

BOARD REPORT
CITY OF LOS ANGELES

Date: August 8, 2024

To: Board of Transportation Commissioners

From: Laura Rubio-Cornejo, General Manager



Subject: **REHEARING REGARDING THE BOARD'S JUNE 8, 2023 RECOMMENDED DENIAL OF THE APPEAL OF SMOOTH RIDE SERVICES, COMPANY ID #2662, REGARDING THE COMPANY'S PENDING REVOCATION**

RECOMMENDATIONS

That the Board:

- a. **Find** that Smooth Ride Services is requesting a rehearing regarding the Board of Transportation Commissioners decision to impose a \$1,000 monetary penalty, as well as a one-year probationary period wherein any violation within the one-year period would result in immediate revocation of the company.
- b. **Find** that on May 30, 2024, an Investigator found Smooth Ride Services employee Christopher Anthony Duenas operating in violation of Los Angeles Municipal Code Section 71.03(b) - unpermitted non-ambulatory driver. Hearing Notice #60200 was issued and signed by Christopher Anthony Duenas. This was a violation of the company's one-year probationary period.
- c. **Find** that on January 31, 2024 and March 28, 2024, the company was found guilty for non-compliance issues as required by Board Order 257, Los Angeles Municipal Code Section 71.16.1(b) and California Vehicle Code Section 27155.
- d. **Deny** Smooth Ride's appeal and uphold the revocation of the company as assessed by the Board on June 8, 2023.

Initiated By

On June 16, 2024, Marina Daglian (Owner of Smooth Ride Services) appealed the Department's decision for Temporary Suspension of Smooth Ride Services, Company ID #2662 by filing a written "Request for Hearing Before the Board of Transportation Commissioners" (Attachment 1) pursuant to Board Order No. 600, Sec. H.

Discussion

On May 13, 2021, the Board approved the application of MDPD Transportation, Inc. dba Smooth Ride Services, Company ID #2662 to operate three unrestricted non-ambulatory passenger vehicles as wheelchair transport.

On June 16, 2022, the company was granted a fleet increase of two non-ambulatory vehicles also to be used for wheelchair transportation. This brings the company's total authorized vehicle permits to five.

Documented Violations

Violation #1

On May 30, 2024, an Investigator approached Smooth Ride Services employee Christopher Duenas while unloading a patient at the Davita/USC Kidney Center at 2310 Alcazar Street, Los Angeles, CA 90033. Smooth Ride Services Vehicle Unit No. 11 (California License No. 51211K3) displayed LADOT Decal #622 and is permitted to operate in the City of Los Angeles. Christopher Duenas had an expired LADOT Non-Ambulatory Vehicle Driver Permit ID: 626981 on his person. The permit expired on May 1, 2024. When asked by the Investigator, Christopher Duenas said, "he told his supervisor his permit was expiring a while back but never heard anything else." The Investigator issued Hearing Notice #60200 for Los Angeles Municipal Code Section 71.03(b) - unpermitted non-ambulatory driver. The company was found guilty during the administrative hearing held on June 6, 2024.

Violation #2

On March 28, 2024, during a field investigation, an Investigator noticed the fuel cap cover missing on Smooth Ride Services Vehicle Unit No. 37. California Vehicle Code Section 27155 states "No motor vehicle shall be operated or parked upon any highway unless the filling spout for the fuel tank is closed by a cap or cover of noncombustible material." During the administrative hearing held on April 4, 2024, the company was issued a discretionary dismissal.

Violation #3

On January 31, 2024, during a field inspection, an Investigator noticed the company decals on the driver and passenger sides of the vehicle were peeling. Smooth Ride Services Vehicle Unit No. 9 (California License No. 75704H3) has LADOT Decal #415 and is permitted to operate in the City of Los Angeles. The Investigator found the company in violation of Los Angeles Municipal Code Section 71.16.1(b) - Non-Taxicab Vehicle Identification: Name or Trademark required and issued Hearing Notice #066361 to the company. It was signed and acknowledged by the driver Victor Amarillas (LADOT Non-ambulatory Driver Permit ID: 628373). The company was found guilty and a warning was issued during the administrative hearing on February 12, 2024.

