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

Thursday, January 20, 2022, 10:00 am
Until the Completion of Business

NOTE: Pursuant to the provisions of Governor Gavin Newsom's Executive Order N-08-21, dated June 11, 2021, neither Advisory Council member locations nor a public meeting location are provided. Public participation may be through teleconferencing as provided below.

Important Notices to the Public: The Bureau of Household Goods and Services (Bureau) will hold a public meeting via a WebEx Events. To participate in the WebEx Events meeting, please log on to this website the day of the meeting:

https://dca-meetings.webex.com/dca-meetings/j.php?MTID=mf3b5d45e455db6f429096d20bba1a11e

Event number: 2483 630 9614
Event password: BHGS01202022

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 the Advisory Council, 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: 248 363 09614
Passcode: 24470120

Advisory Council Members:

Pascal Benyamini, Industry
Burt Grimes, Industry
Donald Lucas, Public
Dan Rhodes, Industry
Steve Weitekamp, Industry

James Garelli, Industry
Chris Higdon, Industry
Stephen McDaniel, Industry
Toby Taylor, 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, 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 sections11125, 11125.7(a).)

3. Update from the Department of Consumer Affairs – Carrie Holmes, Deputy Director of Board and Bureau Relations

4. Review and Approve August 27, 2021, Advisory Council Meeting Minutes

5. Division Updates and Statistical Overviews
    a. Fiscal Update
    b. Administrative
    c. Licensing
    d. Laboratory
    e. Enforcement

6. Legislative and Policy Updates
    a. Sunset Review Extension
    b. Enacted Legislation: AB 1221 (Flora) – Consumer warranties: service contracts: cancellation: disclosures
    c. Pending Legislation: AB 224 (Daly) – Department of Consumer Affairs: Bureau of Household Goods and Services: household movers
    d. Business Modernization Project
    e. CPS Fee Study

7. Strategic Planning
    a. Overview / Introduction
    b. Environmental Scan

8. Review, Discuss, and Set Future Meeting Dates

9. Future Agenda Items

10. 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.
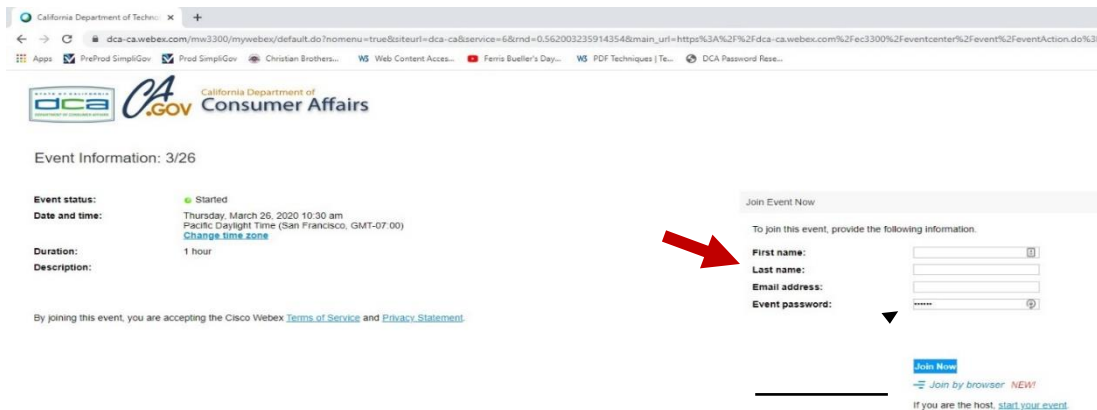
   Example link:
   https://dca-ca.webex.com/dca-ca/onstage/g.php?MTID=eb0a73a251f0201d9d5ef3aaa9e978bb5
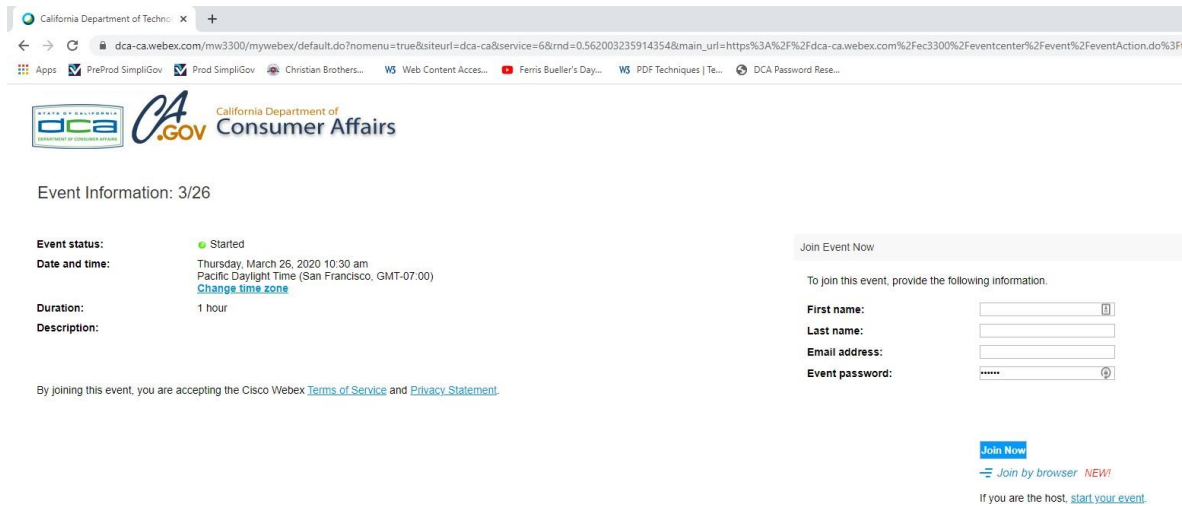
2. The details of the event are presented on the left of the screen and the required information for you to complete is on the right.

