



**BUREAU OF HOUSEHOLD GOODS AND SERVICES  
 Advisory Council Meeting Materials Packet  
 Wednesday, January 18, 2023 | 10:00 a.m.**

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**BUREAU OF HOUSEHOLD GOOD AND SERVICES  
ADVISORY COUNCIL MEETING  
NOTICE and AGENDA**

**IN-PERSON AND TELECONFERENCE MEETING**

**Wednesday, January 18, 2023, 10:00 am  
Until the Completion of Business**

**Meeting Location:**

Department of Consumer Affairs – HQ 1 Hearing Room  
1625 North Market Blvd, Room 102  
Sacramento, CA 95834

**Important Notices to the Public: The Bureau of Household Goods and Services (Bureau) will hold a public meeting both in-person and via a teleconference platform.**

Note: The Bureau will endeavor to provide reliable means for members of the public to participate remotely; however, in the unlikely event that the remote means fails, the meeting may continue in person. For this reason, members of the public are advised to consider attending the meeting in person in order to ensure their participation during the meeting.

**To participate in the WebEx Events meeting, please log on this website the day of the meeting:**

<https://dca-meetings.webex.com/dca-meetings/j.php?MTID=m0e4aaad4b84be86c6975f3a8e94ee01d>

Event number: 2485 200 5407  
Event password: BHGS01182023

**INSTRUCTIONS FOR PARTICIPATION: Please see the instructions attached here to observe and participate in the meeting using WebEx from a Microsoft Windows-based PC.**

Members of the public may but are not obligated to provide their names or personal information as a condition of observing or participating in the meeting. When signing into the WebEx platform, participants may be asked for their name and email address. Participants who choose not to provide their names will be required to provide a unique identifier such as their initials or another alternative, so that the meeting moderator can identify individuals who wish to make public comment; participants who choose not to provide their email address may utilize a fictitious email address in the following sample format: XXXXX@mailinator.com.

Public comments will be limited to three minutes unless, in the discretion of Bureau Chief, circumstances require a shorter period. Members of the public will not be permitted to “yield” their allotted time to other members of the public to make comments.

As an alternative, members of the public who wish to observe the meeting without making public comment can do so (provided no unforeseen technical difficulties) at <https://thedcapage.wordpress.com/webcasts/>.

**Teleconference/Audio Conference Option:**

US Toll +1-415-655-0001  
Access code: 248 520 05407  
Passcode: 24470118

**Advisory Council Members:**

Pascal Benyamini, Industry  
Burt Grimes, Industry  
Tom Keepers, Industry  
Donald Lucas, Public  
Sara Oakley, Industry  
Dan Rhodes, Industry  
Toby Taylor, Industry  
Steve Weitekamp, Industry

Agenda items may be taken out of order. Times stated are approximate and subject to change. Agenda order is tentative and subject to change at the discretion of the Advisory Council.

In accordance with the Bagley-Keene Open Meeting Act, all meetings are open to the public. Pursuant to Government Code section 11125.7, the Advisory Council provides the opportunity for the public to address each agenda item during discussion or consideration by the Advisory Council. Total time allocated for public comment on particular issues may be limited. Individuals may appear to discuss items not on the agenda; however, the Advisory Council may not discuss any matter not included in this agenda. (Government Code sections 11125, 11125.7(a)).

The Bureau plans to webcast this meeting at <https://thedcapage.blog/webcasts/>. Webcast availability cannot, however, be guaranteed due to limited resources or technical difficulties. The meeting will not be cancelled if webcast is not available.

The meeting is accessible to the disabled. A person who needs disability-related accommodations or modifications to participate in the meeting may make a request by contacting Kelli Williams via email at [kelli.williams@dca.ca.gov](mailto:kelli.williams@dca.ca.gov), by sending a written request to the address indicated above, or at TDD (800) 326-2297 for the hearing impaired. Please provide at least five working days' notice before the meeting to help ensure accommodations.

## AGENDA

1. Bureau Chief Introduction, Call to Order, and Roll Call
2. Public Comment on Items Not on the Agenda  
*Please note that the Advisory Council may not discuss any matter raised during this public comment section that is not included on this agenda. (Government Code sections 11125, 11125.7(a).)*
3. Update from Melissa Gear, Deputy Director of Board and Bureau Relations, Department of Consumer Affairs
4. Business Modernization Update
5. Review October 13, 2022, Advisory Council Meeting Minutes
6. Division Updates and Statistical Overviews
  - a. Fiscal
  - b. Administrative
    - i. Update on Strategic Plan Objectives 5.1 - 5.5
  - c. Licensing
    - i. Update on Strategic Plan Objectives 1.1 - 1.4
  - d. Laboratory
  - e. Enforcement
    - i. Update on Strategic Plan Objectives 2.1 - 2.5
    - ii. Report on Bureau household mover sting operations
7. Legislative and Policy Updates
  - a. Household Movers Enforcement Regulation Update
  - b. Household Movers Licensing Regulation Update
  - c. Update on Bureau's Sunset Report
  - d. CPS Fee Study
  - e. Upholstered Furniture and Bedding Law Label Regulatory Proposal
  - f. Update on Strategic Plan Objectives 4.1 - 4.5
8. California Highway Patrol Update
9. Staff Recognition – Yeaphana La Marr
10. Confirm Future Meeting Date of June 14, 2023, and October 12, 2023
11. Future Agenda Items
12. Adjournment

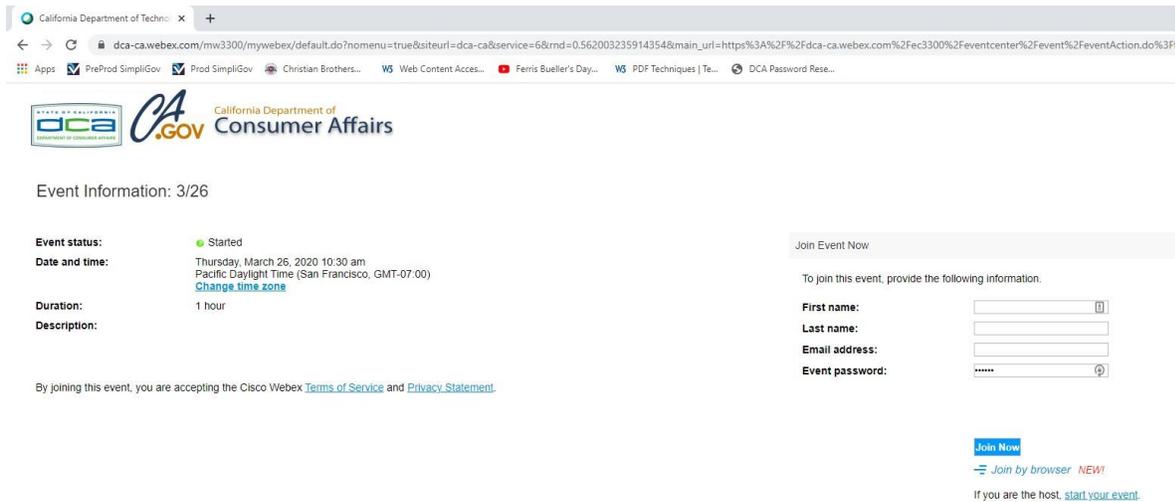
# HOW TO – Join – DCA WebEx Event

The following contains instructions on how to join a WebEx event hosted by the Department of Consumer Affairs (DCA).

1. Navigate to the WebEx event link provided by the DCA entity (an example link is provided below for reference) via an internet browser.

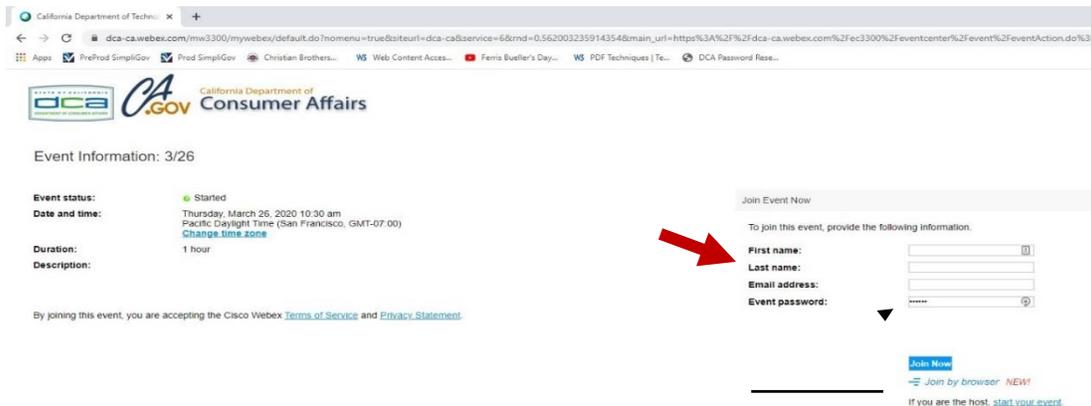
Example link:

<https://dca-ca.webex.com/dca-ca/onstage/g.php?MTID=eb0a73a251f0201d9d5ef3aaa9e978bb5>



2. The details of the event are presented on the left of the screen and the required information for you to complete is on the right.

*NOTE: If there is a potential that you will participate in this event during a Public Comment period, you must identify yourself in a manner that the event Host can then identify your line and unmute it so the event participants can hear your public comment. The 'First name', 'Last name' and 'Email address' fields do not need to reflect your identity. The department will use the name or moniker you provide here to identify your communication line should you participate during public comment.*



# HOW TO – Join – DCA WebEx Event

3. Click the 'Join Now' button.

*NOTE: The event password will be entered automatically. If you alter the password by accident, close the browser and click the event link provided again.*

Join Event Now

To join this event, provide the following information.

