

## Public Utilities Commission STATE OF CALIFORNIA

## CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE

To: Starline Tours of Hollywood, Inc. File: PSC 227, Suspended

Date: September 23, 2025

Citation #: T.2025-09-016

Case #: CSE-000696

#### **VIOLATIONS**

You are hereby cited with having violated a section of the Public Utilities Code (P.U. Code) and California Public Utilities Commission (CPUC) General Order (G.O.) as described below. These violations occurred on September 18, 2025.

(1) Operated as a charter-party carrier without valid operating authority in violation of Pub. Util. Code Sections 5379, 5411, 5411.5, and CVC 14602.9 [1 count].

#### Page 2

#### STATEMENT OF FACTS

The above violations are documented in the attached Investigation Report, which consists of 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 October 13, 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 October 13, 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.

Cric 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

Attachments

File No.: PSC 227

Citation: T.2025-09-016

Date: September 23, 2025

Case: CSE-000696

#### CITATION COMPLIANCE AGREEMENT

I (we) hereby agree to comply with this citation dated September 23, 2025, and herewith pay the fine of \$2,000.00.

, (	, General Mana CA	ıger
(Signature)	(Title)	
(Date)		

Payment (cashier's 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: Starline Tours of Hollywood, Inc. do	ing business as (dba) VIP
---	---------------------------

**Starline Tours** 

Secretary of State Entity 1380892

OFFICERS: , CEO

, Secretary, CFO , Director

**AUTHORITY:** PSC 227, Suspended on 8/13/2025

ADDRESS:

\_\_\_\_\_

PHONE/EMAIL: ( /

VEHICLES: 33

DRIVERS: 181

PL/PD

**INSURANCE:** 

Policy#

Effective Dates:

WORKERS' COMPENSATION

**INSURANCE:** 

Policy#

Effective Date:

**DRUG** 

**CONSORTIUM:** 

#### INTRODUCTION

On September 19, 2025, I was assigned to investigate the operations and practices of Starline Tours of Hollywood, Inc. dba VIP Starline Tours (hereinafter referred to as Starline Tours of Hollywood). This assignment was made after Transportation Enforcement Branch (TEB) staff observed a white 27-seat Ford bus operating during suspension of its authority and the Los Angeles Police Department (LAPD) impounded the bus. This impound occurred at a joint safety compliance inspection with LAPD in Hollywood on September 18, 2025.

#### **VIOLATIONS**

I investigated Starline Tours of Hollywood for the period of September 18, 2025, and found violations of the following provisions of the Public Utilities (Pub. Util.) Code and a Commission General Order (GO):

• Operated as a charter-party carrier during suspension in violation of Pub. Util. Code Sections 5379, 5411, 5411.5, and CVC 14602.9 [1 count].

On August 13, 2025, the California Public Utilities Commission's (CPUC) Transportation Licensing and Analysis Branch (TLAB) sent Starline Tours of Hollywood an Order of Suspension for failure to submit an annual workers' compensation report [Attachment 1].

On September 1, 2025, TLAB sent Starline Tours of Hollywood a second Order of Suspension for failure to maintain Public Liability and Property Damage (PL&PD) insurance [Attachment 2].

On September 18, 2025, the TEB's Field Enforcement Unit was conducting a joint safety compliance inspection with LAPD in Hollywood when TEB staff observed a white 27-seat 2012 Ford E-450 bus (license plate , VIN ) operating with seven (7) passengers. LAPD got behind the bus and conducted a traffic stop. We spoke to the driver , and he confirmed that he was conducting for-hire passenger transportation and the passengers said they would be requesting a refund. TEB Analyst Ming Li issued a Notice to Cease and Desist and an Inspection Observation Report to

bus for operating during suspension of its authority, and the bus was impounded and is being held for up to 30 days per CVC 14602.9 [Attachment 3].

#### **DECLARATION**

I have read the foregoing and know the contents thereof. 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 September 23, 2025, in Los Angeles, California.
Steve Esguerra, TEB Enforcement Analyst

#### **List of Attachments**

- Attachment 1 -- Order of Suspension (8/13/2025)
- Attachment 2 -- Order of Suspension and PL&PD Ins. Cancellation (9/1/2025)
- Attachment 3 -- LAPD Impound Report, Notice to Cease and Desist, Inspection Observation Report, Driver's License, Photo of the 2012 Ford bus, Vehicle Registration, ID Card, passenger manifest and confirmation of refunds (9/18/2025)

## **ATTACHMENT 1**

# **Order of Suspension 8/13/25**

#### **PUBLIC UTILITIES COMMISSION**

505 Van Ness Avenue San Francisco, CA 94102-3298



DBA: PSG0000227

ATTN:STARLINE TOURS OF HOLLYWOOD, INC.

