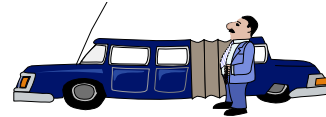


Useful Information About Passenger Transportation



California Public Utilities Commission **Consumer Facts**

CHARTER BUSES—AIRPORT SHUTTLES—LIMOUSINES

Licensing:

- The CPUC issues operating authority to companies (except taxicabs) that are for hire to transport passengers, including charter buses, airport shuttles, and limousines that operate in California. Companies must display their CPUC file number on their vehicles and in advertisements; for example, “PSC 1234” or “TCP 1234.”

Insurance:

- The CPUC requires a minimum of \$750,000 public liability and property damage insurance, and depending on how many passengers the vehicle will seat, the CPUC may require more insurance, up to \$5,000,000.
- Drivers must be covered by workers’ compensation insurance.

Alcohol in Limousines:

- Minors are not allowed to drink alcoholic beverages in these companies’ limousines. If any minor does, the driver is required to return the customer to where the customer was picked up and the contract will be terminated.

Kids Shuttles transport children unaccompanied by adults and have additional rules:

- Department of Justice criminal background checks are required for employees who come in contact with child passengers.
- The company must provide and use child safety seats.
- Depending on the vehicle, no more than 7 to 10 passengers shall be transported.
- Kids shuttle companies must provide additional training for their drivers, such as first aide techniques.

Need help with a utility complaint? Call 1-800-649-7570, or use the complaint form at: www.cpuc.ca.gov.

Want someone to speak at your community group meeting? Call the CPUC Outreach Program in Los Angeles: 213-576-7058, in San Diego: 619-525-4309, in Northern California, 415-703-2074. [Feb 2006]

Helpful Hints:

Check the license status of the company by:

- calling the CPUC at 1-800-877-8867,
- or access the information from our website at www.cpuc.ca.gov (see Transportation, Limousines).

Before hiring a limousine or bus, get a written contract that specifies the price, deposit, cancellation policies, pick-up and drop-off times, and any other agreements made.

Complaints against CPUC-authorized passenger transportation companies may be filed by:

- calling the CPUC at 1-800-894-9444,
- e-mailing us at CIU_intake@cpuc.ca.gov, or
- writing the Passenger Section, California Public Utilities Commission, 505 Van Ness Avenue, San Francisco, CA 94102.

If you e-mail or write us, please use the complaint form on our website at:

<http://www.cpuc.ca.gov/static/forms/complaints/psg+complaint+form.pdf>.