**First name:**

**Last name:**

**Email address:**

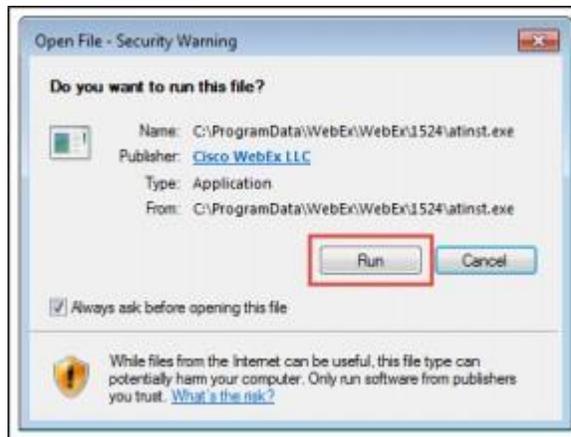
**Event password:**

**Join Now**

[Join by browser](#) **NEW!**

If you are the host, [start your event.](#)

4. If you do not have the WebEx applet installed for your browser, a new window may open, so make sure your pop-up blocker is disabled. You may see a window asking you to open or run new software. Click 'Run'.



Depending on your computer's settings, you may be blocked from running the necessary software. If this is the case, click 'Cancel' and return to the browser tab that looks like the window below. You can bypass the above process.

# HOW TO – Join – DCA WebEx Event

- To bypass step 4, click 'Run a temporary application'.

## Starting Webex...



Still having trouble? [Run a temporary application](#) to join this meeting immediately.

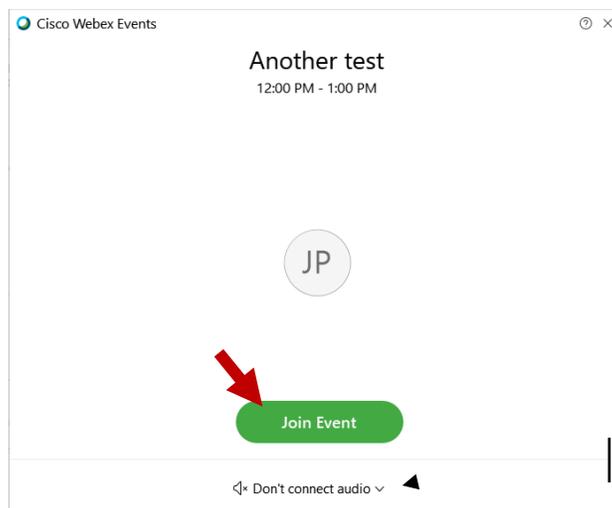
- A dialog box will appear at the bottom of the page, click 'Run'.



The temporary software will run, and the meeting window will open.

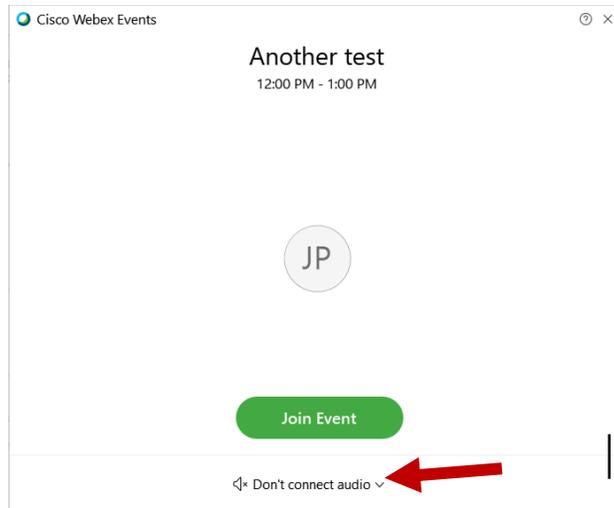
NOTE: The preferred audio connection to our event is via telephone conference or headset. Use of an open microphone and speakers through your computer could result in issue with audio clarity and potential feedback/echo.

- If using a headset plugged into your computer, click the 'Join Event' button.

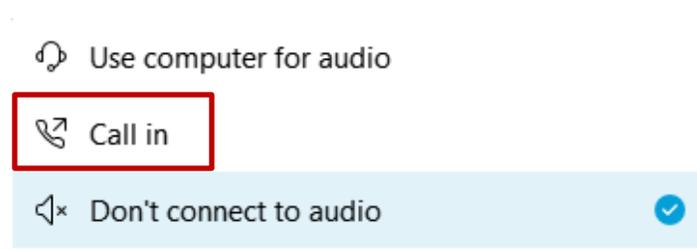


# HOW TO – Join – DCA WebEx Event

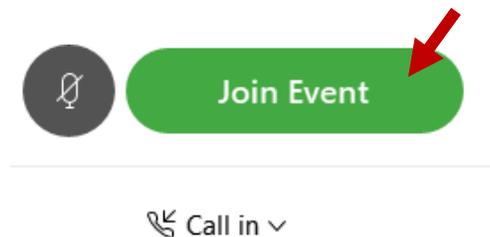
8. If using teleconference via your phone for audio, click the audio menu below the green 'Join Event' button.



9. When the audio menu appears click 'Call in'.

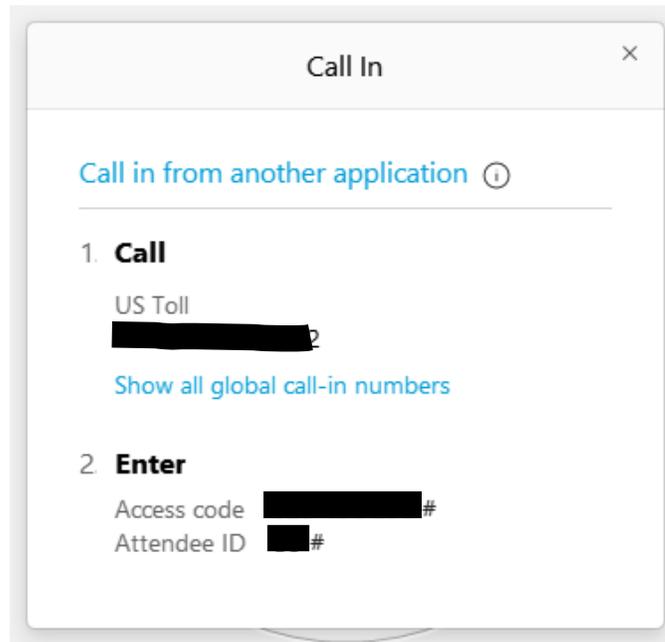


10. Click 'Join Event'. The audio conference call in information will be available after you join the Event.



# HOW TO – Join – DCA WebEx Event

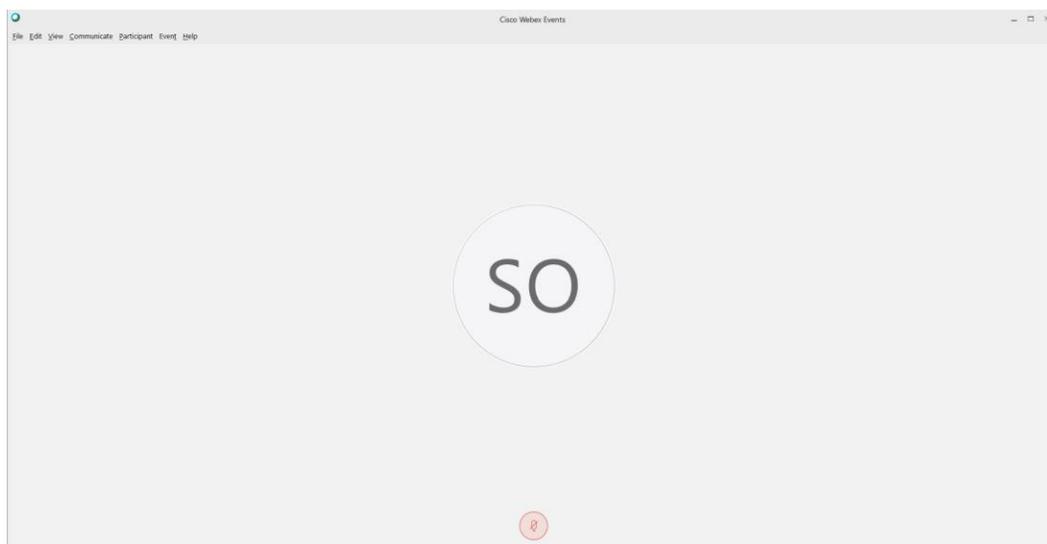
11. Call into the audio conference with the details provided.



*NOTE: The audio conference is the preferred method. Using your computer's microphone and speakers is not recommended.*

Once you successfully call into the audio conference with the information provided, your screen will look like the screen below and you have joined the event.

Congratulations!

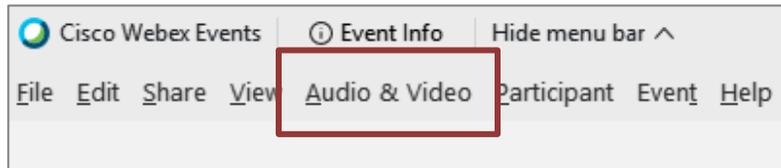


*NOTE: Your audio line is muted and can only be unmuted by the event host.*

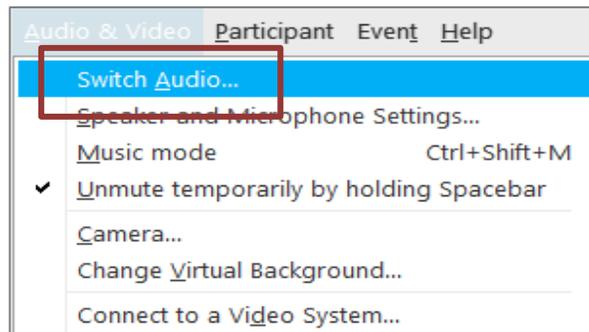
## Selecting Audio Connection After Joining

If you join the meeting using your computer's microphone and audio, or you didn't connect audio at all, you can still set that up while you are in the meeting.