#### **CPUC Order of Suspension**

This is notice from the California Public Utilities Commission (CPUC) that the PSC Certificate listed on this letter is suspended.

The table below lists the reason(s) for suspension; the effective date of the suspension(s); and the date the permit/certificate will be revoked if the reason(s) for suspension are not resolved.

Suspension Reasons					
Reason	Suspension Date	Revocation Date			
Failure to Submit Annual Workers' Compensation Report (Pub. Util Code § 5374.6)	August 13, 2025	November 11, 2025			

While voluntary suspensions may stay in effect until the permit or certificate expires, it may be revoked sooner for other reasons including failing to pay transportation user fees (PUCTRA) or failing to submit your annual CHP terminal safety inspection request(s).

After the cancellation or revocation of a permit or certificate, or during the period of its suspension, or after the expiration of its permit or certificate, it is unlawful for a Passenger Stage Corporation (PSC) or a Transportation Charter-Party carrier (TCP) of passengers to conduct any operations as a carrier. (California Public Utilities Code §§ 1045, 5379). Unlawful operations are subject to fines and penalties as set forth in the California Public Utilities Code and may include permanent revocation of your operating authority or being permanently barred from receiving an operating authority.

A carrier whose certificate or permit is suspended due to failing to pass a vehicle inspection by the California Highway Patrol (CHP) (California Public Utilities Code § 5378.5, Commission Resolution TL-18336) may obtain a reinspection of its terminal and vehicles by the CHP by submitting a written request for reinstatement to CPUC and paying a reinstatement fee of one thousand dollars (\$1,000). (California Public Utilities Code § 5378.5(b)). Upon receipt of a written recommendation from CHP to suspend a carrier's operating authority, a carrier may request a hearing of the suspension by making a written request to CPUC and the CHP showing cause why the suspension should not be continued.

If your suspension is due to failing to maintain insurance, you must contact your insurance provider to reinstate your policy on-file with the CPUC.

Date: Aug 13, 2025

PUBLIC UTILITIES COMMISSION STATE OF CALIFORNIA

licensing@cpuc.ca.gov

### **ATTACHMENT 2**

# Order of Suspension and PL&PD Cancellation 9/1/25

#### **PUBLIC UTILITIES COMMISSION**

505 Van Ness Avenue San Francisco, CA 94102-3298



DBA: PSG0000227

ATTN:STARLINE TOURS OF HOLLYWOOD, INC.

#### **CPUC Order of Suspension**

This is notice from the California Public Utilities Commission (CPUC) that the PSC Certificate listed on this letter is suspended.

The table below lists the reason(s) for suspension; the effective date of the suspension(s); and the date the permit/certificate will be revoked if the reason(s) for suspension are not resolved.

Suspension Reasons						
Reason	Suspension Date	Revocation Date				
Failure to Submit Annual Workers' Compensation Report (Pub. Util.						
Code § 5374.6)	August 13, 2025	November 11, 2025				
Failure to maintain adequate public liability and property damage	-					
(PL/PD) insurance		November 30, 2025				

While voluntary suspensions may stay in effect until the permit or certificate expires, it may be revoked sooner for other reasons including failing to pay transportation user fees (PUCTRA) or failing to submit your annual CHP terminal safety inspection request(s).

After the cancellation or revocation of a permit or certificate, or during the period of its suspension, or after the expiration of its permit or certificate, it is unlawful for a Passenger Stage Corporation (PSC) or a Transportation Charter-Party carrier (TCP) of passengers to conduct any operations as a carrier. (California Public Utilities Code §§ 1045, 5379). Unlawful operations are subject to fines and penalties as set forth in the California Public Utilities Code and may include permanent revocation of your operating authority or being permanently barred from receiving an operating authority.

A carrier whose certificate or permit is suspended due to failing to pass a vehicle inspection by the California Highway Patrol (CHP) (California Public Utilities Code § 5378.5, Commission Resolution TL-18336) may obtain a reinspection of its terminal and vehicles by the CHP by submitting a written request for reinstatement to CPUC and paying a reinstatement fee of one thousand dollars (\$1,000). (California Public Utilities Code § 5378.5(b)). Upon receipt of a written recommendation from CHP to suspend a carrier's operating authority, a carrier may request a hearing of the suspension by making a written request to CPUC and the CHP showing cause why the suspension should not be continued.

