25, 2025, I issued and mailed a Cease and Desist (C&D) Notice to Ride with Friends, stating that the carrier must immediately cease all unlawful operations, including advertising. The notice also clearly indicated that “there will be no further warnings” [**Attachment 2**].

On February 28, 2025, I received tracking confirmation via email showing that the C&D notice was delivered and signed for by Janine Wilson [**Attachment 3**].

On March 4, 2025, I received an email: [REDACTED] from Janine Wilson, the operator of Ride with Friends, acknowledging receipt of the C&D and expressing a willingness to comply. She stated she was confused while navigating the Commission website and requested guidance on how to proceed [Attachment 4]. On the same day, I responded with relevant contact details and referred her to Transportation Licensing and Analysis Branch (TLAB) for assistance with the licensing and permit process. I also invited her to reach out to me with any further questions [Attachment 5].

Since the carrier had expressed a willingness to comply, I continued to monitor the case. As of May 23, 2025, according to the California Public Utilities Commission Transportation Database, carrier Janine Wilson had registered on the Commission's website but had not yet started an application [Attachment 6]. I then conducted an online investigation and found that Ride with Friends continued to advertise on multiple platforms, including Facebook, Yelp, and Nextdoor, with no indication that the advertisements had been removed or updated to reflect compliance. On the same day, I began preparing a citation for advertising without valid Commission authority. As evidence, I collected screenshots of advertisements posted on Facebook on May 23, 2025 [REDACTED], and on Yelp and Nextdoor on May 27, 2025 [Attachment 7].

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 June 09, 2025, in Los Angeles, California.

Emily Vo

Emily Vo, Public Utilities Regulatory Analyst II

LIST OF ATTACHMENTS

- **Attachment 1:** Online advertisements (initial evidence)
- **Attachment 2:** Cease and Desist Order
- **Attachment 3:** Tracking information for Cease-and-Desist delivery
- **Attachment 4:** Carrier's confirmation of receipt of Cease and Desist
- **Attachment 5:** Email correspondence in response to the Carrier
- **Attachment 6:** California Public Utilities Commission Transportation Database -Janine Wilson (inactive)
- **Attachment 7:** Online advertisements as of May 23 & 27, 2025

ATTACHMENT 1
Online advertisements (initial evidence)

Ride w/ Friends
Janine Wilson
(916) 716-7679
Shuttle Service

**Reliable
Pet/House Sitting**

**We Treat Your
Pets/House
Like They
Were Our Own.**

Fully Licensed & Insured

Stay w/ Friends
Janine Wilson 916-716-7679
Pet/House Sitting

**We Would Love To
Help You With Your
Transportation Needs.**

"Prompt, Professional and
Personable."

Recently added to our fleet is
a 12 passenger van that can
be reserved for Wine Tasting,
Concerts, Weddings and more.

Janine Wilson
[Redacted]

2/14/25, 10:07 AM

Ride w/ Friends Shuttle Service - Nextdoor

Search for

A



[/pages/ride-w-friends-cameron-park-ca/?is=detail_author](#)

Ride w/ Friends WINE TASTING SPECIAL!!

We have some great wineries in El Dorado County and Amador County. Gather your friends and enjoy an afternoon of Wine Tasting in our 12 passenger van. We are running a special right now of only \$125 per hour (4 hour minimum). Please text [Redacted] for questions and availability.

Reactions

Rick Spizer (/profile/01n1.DdBCkFR8jZhG/?is=feed_commenter) Like

Janine Wilson (/profile/015_5nbnWD4nTHP/?is=feed_commenter) Like Reply

Mary Carpenter (/profile/01d

ATTACHMENT 2
Cease and Desist Order

STATE OF CALIFORNIA

GAVIN NEWSOM, *Governor*

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



February 25, 2025

File: Unlicensed
Case: CSE-000401

Ride with Friends Shuttle Service
Attn: Janine K Wilson



NOTICE TO CEASE AND DESIST

Dear Janine K Wilson:

The California Public Utilities Commission (CPUC) has become aware that you are operating without valid authority.

Public Utilities (Pub. Util.) Code Sections 1031 and 5371 state that it is unlawful for a passenger stage corporation (PSC) or a charter-party carrier (TCP) to conduct any operations without valid authority.

Pub. Util. Code Sections 1034.5 and 5414.5 state that it is unlawful to publish or advertise without holding a valid operating authority. Advertisements include, but are not limited to, advertising in local directories or Yellow Pages, business cards, internet websites, and any other form of advertisements.