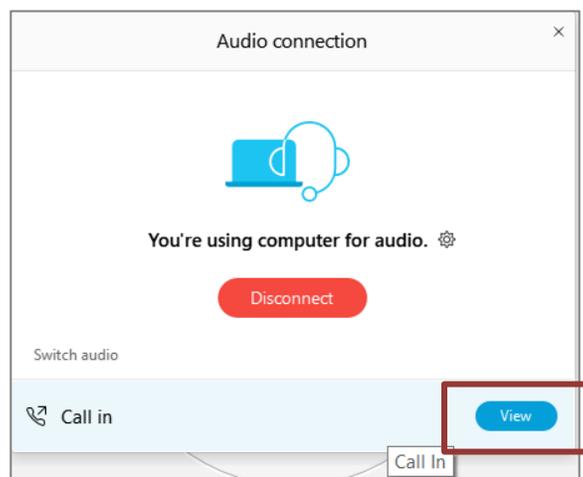
1. Select 'Audio & Video' from the menu bar at the top of your screen.



2. Select "Switch Audio" from the drop-down menu.



3. The 'Call In' information can be displayed by selecting 'View'



You will then be presented the dial in information for you to call in from any phone.

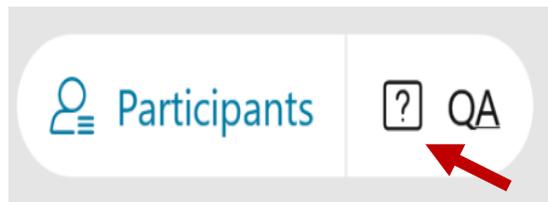
# HOW TO – Join – DCA WebEx Event

## Participating During a Public Comment Period

At certain times during the event, the facilitator may call for public comment.

### Using the Question & Answer feature (Q&A):

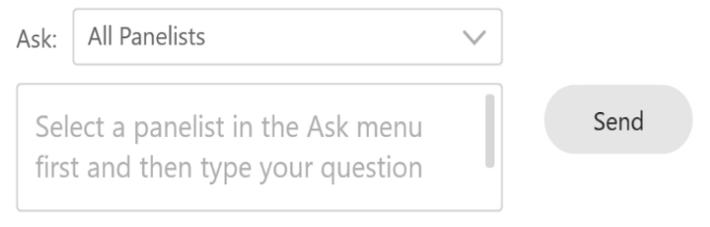
If you would like to make a public comment, click on the 'Q and A' button near the bottom, center of your WebEx session.



This will bring up the 'Q and A' chat box.

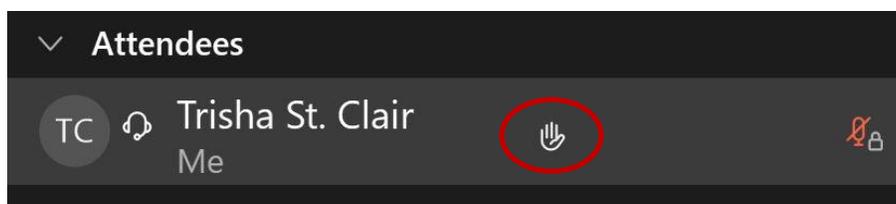
*NOTE: The 'Q and A' button will only be available when the event host opens it during a public comment period.*

Make sure the 'Ask' menu is set to 'All panelists' and type 'I would like to make a public comment'.



### Using the hand raise feature:

If the program elects to allow use of the hand raise feature and you would like to make a public comment, click on the hand icon next to your name.

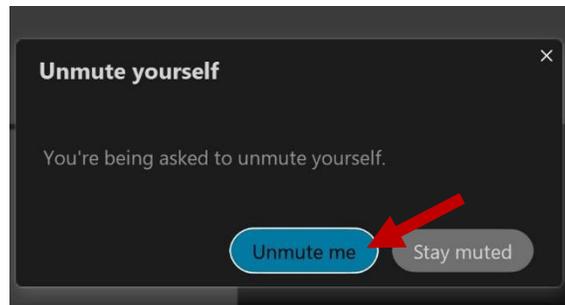


Please click on the hand icon again once your comment has been presented to lower your hand.

# HOW TO – Join – DCA WebEx Event

Attendee lines will be unmuted in the order the requests were received, and you will be allowed to present public comment.

When you are identified as the next commenter, the moderator will unmute your line, sending you a request to unmute yourself. Clicking “unmute me” on the pop-up window will open your microphone. You may then begin providing your public comment.



*NOTE: Your line will be muted at the end of the allotted public comment duration. You will be given a warning that your time is about to expire.*



## Agenda Item 5: Review October 13, 2022, Advisory Council Meeting Minutes

**Bureau of Household Goods and Services (Bureau or BHGS)  
Advisory Council Meeting Minutes  
WebEx Meeting**

4244 South Market Court, Suite D  
Sacramento, CA 95834  
October 13, 2022

**Attendees:**

Advisory Council Members: Pascal Benyamini, Public  
Burt Grimes, Industry  
Tom Keepers, Industry  
Donald Lucas, Public  
Sara Oakley, Industry  
Dan Rhodes, Industry  
Toby Taylor, Industry  
Steve Weitekamp, Industry

Bureau Staff: Justin Paddock, Bureau Chief  
Alda Aguirre, Supervising Special Investigator  
Jacqueline Castro, Licensing Manager  
Jacob Egger, Environmental Scientist  
Diana Godines, Policy Manager  
Yeaphana La Marr, Policy Manager  
Ashleigh Reitter, Administrative Support Analyst  
Kelli Williams, Administrative Manager

Other Individuals Present: Harmony DeFilippo, DCA Budget Office  
Ann Fisher, DCA SOLID Planning Solutions  
Michael Kanotz, DCA Division of Legal Affairs  
Karen Munoz, DCA Budget Office  
Bryce Penny, DCA Office of Public Affairs  
Lisa Rangel, DCA Business Modernization Project  
Heather Robinson, DCA Budget Office

**1. Bureau Chief Introduction, Call to Order, and Roll Call**

Bureau Chief Justin Paddock started the meeting at 10:00 am with an introduction. Chief Paddock commented that agenda items 8 and 6a would be taken out of order to accommodate the schedules of the presenters. Administrative Support Analyst Ashleigh Reitter conducted roll call of Advisory Council (Council) members. All members were in attendance.

## 2. Introduction of New Council Members

Chief Paddock introduced two new Council members, Tom Keepers and Sara Oakley. Mr. Keepers gave a brief explanation of his background in the Service Contract Industry. Ms. Oakley explained her background in the household mover industry.

Chief Paddock opened the floor to Council members to make comments or ask questions. Council member Dan Rhodes welcomed the new members. Council member Steve Weitekamp congratulated and welcomed Council member Oakley.

Chief Paddock opened discussion to public attendees for comment or to ask questions. There were none.

## 3. Public Comment on Items Not on the Agenda

Chief Paddock opened the floor to Council members to make comments or ask questions about topics not on the agenda. There were none.

The WebEx moderator opened the floor for public attendees to make comments or ask questions. There were none.

## 8. Business Modernization Update

Lisa Rangel, DCA Project Director of the Business Modernization initiative explained the project lifecycle for the Bureau's transition to a new licensing platform. The Bureau has completed the four stages of project approval. The project will be released in stages to the public with the first release goal of the end of 2022. After the initial release, the goal is to provide new releases every 3-4 months with project completion in Fall 2023. The new system will allow the public to submit applications, renewals, online complaints, and online credit card payments, view deficiencies, remediate deficiencies, and view application status.

Ms. Rangel opened the floor to Council members to make comments or ask questions. Council member Weitekamp asked if the household mover quarterly reports would be part of the December roll out. Ms. Rangel clarified the household mover application is part of the December roll out and the quarterly reports would be part of the second roll out in Spring 2023.

The WebEx moderator opened the floor for public attendees to make comments or ask questions. There were none.

## 6a. Fiscal Update

Harmony DeFilippo, DCA Budget Analyst, reviewed BHGS fund conditions on page 32.

Ms. DeFilippo discussed the fund conditions, which are a five-year view of the Bureau's funds. The Electronic and Appliance Repair (EAR) Fund is currently at 6.5 months in reserves.

The Home Furnishings and Thermal Insulation Fund (HFTI) is currently at 10.2 months of reserves.

The Household Movers (HHM) Fund is at 22.6 months. Chief Paddock mentioned that the decrease in months in reserve since the last Advisory Council meeting is due to costs associated with the business modernization project.

Chief Paddock opened the floor to Council members to make comments or ask questions. Council member Weitekamp asked where the assessed funds are located. Ms. DeFilippo explained that they are grouped in with "Other regulatory fees" category. Council member Weitekamp asked for clarification on why the "Delinquent fees" are so high. Karen Munoz, DCA Budget Manager, explained that the Current Year fees category is projected and will change based on the Bureau's projections and trends. Chief Paddock mentioned that for the 2023 budget report, the Bureau can call out delinquency fees and citation fees. Council member Grimes asked about the differences of the out years. Chief Paddock responded that there are fees that will have to be adjusted. The budget is planned that the Bureau will spend the entire budget, however, Chief Paddock tries to stay under budget. Council member Keepers asked why there was a drop in Renewal Fees. Ms. DeFilippo explained that these are conservative projections and there are still updates that need to be made to current year.

Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **4. Review June 15, 2022, Advisory Council Minutes**

Chief Paddock opened discussion to Council members regarding questions or edits to the meeting minutes of the June 15, 2022, Advisory Council meeting, located on page 16 of the meeting materials. Council member Keepers mentioned a spelling error on page 22. Chief Paddock noted the error. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **5. Presentation of the Bureau's Draft Outreach Plan and Update on Strategic Plan Objectives 3.1 – 3.7**

Chief Paddock directed Council members to page 25 of the meeting materials. Generalized Outreach will consist of staff members attending County Fairs and joining Contractors State Licensing Board at Senior Scam Stopper Events. Discussion was opened to Council members for comment or to ask questions. Council member Benyamini asked if Bureau staff would be able to attend conferences outside of

California. Chief Paddock responded that it is possible and would like Council to recommend events for the Bureau to attend. Council member Weitekamp noted the National Enforcement Task Force works with the AARP and the National Crime Prevention Council and suggested the Bureau conduct outreach to them.

Discussion was opened to public attendees for comment or to ask questions. There were none.

Chief Paddock discussed the Industry Focused Outreach for EAR, HFTI and HHM. Chief Paddock plans to reach out to United Appliance Service Association regarding EAR. Council member Keepers commented that there may be opportunity for the Service Contract Council to reach out as well. With regard to home furnishings, Chief Paddock will reach out to multiple associations, as well as attend the quarterly Green Science Policy Institute TB 117-2013 Information Exchanges. With regard to household movers, Chief Paddock discussed attending the California Moving and Storage Association Annual Convention in April and plans to attend next year's convention. Chief Paddock thanked Council member Weitekamp for opening the door with the National Moving Association. Chief Paddock opened discussion to Council members for comment or to ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

Chief Paddock discussed Education Focused Outreach. He plans to reach out to multiple community colleges and attend the California Community College Association for Occupational Education Conference in the fall.

Chief Paddock discussed State Agency Outreach. The Bureau plans to meet with the California Highway Patrol to minimize the stopping of movers and to plan visits to weigh stations. The Bureau will continue to work with the Department of Motor Vehicles and the Bureau of Automotive Repair to assess ignition interlock device implementation.

Chief Paddock discussed Licensing Outreach. The Bureau plans to provide videos with business modernization releases. This will be helpful to new applicants and licensees looking to renew their license.

Chief Paddock discussed Enforcement Focused Outreach. The Bureau will create several videos aimed at consumers, including how to select a business and how to select a business and if the worst happens, how to file a consumer complaint. Bureau staff will attend San Diego County's quarterly consumer task force meetings, as well as reach out to other counties. Chief Paddock opened discussion to Council members for comment or to ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. Member of the public, Tom Dykstra, asked the Bureau to consider adding BIFMA to the list of Industry Associations to contact. Chief Paddock was happy to add this to his list.

Chief Paddock discussed Social Media Outreach. The Bureau's Licensing Unit and Public Affairs staff will head the Social Media Outreach. There are plans to develop a Facebook and Twitter account for the Bureau. These outlets will be a reference material and provide licensees real time processing times. Delinquency status and disciplinary actions will also be posted. Chief Paddock opened discussion to Council members for comment or to ask questions. Council member Don Lucas suggested expanding to other outlets like YouTube and TikTok. Discussion was opened to public attendees for comment or to ask questions. There were none.

Chief Paddock opened discussion to Council members for comment or to ask questions regarding Strategic Plan Objectives 3.1 - 3.7. There were none.

Supervising Special Investigator Alda Aguirre discussed the Bureau's daily outreach. Special Investigators visit businesses for all three Bureau divisions and provide education if there is a growing number of complaints. Chief Paddock opened discussion to Council members for comment or to ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

## **6. Division Updates and Statistical Overviews**

### **b. Administrative**

Administrative Manager Kelli Williams discussed staffing changes since the last meeting. The Licensing Unit is now fully staffed. The Administrative Unit is also fully staffed. The Laboratory Unit has 3 vacancies to be filled, but the vacancies are under review to determine whether reclassification is appropriate. The Compliance Unit has a new manager who will be interviewing to fill three vacant SSA positions in the next two weeks. Interviews for the open Special Investigator positions in Northern and Southern California are in process. Ms. Williams opened discussion to Council members for comment or to ask questions. Council member Weitekamp asked for the current number of Special Investigators. Ms. Williams responded the Bureau has 12 Special Investigators, two Supervising Special Investigators and 1 Supervising Special Investigator II. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **i) Update on Strategic Plan Objectives 5.1 – 5.5**

Ms. Williams discussed the Strategic Plan Objectives 5.1 – 5.5 located on page 36 of the meeting materials. Ms. Williams discussed the 5 objectives related to the Administrative Unit and how the unit plans to provide effective leadership. The discussion was opened to Council members to comment or ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

### **c. Licensing**

Licensing Manager Jacqueline Castro directed the Council members to the licensing statistics on page 38 of the meeting materials. Ms. Castro pointed out a small decrease in Appliance Service Dealers, Electronic Service Dealers and Combination Electronic/Appliance Service Dealers. This decrease was due to cancelations and delinquent licenses. There was an increase of Service Contract Sellers due to large chains increasing store locations. There was a slight increase in almost all license types for Home Furnishing and Thermal Insulation. Regarding HHM, there was an increase in permits issued and a decrease in the exam passing rate. The passing rate is still within 90 percent. There is an increase in total revenue for Household Movers. Ms. Castro opened the floor to Council members for questions or comments. Council member Keepers appreciated Ms. Castro's explanation of the cause of the increase in Service Contract Seller registrations. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **i) Update on Strategic Plan Objectives 1.1 – 1.4**

Ms. Castro directed the Council members to the Strategic Plan Objectives 1.1 – 1.4 located on page 39 of the meeting materials. Ms. Castro discussed how the Licensing Unit is addressing the ability for applicants to timely enter the workforce while ensuring consumer protection. The Licensing Unit is focusing on streamlining their procedures, as well as developing new procedures to meet guidelines. Additionally, the Licensing Unit's new staff members allowed the Bureau to improve assistance to applicants.

Council member Weitekamp asked why the number of HHM permits and Quarterly Revenue Report Permits are not the same. Ms. Castro explained the Household Mover permits are those that are currently active in the system while Quarterly Reports are the number of permitholders who have submitted quarterly reports, including past due quarterly reports. Ms. Castro opened the discussion to Council members for questions or comments. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

### **d. Laboratory**

Environmental Scientist Jacob Egger shared that Laboratory Supervisor Rosemarie Pecota retired. The laboratory underwent a 3-day NVLAP accreditation assessment. In April of 2023 the lab will undergo a biannual 3-day ISS accreditation assessment for furniture and bedding testing. The laboratory has a plumage testing contract for the first time since 2015 and has renewed the contract with Department of Toxic Substance Control for flame retardant chemical testing. The Bureau posted the

Thermal Insulation Directory to the website in March 2022 and the next posting will be January 2023.

Mr. Egger discussed aging equipment that was replaced. Discussion was opened to Council members for questions or comments. Council member Burt Grimes asked if the Bureau is still testing mattresses with the open flame test. Mr. Egger responded that the lab does test mattresses and you can see the results under 16 CFR 1633 on the Samples Collected/Test Conducted table in the meeting materials. Discussion was opened to public attendees for comment or to ask questions. There were none.

Mr. Egger presented the statistics starting on page 41 of the meeting materials. The discussion was opened to Council members for questions or comments. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **e. Enforcement**

Mrs. Aguirre shared the statistics starting on page 45. There was an increase in HHM complaints due to an increase of moves during the summer months. The new Compliance Manager, Shelby Nordman, and the Compliance Unit have taken on more of the HFTI and EAR investigations, working with the field as needed. The discussion was opened to Council members for questions or comments. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

Mrs. Aguirre discussed that in the June meeting there was a request for a table showing hold hostage and recovery. There is a new procedure moving forward for the Compliance Unit and Special Investigators to distinguish different types of hold hostage cases. This table will be included in the next meeting's statistics.

Mrs. Aguirre congratulated Special Investigator Raleigh Jacobe on an award he received from the City of Portland Bureau of Police for his work on a recovery operation.

Mrs. Aguirre provided an update regarding the Enforcement Division outreach. The team has continued to attend Consumer Task Force Meetings to share information on current cases, strategies, and trends affecting consumer protection.

The discussion was opened to Council members for questions or comments. Council member Weitekamp appreciated the definition of hold hostage, but he wants the importance of abandoned shipments to be acknowledged as well as they are just as problematic. Council member Grimes would like to see citations updated on the Bureau's website. Chief Paddock responded that this issue is a priority. Discussion was opened to public attendees for comment or to ask questions. There were none.

**i) Update on Strategic Plan Objectives 2.1 – 2.5**

Mrs. Aguirre directed the Council members to the Strategic Plan Objectives 2.1 – 2.4 located on page 46 of the meeting materials. Objectives 2.2, 2.3, and 2.4 were covered in Chief Paddock’s Outreach Plan. Mrs. Aguirre explained the Enforcement Unit’s plan to maximize resources to provide timely consumer protection through enforcing laws and regulations. The discussion was opened to Council members for questions or comments. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

**ii) Report on Bureau Household Mover Sting Operations**

Chief Paddock reported that the Bureau will have a sting operation in Northern California in November and a Southern California sting in December. The stings have not yet occurred due to the Bureau’s need to fill positions, however, procedures for the stings are in place. Chief Paddock will provide an update to Council members Oakley and Weitekamp once the operations have taken place. The discussion was opened to Council members for questions or comments. Council member Weitekamp looks forward to the sting operations in 2022. Discussion was opened to public attendees for comment or to ask questions. There were none.

