



**BUREAU OF HOUSEHOLD GOODS AND SERVICES  
 Advisory Council Meeting Materials Packet  
 Thursday, January 20, 2022 | 10:00 a.m.**

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

**Thursday, January 20, 202, 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](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 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

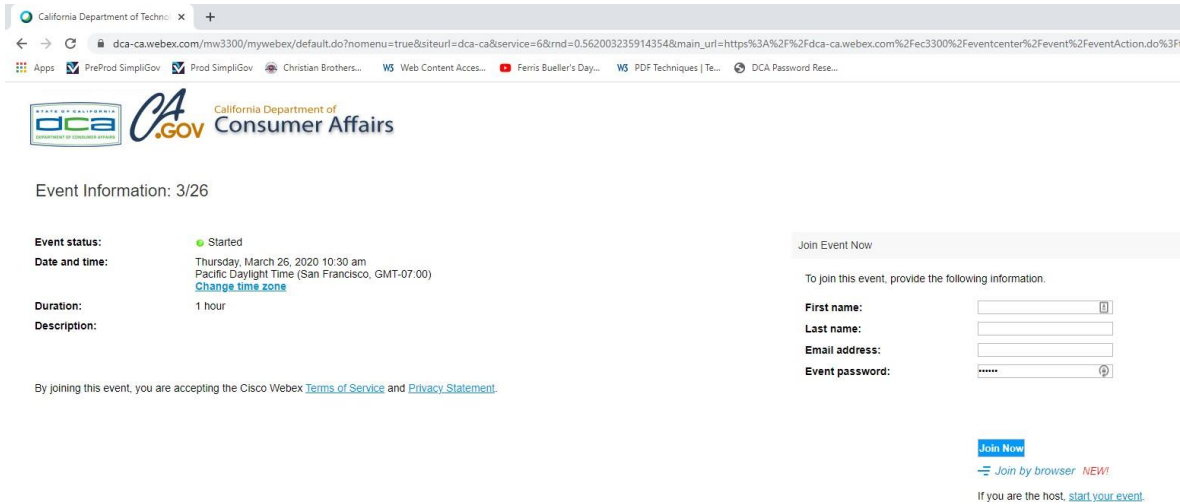
# HOW TO – Join – DCA WebEx Event

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.

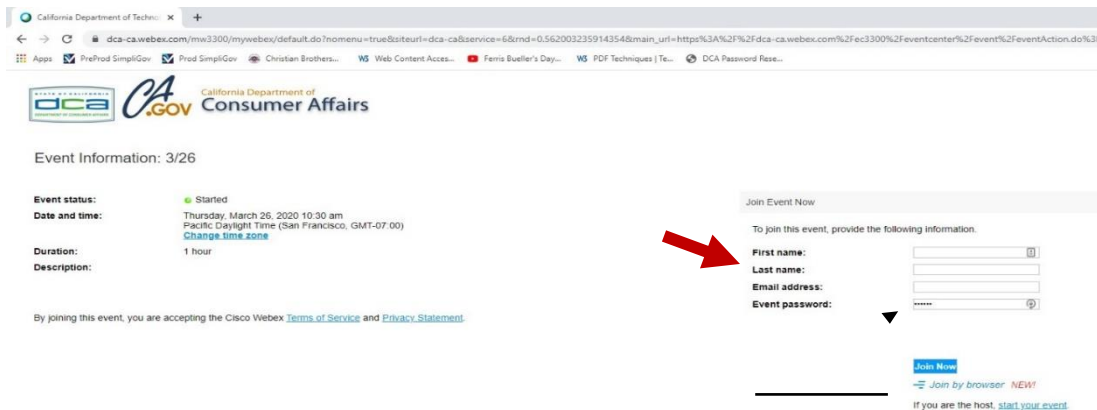
Example link:

<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.*



# 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:**

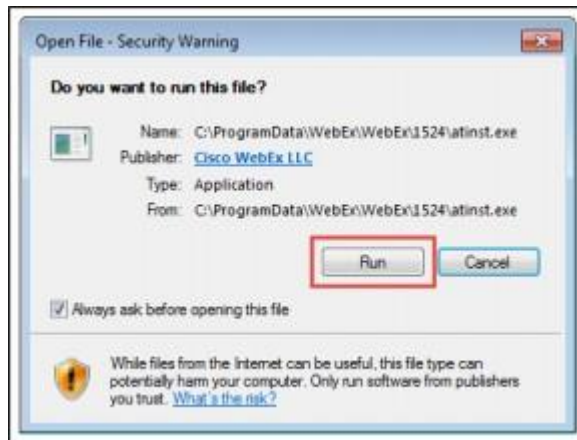
**Event password:**

**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.

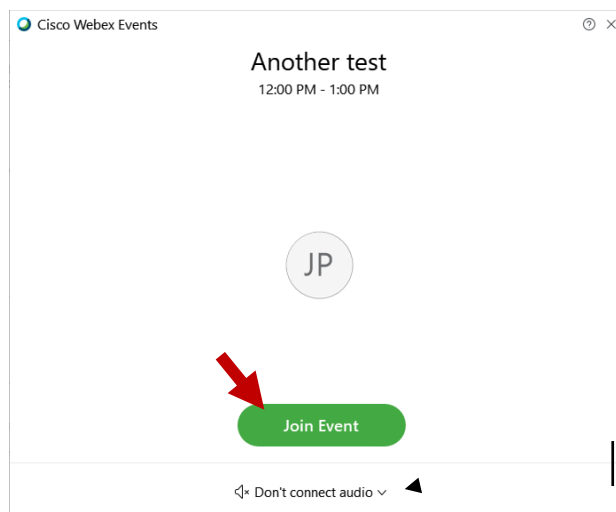
- A dialog box will appear at the bottom of the page, click 'Run'.



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

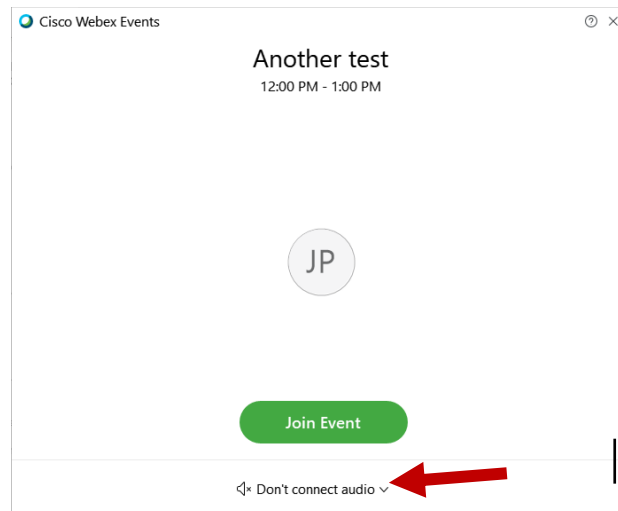
NOTE: The preferred audio connection to our event is via telephone conference or headset. Use of an open microphone and speakers through your computer could result in issue with audio clarity and potential feedback/echo.

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

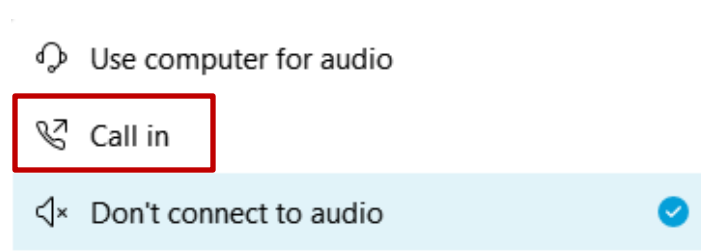


# HOW TO – Join – DCA WebEx Event

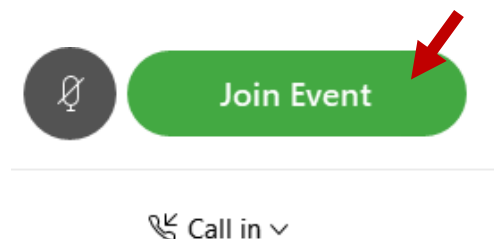
8. If using teleconference via your phone for audio, click the audio menu below the green 'Join Event' button.



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



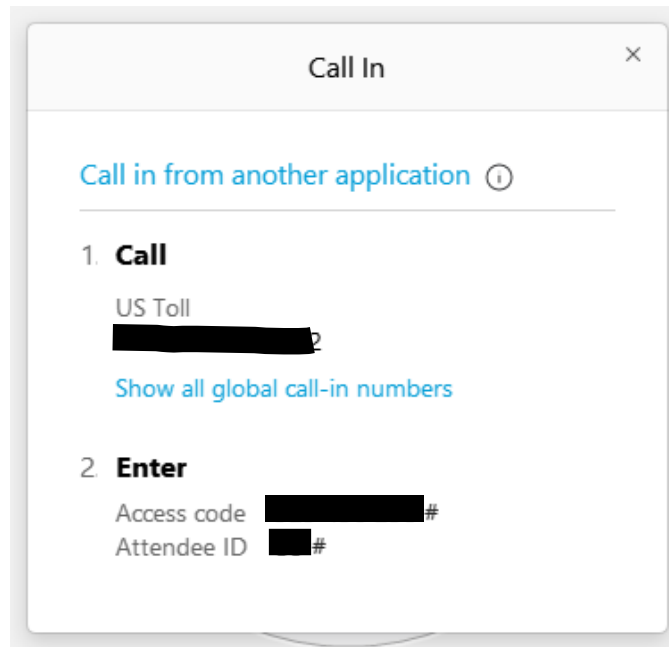
10. Click 'Join Event'. The audio conference call in information will be available after you join the Event.





# HOW TO – Join – DCA WebEx Event

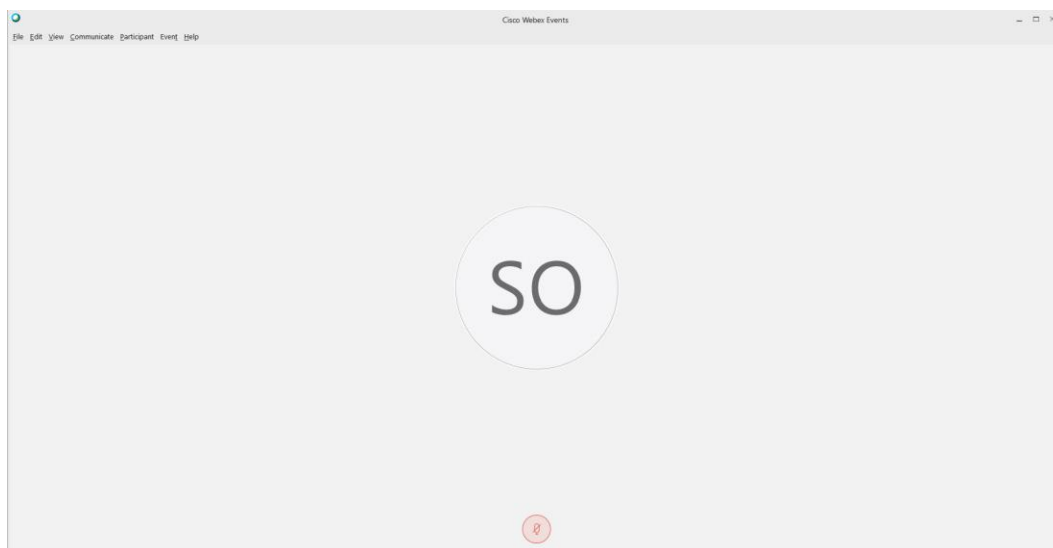
11. Call into the audio conference with the details provided.



*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!



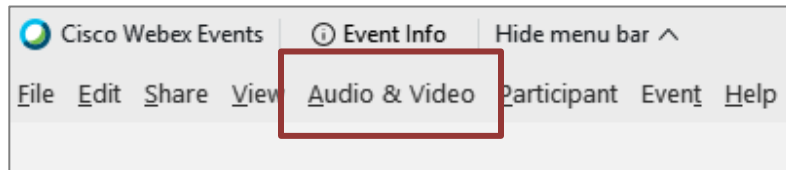
*NOTE: Your audio line is muted and can only be unmuted by the event host.*

# HOW TO – Join – DCA WebEx Event

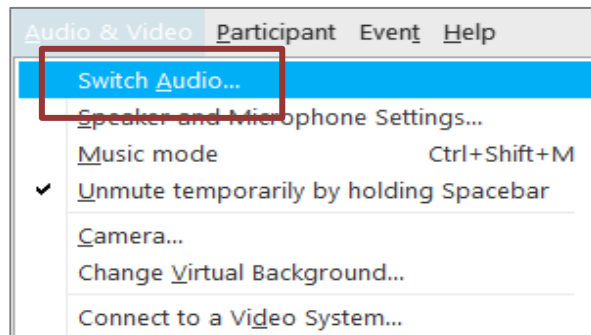
## Selecting Audio Connection After Joining

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.

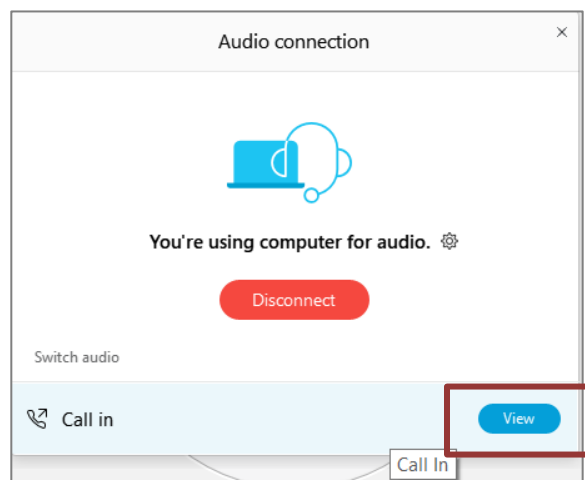
1. Select 'Audio & Video' from the menu bar at the top of your screen.



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



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



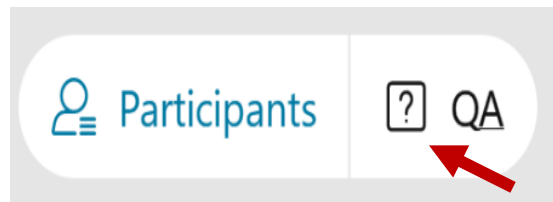
You will then be presented the dial in information for you to call in from any phone.

## 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):

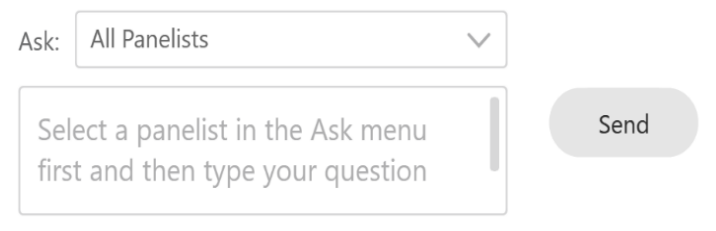
If you would like to make a public comment, click on the 'Q and A' button near the bottom, center of your WebEx session.