Violation #4

On April 25, 2023, a Department Investigator observed a non-ambulatory passenger vehicle (California License No. 74118B2) bearing the Smooth Ride name and Unit No. 37, enter the parking lot of USC Davita Dialysis Clinic located at 2310 Alcazar Street and parked. The Investigator observed the driver, later identified as Michel Avila Higuera, exit the vehicle and enter the clinic. Michel Higuera returned to the vehicle a few minutes later without a passenger.

At approximately 1:30 pm, Higuera re-entered the clinic and exited with a female patient in a wheelchair. Higuera loaded the patient into the van and secured her for transport. The Investigator approached Higuera after he exited the vehicle, identified himself and asked to see Higuera's driver's license, Los Angeles Department of Transportation (LADOT) driver permit, and the vehicles' LADOT

permit. Higuera was able to provide his Driver's License information and the vehicle registration, but was unable to provide an LADOT driver or vehicle permit. Smooth Ride was issued Hearing Notice #65818 for the violation of Los Angeles Municipal Code Section 71.02(a) - unpermitted vehicle and 71.03(b) - unpermitted non-ambulatory driver.

A check of the Taxicab, Ambulance and Vehicle for Hire (TAVIS) system shows Higuera did not possess the valid LADOT driver permit required for the operation of passenger transportation within the City of Los Angeles at the time of this incident. TAVIS records indicate that Higuera's application was not submitted to the Department until 2:35 pm on April 25, 2023. The driver's permit was activated on July 31, 2023.

TAVIS shows that Unit No. 37, California License Number 74118B2 (VIN 1FMZK1CMXHKA47490) was placed into service as a non-ambulatory wheelchair vehicle with Angel's Transportation, Inc. (Company ID #2485) on February 18, 2018 and removed from service on March 7, 2023. There are no records indicating Smooth Ride requested this vehicle to be placed in service under their company.

The administrative hearing for Hearing Notice #65818 was held on May 4, 2023. Mr. Peter Daglian attended as a representative for Smooth Ride and Investigator Ron Haywood conducted the hearing for the City of Los Angeles. Investigator Haywood concluded that the violations occurred and assessed a monetary penalty of \$500 for violating Los Angeles Municipal Code Section 71.02(a) - unpermitted vehicle and a \$500 penalty for 71.03(b) - unpermitted non-ambulatory driver. When advised of the amount of the monetary penalty, Daglian stated "we are guilty of the charges, but I'm not paying that much, so you gotta work with me." "I'll pay for one, but not both, that's just too much money and we can't afford it. Daglian, also stated "we've been waiting around for processing and I'm not gonna keep waiting around for that, I'm gonna put guys to work and take the chance." "What are the odds of getting caught?"

Violation #5

On September 16, 2021, a Department Investigator observed a vehicle bearing Smooth Ride Services insignia (California License Plate 38831P2) Unit No. 29 parked at Adventist White Memorial Hospital located at 1700 East Cesar E. Chavez Ave, Los Angeles, CA 90033. The Investigator asked the driver, later identified as Eduard Khachikyan, for his California Driver's License and LADOT permit. The driver stated he did have a permit, but did not have it on his person. After returning to the office, the Investigator discovered the driver did not have a valid LADOT permit. The company was issued Hearing Notice #100226. During the administrative hearing on September 30, 2021, the company was found guilty of violating Los Angeles Municipal Code Section 71.03(b) - unpermitted non-ambulatory driver.

June 8, 2023 Board of Transportation Commissioners Hearing

On June 8, 2023, the Board upheld the Department's recommendation of a one-year probationary period with an automatic revocation should the company be found in violation within the probationary period.

PROPOSED DISCIPLINARY ACTION

It is the Department's recommendation that the Board uphold the findings of the June 8, 2023 Board Report (B23-010.pab) and revoke Smooth Ride for a minimal period of one year. (Attachment 2)

Applicable Regulations

Los Angeles Municipal Code Section 71.02(a) states:

“No person or corporation shall driver, operate or use, whether as owner, lessor, lessee or otherwise, any of the vehicles defined in Section 71.00 to pick up passengers within the limits of the City of Los Angeles, or allow or permit to be operated, driven, or used, whether as owner.