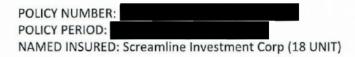
If your suspension is due to failing to maintain insurance, you must contact your insurance provider to reinstate your policy on-file with the CPUC.

Date: Sep 01, 2025

PUBLIC UTILITIES COMMISSION STATE OF CALIFORNIA

licensing@cpuc.ca.gov



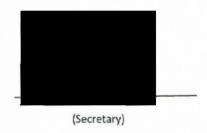


#### THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY

#### **CANCELLATION OF INSURANCE COVERAGE**

IT IS HEREBY AGREED AND UNDERSTOOD THAT COVERAGE FOR POLICY #

IS CANCELLED EFFECTIVE 12:01 AM Monday, September 1, 2025.



Date: 09/02/2025

## **ATTACHMENT 3**

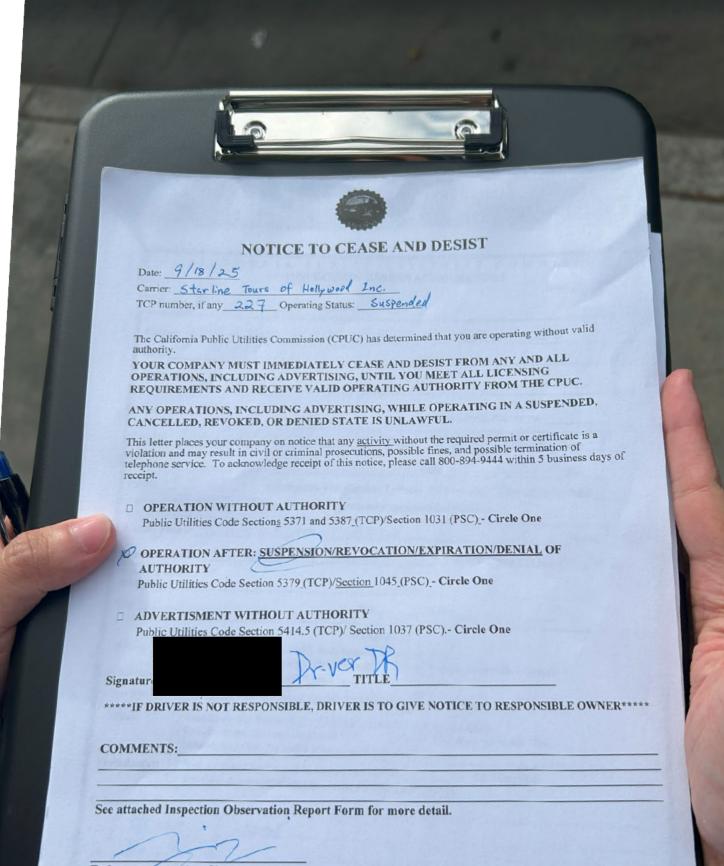
# LAPD Impound Report, etc. 9/18/25

Impound

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

#### VEHICLE REPORT

CHP 180 (Rev. 7-13) OPI	061				•								
REPORTING DEPARTMENT	TEN		CATION COD		TETTIME OF REPORT		OF STORED V ED PERSONA		FUE	10			
LOCATION TOWED / STOLEN FIR	L2	,	m con		OMETER READING		R IN SVS?	YES N	10			LOGN	10
Ltable and 1	API	-1			3311			ZI YES N				2001	0.
YEAR MAKE	MO	DEL		_	DY TYPE	COLOR		ICENSE NO		ONE	MONTH /	YEAR	STATE
1 to FORIT	(	E-450	3	1	MA	oith	T			ZTWO	65	120	CA
VEHICLE IDENTIFICATION NO.						ENGINE I	NO.			DN BY	OFFICER	OWNER	- 4
									0-	500 501	4000 [ 4	001+ \$	
		SISTERED OV		Λ		KINAM	E AS R/O		LEGAL OV	NER		-	
STAY	FINE	ta	1150	S.	Holymon	>							
												(	
												(1	עשר
				7									
STORED		₹ IN	POUNDE			RELEAS	ED			RECOVERE	D - VEHI	CLE / COMP	ONENT
TOWING / STORAGE CONCERN	(NAME AD)											AUTHORITY / F	
HOLLYWOOD TOW S				MSEI	ELD AVENUE	LOSAN	GELES (	A 90038	(323)	166-5421	22651	AUTHORITY	111.51
REASON FOR STOP	LITTIOE,	, 1140., 10	TO IN. IVIAI		RBAG?	LUG AN	GLLES, C	DRIVEABLE		-50-5421	2200	VIN SWIT	CHED
				115	YES NC	1	N. 2	X FS	NO	JUNK	UNK	☐ YES	KINO