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

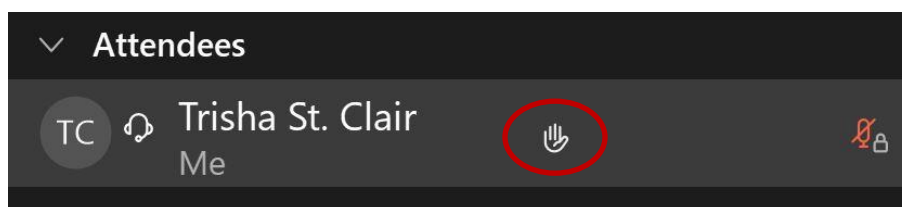
*NOTE: The 'Q and A' button will only be available when the event host opens it during a public comment period.*

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.

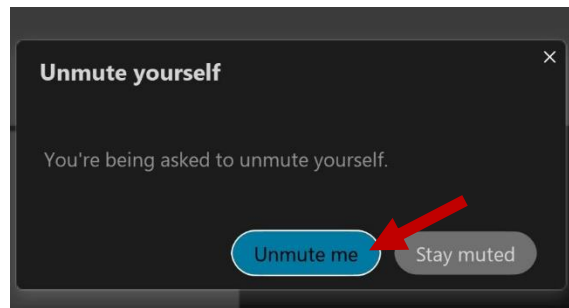


Please click on the hand icon again once your comment has been presented to lower your hand.

# 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 3: Review August 27, 2021 Advisory Council Meeting Minutes

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

WebEx

4244 South Market Court, Suite D

Sacramento, CA 95834

August 26, 2021

10:00 am -12:00 pm

**Attendees:**

Advisory Council Members: Pascal Benyamini, Industry  
James Garelli, Industry  
Burt Grimes, Industry  
Chris Higdon, Industry  
Donald Lucas, Public  
Dan Rhodes, Industry  
Heidi Sanborn, Public  
Toby Taylor, Industry  
Steve Weitekamp, Industry

**Bureau Staff:**

Tonya Corcoran, Assistant Director/Deputy Bureau Chief  
Jacqueline Castro, Licensing Manager  
Diana Godines, Policy Manager  
Yeaphana La Marr, Policy Manager  
Rosemarie Pecota, Laboratory Manager  
Rick Villucci, Supervising Special Investigator II

**Other Individuals Present:**

Karen Munoz, DCA Budget Manager  
Heather Robinson, DCA Budget Analyst

**1. Welcome, Introductions, and Roll Call**

Assistant Director/Deputy Bureau Chief Tonya Corcoran opened the meeting at 10:00 am with an introduction. Policy Manager Diana Godines conducted roll call of Advisory Council Members. All members were in attendance except for Stephen McDaniel.

**2. Public Comment on Items Not on the Agenda**

The WebEx moderator opened the floor for public attendees to make comments or ask questions. There were no comments.

### 3. Review and Approval of March 25, 2021, Advisory Council Minutes

Assistant Director/Deputy Bureau Chief Corcoran opened discussion to Advisory Council members regarding questions about or edits to the March 25, 2021, Advisory Council Meeting minutes. There were no comments from the Advisory Council. Ms. Corcoran opened to the public attendees for comment or to ask questions. There were no comments.

### 4. Administrative Update

#### a. Fiscal Update- DCA Budget Office

Heather Robinson, DCA Budget Analyst, reviewed BHGS fund conditions. A fund condition is a document that provides an overview of the status of the Bureau's special fund, including revenue and expenditures on an annual basis. Ms. Robinson discussed the fund reserves – the Electronic and Appliance Repair (EAR) fund is currently at 11.3 months of reserve, the Home Furnishings and Thermal Insulation (HFTI) fund is currently at 9.9 months in reserve, and the Household Movers (HHM) fund is at 23.7 months in reserve. All three funds are healthy and there are currently no issues.

Advisory Council Member Don Lucas asked to discuss the testing of furniture and bedding. Mr. Lucas suggested there may be a better time to discuss this matter. Assistant Director/Deputy Bureau Chief Corcoran agreed that this topic would be discussed during the lab update.

Advisory Council Member Steve Weitekamp asked if the HHM fund condition takes into consideration the huge increase in business in the moving industry as a result of the pandemic. Mr. Weitekamp noted that the Bureau's fund balance is extremely high and he hopes it is put to good use. DCA Budget Manager Karen Munoz explained that the current year for Household Movers is close to being closed out and DCA has identified an increase in expenditures for the 2021-2022 year, which would reduce the reserves.

Ms. Corcoran opened the floor for public attendees to make comments or ask questions. There were no comments.

#### b. Personnel Update

Assistant Director/Deputy Bureau Chief Corcoran addressed the Bureau's high vacancy rate of 25% and advised that filling critical positions is prioritized.

Kelli Williams assumed the role of Administration Manager on a full-time basis, which will greatly help the Bureau with hiring needs. Mrs. Williams' former position as Compliance Manager will be backfilled in the coming months.

Licensing Manager Jacqueline Castro had taken on all administrative functions for the

last few months in addition to her position as Licensing Manager. Ms. Corcoran thanked Ms. Castro.

### **c. Information Technology**

Assistant Director/Deputy Bureau Chief Corcoran gave an update regarding the Bureau's Information Technology System upgrade, known as Business Modernization. BHGS is part of a cohort of other DCA Boards and Bureaus that will be transitioning to a product called InLumon IT Services. This new program is very adaptable, easy to use and a cost-effective IT solution. Staff are working to update and map all licensing, enforcement, and laboratory testing processes in order to identify the Bureau's specific functional requirements for the new IT system. March of 2022 is the projected timeframe to begin the project.

Ms. Corcoran advised the Advisory Council that transition to a new IT program will be staff resource intensive and starting at the beginning of 2022, this effort will require dedicated staff resources for approximately 18 months.

Mrs. Corcoran is the executive sponsor and BHGS Policy Manager Yeaphana La Marr has been designated the project owner. Ms. La Marr will be coordinating and making the decisions on behalf of the Bureau for the IT build over the next 18 months.

All three of the Bureau's programs – BEAR, HFTI, and HHM – will move to the new system all at the same time. However, Mrs. Corcoran stated that HHM will be priority as the Bureau needs to transition off the CPUC system.

Mrs. Corcoran addressed that the Bureau is continuing to follow departmental and state-wide mandated directives that relate to COVID-19. State-wide testing will be mandatory for all employees who do not provide proof of COVID vaccination. More information will be provided as it is received from the Department of Consumer Affairs (DCA).

### **d. Strategic Plan**

Assistant Director/Deputy Bureau Chief Corcoran discussed that DCA SOLID division staff will facilitate development of the Bureau's 2022-2025 strategic plan. Mrs. Corcoran and Policy Manager Yeaphana La Marr will be working with DCA on the preliminary aspects such as gathering information and developing the plan schedule. In the upcoming months, DCA will send a survey to identify the Bureau's strengths, weakness, opportunities and threats. The survey will be available to staff, Advisory Council members, industry members, interested parties and licensees. SOLID will compile the information and it will be presented at a later Advisory Council Meeting where the Bureau will collectively develop strategic objectives.



Advisory Council Member Weitekamp commented that he is looking forward to the new IT platform for Household Movers. He stated that the current platform is confusing for consumers. Mr. Weitekamp requested advanced notice be given when the IT platform is switched and where the licensing information will be located. Ms. Corcoran responded that the Bureau will have open communication when those changes occur.

Advisory Council Member James Garelli asked if the Advisory Council members will be involved in the Business Modernization. Ms. Corcoran responded that at the current time, the Bureau is focused on mapping out the current processes and focusing on the flow of work. Input from Advisory Council members concerning change of processes are welcomed. Mrs. Corcoran invited Council Member Garelli to meet with her and Ms. La Marr to discuss his ideas and he accepted the invitation. Advisory Council Member Dan Rhodes and Advisory Council Member Weitekamp requested to also attend the meeting.

Ms. Corcoran opened the floor for public attendees to make comments or ask questions. There were no comments.

## 5. Bureau Division Updates and Statistical Overview of Current Operations

- a. **Laboratory Testing** – Rosemarie Pecota, BHGS Laboratory Manager, presented Laboratory staff positions that have been filled and current openings. Mrs. Pecota explained that in August 2020, the laboratory furniture and bedding program successfully completed three days of assessment required for accreditation by A2LA. Due to a contract change, the lab successfully completed another three-day assessment for our new accrediting organization, International Accreditation Service, in March 2021.

Ms. Pecota discussed that laboratory staff have completed presentations with the intent to provide a better understanding of the Bureau's laboratory testing and current regulations. These presentations were made to the American Home Furnishings Alliance and the International Association of Bedding and Furniture Law Officials.

Mrs. Pecota presented statistical information included in the Advisory Council meeting materials.

Advisory Council Member Lucas commented that the mattress results seem higher than usual and asked Mrs. Pecota if she had a comment on those results. Mrs. Pecota did not have a comment as this time, citing that a review of historical data and insight from a Bureau engineer who performs these tests would be necessary to answer the Council Member's question.

Advisory Council Member Lucas voiced concern that confusion about TB 117-2013 label compliance will cause more failures and asked where the failures are coming from

(local to California, national or international). Ms. Pecota responded the requested information will be included at the next Advisory Council Meeting.

Advisory Council Member Pascal Benyamini stated he would like clarification on what constitutes a minor violation versus a moderate violation. Mr. Benyamini also inquired if the Bureau is considering sending examples of law labels to the industry. Ms. Pecota responded that the Bureau would take the Advisory Council Member's suggestion under advisement and discuss the options with the Bureau Policy Managers and the Bureau Chief. Ms. Corcoran suggested the Bureau could put out an industry bulletin regarding the law labeling requirements.

Advisory Council Member Burt Grimes asked if the Bureau could place better law label examples on the website with more specific details. Mr. Grimes inquired as to how the Bureau communicates with the licensees. Assistant Director/Deputy Bureau Chief Corcoran responded that the Bureau has a listserv for licensees and all interested parties who sign up to receive information. Ms. La Marr stated we are not authorized to require email addresses from our licensees, however, they can sign up to receive email updates. Mr. Grimes asked if the Bureau can provide a space on the applications for email addresses. Many people may not know to sign up on the website. Ms. La Marr responded that there is a field for email addresses on our applications, but it is not required to provide that information to get licensed.

Ms. Corcoran opened the floor for public attendees to make comments or ask questions. There were no comments.

- b. Licensing** – Licensing Manager Jacqueline Castro discussed that licensing has five vacancies that will be filled based on priority in the unit. Ms. Castro presented licensing statistics included in the Advisory Council meeting materials.

Advisory Council Member Weitekamp complimented the Licensing team on their efforts to process the new Home Movers that are attempting to get into the program.

Advisory Council Member Burt Grimes asked if Home Furnishing licenses are still renewed every two years. Ms. Castro responded that was correct. Mr. Grimes had a follow up question regarding the renewal cycle for EAR licenses. Ms. Castro responded that EAR licenses are renewed every year. Mr. Grimes inquired whether HFTI could be converted into a yearly cycle. Assistant Director/Deputy Bureau Chief Corcoran commented that it could be considered when make a future fee change.

Ms. Corcoran opened the floor for public attendees to make comments or ask questions. There were no comments.

- c. Consumer Complaints** – Supervising Special Investigator II Rick Villucci discussed staff vacancies in the Compliance Unit and Field Investigators.

Mr. Villucci presented the compliance statistics included in the Advisory Council meeting materials.

Mr. Villucci shared that complaints with minor violations will be handled within the Compliance Unit to allow field staff time to be proactive in enforcement operations.

- d. Enforcement and Investigations** – Supervising Special Investigator II Rick Villucci presented enforcement statistics included in the Advisory Council meeting materials.

Mr. Villucci noted that citations for EAR and HFTI are proactively issued via visits to unlicensed businesses. With this proactive citation work, the Bureau is expected to see a flow of more applications. Enforcement staff has completed training in order to issue notices to appear for HHM violations and had classroom and mock training of sting operations to familiarize staff with equipment and safety guidelines.

Advisory Council Member Weitekamp complimented Mr. Villucci and enforcement staff on their sting operations and hostage work. Mr. Weitekamp asked how many household movers cited are permitted versus unpermitted. Mr. Villucci responded that he did not currently have that information, but he will be in communication with Mr. Weitekamp.

Assistant Director/Deputy Bureau Chief Corcoran opened the floor for public attendees to make comments or ask questions. There were no comments.

## **6. 2022 Bureau's Sunset Review Process and Overview**

Policy Manager Yeaphana La Marr presented information regarding the Sunset Review Process and Overview included in the Advisory Council meeting materials. Ms. La Marr stated that the Bureau would like input from the Advisory Council Members to identify any potential issues to include in the report.

Advisory Council Member Burt Grimes commented that the Bureau needs to improve the consumer outreach program and is hoping that can be included in the Sunset Review. Ms. La Marr responded that increasing consumer outreach is something that the Bureau is currently striving for and agreed that the Bureau could improve its outreach efforts.

Advisory Council Member Burt Grimes asked to include the percentage issues on law labels. Ms. La Marr stated that the Bureau can consider this issue for inclusion.

Advisory Council Member Weitekamp asked if there will be open hearings regarding Sunset Review. Ms. La Marr responded that there will be an open hearing that will allow public comment and question.

Advisory Council Member Benyamini reiterated Council Member Grimes' suggestion for the percentage issues on law labels to be included in the sunset review.

Ms. Yeaphana La Marr opened the floor for public attendees to make comments or ask questions. There were no comments.

## 7. Legislative Update

Yeaphana La Marr, Policy Manager, presented updates on pending legislation. The bill language for each bill is in the Advisory Council meeting materials.

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

Ms. La Marr explained this bill would grant an exemption from Bureau permit requirements under the authority of the Household Movers Act for storage container delivery companies when the storage container is packed by a person other than an employee or agent of the storage delivery company.

In addition, the permit exemption would result in an exemption from complying with the Maximum Rates and Rules for the Transportation of Used Property, which limits rates that can be charged by household movers and establishes contracting, consumer notification, and claims process requirements, among many other consumer protection provisions.

This bill is currently on the Senate Committee on Appropriations suspense file, which would be disposed the same day as the Advisory Council meeting.