Los Angeles Municipal Code Section 71.03(b) states:

“No person shall drive a non-ambulatory passenger vehicle as defined in Section 71.00 without first having obtained a non-ambulatory passenger vehicle permit from the Board.”

Los Angeles Municipal Code Section 71.16.1(b) states:

“Every motor vehicle other than taxicabs or autos for hire used and defined herein (Section 71.00) to carry passengers for hire, shall have displayed on both sides of each vehicle the name or the trademark of the person under whose authority the vehicle is being operated or the name of the lessor or lessee thereof. The display of the name or trademark shall be permanently marked in letters in sharp contrast to the background and shall be of such size, shape, or color as to be readily legible during the daylight hours from a distance of 50 feet. This section does not prohibit additional displays approved by the Board not inconsistent with this section.”

Board Order 580, states, in part:

“Any occurrence/incident may have multiple violations and each violation will be reviewed and assessed independently. Any three occurrences/incidents of violations within a 12- month period may result in the Department’s recommendation to the Board to revoke existing permits and impose a probationary period, for no less than one year, during which time no new applications will be accepted. Furthermore, depending on the severity of the violations(s), the Board may revoke all existing permits after the first or second violation and impose a probationary period of no less than one year.”

Board Order 257, states, in part:

All permitted vehicles must be maintained in an appearance and state of repair as is required by the California Highway Patrol.

California Vehicle Code Section 27155 states:

No motor vehicle shall be operated or parked upon any highway unless the filling spout for the fuel tank is closed by a cap or cover of noncombustible material.

Appellant’s Statement

Maria Maglian’s additional statements are contained in (Attachment 1)

JMM/ata
B24-001.ata

Smooth Ride Services
6412 Matilija Ave. #205
Van Nuys, CA 91401
818-787-2563
srsreservations@gmail.com

June 16, 2024

Los Angeles Department of Transportation
Attn: Patricia Barker
100 S. Main St. 1st Floor, MS 725-43
Los Angeles, CA 90012

Subject: Appeal Against Temporary Suspension of Smooth Ride Services Co. ID 2662

Dear Patricia Barker,

I, Marina Daglian, am writing to formally appeal the temporary suspension placed on Smooth Ride Services, effective June 14, 2024. We understand and respect the regulatory frameworks established to ensure the safety and efficiency of transportation services. However, we believe that this suspension may have been issued based on information that does not accurately reflect our operations and commitments to regulatory compliance and passenger safety.

Smooth Ride Services has been a trusted transportation provider for 7 years, serving the greater Los Angeles area with an unwavering commitment to safety, reliability, and customer satisfaction. We have regularly adhered to industry standards and regulatory requirements, and any deviations have been promptly addressed.

We believe that the temporary suspension might be the result of a misunderstanding or an isolated incident that does not represent the overall performance and integrity of Smooth Ride Services. We are committed to working closely with your department to resolve any concerns and demonstrate our compliance with all regulations.

In light of the above, we respectfully request the following:

- A review meeting at your earliest convenience to present our case and discuss the steps we have taken to align with regulatory expectations.
- Consideration of lifting the temporary suspension to allow Smooth Ride Services to continue providing essential transportation services to our valued clients.

We are confident in our ability to meet and exceed regulatory standards and are fully prepared to cooperate with your department to achieve this goal. Thank you for your time and attention to this matter. We look forward to your favorable response and are available at your convenience for any discussions or further clarifications.

Sincerely,


Marina Daglian

Marina Daglian
Owner

BOARD REPORT
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Date: June 8, 2023

To: Board of Transportation Commissioners

From: Connie Llanos, Interim General Manager 

Subject: **APPEAL OF MONETARY PENALTY OF \$1,000.00 ASSESSED ON MAY 5, 2023 AGAINST SMOOTH RIDE SERVICES AND IMPOSITION OF A ONE-YEAR PROBATIONARY PERIOD**

RECOMMENDATIONS

That your Board:

