

CPUC



California Public Utilities Commission-505 Van Ness Avenue, San Francisco, CA 94102

PASSENGER TRANSPORTATION CHARTER BUSES-AIRPORT SHUTTLES-LIMOUSINES

Licensing:

- The CPUC issues operating authority to companies (except taxicabs) transporting passengers for-hire, including those operating charter buses, airport shuttles, and limousines. Companies must display their CPUC file number on their vehicles, and in advertisements. For example "PSC 1234" or "TCP 1234."
- The CPUC registers companies in the business of transporting passengers:
 - Between California and other states or foreign countries.
 - "Private carriers" transporting passengers on a not-for-hire basis in vehicles seating more than 10 persons.

Insurance:

- The CPUC requires a minimum of \$750,000 public liability and property damage insurance, up to a maximum of \$5,000,000, depending on the passenger capacity of the vehicle.
- Drivers must be covered by workers' compensation insurance.

Alcohol in Limousines:

- Licensed limousine companies enforce state laws prohibiting minor passengers from consuming alcoholic beverages while riding in the limousine.

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

- Department of Justice criminal background checks of employees who come in contact with children passengers are required.
- Child safety seats must be provided and used where required by California law.
- Depending on the vehicle, not more than 7 to 10 passengers shall be transported.
- Kids shuttles must provide additional driver training.

Helpful Hints:

- Check the license status of the transportation provider by calling the CPUC at 1-800-877-8867.
- Get a written contract prior to hiring a limousine or bus that specifies the price, deposit, cancellation policies, pick-up and drop off times, and any other agreements made.
- Complaints against passenger transportation companies may be filed by calling the CPUC at 1-800-894-9444, or writing to the Passenger Section at above address.