### b. **AB 652 (Friedman)** – Product Safety: juvenile products: chemicals: perfluoroalkyl and polyfluoroalkyl substances

Ms. La Marr explained this bill would prohibit the sale and distribution of new juvenile products and sleeping products that contain perfluoroalkyl and polyfluoroalkyl substances (“PFAS Chemicals”) at a levels above a yet to be determined rate.

Although these requirements would not be enforced by the Bureau, this bill would impact many of the same juvenile products subject to AB 2998 (Bloom, Chapter 924, Statutes of 2018), which prohibits the sale and distribution of juvenile products containing flame retardant chemicals at rates over 1,000 parts per million. Therefore, the Bureau is presenting this bill is for the benefit of industry so they are aware of new potential requirements.

Since the last Advisory Council meeting, this bill has been amended to:

- Apply the prohibition to products containing “intentionally added” PFAS.
- Define “intentionally added”.
- Redefine PFAS.
- Add products to the list of juvenile products beyond those subject to AB 2998.

Council Member Lucas wanted to clarify that the Bureau would not be involved with any enforcement or compliance testing if this bill passed. Ms. La Marr responded that this bill does not impose any responsibility or authority on the Bureau.

This bill is on second reading on the Senate Floor.

**c. AB 646 (Low)** – Department of Consumer Affairs: boards: expunged convictions

Ms. La Marr explained that this bill would have required programs within DCA that post to their websites that a license was revoked because the person was convicted of a crime to also post notification of expungement on its website (if the person is still licensed) or remove the revocation posting if the person is no longer licensed.

This bill would have only impacted household movers because they are the only program that fingerprints and for which we receive subsequent arrest records.

This bill was held on suspense in the Assembly Committee on Appropriations.

**d. AB 885 (Quirk)** – Bagley-Keene Open Meeting Act: teleconferencing

Ms. La Marr explained this bill would have required any public meeting to be both audibly and visually observable. This would have required Advisory Council members who are not able to attend meetings in person to be observable. Calling in would no longer be sufficient.

This bill is no longer moving.

**e. AB 1026 (Smith)** – Business licenses: veterans

Ms. La Marr stated this bill would have required DCA programs to reduce initial licensing fees by 50 percent to an applicant who can show evidence honorable discharge from the United States Armed Forces or the California National Guard.

This bill was held on suspense in the Assembly Committee on Appropriations.

**f. AB 1221 (Flora)** – Consumer warranties: service contracts: cancellation: disclosures

Ms. La Marr explained that this bill would allow service contractors registered with the Bureau to offer month-to-month contracts (or other periodic basis) so long as the continuous nature of the contract is disclosed in a clear and conspicuous manner. This bill would also define “clear and conspicuous” for the purposes of the disclosure and require affirmative consent from the consumer to enter into a “continuous until canceled” service contract.



Since the last Advisory Council meeting, this bill was amended to:

- Require service contractors who offer contracts that continue until canceled to disclose to the consumer whether there is an alternative, such as a fixed term contract.
- Provide consumers with a website to cancel a continuous service contract when one exists.
- Specify that a service contract bought online can also be canceled online.
- Require a refund, cancellation, and administrative fees to be calculated based on the period for which payment was made.
- Set terms that must be met for a service contractor to cancel a month-to-month contract.
- Define “affiliate” and “affirmative consent”.

This bill is currently on the Senate Committee on Appropriations suspense file, which would be disposed the same day as the Advisory Council meeting.

**g. AB 1386 (Cunningham)** – License fees: military partners and spouses

Ms. La Marr explained this bill would have prohibited any program within DCA from charging an initial license fee or application fee to an applicant who provides evidence of being married to, or in a domestic partnership with, an active duty member of the United States Armed Forces who is stationed in California and holds a current license in another state. This bill would have prohibited charging an initial examination fee if the examination is administered by the program.

This bill was held on suspense in the Assembly Committee on Appropriations.

**h. SB 586 (Bradford)** – Criminal fees

Ms. La Marr explained this bill would have allowed an individual who is ordered to have an Ignition Interlock Device installed to seek civil damages from an ignition interlock device installer who fails to comply with the income-based pricing as prescribed by Vehicle Code § 23575.3(k). This bill would have also entitled a prevailing plaintiff to recover attorney’s fees and costs.

In addition to the Bureau-specific amendments, this bill would also make many other amendments pertaining to IIDs. Among those, IID installers who are licensed by the Bureau of Automotive Repair would have been required to annually report to BAR the provider’s fee schedule, total number of people where verification was conducted, number of people who had a reduction of installation charges was made, total dollar amount of reductions based on income, total dollar amount collected for charges related to the charges of installed devices, and total dollar amount of unpaid charges.

This bill was gutted and amended to address a topic unrelated to the Bureau’s scope.

**i. SB 772 (Ochoa Bogh) – Professions and vocations: citations: minor violations**

Ms. La Marr explained this bill would have prohibited an administrative fine to be issued to licensees for minor violations of a licensing act under any program within the DCA. This bill would have defined “minor” violations as those: 1) that do not pose a serious health or safety threat, 2) are not “willful”, 3) are not committed by a licensee on probationary status, 4) are committed by a licensee who has a history of committing the violation, and 5) the licensee becomes compliant within 30 days.

This bill was held in the Senate Committee on Business, Professions and Economic Development.

**j. SB 826 (Committee on Business, Professions and Economic Development) – Business and Professions**

Ms. La Marr explained the technical and clarifying amendments of this omnibus bill as it relates to the Bureau.

This bill is set to for a vote on the floor of the Assembly.

Ms. La Marr opened the floor for public attendees to make comments or ask questions about any of the bills presented. There were no comments.

**8. Technical Bulletin 117-2013 and H.R. 133 Covid-19 Regulatory Relief and Work From Home Safety Act – Combined Label Requirements**

Policy Manager Diana Godines presented information regarding TB 117-2013 and H.R. 133 Covid-19 Regulatory Relief and Work from Home Safety Act included in the Advisory Council meeting materials.

At a previous Advisory Council meeting, it was mentioned that the Bureau will accept the placement of the federal statement beneath the Bureau’s flammability label, however, it had not yet confirmed whether the Consumer Product Safety Commission (CPSC) would accept this as well or whether a standalone label will be required.

The CPSC provided an example of a standalone format, as well as a combined format on their website, which was included in the Advisory Council meeting materials. Per CPSC, the label may be a separate label, or it can be added to the bottom of the label required by SB 1019. The webpage where this information can be found is cited at the bottom of page 163. The CPSC also mentions that the label requirement has a delayed implementation date of June 25, 2022.

Ms. Godines noted that all formatting specifications for the Bureau’s flammability label are still required to be met as specified in CCR section 1374.3 – the two inch by three inch (2” x

3”) size requirement for the Bureau’s label does not include the federal statement.

Advisory Council Member Grimes requested that the Bureau post this information to the website and state that this information is in addition to the California law label. Assistant Director/Deputy Bureau Chief Corcoran responded that the Bureau could address this on the website.

Advisory Council Member Lucas asked if California is going to have to enforce the Federal requirements for the label. Would a Federal label be violation fail California labeling requirements? Ms. Godines responded that the Bureau does not have authority over the Federal label and cannot enforce it.

Advisory Council Member Benyamini asked if the combined label font and type size will be required to match the Bureau’s standards. Ms. Godines referred Mr. Benyamini to the sample provided from the CPSC.

Ms. Corcoran opened the floor for public attendees to make comments or ask questions.

Brenda Spear with Ikea commented that the CPSC has formatting differences from the samples on the Bureau’s website. Ms. Spears asked would the CPSC formatting be accepted? Ms. Godines responded that the formatting would not be violation.

Andrew Lock, CPSC representative, clarified that they are not enforcing the California label, but they are enforcing of the new standard federal label.

That concluded public comment.

## **9. Review, Discuss, and Set Future Meeting Dates**

The Advisory Council agreed to tentatively schedule the next meeting for January 20, 2022.

## **10. Adjournment**





## Agenda Item 4a: Fiscal Update – DCA Budget Office

**0325 - Electronic and Appliance Repair**  
**(Dollars in Thousands)**  
**2022-23 Governor's Budget w\_FM 5 Projections**

	<b>PY</b>	<b>CY</b>	<b>BY</b>	<b>BY+1</b>
	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
<b>BEGINNING BALANCE</b>	\$3,939	\$3,773	\$3,327	\$2,473
Prior Year Adjustment	\$14	\$0	\$0	\$0
Adjusted Beginning Balance	\$3,953	\$3,773	\$3,327	\$2,473
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>				
Revenues				
4121200 - Delinquent fees	\$106	\$109	\$93	\$93
4127400 - Renewal fees	\$2,109	\$2,214	\$2,269	\$2,269
4129200 - Other regulatory fees	\$3	\$14	\$12	\$12
4129400 - Other regulatory licenses and permits	\$277	\$368	\$236	\$236
4163000 - Income from surplus money investments	\$21	\$14	\$0	\$0
4171400 - Escheat of unclaimed checks and warrants	\$4	\$5	\$4	\$4
4173500 - Settlements and judgements	\$2	\$0	\$0	\$0
Totals, Revenues	\$2,522	\$2,724	\$2,614	\$2,614
General Fund Transfers and Other Adjustments				
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENT</b>	\$2,522	\$2,724	\$2,614	\$2,614
<b>TOTAL RESOURCES</b>	\$6,475	\$6,497	\$5,941	\$5,087

	<b>PY</b>	<b>CY</b>	<b>BY</b>	<b>BY+1</b>
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
Expenditures:				
1111 Program Expenditures (State Operations)	\$2,526	\$2,937	\$3,233	\$3,330
9892 Supplemental Pension Payments (State Operations)	\$46	\$46	\$46	\$46
9900 Statewide Pro Rata	\$130	\$187	\$189	\$189
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	<b>\$2,702</b>	<b>\$3,170</b>	<b>\$3,468</b>	<b>\$3,565</b>
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$3,773	\$3,327	\$2,473	\$1,522
Months in Reserve	14.3	11.5	8.3	5.1

**NOTES:**

Assumes workload and revenue projections are realized in BY +1 and ongoing.  
Expenditure growth projected at 3% beginning BY +1.  
CY revenue and expenditures are projections based on FM 5.

**0752 - Home Furnishings and Thermal Insulation**  
**(Dollars in Thousands)**  
**2022-23 Governor's Budget w\_FM 5 Projections**

	<b>PY</b> <b>2020-21</b>	<b>CY</b> <b>2021-22</b>	<b>BY</b> <b>2022-23</b>	<b>BY+1</b> <b>2023-24</b>
<b>BEGINNING BALANCE</b>	\$5,213	\$6,058	\$6,241	\$5,285
Prior Year Adjustment	\$30	\$0	\$0	\$0
Adjusted Beginning Balance	\$5,243	\$6,058	\$6,241	\$5,285
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>				
Revenues				
4121200 - Delinquent fees	\$156	\$224	\$140	\$140
4127400 - Renewal fees	\$3,758	\$3,866	\$3,905	\$3,905
4129200 - Other regulatory fees	\$86	\$115	\$99	\$99
4129400 - Other regulatory licenses and permits	\$1,038	\$1,035	\$971	\$971
4163000 - Income from surplus money investments	\$30	\$38	\$45	\$45
4171400 - Escheat of unclaimed checks and warrants	\$13	\$16	\$15	\$15
4171500 - Escheat - Unclaimed property	\$0	\$0	\$7	\$7
4172500 - Miscellaneous revenues	\$0	\$1	\$1	\$1
4173500 - Settlements and judgements	\$2	\$0	\$0	\$0
Totals, Revenues	\$5,083	\$5,295	\$5,183	\$5,183
General Fund Transfers and Other Adjustments				
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$5,083	\$5,295	\$5,183	\$5,183
<b>TOTAL RESOURCES</b>	\$10,326	\$11,353	\$11,424	\$10,468

	<b>PY</b> <b>2020-21</b>	<b>CY</b> <b>2021-22</b>	<b>BY</b> <b>2022-23</b>	<b>BY+1</b> <b>2023-24</b>
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>				
Expenditures:				
1111 Program Expenditures (State Operations)	\$3,898	\$4,652	\$5,667	\$5,837
9892 Supplemental Pension Payments (State Operations)	\$111	\$111	\$111	\$111
9900 Statewide Pro Rata	\$259	\$349	\$361	\$361
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	\$4,268	\$5,112	\$6,139	\$6,309
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$6,058	\$6,241	\$5,285	\$4,159
Months in Reserve	14.2	12.2	10.1	7.9

**NOTES:**

Assumes workload and revenue projections are realized in BY +1 and ongoing.  
Expenditure growth projected at 3% beginning BY +1.  
CY revenue and expenditures are projections based in FM 5.

**3315 - Household Movers Fund****(Dollars in Thousands)****2022-23 Governor's Budget w\_FM 5 Projections**

	<b>PY</b>	<b>CY</b>	<b>BY</b>	<b>BY+1</b>
	<b>2020-21</b>	<b>2021-22</b>	<b>2022-23</b>	<b>2023-24</b>
<b>BEGINNING BALANCE</b>	\$3,316	\$5,062	\$6,764	\$7,695
Prior Year Adjustment	\$99	\$0	\$0	\$0
Adjusted Beginning Balance	\$3,415	\$5,062	\$6,764	\$7,695
<b>REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>				
Revenues				
4121200 - Delinquent fees	\$125	\$108	\$131	\$131
4127400 - Renewal fees	\$3,368	\$3,600	\$3,435	\$3,435
4129200 - Other regulatory fees	\$73	\$70	\$74	\$74
4129400 - Other regulatory licenses and permits	\$100	\$77	\$103	\$103
4163000 - Income from surplus money investments	\$0	\$95	\$116	\$116
4171400 - Escheat of unclaimed checks and warrants	\$2	\$2	\$0	\$0
4172500 - Miscellaneous revenues	\$1	\$1	\$0	\$0
4173000 - Penalty Assessment - Other	\$0	\$1	\$1	\$1
4173500 - Settlements and judgements	\$1	\$0	\$0	\$0
Totals, Revenues	\$3,670	\$3,954	\$3,860	\$3,860
General Fund Transfers and Other Adjustments				
Revenue Transfer from Household Mover's Fund (3315) to Motor Carriers Safety Improvement Fund (0293) per public Utilities CS 5003.1	-\$21	-\$21	-\$21	\$0
<b>TOTALS, REVENUES, TRANSFERS AND OTHER ADJUSTMENTS</b>	\$3,649	\$3,933	\$3,839	\$3,860
<b>TOTAL RESOURCES</b>	\$7,064	\$8,995	\$10,603	\$11,555

	<b>PY</b> <b>2020-21</b>	<b>CY</b> <b>2021-22</b>	<b>BY</b> <b>2022-23</b>	<b>BY+1</b> <b>2023-24</b>
<b>EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>				
Expenditures:				
1111 Program Expenditures (State Operations)	\$1,720	\$1,951	\$2,697	\$2,778
9900 Statewide Pro Rata	\$282	\$280	\$211	\$211
<b>TOTALS, EXPENDITURES AND EXPENDITURE ADJUSTMENTS</b>	<b>\$2,002</b>	<b>\$2,231</b>	<b>\$2,908</b>	<b>\$2,989</b>
<b>FUND BALANCE</b>				
Reserve for economic uncertainties	\$5,062	\$6,764	\$7,695	\$8,566
Months in Reserve	27.2	27.9	30.9	34.4

**NOTES:**

Assumes workload and revenue projections are realized in BY +1 and ongoing.  
Expenditure growth projected at 3% beginning BY +1.  
CY revenue and expenditures are projections based on FM 5.