- a. **Find** that MDPD Transportation Inc. DBA Smooth Ride Services (Smooth Ride) was found performing an illegal passenger transport utilizing an unpermitted vehicle, a violation of Los Angeles Municipal Code (LAMC) §71.02(a) — unpermitted vehicle and an unpermitted driver, a violation of LAMC §71.03(b) — unpermitted driver.
- b. **Find** that after conducting an Administrative Hearing on May 4, 2023, Smooth Ride was found guilty of violating LAMC §71.02(a) and §71.03(b) and was assessed the appropriate monetary penalty of \$1,000.00.
- c. **Deny** Smooth Ride's appeal of the Department's May 4, 2023, decision and confirm the assessment of a \$1,000.00 monetary penalty and impose a one-year probationary period to begin from the date of the Board's decision.
- d. **Inform** Smooth Ride that payment of the monetary penalty must be received by the Department no later than 30 calendar days from the date of the Board's decision, and additionally, any further violations within the one-year probationary period will result in immediate revocation of Smooth Ride for one-calendar year.

INITIATED BY

On May 4, 2023, Smooth Ride submitted a "Request For Hearing Before The Board of Transportation Commissioners (Attachment 1) pursuant to Board Order 600, Section H.

DISCUSSION

On May 13, 2021, the Board approved the application for MDPD Transportation, Inc. DBA Smooth Ride Services (Co. ID #2662) to operate three unrestricted non-ambulatory passenger vehicles as wheelchair transport.

On June 16, 2022, the company was granted a fleet increase of two non-ambulatory passenger vehicles to also be used for wheelchair transportation bringing the company's total authorized vehicle permits to five.

Company's Violation History

September 6, 2021: While monitoring the 1700 block of E. Cesar Chavez Blvd [sic] (White Memorial Medical Center), a Department Investigator observed a permitted non-ambulatory passenger vehicle (License: 38831P2), bearing the Smooth Ride name, as well as Unit #29, and a Los Angeles Department of Transportation (LADOT) decal (#8066), parked in the parking lot. The Investigator approached the driver, later identified as Eduard Khachikyan (Khachikyan) and requested to see his LADOT driver permit. Khachikyan was able to produce his California Driver License (#Y2945772), but stated he did not have his LADOT permit in his possession. A check of the Department's Taxicab, Ambulance and Vehicle for Hire System (TAVIS) showed that Khachikyan did not possess the required driver permit from LADOT, and in fact, TAVIS records show that Smooth Ride did not submit an "Application for Driver Permit" for Khachikyan until September 28, 2021 at 11:46 am, which was after a citation was issued..

Hearing notice #100226 was issued to the company for the violation of Los Angeles Municipal Code (LAMC) §71.03(b) — unpermitted driver. The Administrative Hearing was scheduled for September 30, 2021. As a result of the hearing, Smooth Ride was assessed a \$500 monetary penalty, which was appealed by the company. At the Board of Transportation Commission (Board) meeting of December 9, 2021, the Board rejected Smooth Rides' appeal and assessed the monetary penalty. Smooth Ride paid the penalty on December 15, 2021.

November 19, 2021: A Department Investigator observed an unpermitted Smooth Ride non-ambulatory passenger vehicle parked at 5108 W. Sunset Blvd. Upon approaching the driver, the Department Investigator confirmed that the vehicle did not possess the required LADOT vehicle permit. The driver was permitted. Hearing notice #100269 was issued to the company for the violation of LAMC §71.02(a) — unpermitted vehicle. The Administrative Hearing was scheduled for November 30, 2021. As a result of the hearing, the company was assessed a monetary penalty of \$500.00. The penalty was paid by the company on December 15, 2021.

Current Incident— April 25, 2023

A Department Investigator observed a non-ambulatory passenger vehicle (California License plate 74118B2) bearing the Smooth Ride name and unit number 37, enter the parking lot of USC Davita Dialysis Clinic located at 2310 Alcazar Street and park. The Investigator observed the driver, later identified as Michel Avila Higuera, exit the vehicle and enter the clinic. Higuera returned to the vehicle a few minutes later without a passenger.