**7. Legislative and Policy Updates**

Policy Manager Yeaphana La Marr discussed end of the year activities for the Policy Unit. There will be a new EAR law book issued to reflect the new laws. There are no changes to the HHM regulations. The Tariff will be updated with the hopes of pushing the publication date to five days before January 1, so all rates can be used for moves commencing on January 1, 2023. Ms. La Marr is working on setting up an HHM Licensing regulation workshop in Southern California in early December.

Ms. La Marr opened the floor to Council members to make comments or ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

**a. AB 224 (Daly, 2021) – Department of Consumer Affairs: Bureau of Household Goods and Services: household movers**

Ms. La Marr directed Council members to page 48 of the meeting materials and explained this bill would exempt companies who do not pack or load trucks from having a permit with the Bureau. This bill failed passage.

Ms. La Marr opened the floor to Council members to make comments or ask questions. There were none.

**b. AB 2912 (Berman, Chapter 464, Statutes of 2022) – Consumer Warranties**

Ms. La Marr shared that this bill was recommended by Council member Keepers. This bill could potentially effect Bureau Service Contract Sellers. The service contract cannot start if the manufacturer’s warranty is still effective. This will affect the start date of the service contract and how the Bureau will determine jurisdiction for complaints.

Ms. La Marr opened the floor to Council members to make comments or ask questions. There were none.

**c. AB 2956 (Committee on Transportation, Chapter 295, Statutes of 2022) – Transportation**

Ms. La Marr explained this bill would allow California Highway Patrol to recognize a Bureau-issued permit exempts household movers from obtaining a motor carrier of property registration from the Department of Motor Vehicles. The Policy Unit plans to issue an industry alert before the end of the year to make movers aware of the change and to provide them with a document in case they are stopped.

Ms. La Marr opened the floor to Council members to make comments or ask questions. There were none.

**d. SB 1443 (Roth, Chapter 625, Statutes of 2022) – The Department of Consumer Affairs**

Ms. La Marr directed Council members to page 81 of the meeting materials and explained this bill is a one-year extension to conform to the postponement of the Bureau’s Sunset Review.

Ms. La Marr opened the floor to Council members to make comments or ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

**e. CPS Fee Study**

Policy Manager Diana Godines shared that an update on the CPS Fee Study would be delayed until the next meeting due to CPS still working on their draft report to provide a more accurate view of the Bureau’s funds. The next steps are to receive a drafted report, final report, and a presentation. The Bureau is expecting the final report before the end of the year. Discussion was opened to Council members to make comments or ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **f. Upholstered Furniture and Bedding Law Label Regulatory Proposal**

Chief Paddock explained that the Bureau has sent the proposal to multiple stakeholders and received one comment returned. Chief Paddock plans to submit the package by winter 2022.

Chief Paddock opened discussion to Council members to make comments or ask questions. Council member Don Lucas asked if the Bureau plans to send this package to overseas manufacturers. Chief Paddock stated that he would reach out to overseas manufacturers. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **g. Update on the Bureau's Sunset Report**

Ms. La Marr explained that the Bureau's sunset report has been written and turned into the Department where the report is currently undergoing executive review. Once the report is approved and submitted a copy will be sent to Council members and posted to the Bureau's website. The Bureau is preparing for the public hearing to take place in February.

Ms. La Marr opened the floor to Council members to make comments or ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **h. Update on Strategic Plan Objectives 4.1 – 4.5**

Ms. La Marr directed Council members to page 95 of the meeting materials and explained the Policy Unit's plans to implement legislative and regulatory changes to provide for the protection of consumers and to address current emerging issues.

Ms. La Marr opened the floor to Council members to make comments or ask questions. Council member Keepers asked if he could follow up with Ms. La Marr regarding 4.5. Ms. La Marr responded that Mr. Keepers could contact her or Diana Godines any time. Discussion was opened to public attendees for comment or to ask questions. There were none.

#### **9. Presentation and Update on Bureau Regulation of Ignition Interlock Devices**

Chief Paddock provided an update to Council. There are no changes to the regulatory updates. Chief Paddock plans to reach out to IID members to get their feedback on legislation. Chief Paddock opened discussion to Council members to make comments or ask questions. Council members Toby Taylor and Dan Rhodes thanked Chief Paddock for his progress. Discussion was opened to public attendees for comment or to ask questions. There were none.

## 10. Confirm Future Meeting Dates for 2023.

Chief Paddock and Council members agreed on three dates for 2023 hybrid Advisory Council meetings: January 18, June 14, and October 12.

Chief Paddock opened the floor to Council members to make comments or ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

## 11. Future Agenda Items

Chief Paddock asked the Council members if there were any future agenda items they would like to see. There were none.

Chief Paddock opened the floor to Council members to make comments or ask questions. There were none. Discussion was opened to public attendees for comment or to ask questions. There were none.

## 12. Adjournment

Chief Paddock thanked the Council members, DCA SOLID, and Bureau staff for their time and adjourned the meeting.



## Agenda Item 6a: Fiscal Update

**0325 - Bureau of Electronic Appliance Repair Fund Analysis of Fund Condition**  
**(Dollars in Thousands)**  
 2023-24 Governor's Budget with FM5 projections

Prepared 1.10.23

	<b>ACTUAL 2021-22</b>	<b>CY 2022-23</b>	<b>BY 2023-24</b>	<b>BY +1 2024-25</b>	<b>BY +2 2025-26</b>
<b>BEGINNING BALANCE</b>	\$ 3,773	\$ 3,652	\$ 3,053	\$ 1,459	\$ -273
Prior Year Adjustment	\$ 175	\$ 0	\$ 0	\$ 0	\$ 0
Adjusted Beginning Balance	\$ 3,948	\$ 3,652	\$ 3,053	\$ 1,459	\$ -273
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>					
Revenues					
4121200 - Delinquent fees	\$ 109	\$ 113	\$ 99	\$ 99	\$ 99
4127400 - Renewal fees	\$ 2,079	\$ 2,100	\$ 2,213	\$ 2,213	\$ 2,213
4129200 - Other regulatory fees	\$ 11	\$ 9	\$ 11	\$ 11	\$ 11
4129400 - Other regulatory licenses and permits	\$ 416	\$ 336	\$ 300	\$ 300	\$ 300
4163000 - Income from surplus money investments	\$ 15	\$ 27	\$ 21	\$ 0	\$ 0
4171400 - Escheat of unclaimed checks and warrants	\$ 4	\$ 4	\$ 4	\$ 4	\$ 4
Totals, Revenues	\$ 2,634	\$ 2,589	\$ 2,648	\$ 2,627	\$ 2,627
Operating Transfers To General Fund 0001 per EO E 21/22-276 Revised (AB 84)	\$ -133	\$ 0	\$ 0	\$ 0	\$ 0
Totals, Transfers and Other Adjustments	\$ -133	\$ 0	\$ 0	\$ 0	\$ 0
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$ 2,501	\$ 2,589	\$ 2,648	\$ 2,627	\$ 2,627
<b>TOTAL RESOURCES</b>	\$ 6,449	\$ 6,241	\$ 5,701	\$ 4,086	\$ 2,354
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 2,564	\$ 2,953	\$ 3,884	\$ 4,001	\$ 4,121
9892 Supplemental Pension Payments (State Operations)	\$ 46	\$ 46	\$ 46	\$ 46	\$ 0
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 187	\$ 189	\$ 312	\$ 312	\$ 312
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 2,797	\$ 3,188	\$ 4,242	\$ 4,359	\$ 4,433
<b>FUND BALANCE</b>					
Reserve for economic uncertainties	\$ 3,652	\$ 3,053	\$ 1,459	\$ -273	\$ -2,078
Months in Reserve	13.7	8.6	4.0	-0.7	-5.6

**NOTES:**

Assumes workload and revenue projections are realized in BY +1 and ongoing.  
 Expenditure growth projected at 3% beginning BY +1.

**0752 - Home Furnishings and Thermal Insulation Fund Analysis of Fund Condition**

Prepared 1.10.23

(Dollars in Thousands)

2023-24 Governor's Budget with FM5 projections

	Actual 2021-22	CY 2022-23	BY 2023-24	BY +1 2024-25	BY +2 2025-26
<b>BEGINNING BALANCE</b>	\$ 6,058	\$ 6,821	\$ 7,019	\$ 5,784	\$ 4,355
Prior Year Adjustment	\$ 177	\$ 0	\$ 0	\$ 0	\$ 0
Adjusted Beginning Balance	\$ 6,235	\$ 6,821	\$ 7,019	\$ 5,784	\$ 4,355
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>					
Revenues					
4121200 - Delinquent fees	\$ 239	\$ 193	\$ 174	\$ 174	\$ 174
4127400 - Renewal fees	\$ 4,337	\$ 4,530	\$ 4,063	\$ 4,063	\$ 4,063
4129200 - Other regulatory fees	\$ 115	\$ 103	\$ 120	\$ 120	\$ 120
4129400 - Other regulatory licenses and permits	\$ 937	\$ 755	\$ 963	\$ 963	\$ 963
4163000 - Income from surplus money investments	\$ 26	\$ 46	\$ 73	\$ 64	\$ 40
4171400 - Escheat of unclaimed checks and warrants	\$ 18	\$ 18	\$ 18	\$ 18	\$ 18
Totals, Revenues	\$ 5,672	\$ 5,645	\$ 5,411	\$ 5,402	\$ 5,378
Operating Transfers To General Fund 0001 per EO E 21/22-276 Revised (AB 84)	\$ -228	\$ 0	\$ 0	\$ 0	\$ 0
Totals, Transfers and Other Adjustments	\$ -228	\$ 0	\$ 0	\$ 0	\$ 0
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$ 5,444	\$ 5,645	\$ 5,411	\$ 5,402	\$ 5,378
<b>TOTAL RESOURCES</b>	\$ 11,679	\$ 12,466	\$ 12,430	\$ 11,186	\$ 9,733
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 4,398	\$ 4,975	\$ 6,151	\$ 6,336	\$ 6,526
9892 Supplemental Pension Payments (State Operations)	\$ 111	\$ 111	\$ 111	\$ 111	\$ 111
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 349	\$ 361	\$ 384	\$ 384	\$ 384
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 4,858	\$ 5,447	\$ 6,646	\$ 6,831	\$ 7,021
<b>FUND BALANCE</b>					
Reserve for economic uncertainties	\$ 6,821	\$ 7,019	\$ 5,784	\$ 4,355	\$ 2,713
Months in Reserve	15.0	12.7	10.2	7.4	4.6

**NOTES:**

Assumes workload and revenue projections are realized in BY +1 and ongoing. Expenditure growth projected at 3% beginning BY +1.