   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.

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.

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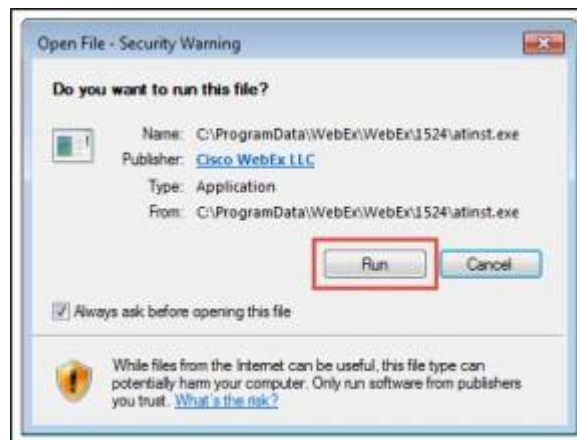
   Depending on your computer's settings, you may be blocked from running the necessary software. If this is the case, click 'Cancel' and return to the browser tab that looks like the window below. You can bypass the above process.

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

Starting Webex...

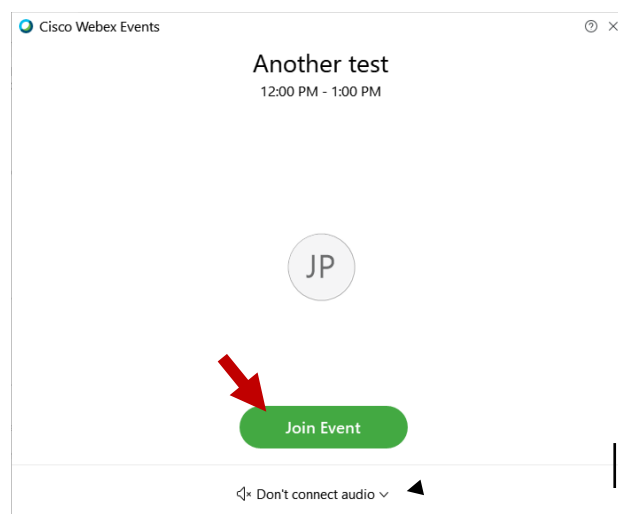Still having trouble? Run a temporary application to join this meeting immediately.

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

Do you want to run or save .mn.4075687244.513108137,MC,1-1,SDJTSwAAAAIq8PSQLQ0WuJ18Los1V6ZPPCxIUywLQCEnI-cOzc2...exe (293 KB) from mn.webex.com?   Run   Save ▾   Cancel

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.

7. If using a headset plugged into your computer, click the 'Join Event' button.
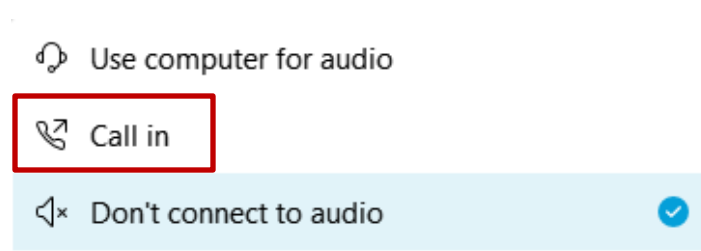
Cisco Webex Events   ⑦ ✕

Another test
12:00 PM - 1:00 PM

JP

Join Event

◁× Don't connect audio ⌄

STATE OF CALIFORNIA
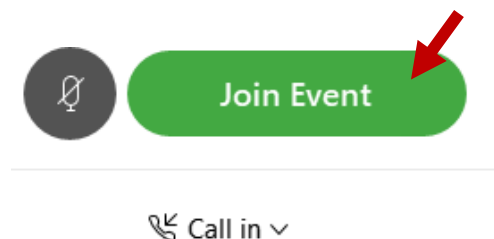DEPARTMENT OF CONSUMER AFFAIRS
OFFICE OF INFORMATION SERVICES

