


BOARD REPORT  
CITY OF LOS ANGELES  
DEPARTMENT OF TRANSPORTATION

Date: August 10, 2023 P7X

To: Board of Transportation Commissioners

From: Connie Llanos, Interim General Manager 

Subject: **RECOMMEND APPROVAL OF APPLICATION OF TRANSITCARE DBA TRANSITCARE MEDICAL TRANSPORTATION FOR THREE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMITS**

**RECOMMENDATIONS**

That your Board:

- a. **Find** that TransitCare dba TransitCare 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 TransitCare dba TransitCare 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 services as set forth in Board Order No. 608 (Ordinance No. 187,587) 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 June 15, 2023, the Department received an application from Ofelya Stepanyan, owner of TransitCare dba TransitCare Medical Transportation Medical Transportation, 6470 Foothill Boulevard, Suite A, Tujunga, CA 91042, requesting three unrestricted non-ambulatory passenger vehicle permits for gurney service (Attachment 1). On June 22, 2023, the company submitted the final document needed to complete the application.

**DISCUSSION**


TransitCare dba TransitCare Medical Transportation is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles. On December 8, 2022, TransitCare dba TransitCare Medical Transportation was previously authorized by the Board to operate two unrestricted non-ambulatory passenger vehicles in the City of Los Angeles; however, the company was unable to place the vehicles into service within 120 days after the Board approval date based upon the Board decision. Therefore, the two previously granted non-ambulatory vehicle permits were invalidated by the Department.

The history of TransitCare's business is as follows: On March 1, 2018, Articles of Incorporation were filed with the California Secretary of State establishing TransitCare (Attachment 2). On April 29, 2021, the Statement of Information (Entity Type: Corporation) was filed with the California Secretary of State naming Ofelya Stepanyan as Chief Executive Officer, Chief Financial Officer, and Secretary (Attachment 3). On November 4, 2019, TransitCare filed a Fictitious Business Name Statement to do business as TransitCare Medical Transportation (Attachment 4). Ofelya Stepanyan is the sole shareholder of the company.

Public Convenience and Necessity

The application of TransitCare dba TransitCare 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 unrestricted non-ambulatory passenger vehicle permits (Attachment 5).

- a. Experience – The applicant submitted the resume of Ofelya Stepanyan as the owner and manager of TransitCare from March 2018 through the present. Her responsibilities include dispatch, quality control and quality assurance, supervision, client management, and data entry. Ms. Stepanyan also served as the manager of City Wide Transportation from January 2009 to April 2010, where she resolved customer complaints and oversaw payroll, personnel, scheduling, and dispatch.
- b. Background Check – The background check was conducted on the owner and general manager of TransitCare and no disqualifying criminal history was found as listed in Board Order No. 600.
- c. Financial Capability – The applicant submitted the financial documentation showing that the company demonstrates sufficient liquid assets to support the request for three non-ambulatory passenger vehicle permits.
- d. Hours of Operation – The regular hours of operation for transportation service are 24 hours a day, seven days a week.

Approved: 8/10/2023  
Board of Transportation Commissioners  
  
Commission Executive Assistant