CONDITION	YES NO	ITEM	s YES	NO	ITEMS	YES NO	) ITE	*	YES NO	TIRES / W		CONDIT	ON
WRECKED	1	SEAT (FRO			REGISTRATION	7	CAMPER		VE	LEFT FRONT			
BURNED HULK per 431(c) CVC_	1	SEAT (REA			ALT. / GENERATOR	74	VESSEL A	S LOAD		RIGHT FROM	IT I	00	1 4
VANDALIZED	7	FADIO .	X		BATTERY	4	FIREARMS	3	×	LEFT REAR		90	
ENG. / TRANS. STRIP	1	TAPE DEC	<b>\</b>	1/2	DIFFERENTIAL	X	OTHER		×	RIGHT REAR		~	
MISC. PARTS STRIP	多	TAPES		1	TRANSMISSION								
BODY METAL STRIP	37	OTHER RA		7	AUTOMATIC								
SURGICAL STRIP per 431(b) CVC	7	IGNITION K		<u> </u>	MANUAL								
RELEASE VEHICLE TO: A	VO OR AGEI		I.D. NO.		DATE							M LEGALLY	7-2
L.A.P.D.												SCRIBED VEHIC	H.E.
SIGNATURE OF PERSON AUTHO	RIZING REL	EASE			-								
					C	50.40					-		
_ STOLEN VEHICL	E/COM	PONENT			EMBEZZLED V	VEHICLE			F	PLATE(S) R	EPORT		
DATE / TIME OF OCCURRENCE		0	ATE / TIME RE	EFOR"	ED	NAME OF	REPORTING	PARTY (R/P)			DRIVE	R LICENSE NO.	STATE
EAST DRIVER OF VEHICLE			ATE / TIME			ADDRESS	OF R.P.				TELEP	HONE OF R/P	
						The bridge					(	)	
I CERTIFY OR DECLARE UNDER	DENALTY O	E DED I I DV I	INDED THE L	NUAS A	-	SIGNATU	RE OF PERSO	ON MAKING RE	EPORT		10	,	
THE STATE OF CALIFORNIA THA													
						ARKS							
DRIVER'S NAME		- 12	RRESTED / SI		PROPERTY, TOOLS, V				1900 / TM	DE 2	D/ALLIE		
UNIVERS IN THE		6			M.C.	REPORTE	LUBT		ARGO / TY		VALUE		
- 4			YES	NO					YES	NO	BIL	L OF LANDING A	ATTACHED
DVS 360													
0 0													
							•						
					7	1					6		
COM III III III CO	5		7				- 1	CI		Ď.			- 1
ERONT W	~\@)	LEET SIDE			A O	HT SIDE			REAR I	<b>3</b>		Y00	_)
Sk			1.D	). NO.	SUPERVISOR	OIDE	REO	UIRED NOTE	ES SENT	TO REGISTER	ED TYE	TOP S DATE-NOT	TIFIED
								LEGAL OWN			□ NO		- 35
				_									1,
					ally	Accrea	lited Agen	CV				Chp	