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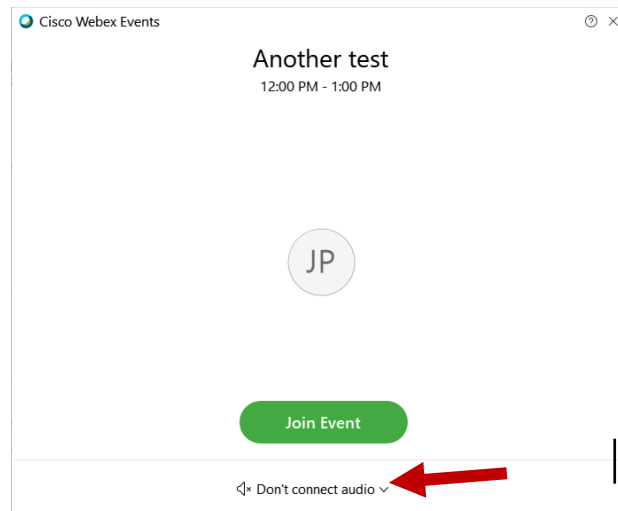
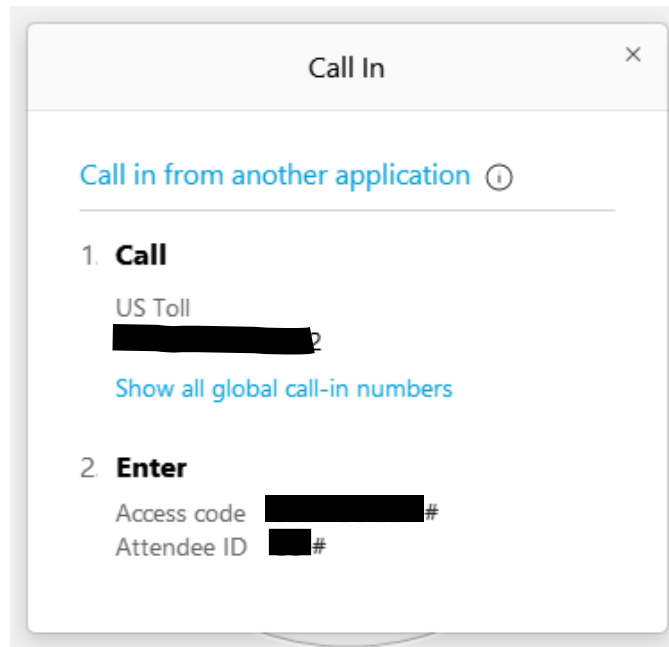9. When the audio menu appears click 'Call in'.

10. Click 'Join Event'. The audio conference call in information will be available after you join the Event.
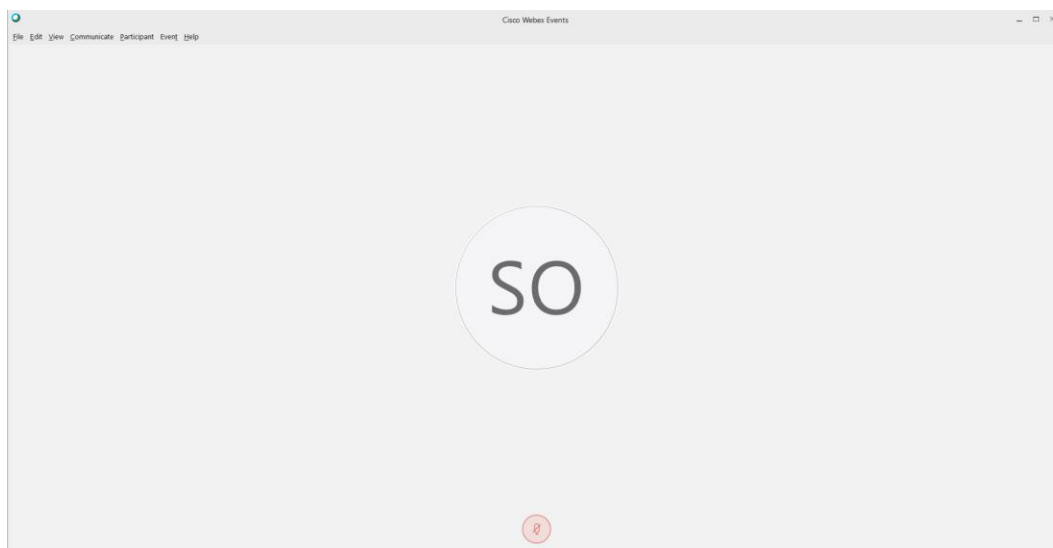
11. Call into the audio conference with the details provided.