At approximately 1:30 pm, Higuera re-entered the clinic then exited with a female patient in a wheelchair. Higuera loaded the patient into the van and secured her for transport. The Investigator approached Higuera after he exited the vehicle, identified himself, and asked to see Higuera's driver's license, Los Angeles Department of Transportation (LADOT) driver permit, and the vehicles' LADOT permit. Higuera was able to provide his driver's license information and the vehicle

registration, but was unable to provide an LADOT driver or vehicle permit. Smooth Ride was issued Hearing Notice #65818 for the violations of (LAMC § 71.02(a) — unpermitted vehicle and 71.03(b) — unpermitted driver. The hearing was scheduled for May 4, 2023.

A check of TAVIS shows Higuera did not possess the valid LADOT driver permit required for the operation of passenger transportation within the City of Los Angeles at the time of this incident. The Taxicab, Ambulance, and Vehicle for Hire System records indicate that Higuera's application, which is still pending, was not submitted to the Department until 2:26 pm. on April 25, 2023, after Higuera was initially approached. The current status of his application as of May 11, 2023 shows "PENDING". (Attachment #2)

The TAVIS system shows that Unit #37, License 74118B2 (VINIFMZKICMXHKA47490) was placed into service as a non-ambulatory wheelchair vehicle with Angels Transportation, Inc. (Co. ID #2485) on February 1, 2018 and ultimately removed from service on March 7, 2023. There are no records indicating that Smooth Ride ever requested the vehicle be placed back into service under their company name.

Administrative Hearing — May 4, 2023

In attendance at the hearing were Mr. Peter Daglian (Daglian) as the company representative for Smooth Ride and Investigator Ron Haywood. After hearing all evidence presented, Investigator Haywood concluded that the violations, as stated on the hearing notice, had occurred and assessed a monetary penalty of \$500 for violating LAMC §71.02(a) — unpermitted vehicle and \$500 for the 71.03(b) — unpermitted driver violation. When advised of the amount of the monetary penalty, Daglian stated that "we are guilty of the charges but I'm not paying that much so you gotta work with me. I'll pay for one but not both, that's just too much money and we can't afford it." Daglian also stated that "we've been waiting around for processing and I'm not gonna keep waiting around for that, I'm gonna put guys to work and take the chance. What are the odds of getting caught?" (Attachment #3)

PROPOSED DISCIPLINARY ACTION

It is staff's recommendation that the Board uphold the decision of the Department and assess the \$1,000.00 monetary penalty, and in addition, impose a one-year probationary period. Advise Smooth Ride that payment must be submitted to the Department no later than 30 calendar days from the date of the Board's decision and advise Smooth Ride that any further violations within the one-year probationary period will result in immediate revocation of Smooth Ride's authorization to operate any passenger transportation service without further action by the Board for one-year from the date of the revocation wherein the company may not submit any application to the Department.

Applicable Regulations

Los Angeles Municipal Code Section 71.02(a) states:

"No person or corporation shall drive, operate or use, whether as owner, lessor, lessee or otherwise, any of the vehicles defined in Section 71.00 to pick up or attempt to pick up passengers within the limits of the City of Los Angeles, or allow or permit to be operated, driven, or used, whether as owner, lessor, lessee, or otherwise, any of the vehicles defined in Section 71.00 to pick up or attempt to pick up passengers within the limits of the City of Los Angeles unless a written vehicle permit for the operation of such specifically defined vehicles has been obtained from the Board; provided, however, that no vehicle permit shall be required for the operation of any vehicle under and in accordance with the terms and conditions of a franchise granted by the City of Los Angeles."

Los Angeles Municipal Code Section 71.03(b) states:

(b) No person shall drive a non-ambulatory passenger vehicle as defined in Section 71.00 without first having obtained a non-ambulatory passenger vehicle driver permit from the Board.

Los Angeles Municipal Code Section 71.03(b) states:

"No person shall drive a non-ambulatory passenger vehicle as defined in Section 71.00 without first having obtained a non-ambulatory passenger vehicle driver permit from the Board."

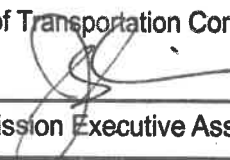
Board Order 580, states, in part:

"Any occurrence/incident may have multiple violations and each violation will be reviewed and assessed independently. Any three occurrences/incidents of violations within a 12-month period may result in the Department's recommendation to the Board to revoke all existing permits and impose a probationary period, for no less than one year, during which time no new applications will be accepted. Furthermore, depending on the severity of the violations(s), the Board may revoke all existing permits after the first or second violation and impose a probationary period of no less than one year."