**Enforcement Analyst Signature** 

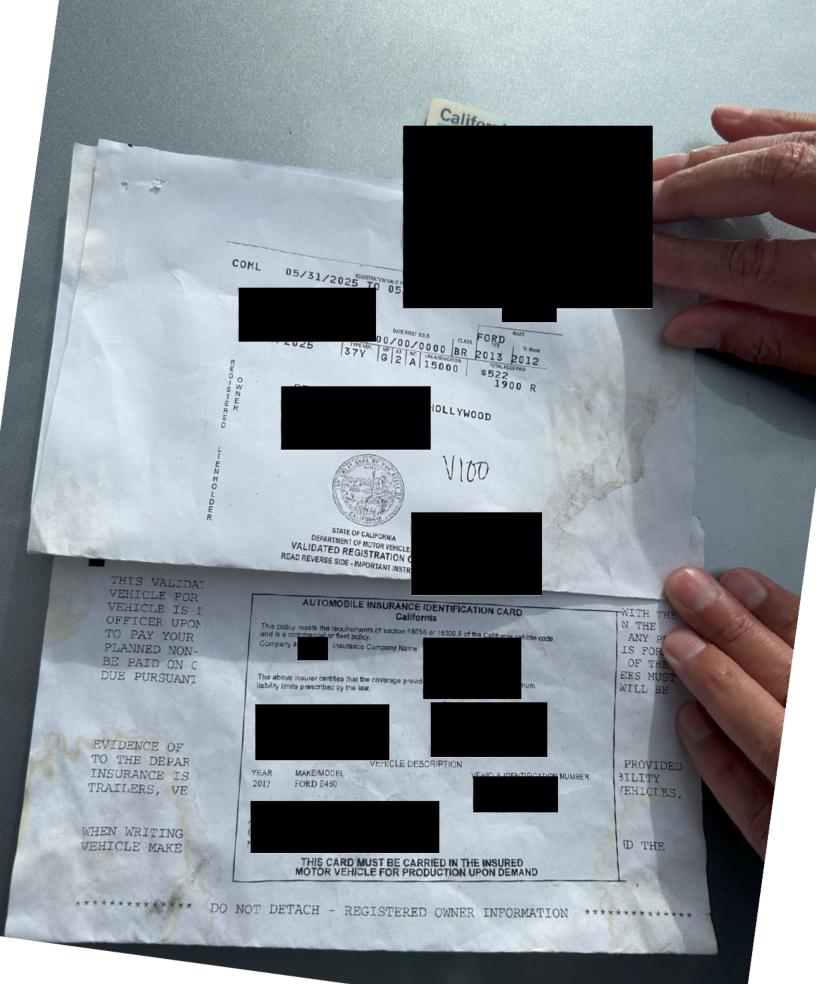
CPLIC COPY

Signature and Title

Note: Failure to take corrective action may result in enforcement action including imposition of fines \*\*\* IF DRIVER IS NOT RESPONSIBLE, GIVE NOTICE TO RESPONSIBLE OWNER

CALIFORNIA PUBLIC UTILITIES DAte: 9 18/25  INSPECTION OBSERVATION REPORT  Date: 9 18/25
Location: Holly wood Investigator: MLE
Carrier: Star ine Tours of riony
DBA: Zip:
Address:
Prime carrier PSC/TCP#:
Prime carrier:
Address same   Zip: Zip:
Phone: Relationship with Carrier:  Owner Semployee  Sub-carrier  Other
Years w/company: Carrier has workers' compensation insurance.  Seats:
Registered Owner: 57 that Tours of Holly wook   Modified Limo   Limo   Van   Bus   Address same as   Carrier / Driver   Address:
Auuress
City: Zip: Phone:
City: Zip: Phone: Violation(s):
Violation(s):  Vehicle Markings  TCP # not shown on □ front bumper / □ rear bumper □ PSC/TCP # not on side of vehicle * □ Carrier's name not on side of vehicle *
Violation(s):  Vehicle Markings
Violation(s):  Vehicle Markings
Violation(s):  Vehicle Markings
Vehicle Markings
Violation(s):  Vehicle Markings
Violation(s):  Vehicle Markings

Da





Status	Product
cancelled	Hollywood Celebrity Homes Tour
	cancelled cancelled cancelled

Travel Date PAX Total

9/18/2025

9/18/2025

9/18/2025 2

9/18/2025 2

1

2

25

98

50

98

RDER PRECONCILE ORDER

[H1] Hollywood Celebrity Homes

Tour

Standalone Cancelled

Travel Date

Thu 18 Sep. 2025

2 hours 03:15 PM Tickets

2x Adult

Booking Ref

Booking Total

US\$98.00

+ NEW BOOKING

+ NEW PURCHASE

+ NEW GIFT

Order Total

US\$0.00

Total Paid

US\$98.00

Total Refunded

US\$98.00

Balance Due

US\$0.00



#### @ EDIT ORDER

Terminals



[H1] Hollywood Celebrity Homes Tour

Standalone Cancelled

Travel Date

2 hours

03:15 PM

Tickets Thu 18 Sep. 2025

2x Adult

Booking Ref

Booking Total US\$50.00

9

9

+ NEW BOOKING

+ NEW PURCHASE

+ NEW GIFT

Order Total

US\$0.00

Total Paid

US\$53.00

Total Refunded

US\$53.00

Balance Due

US\$0.00





#### @ EDIT ORDER

Terminals about 24 hours ago



[H1] Hollywood Celebrity Homes

Tour

Standalone Cancelled

Travel Date

03:15 PM

Thu 18 Sep. 2025

1x Adult 2 hours

Tickets Booking Ref

Sooking Total

US\$25.00

+ NEW BOOKING

+ NEW PURCHASE

+ NEW GIFT

Order Total

Total Paid

Total Refunded

Balance Due

US\$0.00

US\$28.00

US\$28.00

US\$0.00