BOARD REPORT
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Date: September 9, 2021

To: Board of Transportation Commissioners

From: Seleta J. Reynolds, General Manager

Subject: RECOMMEND APPROVAL OF THE APPLICATION OF ESSENTIAL HEALTH, LLC DBA ESSENTIAL HEALTH TRANSPORT FOR ONE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMIT

RECOMMENDATIONS

That your Board:

a. **Find** that Essential Health, LLC dba Essential Health Transport 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 Essential Health, LLC dba Essential Health Transport 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 April 27, 2021, the Department received an application from Maria Katrina Mokhtari, Owner of Essential Health, LLC dba Essential Health Transport, located at 14500 Roscoe Boulevard, 4th Floor, Panorama City, California 91402. The applicant is requesting for one unrestricted non-ambulatory passenger vehicle permit to be used for gurney van service (Attachment 1). On August 4, 2021, Mrs. Mokhtari submitted the final document needed to complete the application.

**DISCUSSION**

Essential Health, LLC dba Essential Health Transport is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles.

The history of Essential Health, LLC business is as follows: On January 6, 2021, the Articles of Organization were filed with the California Secretary of State establishing Essential Health, LLC (Attachment 2). On February 16, 2021, Statement of Information (Limited Liability Company) was filed with the California Secretary of State, naming the members of the company as Maria Katrina Mokhtari and Hossein Mokhtari (Attachment 3). On August 4, 2021, Essential Health, LLC filed a Fictitious Business Name Statement with the Los Angeles County Clerk to do business as Essential Health Transport (Attachment 4). Maria Katrina Mokhtari and Hossein Mokhtari are the shareholders of the company.

**Public Convenience and Necessity**

The application of Essential Health, LLC dba Essential Health Transport 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** – Maria Katrina Mokhtari, Owner of Essential Health Transport submitted a resume. She served as the Case Management Analyst for Valley Presbyterian Hospital from January 2010 to Present. Her resume indicates that she interviews, hires, and trains staff to comply with policies, procedures, and safety guidelines. She assists in managing payroll, timekeeping, daily assignments, staff administration, and department’s budgets. She also arranges patients’ transportation to support the compliance with needed care.

b. **Background Check** – A background check was conducted on the owners and general manager of Essential Health, LLC dba Essential Health Transport 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 would like to acquire a permit for one unrestricted non-ambulatory passenger vehicle to provide gurney transportation services to the patient within the City of Los Angeles (City). Just within San Fernando Valley, there are more than 10 hospitals, 30 dialysis centers, and 50 skilled nursing facilities as well as senior living centers. Those individuals need safe transportation for their necessary treatments. Therefore, the applicant wants to be qualified to serve the facilities and the individuals with reliable and efficient transportation service.

e. **Impact on Existing Transportation Providers** – The applicant states that there will be no negative impact on current transportation providers while the need for additional non-ambulatory passenger transportation service continues to grow in the City. The applicant will also assist other overwhelmed transportation providers with the overflow of patients who need rides, and improve on servicing time.

f. **Description of Public Benefit** – The applicant states that as the population ages, there is an increasing need for the non-ambulatory passenger vehicle service to provide gurney and wheelchair van transportation. The public will be benefited by having additional transportation company that is available and ready to tend to the demands of hospitals, skilled nursing facilities, and treatment centers. The applicant will provide safe, reliable, and timely transportation to the patients with chronic conditions and the patients who require necessary treatments or follow up appointments.

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.

There is no documented evidence of illegal operation by Essential Health, LLC dba Essential Health Transport in the City of Los Angeles in the past 12 months.

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Attachments