Appellant's Statement

Daglian stated in his "Request for Hearing Before the Board of Transportation Commissioners" that, "Ticket fee too much cannot pay" and Too much too pay for violations" [sic]

JMM/pab
B23-010.pab

Denied: 6/8/2023
Board of Transportation Commissioners

Commission Executive Assistant

CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

REQUEST FOR HEARING BEFORE THE BOARD OF TRANSPORTATION COMMISSIONERS

Driver's D.O.T. Permit Number: 2662 - Hearing Notice No.: 65818
Name (Print): Peter Pagliam
Street Address: 6412 Matilija ave #205
Telephone No.: 818-787-2645

As provided in Section 71.09 of the Los Angeles Municipal Code, I hereby request a hearing before the Board of Transportation Commissioners on the matter of:

- Driver/Attendant Permit - DENIAL
- Driver/Attendant Permit - DENIAL - Falsification of Application
- Driver Permit Application - DENIAL - Cheating on Taxicab Driver Test
- Driver/Attendant Permit - CANCELLATION
- Driver/Attendant Permit - REVOCATION
- Driver/Attendant Permit - SUSPENSION
- Vehicle Permit DENIAL
- Vehicle Permit SUSPENSION
- Other: hearing notice violation

By: INV. CENDZA on: APRIL 25, 2023

For the following violation(s)/reasons(s):
Ticket fee too much cannot pay

I protest the Department's action because:
Too much too pay for violation

I understand that:

1. I will be informed of the date, time and place of the hearing at the address I have given above. PP
2. My failure to appear for the hearing is a waiver of my rights to a hearing and action may be taken without my being present. PP
3. I may have an attorney present at the hearing at my own expense. PP
4. It is my responsibility to submit to the Department any letters of Commendation, Rehabilitation, awards, and/or letters attesting to my Good Character. I further understand that it is not the responsibility of the Department to solicit these documents on my behalf. I also understand That I may present witnesses to testify before the Board in support of my cause. PP
5. I understand that it is my responsibility to submit to the Department, upon demand, any fees that may be charged by outside agencies for copies of Arrest reports and/or other legal documents relevant to this appeal. I further understand that this appeal can not be processed until such payment has been submitted to this Department for forwarding to the outside agency. PP