## Agenda Item 4b: Administrative Update

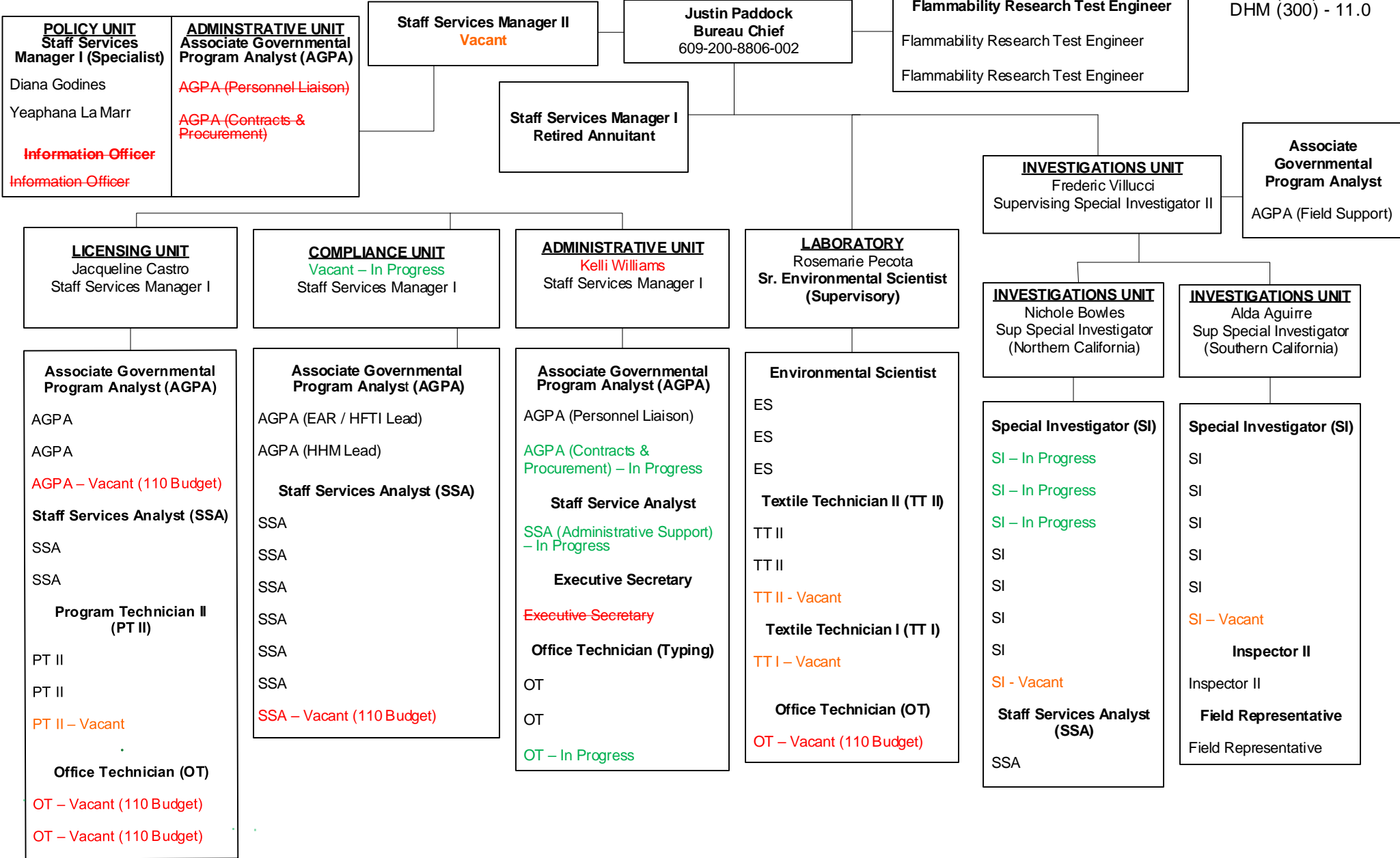


January 2022  
 Department of Consumer Affairs  
 Bureau of Household Goods and Services

Kimberly Kirchmeyer  
 DCA Director

FY 2021-2022

Authorized Positions:  
 EAR (110) - 22.0  
 HFTI (200) - 30.9  
 DHM (300) - 11.0





## Agenda Item 4c: Licensing Statistical Overview

## LICENSING STATISTICS

### July 1, 2021 – December 31, 2021

Electronic and Appliance Repair Registrations	
Appliance Service Dealers	2,548
Electronic Service Dealers	3,448
Combination Electronic/Appliance Service Dealers	295
Service Contract Administrators	68
Service Contract Sellers	10,561
<b>Total Active EAR Registrations</b>	<b>16,920</b>

Home Furnishings and Thermal Insulation Licenses	
Furniture Retailers	2,011
Bedding Retailers	2,160
Furniture and Bedding Retailers	10,965
Custom Upholsterers	453
Supply Dealers	91
Importers (includes overseas Manufacturers)	5,873
Manufacturers	1,340
Sanitizers	24
Wholesalers	160
Thermal Insulation Manufacturers	100
<b>Total Active HFTI Licenses</b>	<b>23,177</b>

Household Movers Permits	
Permits Issued	77
Exams Administered	95
Exam Pass Rate	87%
<b>Total HHM Permits</b>	<b>1,090</b>

Quarterly Revenue Report						
Reporting Period	No. of Permits	Gross Revenue	Admin Fees	CHP Fees	Net Revenue	Net Including Admin Fees
July – September 2021	1,029	\$1,113,935.08	\$10,290.00	\$5,145.00	\$1,098,500.08	\$1,108,790.08
October – December 2021*		\$0	\$0	\$0	\$0	\$0
<b>Subtotal:</b>						<b>\$1,108,790.08</b>

\* Quarterly data was not available at the time of publishing. Updated values will be presented during the meeting.



## Agenda Item 4d: Laboratory Statistical Overview

## LABORATORY STATISTICS July 1, 2021 – December 31, 2021

Test Type	Received	Completed Samples	
		Pass	Fail
TB117-2013	26	39 (97.5%)	1 (2.5%)
16 CFR 1633	12	9 (82%)	2 (18%)
Thermal Insulation	0	6 (55%)	5 (45%)
*Bedding	14	12 (100%)	0 (0%)
**Labeling	N/A	Pass 8 (13%), Minor Violation 16 (25%), Moderate Violation 34 (54%), Failure 5 (8%)	
Total	52	----	----

\*Analysis of label formats, fiber components, finished size, and/or net weight of filling materials.

\*\*Labeling results exclude thermal insulation products.

Test Type	Completed	Manufacturing Locations		
		USA-CA	USA-other states	Overseas
TB117-2013	40	7 (17.5%)	0 (0%)	33 (82.5%)
16 CFR 1633	11	6 (55%)	3 (27%)	2 (18%)

Flame Retardant Chemical Statement Analysis				
No Added FR Chemicals Checked	Added FR Chemicals Checked	No Box Checked	FR Document Request Sent	DTSC Analysis Requested
26 (100%)	0 (0%)	0 (0%)	0	5

Samples Analyzed with the "NO" Flame Retardant Chemical Statement		
Test Type	Pass	Fail
DTSC Analysis	3* (100%)	0* (0%)
FR Doc Review	0 (0%)	0 (0%)

\* Quantitation results pending for five samples.



## Agenda Item 4e: Enforcement Statistical Overview



## COMPLIANCE UNIT AND INVESTIGATIVE UNIT STATISTICAL OVERVIEW July 1, 2021 – December 31, 2021

Complaints Received			
	Received	Closed w/out Investigation	Referred for Investigation
EAR	645	414	228
HFTI	346	224	120
HHM	290	37	253
<b>Total</b>	<b>1,281</b>	<b>675</b>	<b>601</b>

Compliance Unit Investigations				
	EAR	HFTI	HHM	Total
Received	156	59	7	222
Closed	136	83	4	223

Field Investigations				
	EAR	HFTI	HHM	Total
Received	89	71	246	406
Closed	81	108	158	347

Citations Assessed				
	EAR	HFTI	HHM	Total
Number Issued	123	159	20	302
Amount Issued	\$34,750	\$157,000	\$33,500	\$225,250



Agenda Item 5c: Enacted Legislation: AB 1221 (Flora) –  
Consumer warranties: service contracts:  
cancellation: disclosures



# Assembly Bill No. 1221

## CHAPTER 452

An act to amend Sections 1791 and 1794.4 of the Civil Code, relating to consumer warranties.

[Approved by Governor October 04, 2021. Filed with Secretary of State October 04, 2021.]

### LEGISLATIVE COUNSEL'S DIGEST

AB 1221, Flora. Consumer warranties: service contracts: cancellation: disclosures.

Existing law, the Song-Beverly Consumer Warranty Act, provides consumer warranty protection to buyers of consumer goods, including motor vehicles, home appliances, and home electronic products. The act requires a service contract, as defined, to include certain elements, including a clear description and identification of the covered product.

Existing law, the Electronic and Appliance Repair Dealer Registration Law, provides for the registration and regulation of service contractors and, among other things, requires a service contractor to comply with the provisions of the Song-Beverly Consumer Warranty Act described above relating to service contracts. The law makes a violation of its provisions a misdemeanor.

This bill would specify that a service contract may be offered on a month-to-month or other periodic basis and continue until canceled by the buyer or the service contractor and would require a service contract that continues until canceled by the buyer or service contractor to, among other things, disclose to the buyer in a clear and conspicuous manner that the service contract shall continue until canceled by the buyer or service contractor and provide a toll-free number, email address, postal address, and, if one exists, internet website the buyer can use to cancel the service contract. The bill would exempt vehicle service contracts from the above-described provisions. The bill would also define the terms "clear and conspicuous" and "clearly and conspicuously" for purposes of the act. By expanding the scope of the crime of violating the Electronic and Appliance Repair Dealer Registration Law, this bill would impose a state-mandated local program.

The California Constitution requires the state to reimburse local agencies and school districts for certain costs mandated by the state. Statutory provisions establish procedures for making that reimbursement.

This bill would provide that no reimbursement is required by this act for a specified reason.

### DIGEST KEY

Vote: majority Appropriation: no Fiscal Committee: yes Local Program: yes

# THE PEOPLE OF THE STATE OF CALIFORNIA DO ENACT AS FOLLOWS:

**SECTION 1.** Section 1791 of the Civil Code is amended to read:

**1791.** As used in this chapter:

(a) “Consumer goods” means any new product or part thereof that is used, bought, or leased for use primarily for personal, family, or household purposes, except for clothing and consumables. “Consumer goods” shall include new and used assistive devices sold at retail.

(b) “Buyer” or “retail buyer” means any individual who buys consumer goods from a person engaged in the business of manufacturing, distributing, or selling consumer goods at retail. As used in this subdivision, “person” means any individual, partnership, corporation, limited liability company, association, or other legal entity that engages in any of these businesses.

(c) “Clothing” means any wearing apparel, worn for any purpose, including under and outer garments, shoes, and accessories composed primarily of woven material, natural or synthetic yarn, fiber, or leather or similar fabric.

(d) “Consumables” means any product that is intended for consumption by individuals, or use by individuals for purposes of personal care or in the performance of services ordinarily rendered within the household, and that usually is consumed or expended in the course of consumption or use.

(e) “Distributor” means any individual, partnership, corporation, association, or other legal relationship that stands between the manufacturer and the retail seller in purchases, consignments, or contracts for sale of consumer goods.

(f) “Independent repair or service facility” or “independent service dealer” means any individual, partnership, corporation, association, or other legal entity, not an employee or subsidiary of a manufacturer or distributor, that engages in the business of servicing and repairing consumer goods.

(g) “Lease” means any contract for the lease or bailment for the use of consumer goods by an individual, for a term exceeding four months, primarily for personal, family, or household purposes, whether or not it is agreed that the lessee bears the risk of the consumer goods’ depreciation.

(h) “Lessee” means an individual who leases consumer goods under a lease.

(i) “Lessor” means a person who regularly leases consumer goods under a lease.

(j) “Manufacturer” means any individual, partnership, corporation, association, or other legal relationship that manufactures, assembles, or produces consumer goods.

(k) “Place of business” means, for the purposes of any retail seller that sells consumer goods by catalog or mail order, the distribution point for consumer goods.

(l) “Retail seller,” “seller,” or “retailer” means any individual, partnership, corporation, association, or other legal relationship that engages in the business of selling or leasing consumer goods to retail buyers.

(m) “Return to the retail seller” means, for the purposes of any retail seller that sells consumer goods by catalog or mail order, the retail seller’s place of business, as defined in subdivision (k).

(n) “Sale” means either of the following:

(1) The passing of title from the seller to the buyer for a price.

(2) A consignment for sale.

(o) "Service contract" means a contract in writing to perform, over a fixed period of time or for a specified duration, services relating to the maintenance or repair of a consumer product, except that this term does not include a policy of automobile insurance, as defined in Section 116 of the Insurance Code.

(p) "Assistive device" means any instrument, apparatus, or contrivance, including any component or part thereof or accessory thereto, that is used or intended to be used, to assist an individual with a disability in the mitigation or treatment of an injury or disease or to assist or affect or replace the structure or any function of the body of an individual with a disability, except that this term does not include prescriptive lenses and other ophthalmic goods unless they are sold or dispensed to a blind person, as defined in Section 19153 of the Welfare and Institutions Code and unless they are intended to assist the limited vision of the person so disabled.

(q) "Catalog or similar sale" means a sale in which neither the seller nor any employee or agent of the seller nor any person related to the seller nor any person with a financial interest in the sale participates in the diagnosis of the buyer's condition or in the selection or fitting of the device.

(r) "Home appliance" means any refrigerator, freezer, range, microwave oven, washer, dryer, dishwasher, garbage disposal, trash compactor, or room air-conditioner normally used or sold for personal, family, or household purposes.

