

BOARD REPORT
CITY OF LOS ANGELES
DEPARTMENT OF TRANSPORTATION

Date: February 12, 2026

To: Board of Transportation Commissioners

From: Laura Rubio-Cornejo, General Manager 

Subject: **RECOMMENDED PERMANENT REVOCATION OF INDEPENDENT TAXI OWNERS ASSOCIATION (ITOA) DRIVER MARTIN ZAKARYAN PERMIT #637501 FOR MULTIPLE VIOLATIONS OF TAXICAB RULEBOOK SECTION 800, RULE 842-OVERCHARGE**

RECOMMENDATIONS

That your Board:

1. **FIND** that on November 23, 2025, Martin Zakaryan (Zakaryan) violated Taxicab Rulebook Section 800, Rule 842.
2. **FIND** that the Department audit of Zakaryan's trips from December 1, 2025, to January 5, 2026, found he overcharged passengers on 15 trips, totaling approximately \$311, across 12 airport days.
3. **FIND** that on December 23, 2025, Zakaryan received another attempted overcharge complaint, causing passengers to exit the cab. Hearing Notice 100476 was subsequently issued on January 7, 2026.
4. **FIND** that after being cited for earlier violations, Zakaryan was found to have committed five (5) additional overcharge violations.
5. **DENY** Zakaryan's appeal of the Department's January 15, 2026 decision to request permanent revocation of his taxicab driver permit.
6. **INFORM** Zakaryan, that his Los Angeles City Taxicab Driver permit is permanently revoked, and that overcharged customers must be fully reimbursed for the excess amount.

INITIATED BY

On January 15, 2026, Martin Zakaryan, Permit #637501, appealed the Department's decision to request revocation of his taxicab driver permit by filing a "Request for Hearing Before the Board of Transportation Commissioners" appeal form (Attachment 1) pursuant to Taxicab Rule Book Section 900, Rules 906.

DISCUSSION

The Department is recommending the permanent revocation of Zakaryan's taxicab driver permit following multiple confirmed instances of overcharging and operating without turning on the taximeter.

The Department received an initial complaint (Attachment 2) on November 24, 2025, concerning a passenger being overcharged \$15.50 for a two-mile trip originating from the LAX-IT lot at the Los Angeles Airport. The correct fare for this two-mile trip should have been \$16.50, plus the mandatory \$4 LAX Airport fee, for a total fare of \$20.50. Zakaryan charged the passengers \$36 for the trip. The investigation concluded that Zakaryan violated taxi rule 842 due to overcharging.

A subsequent complaint (Attachment 3), submitted on December 23, 2025, stated that Zakaryan attempted to overcharge passengers by quoting a fare of \$47 for a short trip that should have been \$20.50. The investigation concluded that Zakaryan violated taxi rule 842 due to an attempted overcharge.

On January 6, 2026, the Department conducted an audit of Zakaryan's trips between December 1, 2025 and January 5, 2026. During his 12 allocated airport days, he overcharged multiple passengers on 15 different trips. This totaled approximately \$311, which was confirmed by calculations provided by ITOA Vice President Leon Satanovsky..

On January 8, 2026, Zakaryan appeared at the LADOT office for an interview concerning allegations that he failed to use the taxi meter and charged fares exceeding the approved taxicab rates. During the interview, where he was given an opportunity to respond to the allegations, Zakaryan admitted to routinely charging an extra \$10 per person and per piece of luggage. At the conclusion of the interview, Zakaryan was issued Hearing Notice 100476 and an Incident report (Attachment 4) was completed documenting multiple overcharges. He was reminded that operating a taxi without an activated meter and setting arbitrary fare rates violate the Taxi Rules.

LADOT staff subsequently contacted ITOA management on January 12 and 13, 2026, and confirmed that Zakaryan had committed five additional overcharge violations: three on January 9, 2026, and two on January 12, 2026. As a result, ITOA management made the decision on January 13, 2026, to remove Zakaryan from service pending a final decision from his upcoming hearing.

A hearing was held on January 15, 2026, where the Department concluded that Zakaryan was in violation of all charges and advised him that he would be brought before the Board for a revocation hearing.

Based on a review of Zakaryan's trip logs (detailed in Attachment 5) and calculations provided by ITOA Vice President Leon Satanovsky, the Department's investigation determined the approximate total overcharges (summarized below). All violations of overcharging were for trips originating from the LAX-IT lot.

SEC. 71.07. THE BOARD'S POWER TO REVOKE OR SUSPEND DRIVER, ATTENDANT, OR VEHICLE PERMITS. (Title and Section Amended by Ord. No. 165,491, Eff. 3/19/90.)

The Board shall have the power after public hearing to deny, revoke, suspend or cancel any driver, attendant, or vehicle permit for which this article makes provision. The exercise of such power, except in an emergency situation involving public health and safety, shall be subject to the affected permittee having been given adequate notice of the hearing, the proposed action, the reasons thereof, a copy of the charges upon which the action is based, and the permittee shall have the right to respond, either orally or in writing.

SEC. 71.08. GROUNDS FOR DENIAL, REVOCATION, SUSPENSION OR CANCELLATION OF PERMIT. (Amended by Ord. No. 150,456, Eff. 12/30/77.)

The following shall constitute grounds for denial, revocation, suspension or cancellation of any driver, attendant, or vehicle permit for which this article makes provision: **(First para. amended by Ord. No. 165,491, Eff. 3/19/90.)**

- (a) Arrest for the commission of any crime while driving a vehicle defined in Section 71.00 or any crime involving moral turpitude;
- (b) Violation of any rule or regulation of the Board, any section of the Los Angeles Municipal Code, Los Angeles Administrative Code and other ordinances of the City, any rule or regulation of the Department of Airports, and any section of a State Statute or Administrative Code, relating to the operation of a vehicle defined in Sec. 71.00 and for which a permit is required under this article.

APPELLANT'S STATEMENT

A statement for Zakaryan, written by ITOA President Henry Royt, was submitted to staff (Attachment 5).

ATTACHMENTS

1. Request for Hearing Before the Board of Transportation Commissioners
2. Initial Complaint (6 pages)
3. Subsequent complaint (14 pages)
4. Incident Report #100476
5. Trip Logs (16 pages)
6. Driver's statement

AM/jr
B26-007

Approved: <u>2-12-26</u>
Board of Transportation Commissioners
<u>CM</u>
Commission Executive Assistant