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 CALL-THE-CAR FOR 15 UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMITS

RECOMMENDATIONS

That your Board:

a. Find that Call-The-Car based upon evidence of patients in need of transportation; public convenience and necessity, requires the operation of 15 unrestricted non-ambulatory passenger vehicles.

b. Grant 15 unrestricted non-ambulatory passenger vehicle permits to Call-The-Car 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.

c. **Impose** a one-year probationary period.

**INITIATED BY**

On September 27, 2019, the Department received an application from Michelle A. Tyson, CEO of Call-The-Car located at 2589 East Washington Boulevard, Pasadena, California 91107. The company requests 15 non-ambulatory passenger vehicle permits to be used for wheelchair van service (Attachment 1). On November 7, 2019, Ms. Tyson submitted additional documents needed to complete the application.

**DISCUSSION**

Call-The-Car is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles.

The history of Call-The-Car’s business is as follows: On May 10, 2012, the Articles of Incorporation were filed with the California Secretary of State establishing the corporation name as Call-The-Car (Attachment 2). On March 20, 2018, the Statement of No Change was filed with the California Secretary of State (Attachment 3). On September 3, 2015, Statement of Information (Domestic Stock and Agricultural Cooperative Corporations) was filed with the California Secretary of State, naming Michelle A. Tyson as Chief Executive Officer, Chief Financial Officer, and Secretary of the company (Attachment 4). Michelle A. Tyson is the sole shareholder of the company.

**Public Convenience and Necessity**

The application of Call-The-Car 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** – Ara Hagopian, Manager of Call-The-Car, submitted a resume. He has served as the manager of the company since January 2010. His resume also indicates that he manages dispatch call center, coordinates with members and providers, and resolves complaints from the customers.

b. **Background Check** – A background check was conducted on the owner and general manager of Call-The-Car 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 15 non-ambulatory passenger vehicles. The applicant also submitted financial documents showing that the company demonstrates sufficient liquid assets to support the request for 15 non-ambulatory passenger vehicle permits.

d. **Reason for Requesting Permits** – The applicant states that their company is under a contractual obligation to provide transportation services to low income Los Angeles County residents funded by federal and state monies. Many of the chronically ill Medi-Cal patients require dialysis and depend on their service. Therefore they will fill the gap in the current permitted
vendor network to ensure all members to be picked up in a timely manner and area, and their patients will be able to get to the medical appointments on time. Call-The-Car currently operates in the City of Pasadena and seeks to legally provide services to the members that are in need of licensed providers in the City of Los Angeles area.

e. **Impact on Existing Transportation Providers** – The applicant states that there will be no negative impact on the existing transportation providers. Due to the increasing demand and shortage of licensed providers, the applicant will work collaborative with the existing network providers.

f. **Description of Public Benefit** – The applicant states that they will provide transportation services with drivers trained by accredited third party agencies, and with top of the line vehicles equipped with dispatching software including GPS tracking and video telematics. With the increasing number of Medi-Cal members and the limited licensed transportation providers, the public will benefit from having more permitted vehicles in the City to assist the patients to get to their appointments on time. Call-The-Car strives to provide quality access to care for the most vulnerable population.

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 hours of operation for the transportation service are 24 hours a day, 7 days a week.

**DOCUMENTED VIOLATIONS**

May 4, 2016, *Incident*:

Per Section 71.00 of the Los Angeles Municipal Code, companies providing non-emergency medical transportation within the City limits must obtain authorization from the City of Los Angeles prior to conducting such services.

On May 4, 2016, a Call-The-Car vehicle identified as unit number 43593 was observed operating illegally as an unpermitted vehicle with an unpermitted driver picking up a patient from 1701 East Cesar Chavez Avenue, Los Angeles, California. Call-The-Car did not possess the necessary authorization to pick up passengers or patients from addresses within the City limits. The driver was advised to immediately cease and desist from picking up passengers within the City until the company has obtained the proper permits through the City’s Department of Transportation as required by Sections 71.00 of the Los Angeles Municipal Code.

Should the vehicle authorities be granted, staff recommends that Call-The-Car have a one-year probationary period imposed on its operations based on this previous incident. Call-The-Car would be authorized to operate a total of 15 unrestricted non-ambulatory passenger vehicle permits in the City. If the company is found in violation of any rule, regulation, law, or statute of the City, County, or State within the probationary period, it shall result in the revocation of all authorities without any further action from the Board.

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Attachments