RIDE WITH FRIENDS SHUTTLE SERVICE MUST IMMEDIATELY CEASE AND DESIST FROM ALL UNLAWFUL OPERATIONS, INCLUDING ADVERTISING.

Pub. Util. Code Section 5411 states in part that any TCP carrier which operates without a valid authority is guilty of a misdemeanor and is punishable by a fine not less than \$1,000.

This letter places your company on notice that continued violations of the law without the required authority may result in enforcement actions, including criminal prosecutions. There will be no further warnings.

For information on obtaining a permit or certificate, go to:
<http://www.cpuc.ca.gov/transportationlicensing/>.

If you have any questions, please do not hesitate to contact me using the email address or phone number provided below.

Sincerely,

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



Emily Vo

Emily Vo, Public Utilities Regulatory Analyst II
California Public Utilities Commission
Consumer Protection and Enforcement Division
Transportation Enforcement Branch
(213)-369-2809 | Emily.vo@cpuc.ca.gov

cc: Rahmon O Momoh
Program and Project Supervisor

ATTACHMENT 3
Tracking information for Cease-and-Desist delivery

Shipment tracking information

Here are your shipment details

562690408

Ship to name: Ride with Friends Shuttle
Service

Ship to location: CAMERON PARK, CA

Tracking number: 562690408

Delivery status: Delivered

Ship date: 2/26/2025

Service: CPS

Delivery date: 2/28/2025

Signed for by: J.Willson
[View Signature](#)

Delivery time: 1:27 PM

ATTACHMENT 4
Carrier's confirmation of receipt of Cease and Desist

From: [REDACTED]
Sent: Tuesday, March 4, 2025 8:09 PM
To: Vo, Emily <Emily.Vo@cpuc.ca.gov>; [REDACTED]
Subject: [EXTERNAL] Re: Case CSE-000401

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Emily,

I received a Cease and Desist letter. I would like to comply. I'm quite confused reading through the CPUC website. By any chance is there someone that can help guide me with the proper steps?

Thank you for your time,
Janine

ATTACHMENT 5
Email correspondence in response to the Carrier

From: [Vo, Emily](#)
To: [Janine Wilson](#)
Bcc: [Vo, Emily](#)
Subject: RE: [EXTERNAL] Re: Case CSE-000401
Date: Wednesday, March 5, 2025 1:35:00 PM

Hello Janine,

Thank you for reaching out. I appreciate your cooperation in complying with the requirements. For assistance with obtaining the proper CPUC licensing information, please refer to the links below, which include relevant contact details:

- Transportation Licensing and Analysis Branch (TLAB):
<https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch>
- Charter Party Carriers: <https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/charter-party-carriers>
- Licensing Requirements for Charter-Party Carriers:
<https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/charter-party-carriers/licensing-requirements---charter-party-carriers>
- For further guidance: [Help - FAQs](#)
- [Contact Us](#)

I recommend reaching out to them directly via email for guidance on the specific steps needed to complete your licensing/permit process.
If you have any other questions, feel free to let me know.

Sincerely,

Emily Vo
Enforcement Analyst

Consumer Protection & Enforcement Division
California Public Utilities Commission
O 213-369-2809
www.cpuc.ca.gov | Emily.vo@cpuc.ca.gov

ATTACHMENT 6

California Public Utilities Commission Transportation Database -Janine Wilson (inactive)

Account
PSG0047379 - Janine Wilson

+ Follow
EPN Inquiry
Change Account Status
Download Certificate
Printable View
Print View

Account Record Type	Operation Model	TEB Flag	Authority Status
Individual	Regular		Inactive

Authorities/C... (0) [//lightning/cmp/force_dynamicRelatedListViewAll?force_flexipageId=TCP_Carrier_Record_Page&force_cmpld=lst_dynamicRelatedList&force_recordId=001cs00000ZjcbHAAR](#)

Cases (0) [//lightning/r/Account/001cs00000ZjcbHAAR/related/Cases/view](#)

Details | Payments | Activity | Files - Notes | Personnel | Equipment | Insurance | Affiliations & DBA | More ▾

Account Name
Janine Wilson

PSG / VCC #
#

Primary DBA
[Ride with Friends](#)
[//lightning/r/TCP_Account_DBA_c/a00cs00000WoyHuAAJ/view](#)