**3315 - Household Movers Fund Analysis of Fund Condition**  
**(Dollars in Thousands)**  
**2023-24 Governor's Budget with FM5 projections**

Prepared 1.10.23

	<b>Actual 2021-22</b>	<b>CY 2022-23</b>	<b>BY 2023-24</b>	<b>BY +1 2024-25</b>	<b>BY +2 2025-26</b>
<b>BEGINNING BALANCE</b>	\$ 5,062	\$ 7,911	\$ 8,829	\$ 9,617	\$ 10,325
Prior Year Adjustment	\$ 330	\$ 0	\$ 0	\$ 0	\$ 0
Adjusted Beginning Balance	\$ 5,392	\$ 7,911	\$ 8,829	\$ 9,617	\$ 10,325
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>					
Revenues					
4121200 - Delinquent fees	\$ 128	\$ 133	\$ 133	\$ 133	\$ 133
4127400 - Renewal fees	\$ 3,932	\$ 4,098	\$ 4,011	\$ 4,011	\$ 4,011
4129200 - Other regulatory fees	\$ 75	\$ 62	\$ 77	\$ 77	\$ 77
4129400 - Other regulatory licenses and permits	\$ 87	\$ 86	\$ 90	\$ 90	\$ 90
4163000 - Income from surplus money investments	\$ 0	\$ 99	\$ 147	\$ 153	\$ 162
4171400 - Escheat of unclaimed checks and warrants	\$ 2	\$ 1	\$ 0	\$ 0	\$ 0
4172500 - Miscellaneous revenues	\$ 0	\$ 1	\$ 1	\$ 1	\$ 1
Totals, Revenues	\$ 4,224	\$ 4,480	\$ 4,459	\$ 4,465	\$ 4,474
Revenue Transfer from Household Mover's Fund (3315) to Motor Carriers Safety Improvement Fund (0293) per Public Utilities Code Section 5003.1	\$ -23	\$ -21	\$ -21	\$ 0	\$ 0
Operating Transfers From BU8660 Fund 0412 Per CH 51/18 SB854 SEC54	\$ 506	\$ 0	\$ 0	\$ 0	\$ 0
Operating Transfers To General Fund 0001 per EO E 21/22-276 Revised (AB 84)	\$ -100	\$ 0	\$ 0	\$ 0	\$ 0
Totals, Transfers and Other Adjustments	\$ 383	\$ -21	\$ -21	\$ 0	\$ 0
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$ 4,607	\$ 4,459	\$ 4,438	\$ 4,465	\$ 4,474
<b>TOTAL RESOURCES</b>	\$ 9,999	\$ 12,370	\$ 13,267	\$ 14,082	\$ 14,799
Expenditures:					
1111 Department of Consumer Affairs Regulatory Boards, Bureaus, Divisions (State Operations)	\$ 1,808	\$ 3,330	\$ 3,552	\$ 3,659	\$ 3,768
9900 Statewide General Administrative Expenditures (Pro Rata) (State Operations)	\$ 280	\$ 211	\$ 98	\$ 98	\$ 98
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$ 2,088	\$ 3,541	\$ 3,650	\$ 3,757	\$ 3,866
<b>FUND BALANCE</b>					
Reserve for economic uncertainties	\$ 7,911	\$ 8,829	\$ 9,617	\$ 10,325	\$ 10,933
Months in Reserve	26.8	29.0	30.7	32.0	33.9

**NOTES:**

Assumes workload and revenue projections are realized in BY +1 and ongoing.  
Expenditure growth projected at 3% beginning BY +1.



## Agenda Item 6b: Administrative Update

Authorized Positions:

EAR (110)	23.0
HFTI (200)	30.9
DHM (300)	15.0

**DCA Director**  
 Kimberly Kirchmeyer

**Bureau Chief**  
 Justin Paddock

**RESEARCH / ENGINEER**  
 Flammability Research  
 Test Engineer  
 FILLED FILLED

**Deputy Chief**  
 VACANT

**POLICY UNIT**  
 Manager (Specialist)  
 Diana Godines  
 VACANT  
 (Posting Jan. 2023)

**LICENSING**  
 Manager  
 Jacqueline Castro

**Lead Analyst**  
 FILLED  
 FILLED  
 FILLED  
**Analyst**  
 FILLED  
 VACANT- Posted  
**Program Technician**  
 FILLED  
 FILLED  
 FILLED  
**Office Technician**  
 FILLED  
 VACANT- On hold

**COMPLIANCE**  
 Manager  
 Shelby Nordman

**Lead Analyst**  
 FILLED  
 FILLED  
**Analyst**  
 FILLED  
 FILLED  
 FILLED  
 FILLED  
 VACANT  
 VACANT  
 VACANT  
 (Interviews Jan. 2023)  
 VACANT- On Hold

**ADMINISTRATIVE**  
 Manager  
 Kelli Williams

**Personnel Liaison**  
 FILLED  
**Contracts & Procurement**  
 FILLED  
**Exec. Support**  
 VACANT- Posted  
**Office Technician**  
 FILLED  
 FILLED  
 VACANT  
 (Pending Approval of Reorganization - Will Be Moved to Compliance)

**LABORATORY**  
 Sr. Environmental Scientist  
 VACANT

**Environmental Scientist**  
 FILLED  
 FILLED  
 FILLED  
**Textile Technician**  
 FILLED  
 FILLED  
 VACANT  
 VACANT  
 (Pursuing reclass in Spring 2023)  
**Office Technician**  
 VACANT- On Hold.  
 May Be Reclassed

**INVESTIGATIONS**  
 Supervising Special Investigator II  
 Rick Villucci

**INVESTIGATIONS**  
 Sup Special Investigator  
 (Northern California)  
 Nichole Bowles

**Special Investigator**  
 FILLED  
 FILLED  
 FILLED  
 FILLED  
 FILLED  
 FILLED  
 VACANT  
 VACANT  
 (Candidates in Background)  
 VACANT  
 VACANT  
 (Reposting Jan. 2023)  
**Support Analyst**  
 VACANT  
 Pending Approval of Reorganization - Will Be Moved to Case Management

**CASE MANAGEMENT**  
**Lead Analyst**  
 VACANT  
 (Posting Jan. 2023)

**INVESTIGATIONS**  
 Sup Special Investigator  
 (Southern California)  
 Alda Aguirre

**Special Investigator**  
 FILLED  
 FILLED  
 FILLED  
 FILLED  
 VACANT  
 VACANT  
 (Candidates in Background)  
 VACANT  
 VACANT  
 (Reposting Jan. 2023)  
**Inspector**  
 FILLED  
**Field Rep.**  
 FILLED

Effective Vacancy Rate 30%



## Agenda Item 6c: Licensing Statistical Overview

## LICENSING STATISTICS

Electronic and Appliance Repair Registrations					
Quarter Ending	12/31/21	3/31/22	6/30/22	9/30/22	Average
Appliance Service Dealers	2,548	2,552	2,539	2,564	2,551
Electronic Service Dealers	3,448	3,403	3,377	3,239	3,367
Combination Electronic/ Appliance Service Dealers	295	264	258	265	271
Service Contract Administrators	68	69	69	73	70
Service Contract Sellers	10,561	11,545	11,703	11,397	11,302
<b>Total Active EAR Registrations</b>	<b>16,920</b>	<b>17,833</b>	<b>17,946</b>	<b>17,538</b>	<b>17,559</b>

Home Furnishings and Thermal Insulations Licenses					
Quarter Ending	12/31/21	3/31/22	6/30/22	9/30/22	Average
Furniture Retailers	2,011	1,884	1,925	1,922	1,936
Bedding Retailers	2,160	1,795	1,846	1,868	1,917
Furniture and Bedding Retailers	10,965	10,262	10,334	10,209	10,443
Custom Upholsterers	453	459	454	447	453
Supply Dealers	91	92	92	91	92
Importers (includes overseas Manufacturers)	5,873	5,854	5,879	5,965	5,893
Manufacturers	1,340	1,332	1,333	1,331	1,334
Sanitizers	24	24	32	32	28
Wholesalers	160	159	155	152	157
Thermal Insulation Manufacturers	100	101	98	97	99
<b>Total Active HFTI Licenses</b>	<b>23,177</b>	<b>21,962</b>	<b>22,148</b>	<b>22,114</b>	<b>22,350</b>

