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 N & K NON-EMERGENCY MEDICAL TRANSPORTATION LLC DBA N & K NON-EMERGENCY MEDICAL TRANSPORTATION FOR ONE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMIT

RECOMMENDATIONS

That your Board:

a. Find that N & K Non-Emergency Medical Transportation LLC dba N & K Non-Emergency 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 N & K Non-Emergency Medical Transportation LLC dba N & K Non-Emergency 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 July 8, 2019, the Department received an application from Nora Balian, owner of N & K Non-Emergency Medical Transportation LLC dba N & K Non-Emergency Medical Transportation, 12604 Lithuania Drive, Granada Hills, California 91344, requesting one unrestricted non-ambulatory passenger vehicle permit to be used for wheelchair van service (Attachment 1). On January 6, 2020, Ms. Balian submitted additional documents needed to complete the application.

DISCUSSION

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

The history of N & K Non-Emergency Medical Transportation’s business is as follows: On April 29, 2019, the Articles of Organization were filed with the California Secretary of State establishing N & K Non-Emergency Medical Transportation LLC (Attachment 2). A Statement of Information (Limited Liability Company) was filed with the California Secretary of State on January 3, 2020, naming Khachik Khachatryan as manager of the company (Attachment 3). On July 23, 2019, N & K Non-Emergency Medical Transportation LLC filed a Fictitious Business Name Statement with the Los Angeles County Clerk to do business as N & K Non-Emergency Medical Transportation (Attachment 4). Khachik Khachatryan and Nora Balian are the shareholders of the company.

Public Convenience and Necessity

The application of N & K Non-Emergency 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 5).

a. Experience – The resume of Nora Balian, Operation Manager of N & K Non-Emergency Medical Transportation was submitted. The applicant stated that she was the Operation Manager for SCLS Transportation between April 2017 and April 2018. She managed dispatch operations and provided reports to upper management. She performed all office duties such as billings, insurance, and payments.

b. Background Check – A background check was conducted on the owners and general manager of N & K Non-Emergency Medical Transportation and no disqualifying criminal history was found as listed in Board Order No. 600.

c. Financial Capability – The applicant 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 want to provide non-ambulatory passenger services to transport the disadvantaged, elderly, and mobility-impaired people who are in need of transportation to preventive healthcare facilities in the City of Los Angeles.

e. **Impact on Existing Transportation Providers** – The applicant states that there will not be any negative impact on the existing transportation providers. The demand for non-emergency transportation will increase as senior population is expected to double in the future. Elderly people are living longer at home. In addition, advance medical science contributes to their fewer overnight stay in the hospital; therefore, it will result in a steady increase in demand for non-emergency medical transportation services.

f. **Description of Public Benefit** – The applicant states that they will provide more transportation options to the public. The company will bring in more customers’ satisfaction by providing them with more transportation options to meet their demands.

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 Saturday, from 7 a.m. to 7 p.m.

There is no documented evidence of illegal operation by N & K Non-Emergency Medical Transportation LLC dba N & K Non-Emergency Medical Transportation in the City of Los Angeles in the past 12 months.

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Attachments