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.

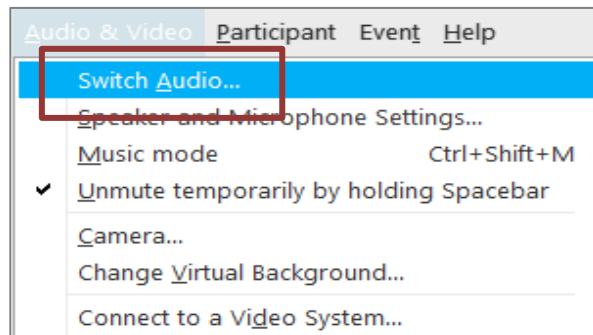# HOW TO – Join – DCA WebEx Event

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.
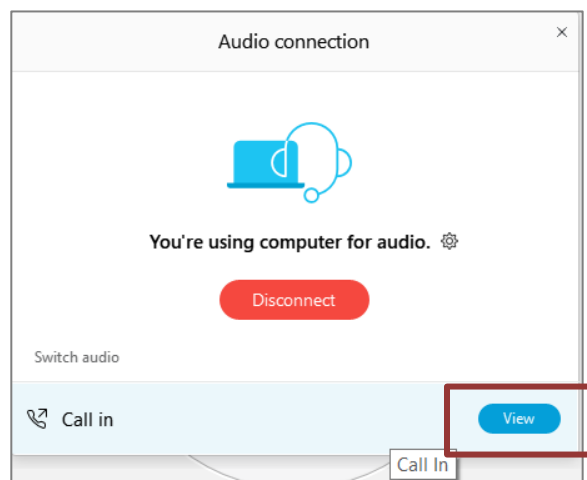
1. Select 'Audio & Video from the menu bar at the top of your screen.
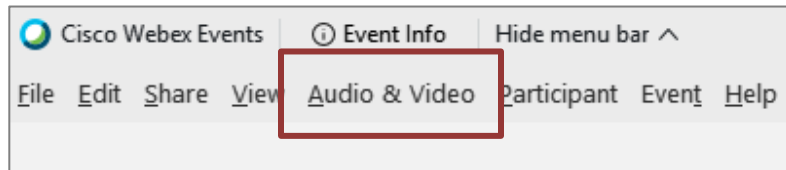
2. Select "Switch Audio" from the drop-down menu.

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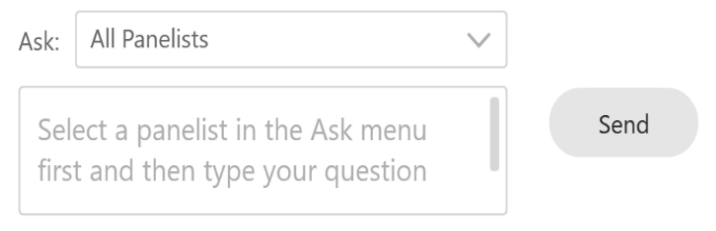
Using the hand raise feature:
If the program elects to allow use of the hand raise feature and you would like to make a public comment, click on the hand icon next to your name.
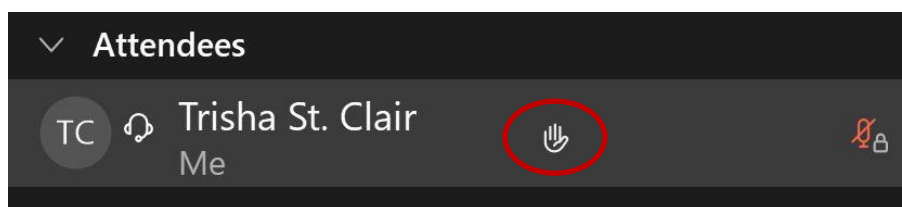

Please click on the hand icon again once your comment has been presented to lower your hand.

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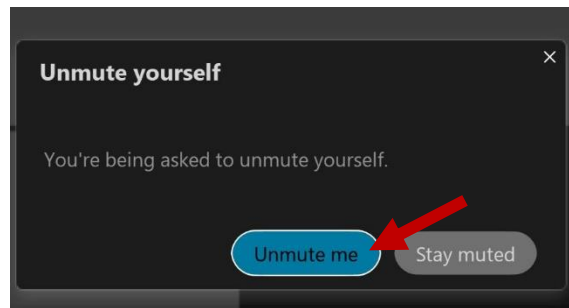
NOTE: Your line will be muted at the end of the allotted public comment duration. You will be given a warning that your time is about to expire.