Household Movers Permits					
Quarter Ending	12/31/21	3/31/22	6/30/22	9/30/22	Average
New Permits Issued	37	35	45	33	38
Exams Administered	44	34	36	45	40
Exam Pass Rate	93%	97%	89%	93%	93%
<b>Total Active HHM Permits</b>	<b>1,090</b>	<b>1,099</b>	<b>1,097</b>	<b>1,107</b>	<b>1,098</b>

Household Movers Quarterly Revenue Report					
Quarter Ending	12/31/21	3/31/22	6/30/22	9/30/22	Average
Quarterly Reports Received	1,115	982	1,116	1,068	1,070
Gross Revenue	\$970,100	\$786,103	\$868,678	\$1,067,781	\$923,166
Administrative Fees	\$11,150	\$9,820	\$11,160	\$10,680	\$10,703
CHP Fees	\$5,575	\$4,910	\$5,580	\$5,340	\$5,351
Net Revenue	\$953,375	\$771,373	\$851,938	\$1,051,761	\$907,112
Net Revenue Including Admin Fees	\$964,525	\$781,193	\$863,098	\$1,062,441	\$917,814



## Agenda Item 6d: Laboratory Statistical Overview

## LABORATORY STATISTICS

Samples Collected / Tests Conducted					
Test Type	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>TB 117-2013</b>					
Received	10	16	14	6	12
Pass	16	16	4	7	11
Fail	1	1	1	0	1
<b>16 CFR 1633</b>					
Received	4	3	5	2	4
Pass	5	1	4	2	3
Fail	0	1	1	0	1
<b>Thermal Insulation</b>					
Received	0	0	0	4	1
Pass	4	0	4	1	2
Fail	5	0	2	2	2
<b>Bedding*</b>					
Received	8	8	5	3	6
Pass	2	5	0	0	2
Fail	3	2	0	1	2
<b>Totals</b>					
Received	22	27	24	15	22
Pass	27	22	12	10	18
Fail	9	4	4	3	5

\*The Bureau inadvertently excluded bedding finished size and net weight failures. Previously reported quarters have been updated to reflect those failures. Please note: Label failures are not reported in this section.

Label Reviews Conducted					
Review Type	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>Labeling**</b>					
Pass	6	3	4	1	4
Minor	9	1	4	6	5
Moderate	12	20	4	7	11
Major	1	1	0	0	1
<b>Total Labels Reviewed</b>	28	25	12	14	20

\*\*Labeling results exclude thermal insulation products.

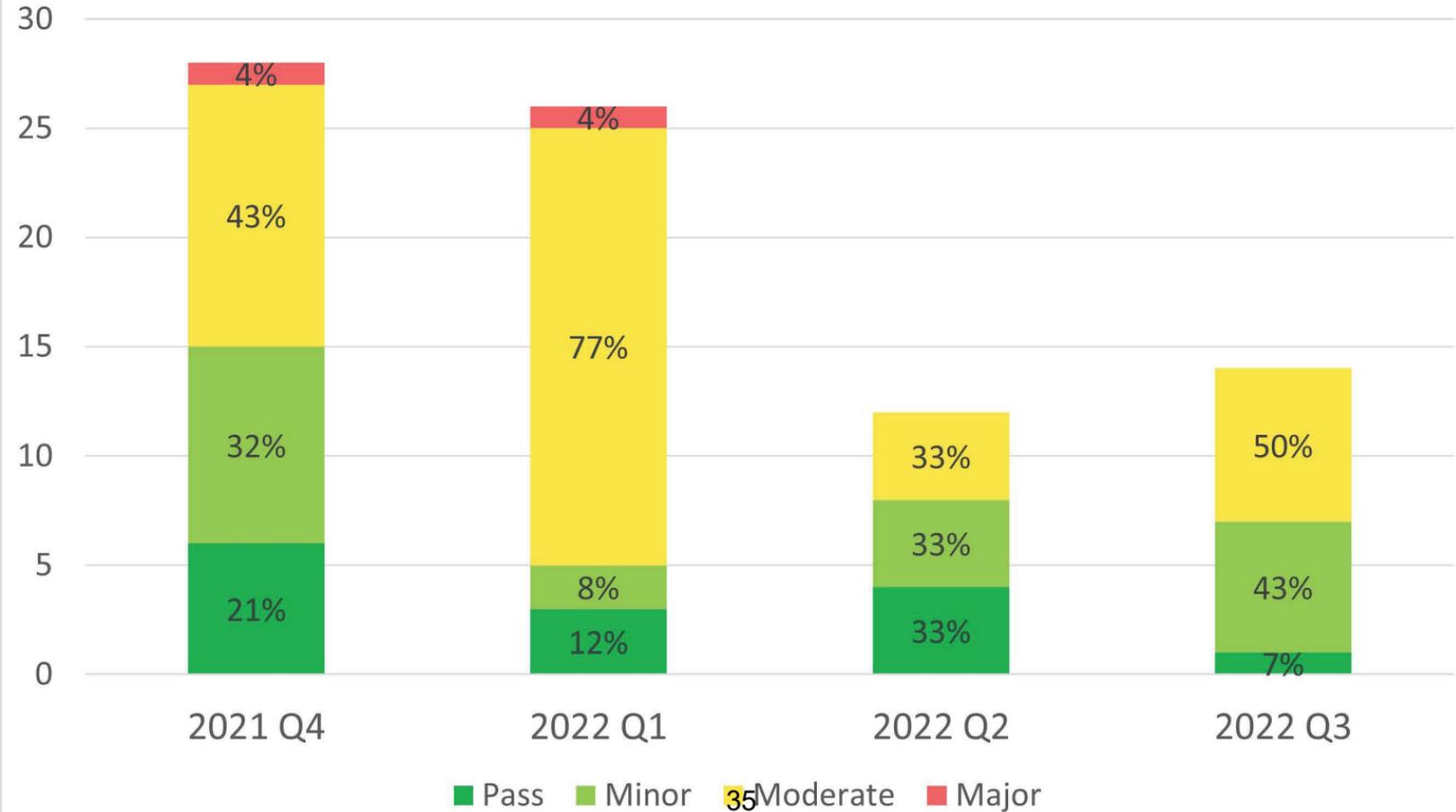
Flame Retardant Chemical Statement Analysis					
Standard	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>Label Checked As</b>					
No Added FR Chemicals	10	16	13	7	12
Added FR Chemicals	0	0	0	0	0
No Box Checked	0	0	1	0	0



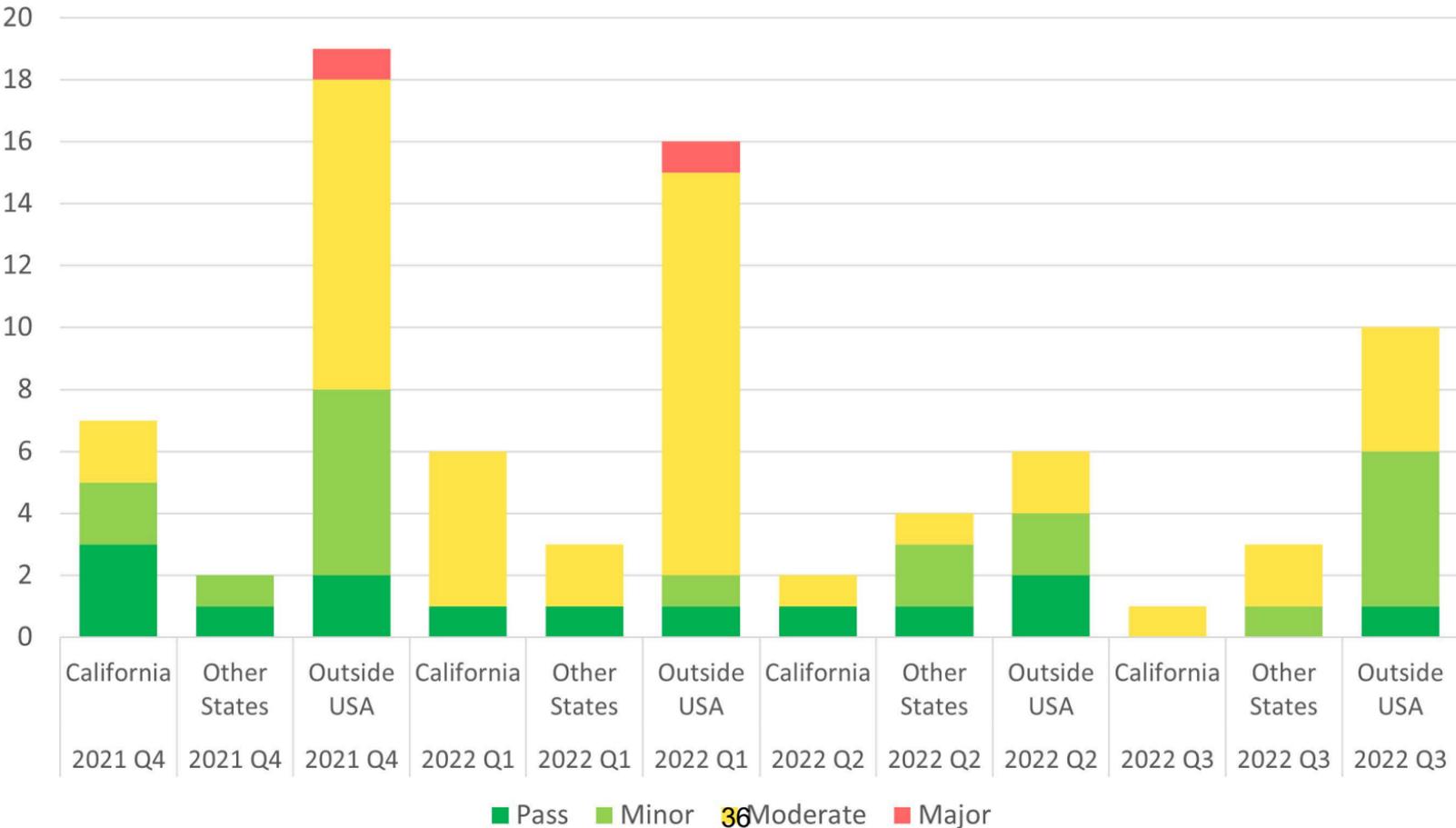
<b>Samples Analyzed with the “NO” Flame Retardant Chemical Statement</b>					
<b>Test Type</b>	<b>Quarter Ending</b>				<b>Quarterly Average</b>
	<b>12/31/21</b>	<b>3/31/22</b>	<b>6/30/22</b>	<b>9/30/22</b>	
<b>DTSC Analysis</b>					
Pass	3	4	2	3	3
Fail	0	1	0	0	0
<b>Flame Retardant Document Review</b>					
Pass	0	0	0	0	0
Fail	0	0	0	0	0