Authority Status
Inactive

PUCTRA Type
PUCTRA - Annually

Primary Contact Information

Primary Contact (TCP)
[Janine Wilson](#) [//lightning/r/Contact/003cs00000dBAwdAAE/view](#)

Official Email Address
[REDACTED]

Account Record Type
Individual

Operation Model
Regular

TEB Flag

Account Info
[AI-038860](#) [//lightning/r/TCP_Account_Info_c/a0Ycs00000agYJxEAM/view](#)

Account Owner
[CPUC System User](#) [//lightning/r/User/005t0000005r1DSAAAY/view](#)

Phone
[REDACTED]

Primary POA

ATTACHMENT 7
Online advertisements as of May 23 & 27, 2025

Search Facebook

Posts About Friends Photos Videos Check-ins More

Intro

- Former Business Analyst at Intel
- Former Database Coordinator at Health Net
- Former Sr. Administrative Assistant at Intel
- Former Sr. Admin / Office Manager at @minutenergy Renewables LLC

Posts

Janine Mellin Wilson is with Michael Szeles. April 10 · 🌐

Said goodbye to Mickey Mouse 🐭. Now on to our next adventure 🚗

76°F Sunny 2:16 PM 5/23/2025

Search Facebook

Janine Mellin Wilson

Janine Mellin Wilson December 4, 2023 · 🌐

5 years ago today I gave my first airport ride, and "Ride w/ Friends" was started. We now have 13 drivers, and 8,204 rides under our belts. Thank you to everyone that made this small business dream possible. We look forward to serving new and existing clients in the coming year. Happy Holidays!

Ride w/ Friends Shuttle Service

Janine Wilson 916-118-1519

We Would Love To Help You With Your Transportation Needs.

"Prompt, Professional and Personable."

Recently added to our fleet is a 12 passenger van that can be reserved for Wine Tasting, Concerts, Weddings and more.

Janine Wilson

Reliable Pet/House Sitting

We Treat Your Pets/House Like They Were Our Own.

Fully Licensed & Insured

Janine Wilson 916-118-1519

Stay w/ Friends Pet/House Sitting

Janine Wilson 916-118-1519

Life events See all

- Started New Job at Intel February 2015
- Started New Job at Health Net October 2014

76°F Sunny 2:22 PM 5/23/2025

nextdoor (V)

Sign up (/choose_address/?next=%2Fpages%2Fride-w-friends- Cameron-park-ca&utm_seo_referrer=%2Fpages%2Fride-w-friends- Cameron-park-ca)

Log in (/login/?next=%2Fpages%2Fride-w-friends- Cameron-park-ca&utm_seo_referrer=%2Fpages%2Fride-w-friends- Cameron-park-ca&is_logged_out=true)



Ride w/ Friends Shuttle Service

419

Taxi service(/login/?next=https://nextdoor.com/search/businesses/?query=taxi service&loc=Cameron-park--ca)

Airport shuttle(/login/?next=https://nextdoor.com/search/businesses/?query=airport shuttle&loc=Cameron-park--ca)

Fave Message Call

Back to Search

Airport Shuttles Cameron Park

Restaurants Home & Garden Auto Services Health & Beauty Travel & Activities More

Yelp for Business Write a Review

Ride w/ Friends

4.8 (25 reviews)

Claimed Airport Shuttles

Open Open 24 hours See hours

See all 4 photos

Write a review Add photos/videos Share Save

Review Highlights

- "Janine's car was comfortable and clean, she was a smooth driver, and there were no weird air fresheners." in 5 reviews
- "She responded immediately and was able to arrange transportation to SMF for 5 people plus luggage." in 6 reviews
- "Uber and Lyft and very unpredictable these days, but you can rely on Ride W/ Friends any day." in 2 reviews

Message the business

Suggest an edit

You Might Also Consider

- Sponsored
- Airport black car service 5.0 (13 reviews)
"The service was great. They took the time and helped my 86 yr old mother, who uses..." read more
 - Lifeline E Transport
Reliable, Safe, and Affordable Non-Emergency Medical Transportation Need a ride to... read more

Location & Hours

Suggest an edit



Cameron Park, CA 95682

Mon	Open 24 hours
Tue	Open 24 hours Open now
Wed	Open 24 hours
Thu	Open 24 hours
Fri	Open 24 hours
Sat	Open 24 hours
Sun	Open 24 hours