(s) "Home electronic product" means any television, radio, antenna rotator, audio or video recorder or playback equipment, video camera, video game, video monitor, computer equipment, telephone, telecommunications equipment, electronic alarm system, electronic appliance control system, or other kind of electronic product, if it is normally used or sold for personal, family, or household purposes. The term includes any electronic accessory that is normally used or sold with a home electronic product for one of those purposes. The term excludes any single product with a wholesale price to the retail seller of less than fifty dollars (\$50).

(t) "Member of the Armed Forces" means a person on full-time active duty in the Army, Navy, Marine Corps, Air Force, National Guard, or Coast Guard. Full-time active duty shall also include active military service at a military service school designated by law or the Adjutant General of the Military Department concerned.

~~This (u) section shall become operative on January 1, 2008.~~ *"Clear and conspicuous" and "clearly and conspicuously" means a larger type than the surrounding text, or in a contrasting type, font, or color to the surrounding text of the same size, or set off from the surrounding text of the same size by symbols or other marks, in a manner that clearly calls attention to the language. For an audio disclosure, "clear and conspicuous" and "clearly and conspicuously" means in a volume and cadence sufficient to be readily audible and understandable.*

**SEC. 2.** Section 1794.4 of the Civil Code is amended to read:

**1794.4.** (a) Nothing in this chapter shall be construed to prevent the sale of a service contract to the buyer in addition to or in lieu of an express warranty if that contract fully and conspicuously discloses in simple and readily understood language the terms, conditions, and exclusions of that contract, provided that nothing in this section shall apply to a home protection contract

issued by a home protection company that is subject to Part 7 (commencing with Section 12740) of Division 2 of the Insurance Code.

(b) Except as otherwise expressly provided in the service contract, every service contract shall obligate the service contractor to provide to the buyer of the product all of the services and functional parts that may be necessary to maintain proper operation of the entire product under normal operation and service for the duration of the service contract and without additional charge.

(c) The service contract shall contain all of the following items of information:

(1) ~~A~~ *If the service contract covers a single product, a clear description and identification of the covered product. If the service contract covers a class of products, a description of the class of products covered by the service contract that is sufficiently clear so the buyer is able to discern the products covered.*

(2) The point in time or event when the term of the service contract commences, and its duration measured by elapsed time or an objective measure of use.

*(3) (A) A service contract may be offered on a month-to-month or other periodic basis and continue until canceled by the buyer or the service contractor in accordance with Section 1794.41 and, for electronic and appliance repair dealers, Section 9855.6 of the Business and Professions Code. If the service contract continues until canceled by the buyer or service contractor, the service contract shall do all of the following:*

*(i) Disclose to the buyer in a clear and conspicuous manner that the service contract shall continue until canceled by the buyer or service contractor and require the buyer's affirmative consent to this provision.*

*(ii) Disclose to the buyer all alternatives that the seller offering the service contract offers, including any fixed-term service contracts or other service contract basis that does not continue until it is canceled.*

*(iii) Provide, at a minimum, a toll-free number, email address, postal address, and, if one exists, internet website the buyer can use to cancel the service contract. Cancellation shall not require the use of more than one of these methods to be completed and shall be effective immediately upon receipt of the request for cancellation.*

*(iv) If the service contract was entered into online, allow the buyer the option to cancel the service contract exclusively online, without engaging in any unnecessary steps that obstruct or delay the buyer's ability to cancel the continuation of the service contract.*

*(v) (I) Provide for a refund to the buyer of any unearned amounts in accordance with Section 1794.41 and, for electronic and appliance repair dealers, Section 9855.6 of the Business and Professions Code.*

*(II) The amount of any refund, as well as any cancellation or administrative fees, under this paragraph shall be calculated based on the period, whether month to month or otherwise, for which payment is made and the amount of the payment for the period.*

*(III) A written notice of cancellation other than notice required by clauses (iii) and (iv) shall not be required to obtain a refund.*

*(B) This paragraph does not apply to vehicle service contracts.*

~~(3)~~ (4) If the enforceability of the service contract is limited to the original buyer or is limited to persons other than every consumer owner of the covered product during the term of the service contract, a description of the limits on transfer or assignment of the service contract.

~~(4)~~ (5) A statement of the general obligation of the service contractor in the same language set forth in subdivision (b), with equally clear and conspicuous statements of the following:

(A) Any services, parts, characteristics, components, properties, defects, malfunctions, causes, conditions, repairs, or remedies that are excluded from the scope of the service contract.

(B) Any other limits on the application of the language in subdivision (b) such as a limit on the total number of service calls.

(C) Any additional services that the service contractor will provide.

(D) Whether the obligation of the service contractor includes preventive maintenance and, if so, the nature and frequency of the preventive maintenance that the service contractor will provide.

(E) Whether the buyer has an obligation to provide preventive maintenance or perform any other obligations and, if so, the nature and frequency of the preventive maintenance and of any other obligations, and the consequences of any noncompliance.

~~(5)~~ (6) A step-by-step explanation of the procedure that the buyer should follow in order to obtain performance of any obligation under the service contract including the following:

(A) The full legal and business name of the service contractor.

(B) The mailing address of the service contractor.

(C) The persons or class of persons that are authorized to perform service.

(D) The name or title and address of any agent, employee, or department of the service contractor that is responsible for the performance of any obligations.

(E) The method of giving notice to the service contractor of the need for service.

(F) Whether in-home service is provided or, if not, whether the costs of transporting the ~~product,~~ *product* for service or repairs will be paid by the service contractor.

(G) If the product must be transported to the service contractor, either the place where the product may be delivered for service or repairs or a toll-free telephone number that the buyer may call to obtain that information.

(H) All other steps that the buyer must take to obtain service.

(I) All fees, charges, and other costs that the buyer must pay to obtain service.

~~(6)~~ (7) An explanation of the steps that the service contractor will take to carry out its obligations under the service contract.

~~(7)~~ (8) A description of any right to cancel the contract if the buyer returns the product or the product is sold, lost, stolen, or destroyed, or, if there is no right to cancel or the right to cancel is limited, a statement of the fact.

~~(8)~~ (9) Information respecting the availability of any informal dispute settlement process.

*(d) A service contractor may cancel a service contract offered on a month-to-month or other periodic basis only if any of the following occurs:*

*(1) The buyer fails to make timely payment.*

*(2) The buyer is otherwise in material breach of the service contract.*

*(3) The buyer has committed fraud in connection with the service contract.*

(4) (A) *The service contractor or its affiliate is the obligor under the service contract, and the service contractor or its affiliate is discontinuing this category of service contract no later than 30 days after the effective date of the cancellation.*

(B) *A cancellation or administrative fee shall not be charged to the buyer for a cancellation pursuant to this paragraph.*

(5) (A) *Neither the seller offering the service contract nor any of its affiliates is the obligor under the service contract, and the seller is discontinuing its offering of the service contract no later than 30 days after the effective date of the cancellation in favor of a service contract with a different obligor.*

(B) *A cancellation or administrative fee shall not be charged to the buyer for a cancellation pursuant to this paragraph.*

(e) *As used in this section:*

(1) *“Affiliate” means an entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with another specified entity.*

(2) (A) *“Affirmative consent” means any freely given, specific, informed, and unambiguous indication of the consumer’s wishes by which the consumer, or the consumer’s legal guardian, a person who has power of attorney, or a person acting as a conservator for the consumer, including by a statement or by a clear affirmative action, signifies agreement to the continuous until canceled nature of the service contract.*

(B) *“Affirmative consent” does not mean any of the following:*

(i) *Acceptance of a general or broad terms of use, or similar document, that contains descriptions of the coverages under the service contract along with other, unrelated information.*

(ii) *Hovering over, muting, pausing, or closing a given piece of content.*

(iii) *Agreement obtained through the use of dark patterns.*

~~(f)~~ (f) *Subdivisions (b) and (c) are applicable to service contracts on new or used home appliances and home electronic products entered into on or after July 1, 1989. They are applicable to service contracts on all other new or used products entered into on and after July 1, 1991.*

~~(g)~~ (g) *This section shall become operative on January 1, 2008. The amendments to this section made by the act adding this subdivision are applicable only to a service contract entered into on or after January 1, 2022.*

**SEC. 3.** *No reimbursement is required by this act pursuant to Section 6 of Article XIII B of the California Constitution because the only costs that may be incurred by a local agency or school district will be incurred because this act creates a new crime or infraction, eliminates a crime or infraction, or changes the penalty for a crime or infraction, within the meaning of Section 17556 of the Government Code, or changes the definition of a crime within the meaning of Section 6 of Article XIII B of the California Constitution.*



**Agenda Item 5d: Pending Legislation: AB 224 (Daly) –  
Department of Consumer Affairs:  
Bureau of Household Goods and  
Services: household movers**

AMENDED IN ASSEMBLY APRIL 8, 2021

AMENDED IN ASSEMBLY MARCH 26, 2021

CALIFORNIA LEGISLATURE—2021–22 REGULAR SESSION

**ASSEMBLY BILL**

**No. 224**

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**Introduced by Assembly Member Daly**

January 11, 2021

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An act to amend Section 19225.5 of the Business and Professions Code, relating to professions and vocations, and declaring the urgency thereof, to take effect immediately.

legislative counsel's digest

AB 224, as amended, Daly. Department of Consumer Affairs: Bureau of Household Goods and Services: household movers.

Existing law establishes the Bureau of Household Goods and Services within the Department of Consumer Affairs. Existing law establishes the Division of Household Movers within the bureau and makes it responsible for the licensure and regulation of household movers. Existing law, the Household Movers Act, defines terms for its purposes, including “household mover,” which includes every corporation or person, as specified, 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.

This bill would exclude from the definition of “household mover” a motor carrier, as defined, that *only* provides transportation of household goods in containers or trailers ~~where~~ *when* the household goods are entirely loaded and unloaded by an individual ~~other than~~ *who is not* an

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employee or agent of the motor carrier and *does not otherwise advertise as a permitted household mover, as specified. The bill would also exclude from the definition of “household mover” a broker that broker, as defined, that, pursuant to a broker registration issued by the United States Department of Transportation, only utilizes the services of that motor carrier and does not otherwise advertise, solicit, offer, or arrange for the full service moving of used household goods by motor carrier for compensation. advertise as a permitted household mover, as specified.*

This bill would declare that it is to take effect immediately as an urgency statute.

Vote:  $\frac{2}{3}$ . Appropriation: no. Fiscal committee: yes.

State-mandated local program: no.

*The people of the State of California do enact as follows:*

1 SECTION 1. Section 19225.5 of the Business and Professions  
 2 Code is amended to read:  
 3 19225.5. For purposes of this chapter, unless the context  
 4 otherwise requires, the following provisions shall apply:  
 5 (a) “Broker” means a person engaged by others in the act of  
 6 arranging, for compensation, the intrastate transportation of used  
 7 household goods by a motor vehicle over the highways of this state  
 8 for, or on behalf of, a shipper, a consignor, or a consignee.  
 9 (b) “Bureau” refers to the Bureau of Household Goods and  
 10 Services, as established in Section 9810.  
 11 (c) “Chief” refers to the chief of the bureau.  
 12 (d) “Corporation” includes a corporation, a company, an  
 13 association, and a joint stock association.  
 14 (e) “Department” refers to the Department of Consumer Affairs.  
 15 (f) “Director” refers to the Director of Consumer Affairs.  
 16 (g) “Fund” means the Household Movers Fund established  
 17 pursuant to Section 19229.  
 18 (h) (1) “Household mover” includes every corporation or  
 19 person, their lessees, trustee, receivers, or trustees appointed by  
 20 any court whatsoever, engaged in the permitted or unpermitted  
 21 transportation for compensation or hire as a business by means of  
 22 a motor vehicle or motor vehicles being used in the transportation  
 23 of used household goods and personal effects over any public  
 24 highway in this state. A broker, as defined in subdivision (a), shall

1 be considered a household mover. The Legislature intends  
2 “household mover” to have the same meaning as “household goods  
3 carrier” in former Section 5109 of the Public Utilities Code, as  
4 that section read on June 30, 2018.

5 (2) “Household mover” does not include either of the following:

6 (A) A motor carrier, as ~~that term is~~ defined in Section ~~13102~~  
7 ~~34601~~ of ~~Title 49 of the United States~~ *the Vehicle Code, including*  
8 *a motor carrier registered under the federal Unified Carrier*  
9 *Registration Act, pursuant to Section 14504a of Title 49 of the*  
10 *United States Code, that ~~provides~~ meets both of the following:*

11 (i) *The motor carrier only provides* transportation of household  
12 goods in containers or trailers ~~where~~ *when* the household goods  
13 are entirely loaded and unloaded by an individual ~~other than who~~  
14 *is not* an employee or agent of the motor carrier.

15 (ii) *The motor carrier does not otherwise advertise as a*  
16 *permitted household mover in compliance with Section 19279.3.*  
17 *This clause shall not be construed to prohibit the advertisement*  
18 *or offer of the services described under clause (i).*

19 (B) A broker, as defined under Section 13102(2) of Title 49 of  
20 the United States Code, that meets both of the following:

21 ~~(B) A broker that~~

22 (i) *The broker, pursuant to a broker registration issued by the*  
23 *United States Department of Transportation, only utilizes the*  
24 *services of a motor carrier ~~described in that meets the requirements~~*  
25 *of subparagraph (A) and does not otherwise advertise, solicit, offer,*  
26 *or arrange for the full service moving of used household goods by*  
27 *motor carrier for compensation. (A).*

28 (ii) *The broker does not otherwise advertise as a permitted*  
29 *household mover in compliance with Section 19279.3. This clause*  
30 *shall not be construed to prohibit the advertisement or offer of the*  
31 *services described under clause (i) of subparagraph (A).*

32 (i) “Inspector” refers to an inspector either employed by, or  
33 under contract to, the bureau.

34 (j) “Motor vehicle” means every motor truck, tractor, or other  
35 self-propelled vehicle used for transportation of property over the  
36 public highways, other than upon fixed rails or tracks, and any  
37 trailer, semitrailer, dolly, or other vehicle drawn thereby.

38 (k) “Owner,” with respect to a motor vehicle used in the  
39 transportation of property for compensation by a household mover,  
40 means the corporation or person who is registered with the

1 Department of Motor Vehicles as the owner of the vehicle, or who  
2 has a legal right to possession of the vehicle pursuant to a lease or  
3 rental agreement.

4 (l) "Person" includes an individual, a firm, or a copartnership.

5 (m) "Public highway" includes every public street, road, or  
6 highway in this state.