<b>Manufacturing Locations of Test Failures</b>					
<b>Standard</b>	<b>Quarter Ending</b>				<b>Quarterly Average</b>
	<b>12/31/21</b>	<b>3/31/22</b>	<b>6/30/22</b>	<b>9/30/22</b>	
<b>TB 117-2013</b>					
USA – CA	0	0	0	0	0
USA – Other States	0	0	0	0	0
Outside USA	1	1	1	0	1
<b>16 CFR 1633</b>					
USA – CA	0	1	0	0	0
USA – Other States	0	0	1	0	0
Outside USA	0	0	0	0	0
<b>Thermal Insulation</b>					
USA – CA	1	0	0	0	0
USA – Other States	4	0	2	2	2
Outside USA	0	0	0	0	0
<b>Bedding</b>					
USA – CA	0	0	0	0	0
USA – Other States	0	0	0	0	0
Outside USA	3	2	0	1	2
<b>Label Review</b>					
USA – CA	4	5	1	1	3
USA – Other States	1	2	3	3	2
Outside USA	17	15	4	9	11
<b>DTSC Flame Retardant Chemical Content Analysis</b>					
USA – CA	0	0	0	0	0
USA – Other States	0	0	0	0	0
Outside USA	0	1	0	0	0
<b>Flame Retardant Document Review</b>					
USA – CA	N/A	N/A	N/A	N/A	N/A
USA – Other States	N/A	N/A	N/A	N/A	N/A
Outside USA	N/A	N/A	N/A	N/A	N/A

# Label Results



# Label Results by Location



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## Agenda Item 6e: Enforcement Statistical Overview

## ENFORCEMENT STATISTICAL OVERVIEW

### Compliance Unit Update

Complaints Received					
Program	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>EAR</b>					
Received	284	295	281	329	297
Closed w/out Investigation	186	196	172	210	191
Referred for Investigation	102	95	101	121	105
<b>HFTI</b>					
Received	131	156	146	114	137
Closed w/out Investigation	92	73	60	45	68
Referred for Investigation	38	83	81	73	69
<b>HHM</b>					
Received	153	137	216	142	162
Closed w/out Investigation	2	2	5	9	5
Referred for Investigation	151	135	211	133	158
<b>Bureau</b>					
Received	568	588	643	585	596
Closed w/out Investigation	280	271	237	264	263
Referred for Investigation	291	313	393	327	331

Compliance Unit Investigations Conducted					
Program	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>EAR</b>					
Received	76	56	88	93	78
Closed	52	29	61	61	51
<b>HFTI</b>					
Received	27	37	54	45	41
Closed	60	7	48	27	36
<b>HHM</b>					
Received	0	34	0	0	9
Closed	0	3	0	0	1
<b>Compliance Unit Totals</b>					
Received	103	127	142	138	128
Closed	112	39	109	88	87



### Special Investigations Unit Update

Field Unit Investigations Conducted					
Program	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>EAR</b>					
Received	41	50	23	42	39
Closed	28	38	25	32	31
<b>HFTI</b>					
Received	13	50	34	31	32
Closed	40	45	29	39	38
<b>HHM</b>					
Received	151	103	211	133	150
Closed	59	72	23	40	49
<b>Field Unit Totals</b>					
Received	205	203	268	206	221
Closed	127	155	77	111	118

Citations Assessed					
Program	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>EAR</b>					
Citations Issued	85	56	39	42	56
Amount Issued	\$23,250	\$14,750	\$10,750	\$11,250	\$15,000
<b>HFTI</b>					
Citations Issued	32	71	71	35	52
Amount Issued	\$31,500	\$61,850	\$41,750	\$23,200	\$51,800
<b>HHM</b>					
Citations Issued	5	27	10	19	15
Amount Issued	\$9,000	\$41,000	\$24,000	\$24,500	\$24,625
<b>Bureau Totals</b>					
Citations Issued	122	154	120	96	123
Amount Issued	\$63,750	\$117,600	\$76,500	\$58,950	\$79,200

Household Mover Recoveries and Hold Hostage Cases					
Program	Quarter Ending				Quarterly Average
	12/31/21	3/31/22	6/30/22	9/30/22	
<b>HHM</b>					
Received as Possible Hold Hostage	-	-	-	18	18
Hold Hostage Cases Verified	-	-	-	3	3
Total Recoveries	-	-	-	5	5



## Agenda Item 7: Legislative and Policy Updates

## INDUSTRY ADVISORY 22-01

### AB 2956 Clarifies Household Movers are Exempt from Motor Carrier of Property Permit Requirements

This advisory provides information regarding [AB 2956](#) (Committee on Transportation, Chapter 295, Statutes of 2022), which clarifies that household movers permitted by the [Bureau of Household Goods and Services \(Bureau\)](#) are exempt from motor carrier of property registration with the Department of Motor Vehicles (DMV).<sup>1</sup>

#### [AB 2956 \(COMMITTEE ON TRANSPORTATION, CHAPTER 295, STATUTES OF 2022\)](#)

Effective January 1, 2023, AB 2956 amends Vehicle Code (VC) § 34601 (b) to recognize a Bureau permitted household mover as exempt from permit requirements under the Motor Carriers of Property Permit Act.

To qualify for the exemption, the permitted mover must:

- Have a valid household movers permit issued by the Bureau, AND
- Be transporting used household goods, OR
- Be transporting used office, store, and institution furniture and fixtures under its valid Bureau issued household mover permit.

Please note: Pursuant to California Business and Professions Code [§ 19236](#), every household mover must display their Cal-T (permit) number on all their vehicles. The Bureau strongly encourages any compliance check of a household moving vehicle to include verifying the Cal-T number is valid through the Bureau's [license search](#). A valid permit will show a Carrier Status of "Active."

#### BACKGROUND

The [Motor Carriers of Property Permit Act](#) requires any motor carrier of property to obtain a motor carrier permit from the DMV. Vehicle Code [§ 34601 \(b\)](#) defines a "motor carrier of property" as any person who operates any commercial motor vehicle, as defined, to transport property for compensation. Subdivision (a) exempts household goods carriers who are permitted by the Public Utilities Commission (PUC) to transport household goods from the DMV motor carrier of property permit requirement.

On July 1, 2018, SB 19 (Hill, Chapter 421, Statutes of 2017) transferred administration of the [Household Movers Act](#) (Act) from the PUC to the Bureau, but VC § 34601 was not updated to reflect the transfer. Bureau permit holders report law enforcement do not recognize Bureau issued permits as qualifying for the DMV motor carrier of property permit exemption.

#### QUESTIONS

The highest priority of the Bureau in exercising its licensing, regulatory, and disciplinary functions under the Act is protection of the public. If you have any questions about this advisory, please contact the Bureau at (916) 999-2041.

<sup>1</sup> Business and Professions Code (BPC) [§ 19225.5 \(h\)](#) defines a "household mover" as "every corporation or person, their lessees, trustee, receivers, or trustees appointed by any court whatsoever, engaged in the permitted or unpermitted transportation for compensation or hire as a business by means of a motor vehicle or motor vehicles being used in the transportation of used household goods and personal effects over any public highway in this state. A broker, as defined in subdivision (a), shall be considered a household mover. The Legislature intends "household mover" to have the same meaning as "household goods carrier" in former Section 5109 of the Public Utilities Code, as that section read on June 30, 2018."



## Maximum Rates and Rules for the Transportation of Used Property

[https://bhgs.dca.ca.gov/forms\\_pubs/max\\_4\\_2023.pdf](https://bhgs.dca.ca.gov/forms_pubs/max_4_2023.pdf)

## Electronic and Appliance Repair Dealer Registration Law and Regulations

[https://bhgs.dca.ca.gov/laws/ear\\_regs2023.pdf](https://bhgs.dca.ca.gov/laws/ear_regs2023.pdf)

Both Effective January 1, 2023



## Agenda Item 7c: Update on Bureau's Sunset Report



## Sunset Review Report 2022

A link to the report is provided below due to the large document size:

[https://bhgs.dca.ca.gov/forms\\_pubs/sunset\\_2022.pdf](https://bhgs.dca.ca.gov/forms_pubs/sunset_2022.pdf)



## Agenda Item 10: Confirm Future Meeting Dates of June 14, 2023, and October 12, 2023

# 2023

## January

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## February

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

## March

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

## April

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

## May

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## June

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## July

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## August

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## September

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

## October

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## November

Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## December

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						