BOARD REPORT  
CITY OF LOS ANGELES  
DEPARTMENT OF TRANSPORTATION  

Date: November 14, 2019  

To: Board of Transportation Commissioners  

From: Seleta J. Reynolds, General Manager  

Subject: RECOMMEND APPROVAL OF THE APPLICATION OF V&T MEDICAL TRANSPORTATION FOR THREE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMITS  

RECOMMENDATIONS  

That your Board:  

a. **Find** that V&T Medical Transportation based upon evidence of patients in need of transportation; public convenience and necessity, requires the operation of three unrestricted non-ambulatory passenger vehicles.  

b. **Grant** three unrestricted non-ambulatory passenger vehicle permits to V&T 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 September 17, 2019, the Department received an application from Tereza Palian, CEO of V&T Medical Transportation located at 372 Arden Avenue, Suite 105, Glendale, California 91203. The company requests three non-ambulatory passenger vehicle permits to be used for wheelchair vans service (Attachment 1). On October 30, 2019, Ms. Palian submitted all documents needed to complete the application.

DISCUSSION

V&T Medical Transportation is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles.

The history of V&T Medical Transportation’s business is as follows: On January 1, 2017, the Articles of Incorporation were filed with the California Secretary of State establishing V&T Medical Transportation (Attachment 2). On January 18, 2017, Statement of Information (Domestic Stock and Agricultural Cooperative Corporations) was filed with the California Secretary of State, naming Tereza Palian as Chief Executive Officer, Chief Financial Officer, and Secretary of the company (Attachment 3). Tereza Palian is the sole shareholder of the company.

Public Convenience and Necessity

The application of V&T Medical Transportation 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 4).

a. **Experience** – Tereza Palian, General Manager of V&T Medical Transportation, submitted a resume. She has served as the general manager of the company since January 2018. Her resume also indicates that she recruits and terminates employees, reviews analysis of customer service, oversees dispatch systems, coordinates operation development, and manages billing and insurance.

b. **Background Check** – A background check was conducted on the owner and general manager of V&T Medical Transportation 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 three unrestricted non-ambulatory passenger vehicles. The applicant also submitted financial documents showing that the company demonstrates sufficient liquid assets to support the request for three unrestricted non-ambulatory passenger vehicle permits.

d. **Reason for Requesting Permits** – The applicant states that the company currently operates in Glendale, Burbank, and Pasadena. The applicant seeks to legally expand into the City of Los
Angeles to meet the needs of their clients who require the service of non-ambulatory passenger transportation vehicles.

e. Impact on Existing Transportation Providers – The applicant states that there will be no impact on the existing transportation providers. Due to the current demand of medical transportation services, the applicant will take the burden off from the other providers by legally placing three non-ambulatory passenger vehicle into service in the City.

f. Description of Public Benefit – The applicant states that they will provide excellent service to their patients who are in severe conditions and require the transportation of vehicles that will accommodate wheelchairs. The company will also have navigation systems that will monitor the drivers’ speed, routes, and time to their destinations to ensure accurate pick-up and drop-off times.

g. Business Plan – The applicant submitted a business plan that includes the company’s days and hours of operation, service area, dispatching procedures, employee training plans, affirmative action policy, method of monitoring the quality of service, and emergency procedures. The office hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday, and on-call basis on Saturdays. The hours of operation for the transportation service are 24 hours a day, 7 days a week.

There is no documented evidence of illegal operation by V&T Medical Transportation in the City of Los Angeles in the past 12 months.

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Attachments