


BOARD REPORT
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Date: May 8, 2025 P7X

To: Board of Transportation Commissioners

From: Laura Rubio-Cornejo, General Manager 

Subject: **RECOMMEND APPROVAL OF THE APPLICATION OF CAREWELL EXPRESS FOR ONE UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMIT**

RECOMMENDATIONS

That the Board:

- a. **Find** that CAREWELL EXPRESS 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 CAREWELL EXPRESS 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. 608 (Ordinance No. 187587) 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.

- c. **Impose** a one-year probationary period.

INITIATED BY

On February 18, 2025, the Department received an application from Gegham Hunanyan, Owner of CAREWELL EXPRESS, 15904 Strathern Street, Suite 3, Van Nuys, California 91046, requesting for one unrestricted non-ambulatory passenger vehicle permit for a gurney van services (Attachment 1). On February 18, 2025, the Department received a complete application package.

DISCUSSION

CAREWELL EXPRESS is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles.

The history of CAREWELL EXPRESS's business is as follows: On September 13, 2022, the Articles of Incorporation of CA General Stock Corporation were filed with the California Secretary of State establishing CAREWELL EXPRESS (Attachment 2). On October 28, 2022, the Statement of Information Corporation was filed with the California Secretary of State naming Gegham Hunanyan as the Chief Executive Officer, Chief Financial Officer, and Secretary of the company (Attachment 3). Gegham Hunanyan is the sole shareholder of the company.

Public Convenience and Necessity

The application of CAREWELL EXPRESS 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 4).

- a. Experience – The applicant submitted the resume of Owner Gegham Hunanyan. The applicant states that he was the Owner and Operating Manager for CAREWELL EXPRESS from September 2022 to present. His resume states that he was responsible for managing accounting and payroll, supervising staff daily schedule, and managing dispatch operations.
- b. Background Check – The background check was conducted on the owner and operation manager of CAREWELL EXPRESS and no disqualifying criminal history was found as listed in Board Order No. 600.
- c. Financial Capability – The applicant submitted financial documentation showing that the company demonstrates sufficient liquid assets to support the request for one non-ambulatory passenger vehicle permit.
- d. Hours of Operation – The regular hours of operation for transportation service are 24 hours a day, seven days a week.

CAREWELL EXPRESS currently does not have an unrestricted non-ambulatory passenger vehicle permit with the City. CAREWELL EXPRESS was found in violation of the City's rules and regulations on May 30, 2023, LAMC § 71.02(a) Unpermitted vehicle and LAMC § 71.03(b) Unpermitted driver. A Notice to Cease Operations was issued to the company. On September 6, 2023, CAREWELL EXPRESS was found in violation of LAMC § 71.02(a) Unpermitted vehicle, LAMC § 71.03(b) Unpermitted Driver, and LAMC

§ 71.04.1 Unpermitted non-ambulatory attendant. On August 22, 2024, CAREWELL EXPRESS was found in violation of LAMC § 71.04.1 Unpermitted attendant. All the cases were remanded to the Superior Court, and the outcome is still unknown. Due to the violations, it is staff's recommendation that a one-year probationary period be imposed on the company based on these incidents, should vehicle authority be granted. If the company is found in violation of any rules, regulations, laws or statutes of the City, County, or State within the probationary period, it shall result in the revocation of all authorities without any further action from the Board.

B25-006.kj

Attachments

