Date: May 14, 2020

To: Board of Transportation Commissioners

From: Seleta J. Reynolds, General Manager

Subject: RECOMMEND APPROVAL OF THE APPLICATION OF VITAL CARE AMBULANCE INC. DBA VITAL CARE AMBULANCE FOR TWO UNRESTRICTED PRIVATE AMBULANCE VEHICLE PERMITS, ALSO APPROVE VITAL CARE AMBULANCE INC. DBA VITAL CARE TRANSPORT FOR ONE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMIT

RECOMMENDATIONS

That your Board:

a. **Find** that Vital Care Ambulance Inc. dba Vital Care Ambulance based upon evidence of patients in need of transportation; public convenience and necessity, requires the operation of two unrestricted private ambulance vehicles, and that Vital Care Ambulance Inc. dba Vital Care Transport requires the operation of one unrestricted non-ambulatory passenger vehicle permit.

b. **Grant** two unrestricted private ambulance vehicle permits to Vital Care Ambulance Inc. dba Vital Care Ambulance, and grant one unrestricted non-ambulatory passenger vehicle permit to Vital Care Ambulance Inc. dba Vital Care Transport contingent upon:

1. The applicant filing with the Department in such form as the Department requires and thereafter keeping in full force and effect a policy of automobile liability insurance acceptable to the City Attorney and the City Risk Manager;

2. The drivers and attendants obtaining the required permits;

3. The applicant obtaining commercial or exempt registration for the vehicles;

4. The vehicles passing Department inspection;

5. The applicant complying with all Board rules and regulations and City ordinances pertaining to the operation of private ambulance vehicles and pertaining to the operation of non-ambulatory passenger vehicles;

6. The applicant charging only those rates for private ambulance vehicle service as set forth in Board Order No. 606 (Ordinance No. 185,210) and successor regulations, and charging only those rates for non-ambulatory passenger vehicle service as set forth in Board Order No. 602 (Ordinance No. 182,502) and successor regulations; and
7. The vehicles must be placed into service within 120 days after the Board of Transportation Commissioners (Board) approval or such authority shall become invalid. Upon a written request and for good cause, the Department, in its discretion, may grant an extension of time beyond the initial 120-day period after Board approval. Any request for an extension beyond the initial deadline date must be received prior to the 120-day deadline. Furthermore, if an extension is granted, only one extension may be allowed per application.

INITIATED BY

On January 22, 2020, the Department received an application from Nazik Kazaryan, President of Vital Care Ambulance Inc. requesting two unrestricted private ambulance vehicle permits under its dba Vital Care Ambulance, and one non-ambulatory passenger vehicle permit for gurney van service under its dba Vital Care Transport. Both entities are located at 1480 Colorado Boulevard, #135, Los Angeles, California 90041 (Attachment 1). On April 9, 2020, Mr. Kazaryan submitted the additional documentation needed to complete the application.

DISCUSSION

Vital Care Ambulance Inc. is not currently authorized by the Board to operate any type of vehicle for hire in the City of Los Angeles.

The history of Vital Care Ambulance Inc.’s business is as follows: On October 17, 2019, Articles of Incorporation of a General Stock Corporation were filed with the California Secretary of State establishing Vital Care Ambulance Inc. (Attachment 2). On November 13, 2019, a Statement of Information was filed electronically with the California Secretary of State naming Nazik Kazaryan as Chief Executive Officer, Chief Financial Officer, and Secretary of the company (Attachment 3). On December 12, 2019, Vital Care Ambulance Inc. filed a Fictitious Business Name Statement with the Los Angeles County Clerk’s office to do business as Vital Care Ambulance and as Vital Care Transport (Attachment 4). Nazik Kazaryan is the sole shareholder of the company.

Public Convenience and Necessity

The application of Vital Care Ambulance Inc. was evaluated against Section 2 of the Guidelines for Establishing Public Convenience and Necessity as established by the Board on August 11, 2005 for applicants with no unrestricted private ambulance vehicle permits (Attachment 5) and for applicants with no unrestricted non-ambulatory passenger vehicle permits (Attachment 6).

a. Experience – The resume of Norma Zeigler, General Manager of Vital Care Ambulance Inc. was submitted. The resume states that from February 2009 to November 2013, Ms. Zeigler was the Operation Manager for TransLife Ambulance Service, and she also serves as the Operations Supervisor of Vital Care Ambulance since January 2020 to present. Her resume states that she oversees daily field operations, hires and terminates employees, and supervises the dispatch center.

b. Background Check - A background check of the owner and general managers of Vital Care Ambulance Inc. was submitted to the Department of Justice Criminal Background Check and was found not to have any disqualifying criminal history as listed in Board Order No. 600.

c. Financial Capability – The applicant submitted the Department of Motor Vehicle’s registrations
for two unrestricted private ambulance vehicles and one unrestricted non-ambulatory passenger vehicle that are ready to be placed into service within 120 days. The applicant also submitted financial documents demonstrating sufficient liquid assets to support the request for two unrestricted private ambulance vehicle permits and one unrestricted non-ambulatory passenger vehicle permit.

d. **Reason for Requesting Permits** – Vital Care Ambulance Inc. is applying for two private ambulance vehicle permits and one non-ambulatory passenger vehicle permit so that they may operate in the City of Los Angeles. Although there are multiple providers currently operating within the City of Los Angeles, there is still a need for additional resources due to the number of healthcare facilities and the geographic size of the City.

e. **Impact on Existing Transportation Providers** – The applicant states that adding two private ambulance vehicles and one non-ambulatory vehicle will have minimal to no negative impact on existing service providers due to the geographical size and number of healthcare facilities located within the City.

f. **Description of Public Benefit** – The applicant states that since the past 12-18 months, there has been a large number of private ambulance companies that have ceased the operations. By adding two private ambulance vehicles and one non-ambulatory vehicle, they will help to fill the need for the public’s safety and wellbeing. Their main source of contract will be from dialysis centers, hospitals, skilled nursing facilities, and mental health-care facilities. Their services will benefit the public greatly because the demand exceeds the capacity and is still growing in the City.

g. **Business Plan** – The applicant submitted a business plan including the days and hours of operation, dispatching procedure, emergency procedure, and employee training procedure. The hours of operation for the transportation service are 24 hours per day, seven days per week, and 365 days a year.

There is no documented evidence of illegal operation by Vital Care Ambulance Inc. dba Vital Care Ambulance, and dba Vital Care Transport in the City of Los Angeles in the past 12 months.

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Attachments