BOARD REPORT
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Date: February 13, 2020
To: Board of Transportation Commissioners
From: Seleta J. Reynolds, General Manager
Subject: RECOMMEND APPROVAL OF THE APPLICATION OF GOODWAY TRANSPORTATION, INC.
DBA GOODWAY TRANSPORTATION FOR ONE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMIT

RECOMMENDATIONS

That your Board:

a. Find that Goodway Transportation, Inc. dba Goodway 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 Goodway Transportation, Inc. dba Goodway 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 August 26, 2019, the Department received an application from Hayk Boyajyan, Chief Executive Officer of Goodway Transportation, Inc. dba Goodway Transportation, located at 11871 Sheldon Street, Unit D, Sun Valley, California 91352. The applicant is requesting for one unrestricted non-ambulatory passenger vehicle permit to be used for wheelchair van services (Attachment 1). On January 27, 2020, Mr. Boyajyan submitted additional documents needed to complete the application.

DISCUSSION

Goodway Transportation, Inc. is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles.

The history of Goodway Transportation, Inc.’s business is as follows: On April 26, 2019, the Articles of Incorporation were filed with the California Secretary of State establishing Goodway Transportation, Inc. (Attachment 2). On May 15, 2019, Statement of Information (Domestic Stock and Agricultural Cooperative Corporations) was filed with the California Secretary of State, naming Hayk Boyajyan as Chief Executive Officer and Chief Financial Officer, and Mary Adzhyan as Secretary of the company (Attachment 3). On August 8, 2019, Goodway Transportation, Inc. filed a Fictitious Business Name Statement with the Los Angeles County Clerk to do business as Goodway Transportation (Attachment 4). Hayk Boyajyan and Mary Adzhyan are the shareholders of the company.

Public Convenience and Necessity

The application of Goodway 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 permit (Attachment 5).

a. **Experience** – Hayk Boyajyan, CEO and General Manager of Goodway Transportation submitted a resume. He has served as the Operation Manager for P and I Transportation, Inc. from March 2014 through June 2019. His resume also indicates that he recruited employees, handled payroll and billings, routed patients, dispatched drivers, and managed daily operations.

b. **Background Check** – A background check was conducted on the owners and general manager of Goodway 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 one non-ambulatory passenger vehicle. The applicant also submitted financial documents 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 they would like to provide transportation services to their patients from the cities of Glendale and Burbank to the City of Los Angeles (City). Many of their competitors do not offer tri-lingual communication services. The applicant states that their clients are from a diverse community and seek out their service because their staff members can speak Armenian, Russian, and English. By obtaining the non-ambulatory passenger vehicle permit, they will be able to meet their clients’ needs.

e. **Impact on Existing Transportation Providers** — The applicant states that by maintaining high standards and quality of service, it will drive the existing providers to improve their services, which in turns will benefit the general public, and it will have a positive impact on the existing providers.

f. **Description of Public Benefit** — The applicant states that they will offer high standards of service which will provide patients a better and more pleasant experience. Their competition in the market will benefit the public in general as their competitors are forced to enhance their quality of services. They also employ staff members who are tri-lingual to meet the needs of their diverse clients. They will be in partnership with LogistiCare to provide services to the larger community members seeking non-ambulatory transportation. Therefore, they plan to increase their vehicle fleet size gradually to provide service to a larger number of patients in the City.

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 4:00 a.m. to 7:00 p.m., Monday through Sunday.

There is no documented evidence of illegal operation by Goodway Transportation, Inc. in the City of Los Angeles in the past 12 months.