Signed: [Signature] Date: 5/4/23

Drvr/AttndApp Form revised 04/15/14

INFORMATION ABOUT YOUR HEARING

PLEASE READ. INITIAL EACH BOX AND SIGN AND DATE AT THE BOTTOM

<p>PSD Initial</p>	<p>1. Approximately 7-10 days before the date of your hearing, the Commission Executive Assistant will mail a packet to your address of record. The packet will contain a copy of your appeal and a notice advising you of the exact date, time and location where your appeal will be conducted. YOU MUST BE ON TIME. You must be present in order to present your appeal. FAILURE TO APPEAR AT THE TIME AND DATE SCHEDULED WAIVES YOUR RIGHT TO BE HEARD BEFORE THE BOARD. THE BOARD HAS A RIGHT TO TAKE ACTION ON YOUR APPEAL EVEN IF YOU ARE NOT PRESENT. LAMC Section 71.09(d)</p>
<p>PD Initial</p>	<p>2. Once you arrive in the hearing room, you will notice an "ON AIR" sign on the wall. Commission meetings are conducted live over radio air waves. While this sign is on, all business before the Commission can be heard by persons listening over the radio. BECAUSE APPEALS ARE CONSIDERED TO BE CONFIDENTIAL IN NATURE, NO APPEAL WILL BE HEARD WHILE THE "ON AIR" SIGN IS ON. Please conduct yourself and your conversations with others in a respectful manner.</p>
<p>PD Initial</p>	<p>3. Appeals are heard after all other Commission business has been conducted and the Commission goes into "Executive Session." Appeals involving DMV records or criminal history are only heard in "Executive Session." Once the meeting is declared to be in "Executive Session" the "ON AIR" sign is turned off. Excluding the Commission members, the Commission Executive Assistant, the City Attorney, and the Senior Investigator presenting your appeal all others <u>not</u> associated with your appeal will be excused from the room and asked to wait in the hallway, including all other appellants. If you are asked to exit until it is time to hear your appeal, please exit the door BUT do not leave the immediate area. You will be called back in when it is time to hear your appeal.</p>
<p>PD Initial</p>	<p>4. You are encouraged to bring with you any persons who can attest to your good character. Letters of recommendation will also be accepted at the time your appeal is actually before the Board. If your supporters wish to be heard, each will be given time to address the Board. With very few exceptions, the time they may speak will be limited to 2:00 minutes. This ensures that all who wish to be heard may speak.</p>
<p>PD Initial</p>	<p>5. The Board has the final say regarding your appeal and all decisions are final. The Board is in no way obligated to decide in your favor. If the Board decides against you, do not attempt to argue back or go over the issues again. In extreme cases, where additional extenuating evidence is discovered after a hearing is held the Board <u>may</u> rehear your appeal. However, such cases are very rare, and it is at the complete discretion of the Board whether or not to rehear your appeal. Requests to rehear an appeal must be made in writing and filed with the Commission Executive Assistant. Please understand that the Board has no legal obligation to rehear your case, if it decides that your request has no merit. LAMC Section 71.09.1</p>
<p>PD Initial</p>	<p>6. If the Board finds in your favor and grants your appeal, the Department will process and issue you a new permit at no charge. The Executive Commission Assistant will send you a letter confirming that your appeal was granted. Do not attempt to submit your application before receiving this letter. <u>You must be employed by a company permitted to operate in the City of Los Angeles BEFORE submitting your new application.</u> Once you receive the letter, you will be required to file a new application and submit new required documentation.</p>

Peter D'Agliano
Name

5/4/2023
Date

SMOOTH RIDE PERMITTED VEHICLE LIST
(As of May 9, 2023)

Category	Decal #	VIN	License Plate	Make	Model	Year	Unit #	Status
Non-Amb	U442	1FTYE2CM1KK886699	45269Z2	FORD	CONNECT	2019	007	In-Service
Non-Amb	U476	1FTYE1CM5JK841032	38831P2	FORD	CONNECT	2018	29	In-Service
Non-Amb	U441	1FTYE1C82LKA66644	24261D3	FORD	CONNECT	2020	33	In-Service
Non-Amb	U415	3C6LRVAG9MES15000	75704H3	DODGE	PROMASTER	2020	9	In-Service
Non-Amb	U622	1FTYE1CM3JKB30756	51211K3	FORD	CONNECT	2019	11	In-Service

PREVIOUS RECORD – ANGELS TRANS, INC. – VEHICLE VIN # 1FMZK1CMXHKA47490

Category	Decal #	VIN	License Plate	Make	Model	Year	Unit #	In-Service Date	Removed From Service Date
Non-Amb		1FMZK1CMXHKA47490	74118B2	FORD	TRANSIT 150	2017	26	02/01/2018	03/07/2023

CITY OF LOS ANGELES
INTER-DEPARTMENTAL MEMORANDUM

Date: May 10, 2023

To: Pat Barker, Senior Transportation Investigator
Department of Transportation

From: Ron Haywood, Acting Transportation Investigator
Department of Transportation

Subject: SMOOTH RIDE SERVICES HEARING

During the Interview with Peter Daglian of Smooth Ride Services regarding the two violations that the company had been cited for, Peter stated on a number of occasions "we are guilty of the charges but I'm not paying that much so you gotta work with me. I'll pay for one but not both, that's just too much money and we can't afford it. Peter also stated that "we've been waiting around for processing and I'm not gonna keep waiting around for that, I'm gonna put guys to work and take the chance. What are the odds of getting caught?"

Peter was advised that regardless of the time it takes for processing, he cannot move ahead and place non-permitted drivers and attendants in the field to drop off or pickup patients. He was also advised that he can simply have non-permitted drivers and attendants work outside of the City of Los Angeles until their permits have been issued

Sr. Investigator Richard requested to see any emails to verify the claims of waiting for long periods for processing to be completed, but Peter failed to produce any emails to the Department of Transportation in regards to processing drivers and attendants.