7 SEC. 2. This act is an urgency statute necessary for the  
8 immediate preservation of the public peace, health, or safety within  
9 the meaning of Article IV of the California Constitution and shall  
10 go into immediate effect. The facts constituting the necessity are:

11 In order to protect more Californians from losing their jobs  
12 during a pandemic and preserve an industry that promotes social  
13 distancing options for California consumers, it is necessary that  
14 this measure take effect immediately.

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## Agenda Item 6b: Strategic Planning Environmental Scan



## Environmental Scan January 2022

Prepared by:

SOLID Planning Solutions

for the Bureau of Household Goods and Services



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## Acronym Legend

<b>Acronym</b>	<b>Definition</b>
<b>AARP</b>	American Association of Retired People
<b>AB5</b>	Assembly Bill 5, deals with independent contractors and gig work
<b>ATS</b>	Applicant Tracking System, DCA's older applicant tracking system
<b>BAR</b>	Bureau of Automotive Repair
<b>BCP</b>	Budget Change Proposal
<b>BEARHFTI</b>	Bureau of Electronic and Appliance Repair, Home Furnishings and Thermal Insulation (Previous name of Bureau)
<b>BHGS</b>	Bureau of Household Goods and Services
<b>BizMod</b>	Business Modernization, the process of converting to a new Information Technology platform
<b>B&amp;P Code</b>	Business and Professions Code
<b>BSO</b>	Business Services Office, a part of DCA
<b>CalTrans</b>	California Department of Transportation
<b>CARB</b>	California Air Resources Bureau
<b>CAS</b>	Consumer Affairs System (DCA's older online license tracking system)
<b>CDAA</b>	California District Attorneys Association
<b>CHP</b>	California Highway Patrol
<b>CRC</b>	Citation Review Conference
<b>CSLB</b>	Contractors State License Board
<b>DA</b>	District Attorney
<b>DCA</b>	Department of Consumer Affairs
<b>DMV</b>	Department of Motor Vehicles
<b>DRE</b>	Department of Real Estate
<b>EAR</b>	Electronic and Appliance Repair
<b>EDD</b>	Employment Development Department
<b>FAQ</b>	Frequently Asked Questions document
<b>FBI</b>	Federal Bureau of Investigation
<b>FMCSA</b>	Federal Motor Carrier Safety Administration
<b>FTB</b>	Franchise Tax Board
<b>HFTI</b>	Home Furnishings and Thermal Insulation

<b>Acronym</b>	<b>Definition</b>
<b>HHM</b>	Household Movers
<b>HR</b>	Human Resources
<b>IT</b>	Information Technology
<b>KoVis</b>	Document scanning service software used by DCA
<b>LLC</b>	Limited Liability Corporation
<b>PFAS</b>	Perfluoroalkyl and Polyfluoroalkyl Substances, also known as “forever chemicals”
<b>PR</b>	Public Relations
<b>PT</b>	Program Technician
<b>PUC</b>	Public Utilities Commission
<b>RA</b>	Retired Annuitant (retired staff member who has come back to work)
<b>SME</b>	Subject Matter Expert
<b>SOLID</b>	Strategic Organizational Leadership and Individual Development, DCA’s training unit
<b>SSI 1</b>	Supervising Special Investigator I
<b>SSI 2</b>	Supervising Special Investigator II
<b>SSM</b>	Staff Services Manager
<b>TEAMS</b>	Microsoft Teams communication platform

## Introduction

One of the first steps in developing a strategic plan is to conduct a scan and evaluation of the environment in which an organization operates. This evaluation allows the organization to look at the factors that can impact its success. This report is a summary of the environmental scan recently conducted by SOLID Planning (SOLID) for the Bureau of Household Goods and Services (Bureau or BHGS) in the month of November of 2021.

The purpose of this environmental scan is to provide a better understanding of external and internal stakeholder thoughts about the Bureau's performance and environment. External stakeholders include licensees and members of the public. Internal stakeholders include staff members, management, and directors. Finally, Bureau Advisory Council members have been placed into a stakeholder group.

SOLID followed the SWOT Analysis (strengths, weaknesses, opportunities, and threats) method to solicit feedback from stakeholders. Feedback was solicited regarding the Bureau's internal strengths and weaknesses as it relates to its goal areas (listed below) and external opportunities and threats as it relates to the profession and environment in which the Bureau operates.

- Goal 1 – Licensing
- Goal 2 – Consumer Protection and Enforcement
- Goal 3 – Communication and Education
- Goal 4 – Legislation and Regulations
- Goal 5 – Organizational Development

This document summarizes trends, including areas where stakeholder groups agree and disagree, while providing additional insight to assist the Bureau in developing objectives for the upcoming strategic plan. Please review this information carefully in preparation for the upcoming strategic planning session. At the strategic planning session, the Bureau's leadership and Advisory Council members will discuss and evaluate this information as a group and identify new strategic objectives that the Bureau will focus on during the new strategic plan period.

If you have any questions about this report, please contact Ann Fisher with SOLID Planning at [Ann.Fisher@dca.ca.gov](mailto:Ann.Fisher@dca.ca.gov).

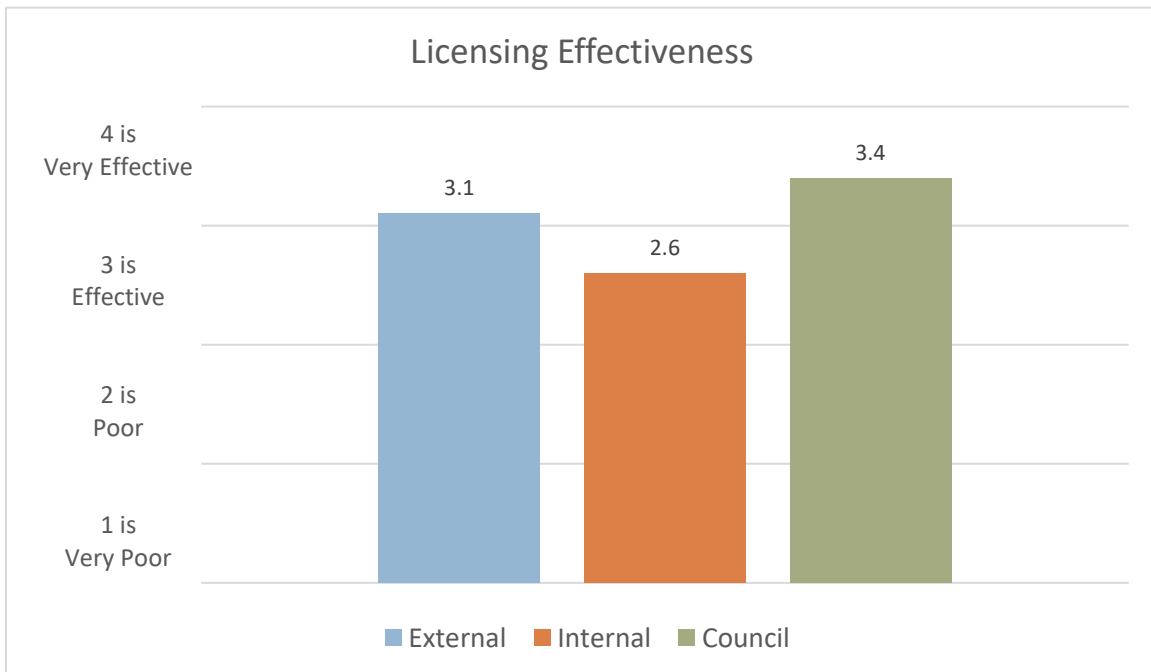
# Licensing

Administer a licensing process that permits applicants to timely enter the workforce while ensuring consumer protection.

## Effectiveness Rating

The table and chart below show how the Bureau is rated by each of the stakeholder groups.

	<b>External Stakeholders: Licensees and Others</b>	<b>Internal Stakeholders: Leadership and Staff</b>	<b>Bureau Advisory Council Members (Council)</b>
<b>Very Effective</b>	12%	0%	37%
<b>Effective</b>	64%	64%	63%
<b>Poor</b>	12%	32%	0%
<b>Very Poor</b>	12%	4%	0%
<b>Total %</b>	100%	100%	100%
<b>Number of Responses</b>	11	25	8



## Summary of Licensing Strengths

1. Internal stakeholders identify staff as a strength of the Bureau, citing knowledge, effort, and agility in workload.
2. External stakeholders praise the Bureau's protection of the consumer through leadership in licensing standards.
3. Both internal stakeholders and Bureau Advisory Council members hold a positive impression of the communication that the licensing staff has with licensees, applicants, and the public.
4. Both internal stakeholders and Advisory Council members identify the responsiveness of staff as a strength of the Bureau.

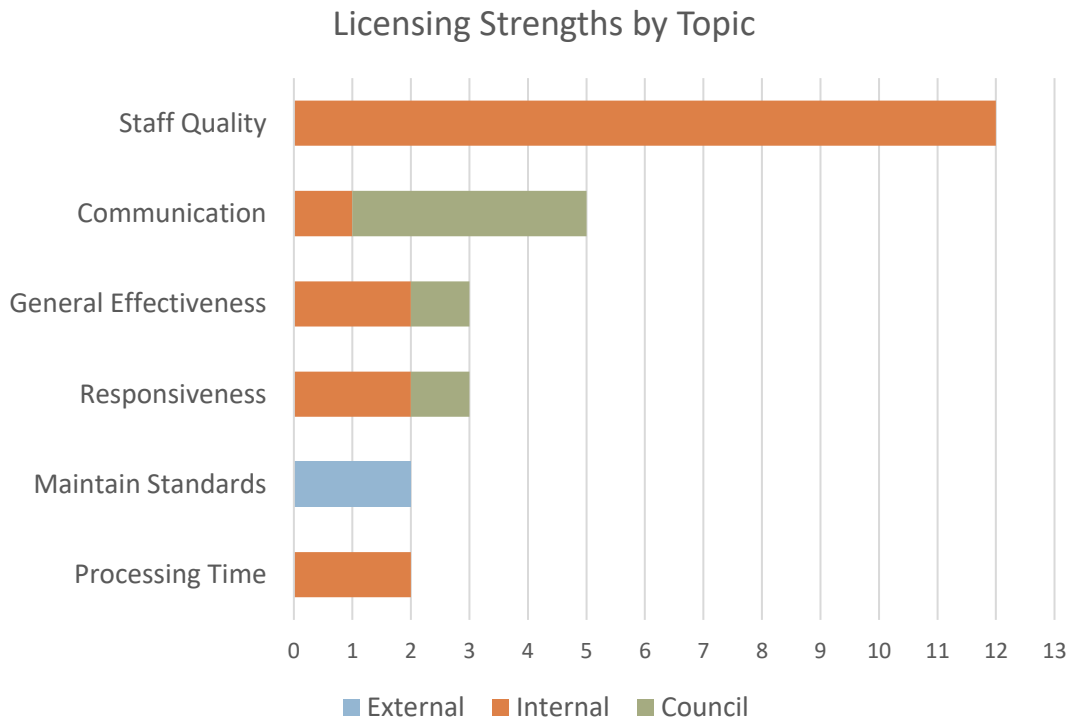
## Summary of Licensing Weaknesses

1. Internal stakeholders are keenly aware that staffing issues (ongoing vacancies, in particular) are a significant weakness to Bureau operations.
2. Both internal and external stakeholders cite specific processes that could use improvement, including citation holds, manually calculated renewal fees, and business name standardization.
3. Internal stakeholders and Advisory Council members agree that lack of an online application and licensing process is a weakness, both in serving the licensees efficiently and in report generation.
4. Internal stakeholders and Advisory Council members cite slow processing time as a weakness only partially connected to staffing levels.
5. Internal stakeholders recognize that customer service could be improved, both in tone and in responsiveness speed.

## Trends in Licensing Strengths

### Stakeholder Strengths Comment Trends

The bar chart and table below list the most mentioned strength topics cited by stakeholders along with the corresponding number of comments received.



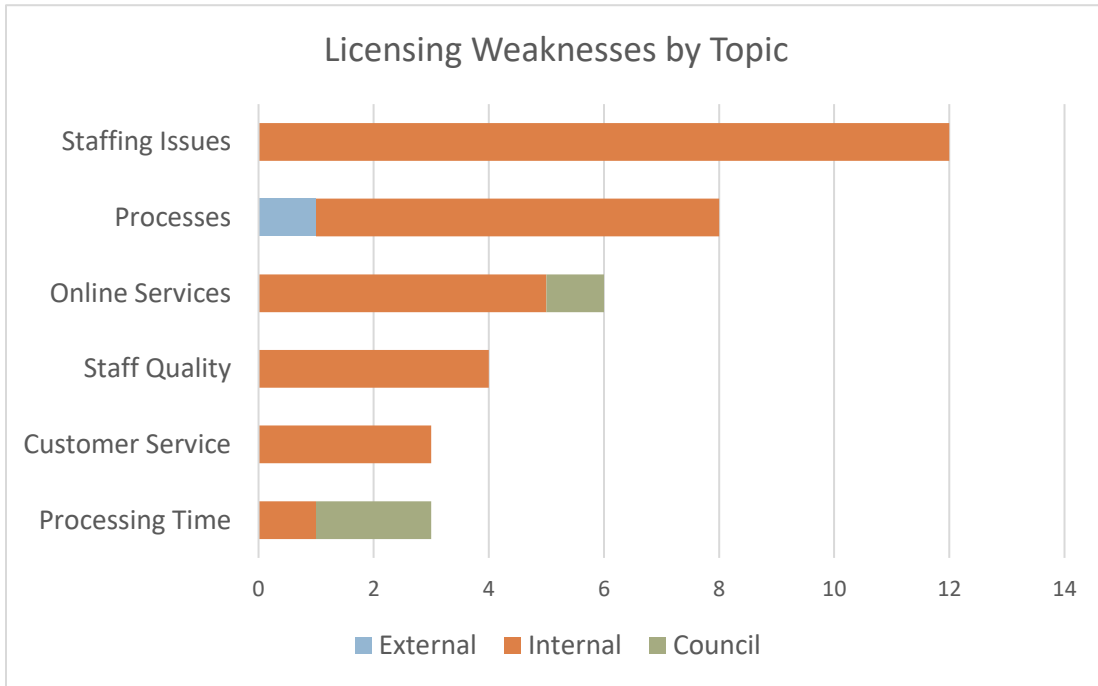
### Licensing Strengths Responses

Topic	External	Internal	Council
<b>Staff Quality</b>	0	12	0
<b>Communication</b>	0	1	4
<b>General</b>	0	2	1
<b>Responsiveness</b>	0	2	1
<b>Maintain Standards</b>	2	0	0
<b>No Feedback</b>	0	0	2
<b>Processing Time</b>	0	2	0

## Trends in Licensing Weaknesses

### Stakeholder Weaknesses Comment Trends

The bar chart and table below list the most mentioned weakness topics cited by stakeholders along with the corresponding number of comments received.



