

BOARD REPORT
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Date: October 9, 2025 P7X

To: Board of Transportation Commissioners

From: Laura Rubio-Cornejo, General Manager 

Subject: **RECOMMEND APPROVAL OF THE APPLICATION OF IN RHYTHM NON EMERGENCY MEDICAL TRANSPORTATION, INC. FOR TWO UNRESTRICTED NON-AMBULATORY PASSENGER VEHICLE PERMITS**

RECOMMENDATIONS

That the Board:

- a. **Find** that In Rhythm Non Emergency Medical Transportation, Inc. based upon evidence of patients in need of transportation; public convenience and necessity, requires the operation of two unrestricted non-ambulatory passenger vehicles.
- b. **Grant** two unrestricted non-ambulatory passenger vehicle permits to In Rhythm Non Emergency Medical Transportation, Inc. 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.

INITIATED BY

On August 26, 2025, the Department received an application from Sylvia Diaz, Owner of In Rhythm Non Emergency Medical Transportation, Inc., 2117 D Street, Bakersfield, California 93301, requesting two unrestricted non-ambulatory passenger vehicle permits for gurney vans service (Attachment 1). On September 3, 2025, the background check documents were cleared to proceed with the application process.

DISCUSSION

In Rhythm Non Emergency Medical Transportation, Inc. is not currently authorized by the Board to operate any vehicles for hire in the City of Los Angeles.

The history of In Rhythm Non Emergency Medical Transportation, Inc.'s business is as follows: On February 20, 2018, the Articles of Incorporation for a General Stock Corporation were filed with the California Secretary of State establishing In Rhythm Non Emergency Medical Transportation, Inc. (Attachment 2). On March 7, 2025, the Statement of Information was filed with the California Secretary of State naming Sylvia Diaz as the Chief Executive Officer, Chief Financial Officer, and Secretary of the company (Attachment 3). Sylvia Diaz and Mario Espinoza are the shareholders of the company.

Public Convenience and Necessity

The application of In Rhythm Non Emergency Medical Transportation, Inc. 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 the Operations Manager Sylvia Diaz. The applicant states that she was the Owner for In Rhythm Non Emergency Medical Transportation, Inc. from July 2018 to present. Her resume states that she was responsible for supervising and training drivers, dispatcher, call center staff, and managing daily operations.
- b. Background Check – The background checks were conducted on the owners and operation manager of In Rhythm Non Emergency Medical Transportation, Inc. 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 two unrestricted non-ambulatory passenger vehicle permits.
- d. Hours of Operation – The regular hours of operation for the transportation service are 24 hours a day, seven days a week.

There is no documented evidence of illegal operation by In Rhythm Non Emergency Medical Transportation, Inc. in the City of Los Angeles in the past 12 months.