

BOARD REPORT
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Date: April 11, 2019 P7X
To: Board of Transportation Commissioners
From: Seleta J. Reynolds, General Manager
Subject: **RECOMMEND APPROVAL OF THE APPLICATION OF PACIFIC CARE NON-EMERGENCY MEDICAL TRANSPORTATION INC. DBA PACIFIC CARE MEDICAL TRANSPORTATION FOR ONE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMIT**

RECOMMENDATIONS

That your Board:

- a. **Find** that Pacific Care Non-Emergency Medical Transportation Inc. dba Pacific Care Medical Transportation, based upon evidence of patients in need of transportation; public convenience and necessity, requires the operation of one unrestricted non-ambulatory passenger vehicle.
- b. **Grant** one unrestricted non-ambulatory passenger vehicle permit to Pacific Care Non-Emergency Medical Transportation Inc. dba Pacific Care Medical Transportation 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 non-ambulatory passenger vehicles;
 6. The applicant 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 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 February 8, 2019, the Department received an application from Lorenzo Carurucan, CEO of Pacific Care Non-Emergency Medical Transportation Inc. dba Pacific Care Medical Transportation, 14416 Victory Blvd., Suite 218, Van Nuys, California 91401, requesting one non-ambulatory passenger vehicle permit to be used for a wheelchair van (Attachment 1). On March 28, 2019, Mr. Lorenzo Carurucan submitted additional documents needed to complete the application.

DISCUSSION

Pacific Care Non-Emergency Medical Transportation Inc. is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles.

The history of Pacific Care Non-Emergency Medical Transportation Inc.'s business is as follows: On September 7, 2018, the Articles of Incorporation were filed with the California Secretary of State establishing Pacific Care Non-Emergency Medical Transportation Inc. (Attachment 2). A Statement of Information (Domestic Stock and Agricultural Cooperative Corporations) was filed with the California Secretary of State on February 20, 2019, naming Lorenzo Carurucan as Chief Executive Officer, Secretary and Chief Financial Officer of the company (Attachment 3). On October 29, 2018, Pacific Care Non-Emergency Medical Transportation Inc. filed a Fictitious Business Name Statement with the Los Angeles County Clerk to do business as Pacific Care Medical Transportation (Attachment 4). Lorenzo Carurucan is the sole shareholder of the company.

Public Convenience and Necessity

The application of Pacific Care Non-Emergency Medical Transportation 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 non-ambulatory passenger vehicle permits (Attachment 5).

- a. Experience – The resume of Lorenzo Carurucan, owner and General Manager of Pacific Care Non-Emergency Medical Transportation Inc. was submitted. The applicant states that he was the general manager of St. Anthony Non-Emergency Medical Transportation between February 2015 and November 2016. His resume also states that he coordinated dispatching, monitored the customer relationship, hired and trained the employees, maintained the vehicle inspection and service records, and supervised billings.

- b. Background Check – A background check was conducted on the owner and general manager of Pacific Care Non-Emergency Medical Transportation Inc. and no disqualifying criminal history was found as listed in Board Order No. 600.
- c. Financial Capability – The applicant submitted the Department of Motor Vehicle’s registration for one non-ambulatory passenger vehicle. The applicant also submitted financial documentation showing that the company demonstrates sufficient liquid assets to support the request for one non-ambulatory passenger vehicle permit.
- d. Reason for Requesting Permits –The applicant states that there are about 3.6 million Americans missing or delaying their healthcare services due to the lack of transportation. Especially, the patients with chronic conditions are the ones who need the medical transportation services the most because those people may have three to four appointments a week. Due to the overwhelming demands, the applicant wants to offer the service in the City of Los Angeles to meet the patients’ needs.
- e. Impact on Existing Transportation Providers – The applicant states that there will not be any negative impact on existing transportation providers since they are only operating one vehicle and there is huge demand from the patients.
- f. Description of Public Benefit – The applicant states that they will offer reliable and affordable medical transportation service to benefit the seniors and disabled patients. The applicant plans to extend the service areas including Glendale, Burbank, and Los Angeles County. By obtaining the requested permit, they will be able to provide the patients with exceptional care and trusting relationships.
- g. Business Plan – The applicant submitted a business plan that includes the company’s days and hours of operation, dispatching procedures, employee training plans, affirmative action policy, method of monitoring the quality of service, and emergency procedures. The hours of operation for the transportation service are Monday through Friday, from 5 a.m. to 6 p.m.

There is no documented evidence of illegal operation by Pacific Care Non-Emergency Medical Transportation Inc. in the City of Los Angeles in the past 12 months.