



Public Utilities Commission

STATE OF CALIFORNIA

CITATION FOR VIOLATION OF PUBLIC UTILITIES CODE AND GENERAL ORDER

To: Towncar Service
Attn: Ming Yin Ng, Owner
1380 Gilmore Dr
San Leandro, CA 94577

File: TCP 17159-P
Citation #: T.2026-09-004
Date: September 24, 2026
Case : CSE-001057

VIOLATIONS

You are hereby cited as having violated a section of the Public Utilities (Pub. Util.) Code as described below. This violation occurred during the period of July 18, 2026.

- (1) Operated as a Charter-Party Carrier (TCP) after expiration of authority, in violation of Pub. Util. Code Section 5379 [**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 October 15, 2026. 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 payment online via TCP Portal (<https://tcpportal.cpuc.ca.gov/s/login/>) using a credit card, ACH or check. 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 15, 2026, 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
Program and Project Supervisor
Transportation Enforcement Branch
Telephone number (415) 703-2302
E-mail address: eric.hooks@cpuc.ca.gov

Attachments

INVESTIGATION REPORT

CARRIER: Ming Yin Ng, dba Towncar Service

OWNER: Ming Yin Ng, Individual

AUTHORITY: TCP -17159 (Expired)

MAILING ADDRESS: 1380 Gilmore Dr, San Leandro, CA 94577

PHONE/EMAIL: [REDACTED]

VEHICLES: 1

EMPLOYEES: 1

**PL&PD¹
INSURANCE:** Insurance Company
Policy Number: 0046305-01-CA

**WORKERS'
COMPENSATION
INSURANCE:** None

DRUG CONSORTIUM: Global Drug & Alcohol & DNA Testing

¹ Public Liability and Property Damage (PL&PD)

² California Public Utilities Commission (CPUC)

INTRODUCTION

On July 29, 2026, I was assigned to investigate the operations and practices of Ming Yin Ng, dba Towncar Service (hereinafter referred to as Towncar), due to a complaint from the San Francisco International Airport (SFO) alleging that Towncar was operating on July 18, 2026, after expiration of Charter-Party Carrier (TCP) authority and had no airport permit.

VIOLATIONS

I investigated Towncar for the date of July 18, 2026, and found a violation of the following provisions of the Public Utilities (Pub. Util.) Code:

- **Operated as a TCP after expiration of authority in violation of Pub. Util. Code Section 5379. [1 count]**

On December 1, 2023, CPUC's Transportation Licensing and Analysis Branch (TLAB) sent a Notice of Expiration of Operating Authority to Towncar via TCP Portal [**Attachment 1**]. The Notice notified that Towncar's operating authority had expired effective December 1, 2023, and any unlawful operations are subject to fines and penalties as outlined in the Pub. Util. Code 5411.

On July 18, 2026, SFO Ground Transportation Unit (GTU) Investigators issued administrative citations and cease-and-desist notices for operating after the expiration of TCP authority, and without an airport permit. My investigation disclosed that Towncar continued to operate after the expiration of authority, as documented in **Table 1 and Attachment 2**.

Table 1: Dates of Operations Without TCP Authority

Date of Operation	Vehicle License Plate Number	SFO Cease-and-Desist Issuance Date	SFO Administration Citation Number
07/18/2026	██████████	07/18/2026	158232

SFO License Plate Reader (LPR) data indicate that Towncar maintained a high volume of unauthorized airport entries following SFO enforcement actions. Since the expiration of its authority, the vehicle's license plate [REDACTED] has been recorded with at least 48 entries year to date into SFO property³.

On August 26, 2026, I called Mr. Ng of Towncar at [REDACTED] and left a voicemail regarding Towncar's continued unauthorized operations at SFO. In my communications, I requested that Mr. Ng contact me to discuss this matter and advised that I would be issuing a citation for operating with an expired TCP authority. On August 27, at 9:18 AM, I received a call from Mr. Ng in response to the voicemail I left the previous day. Mr. Ng did not deny the allegations made by SFO, ensured I had the correct address on file to mail the citation to, asked how much the citation would be, and asked how he could rectify his expired TCP status. I explained to him that citation amounts vary, and that the minimum fine is \$1,000. I also directed him to contact TLAB for questions regarding his company's expired authority status and reiterated that a citation would be forthcoming.

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 September 24, 2026, in Los Angeles, California.

Yasmine Shah

Yasmine Shah, Enforcement Analyst

³ License plate reader records from SFO show 48 entries for plate [REDACTED] (2/9/2026 – 7/15/2026). These entries occurred before the respective investigation date of 7/18/2026. This data will be provided upon request.

List of Attachments

- **Attachment 1.** TLAB Order of Expiration, Effective 12/1/2026
- **Attachment 2.** SFO Administrative Citation

Attachment 1

PUBLIC UTILITIES COMMISSION
505 Van Ness Avenue
San Francisco, CA 94102-3298



DBA: TOWNCAR SERVICE

PSG0017519

ATTN:MING YIN NG
1380 GILMORE DRIVE
SAN LEANDRO CALIFORNIA 94577

TCP P PERMIT

Notice of Expiration of Operating Authority

This is notice from the California Public Utilities Commission (CPUC) that the operating authority listed on this letter expired effective **December 01, 2023**.

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)

Such unlawful operations are subject to fines and penalties as set forth in the California Public Utilities Code.

Date: Dec 01, 2023

PUBLIC UTILITIES COMMISSION
STATE OF CALIFORNIA

licensing@cpuc.ca.gov

Attachment 2



AIRPORT COMMISSION
SAN FRANCISCO INTERNATIONAL AIRPORT
GROUND TRANSPORTATION ADMINISTRATIVE CITATION

158232

Date of Observation: 7/18/2025

Time: 20:28 PDT

Day: Saturday

Plate #: [REDACTED]

VIN #:

Make: Lincoln

Model: Navigator

Style: 4 Door

Color: Black

Company: Ming Yin Ng

TCP #: 017519

Location: T2 Arrivals

Violated Rules and Regulations

9.2 Operating a Business without Airport Authorization
CPUC Violations Violation of CPUC Code and/or General Order 157-E

CPUC Code 5379 -
Operating with
Suspended/
Revoked/Expired
Authority

Comment: THE VEHICLE IS OPERATING WITHOUT TCP NUMBERS DISPLAYED AND SFO DECAL.
CPUC STATUS IS EXPIRED AND SFO PERMIT IS IN SUSPENDED STATUS.

Issuing Authority: GTC

Issuer Id: 105

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



CERTIFICATE OF SERVICE

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

Ming Yin Ng dba Towncar Service

TCP-17159-P

Case # CSE-001057

1. Administrative Citation T.2026-09-004
2. Citation Compliance Agreement
3. Investigation Report and Attachments
4. Credit/Debit Card Authorization Form (If Applicable)
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: September 24, 2026



Yasmine Shah
TEB Enforcement Analyst