### Licensing Weakness Responses

Topic	External	Internal	Council
<b>Staffing Issues</b>	0	12	0
<b>Processes</b>	1	7	0
<b>Online Services</b>	0	5	1
<b>Staff Quality</b>	0	4	0
<b>Customer Service</b>	0	3	0
<b>Processing Time</b>	0	1	2



## DCA Active License Statistics

To ensure that the Department of Consumer Affairs (DCA) and its stakeholders can effectively execute the core mission of consumer protection, the DCA has established a transparent set of measurements to track licensing activity. The chart below shows the number and types of licenses issued during current and prior years, and year-over-year change for each category.

### Definitions

**Active Licenses** - A license issued by a DCA entity that was active at any time during the period July 1 through June 30 of the year selected.

**Renewed Licenses** - A license that was renewed by a DCA entity to a licensee at any time during the period July 1 through June 30 of the year selected.

**New Licenses** - A license issued by a DCA entity to a first-time licensee at any time during the period July 1 through June 30 of the year selected.

**License Application** - An application for a first-time licensee received by a DCA entity at any time during the period July 1 through June 30 of the year selected.

**State Fiscal Year (SFY)** - A 12-month state accounting period which varies from calendar year and the federal fiscal year. In California State government, the state fiscal year runs from July 1 through the following June 30.

Licensing Measures	% Change	SFY 2020-2021	SFY 2019-2020
Active Licenses	-3.9%	41,797	43,491
Renewed Licenses	-23.9%	20,270	26,632
New Licenses	-2.3%	3,804	3,892
License Applications	+11.7%	2,565	2,296

The data contained in this table is compiled from the Bureau licensing statistics and the [Open Data Portal](#) which uses monthly statistical reporting from DCA Boards and Bureaus. Open Data Portal data was last refreshed on October 5, 2020. SOLID obtained the portal data on December 15, 2021 and Bureau data on January 11, 2022.

## Summary of Recommended Licensing Objective Topics

The list below consolidates and categorizes objectives recommended by the Bureau Advisory Council members and leadership.

1. Bureau Focus
  - a. Open forum conversations about what Advisory Council members can provide.
2. Fee Structure
  - a. The timing of payment of initial license fees could be spread out.
3. General
  - a. Protecting the public from unethical household movers.
4. Maintain Standards
  - a. Ensure that any simplification of applications does not impact the integrity of the program.
  - b. Criminal background checks for licensee types that enter private residences
5. Online Services
  - a. Automating – BizMod plans to begin building in January, but it takes 18 months. Huge, labor intensive.
6. Processes
  - a. Make the application process easier for household movers; it's very intimidating.
7. Processing Time
  - a. Reduce processing time.
8. Resources/Funding
  - a. Lots of business owners have stopped paying renewal fees, and no one follows up.
9. Scope
  - a. Understanding service contracts, as well as underwriting them. The Bureau must be able to provide reasonable certainty that the company offering the service contract has the financial backing and staffing to carry out the promises stated in the contract.
  - b. We should help educate the blue-collar work force about how they can become a licensee.
  - c. Electronic repair people do ignition interlock services, that industry needs to be considered.
10. Shortage of Licensees
  - a. We want to have an adequate supply of service providers.
11. Staffing Issues
  - a. Reduce the vacancy rate.

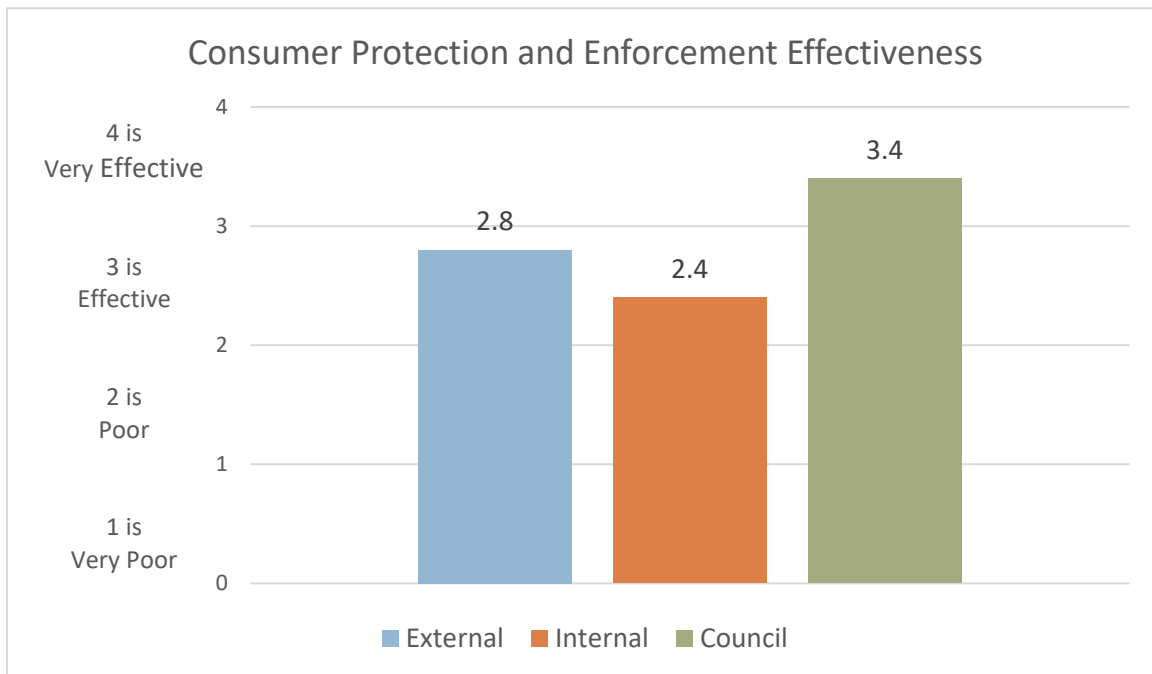
# Consumer Protection and Enforcement

Ensure the Bureau’s enforcement program maximizes resources to provide timely consumer protection through actively enforcing the laws and regulations governed.

## Effectiveness Rating

The table and chart below show how the Bureau is rated by each of the stakeholder groups.

	External Stakeholders	Internal Stakeholders	Council
<b>Very Effective</b>	12%	4%	22%
<b>Effective</b>	64%	46%	67%
<b>Poor</b>	12%	38%	0%
<b>Very Poor</b>	12%	13%	11%
<b>Total %</b>	100%	100%	100%
<b>Number of Responses</b>	8	24	9



## Summary of Consumer Protection and Enforcement Strengths

1. Internal stakeholders and Advisory Council members feel strongly that the knowledge, teamwork, and motivation of staff are the primary strength of the Bureau.
2. Internal stakeholders and Advisory Council members cite the proactive nature of their enforcement focus as a benefit to the Bureau.
3. All stakeholder groups have a generally positive view of the Bureau's enforcement activities in protecting consumers.
4. The Advisory Council sees the Bureau's processes as supporting the effectiveness of the Bureau, especially cross-training of investigators and inspection processes.
5. The Advisory Council members get positive updates at meetings about the enforcement team's effectiveness.
6. Both Advisory Council members and internal stakeholders specifically praise the Bureau's tone of educating during enforcement actions, helping bring entities into compliance without imposing fines.

## Summary of Consumer Protection and Enforcement Weaknesses

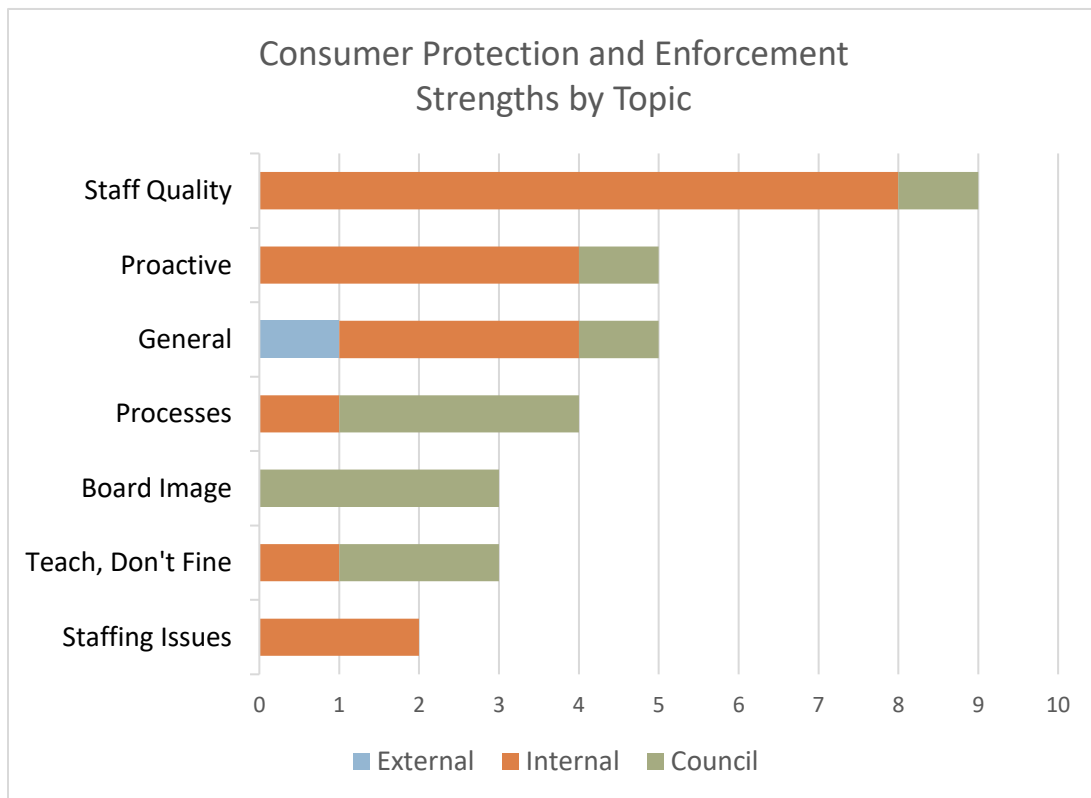
1. Internal stakeholders express concern for the lack of consistent and codified processes and procedures related to enforcement activities. Advisory Council members have ideas of new areas to explore in establishing a more effective enforcement effort.
2. Both Advisory Council members and internal stakeholders feel that outreach is needed, both to the industry to inform them of the standards of the law and to consumers who generally do not know anything about the Bureau's existence as a consumer resource.
3. Staffing issues have been an obstacle for years. There has been no long-term Chief in place to provide direction and guidance to staff, and continuing vacancies in all units have resulted in unsupported enforcement efforts.
4. Internal stakeholders share that the work environment has led to many enforcement staff leaving the Bureau. Remaining staff do not seem to have the skills, tools, or motivation to effectively move enforcement actions through the system.
5. Both internal stakeholders and Advisory Council members praise the small effort made in 'sting' operations but acknowledge the need to work within DCA guidelines to accomplish significant proactive enforcement operations.
6. Both Advisory Council members and internal stakeholders are well aware that there are no household mover regulations at this time, and this hinders any effort at addressing some of the egregious consumer protection violations. In other areas of the Bureau, regulations are often outdated and verging on obsolete.
7. Although the process has been initiated, until the Business Modernization effort is completed, many tracking efforts are reliant upon hand-entry in Excel spreadsheets, which is extremely error-prone. Ideally, the newer system will allow staff to work with all three areas of the Bureau's administrative scope easily.

8. Internal stakeholders acknowledge that there is a steep learning curve for staff in handling compliance and enforcement issues within three very different areas (electronic appliance repair, household furnishings and thermal insulation, and household movers).

## Trends in Consumer Protection and Enforcement Strengths

### Stakeholder Consumer Protection and Enforcement Strengths Comment Trends

The bar chart and table below list the most mentioned strength topics cited by stakeholders along with the corresponding number of comments received.



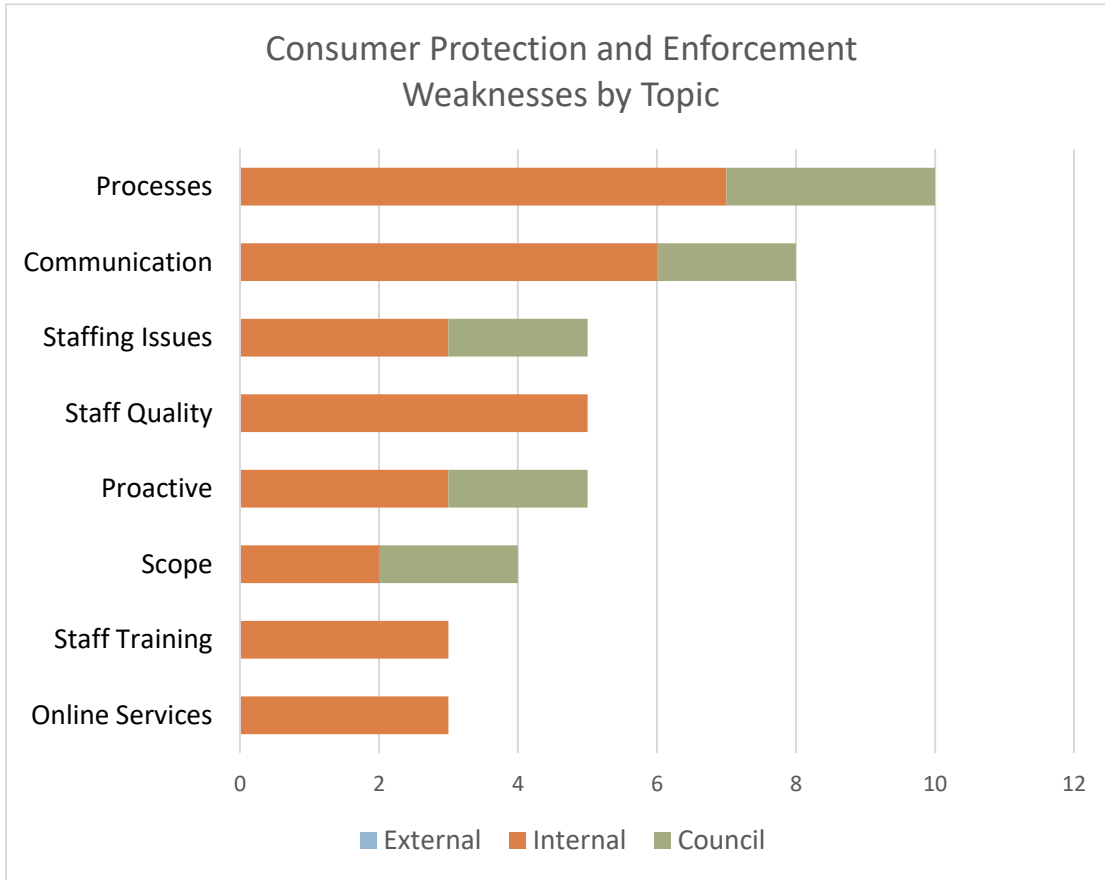
### Consumer Protection and Enforcement Strength Responses

Topic	External	Internal	Council
<b>Staff Quality</b>	0	8	1
<b>Proactive</b>	0	4	1
<b>Processes</b>	0	1	3
<b>General</b>	1	3	1
<b>Board Image</b>	0	0	3
<b>Teach, Don't Fine</b>	0	1	2
<b>Staffing Issues</b>	0	2	0

# Trends in Consumer Protection and Enforcement Weaknesses

## Stakeholder Consumer Protection and Enforcement Weaknesses Comment Trends

The bar chart and table below list the most mentioned weakness topics cited by external stakeholders along with the corresponding number of comments received.



## Consumer Protection and Enforcement Weaknesses Responses

<b>Topic</b>	<b>External</b>	<b>Internal</b>	<b>Council</b>
<b>Processes</b>	0	7	3
<b>Communication</b>	0	6	2
<b>Proactive</b>	0	3	2
<b>Staff Quality</b>	0	5	0
<b>Staffing Issues</b>	0	3	2
<b>Scope</b>	0	2	2
<b>Online Services</b>	0	3	0
<b>Staff Training</b>	0	3	0



## DCA Enforcement Performance Measures Summary

The performance measures demonstrate DCA is making the most efficient and effective use of resources. Performance measures are linked to an agency's mission, vision, strategic objectives, and strategic initiatives. The chart below shows the number of days between the stages of investigating a consumer complaint for the Bureau. The column labeled “target” is the goal the Bureau has established for itself, which is consistent with the Consumer Protection Enforcement Initiative timeframes established for the Bureaus. The remaining columns show the actual number of days to move a complaint from one step of the investigation process to the next.

### Definitions

- Complaint Volume (Intake Volume) - Total number of complaints and conviction/arrest notices received within the specified period.
- Complaint Intake (Intake Cycle Time) - Average cycle time from complaint receipt to the date the complaint was assigned to an investigator.
- Investigation (Investigation Cycle Time) - Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.
- Formal Discipline (Formal Discipline Cycle Time) - Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board/Bureau and prosecution by the Attorney General.)
- Probation Intake - Average number of days from monitor assignment to the date the monitor makes first contact with the probationer.
- Probation Violation Response - Average number of days from the date a violation of probation is reported to the date the assigned monitor starts appropriate action.
- State Fiscal Year (SFY) - A 12-month state accounting period which varies from calendar year and the federal fiscal year. In California State government, the state fiscal year runs from July 1 through the following June 30.

Enforcement Performance Measures	Target	SFY 2020-2021	SFY 2019-2020
<b>Complaint Volume</b>	n/a	2609	1585
<b>Complaint Intake (days)</b>	10	7	8
<b>Investigation (days)</b>	180	126	147
<b>Formal Discipline (days)</b>	540	426	494
<b>Probation Intake (days)</b>	15	0*	0*
<b>Probation Violation Response (days)</b>	15	0*	0*

The data contained in this table is compiled from the Open Data Portal which uses monthly statistical reporting from DCA Boards and Bureaus. Open Data Portal data was last refreshed on October 1, 2021. SOLID obtained the data on December 20, 2021.

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\* There were no licensees on probation during the indicated time period.

## Summary of Recommended Consumer Protection and Enforcement Objective Topics

The list below consolidates and categorizes objectives recommended by the Bureau Advisory Council members and leadership.

1. Processes
  - a. Develop processes that recognize the scope and limitations of each practice act, behaviors of industry, and egregiousness of the violations. Document those processes and policies in procedure format and provide training.
  - b. Get regulations approved by DCA Legal for Household Movers. There have been no regulations in place since DCA took over licensing the industry in 2018.
2. Staffing Issues
  - a. Retaining knowledgeable & experienced leadership.
  - b. Assess and address causes for turnover in staff.
3. Proactive
  - a. Get proactive enforcement fully on board.
4. Communication
  - a. How do we let consumers know we're here?
  - b. Inform the consumers; we lack that now.
  - c. Improve knowledge transfer in onboarding.

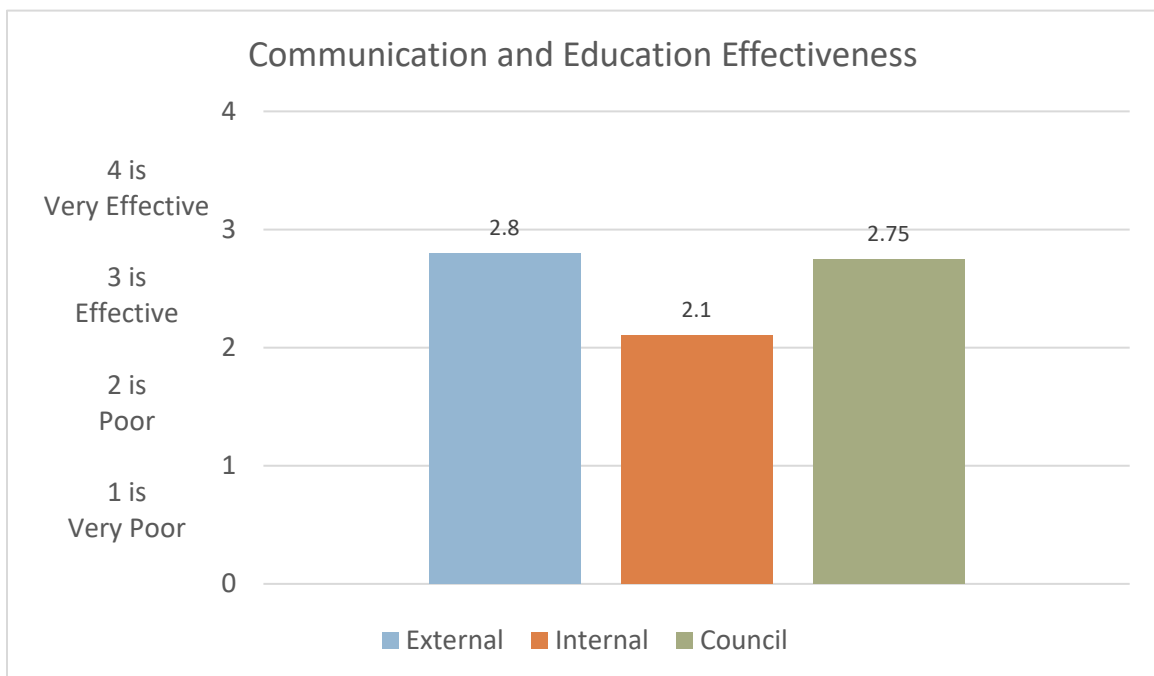
## Communication and Education

Will inform and engage consumers, licensees, and other stakeholders about the Bureau’s laws and regulations and the availability of the complaint process.

### Effectiveness Rating

The table and chart below show how the Bureau is rated by each of the stakeholder groups.

	External Stakeholders	Internal Stakeholders	Council
<b>Very Effective</b>	17%	0%	12%
<b>Effective</b>	50%	35%	50%
<b>Poor</b>	33%	43%	38%
<b>Very Poor</b>	0%	22%	0%
<b>Total %</b>	100%	100%	100%
<b>Number of Responses</b>	6	23	8



## Summary of Communication and Education Strengths

1. Both Advisory Council members and internal stakeholders agree that council members are kept informed about topics of interest as well as legislation that affects the industry.
2. Internal stakeholders praise enforcement and compliance staff on their approach of educating at the time of citation.
3. Both Advisory Council members and internal stakeholders recognize the communication and education that the Bureau provides and plans to expand around the household mover industry in particular, but also to the general consumer population.
4. External and internal stakeholders praise the website's availability and access to the complaint process.
5. All stakeholders note that one does get a response from staff when attempting to answer questions about the Bureau.
6. Internal stakeholders feel their relationships with other agencies, such as District Attorneys, DCA Public Affairs, and others, play a role in improving the Bureau's effectiveness.

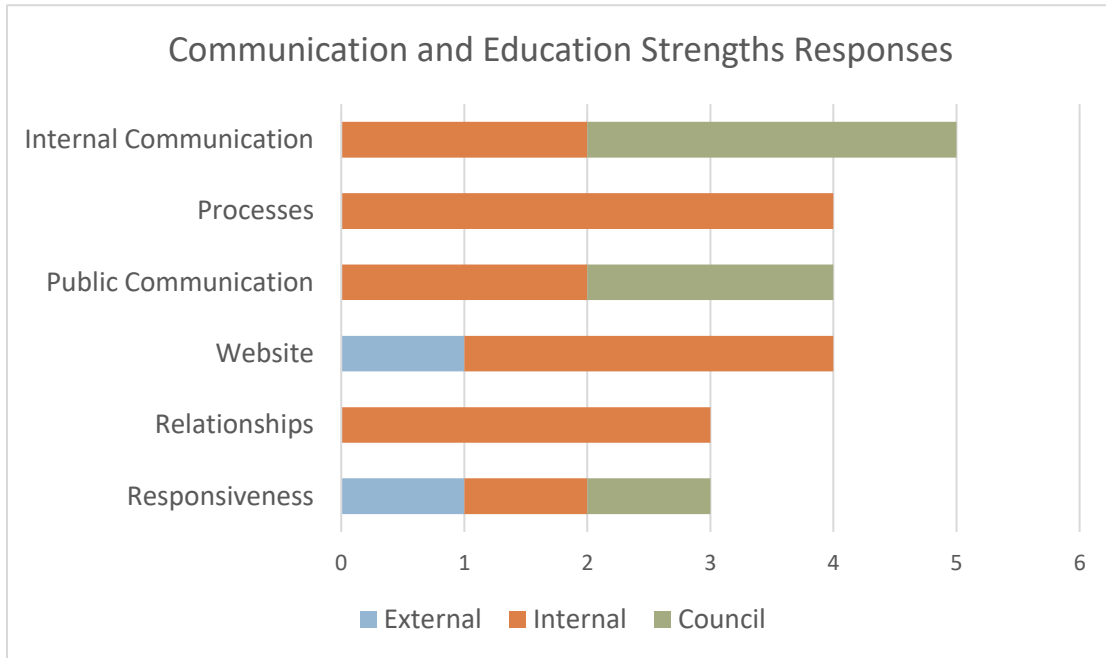
## Summary of Communication and Education Weaknesses

1. Internal stakeholders agree that the lack of a unified outreach program is a weakness for the Bureau.
2. Both internal stakeholders and Advisory Council members note that the current Bureau website is not very consumer-friendly, being poorly organized and containing obsolete information.
3. Internal stakeholders cite the Bureau's relationships within the Department as lacking, and that better relationships among 'sister' agencies and other organizations could be a powerful tool if these relationships were more robust.
4. Internal stakeholders and Advisory Council members call out the lack of a social media strategy as a weakness, with specific gaps in information hindering effectiveness.
5. Internal stakeholders and Advisory Council members recognize that communication with the public has been difficult, both in general and to specific audiences like senior citizens. A general recognition is that more outreach could and should be done.

## Trends in Communication and Education Strengths

### Stakeholder Strengths Comment Trends

The bar chart and table below list the most mentioned strength topics cited by stakeholders along with the corresponding number of comments received.



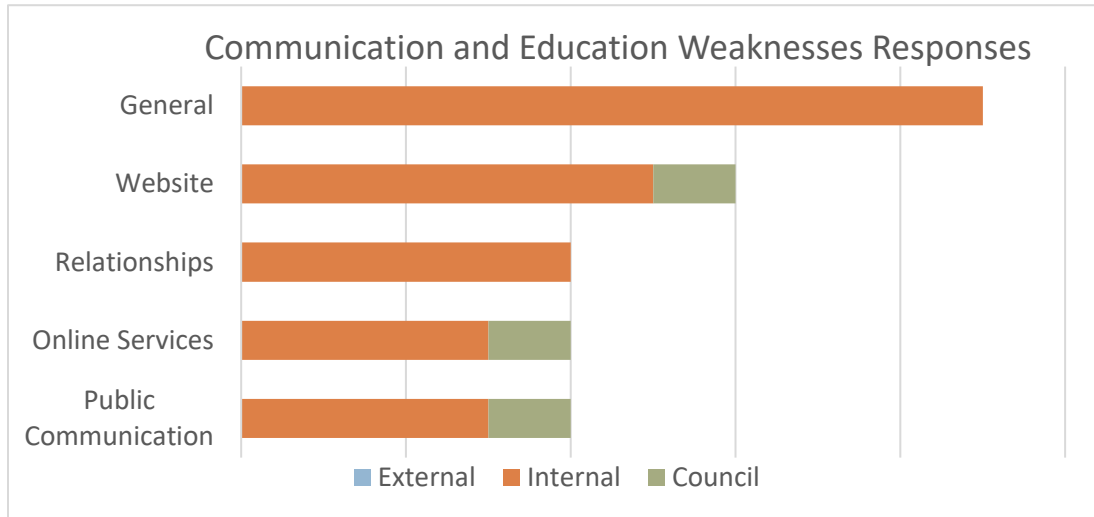
Communication and Education Strengths Responses

Topic	External	Internal	Council
<b>Internal Communication</b>	0	2	3
<b>Processes</b>	0	4	0
<b>Public Communication</b>	0	2	2
<b>Website</b>	1	3	0
<b>Relationships</b>	0	3	0
<b>Responsiveness</b>	1	1	1

# Trends in Communication and Education Weaknesses

## Stakeholder Weaknesses Comment Trends

The bar chart and table below list the most mentioned weakness topics cited by stakeholders along with the corresponding number of comments received.



Communication and Education Weaknesses Responses

Topic	External	Internal	Council
<b>General</b>	0	9	0
<b>Website</b>	0	5	1
<b>Relationships</b>	0	0	4
<b>Online Services</b>	0	3	1
<b>Public Communication</b>	0	3	1

## Summary of Recommended Communication and Education Objective Topics

The list below consolidates and categorizes objectives recommended by the Bureau Advisory Council members and leadership.

1. Relationships
  - a. Outreach to counties and cities who issue business licenses so that when someone gets their business license, they find out about the profession and the need to be licensed.
2. Proactive
  - a. We need to have more proactive involvement in outreach efforts.
3. Website
  - a. Link the old Bureau website with the current one and find a way to optimize the Bureau as a top internet search result when searching for household movers.
  - b. Consumers need a more approachable website.

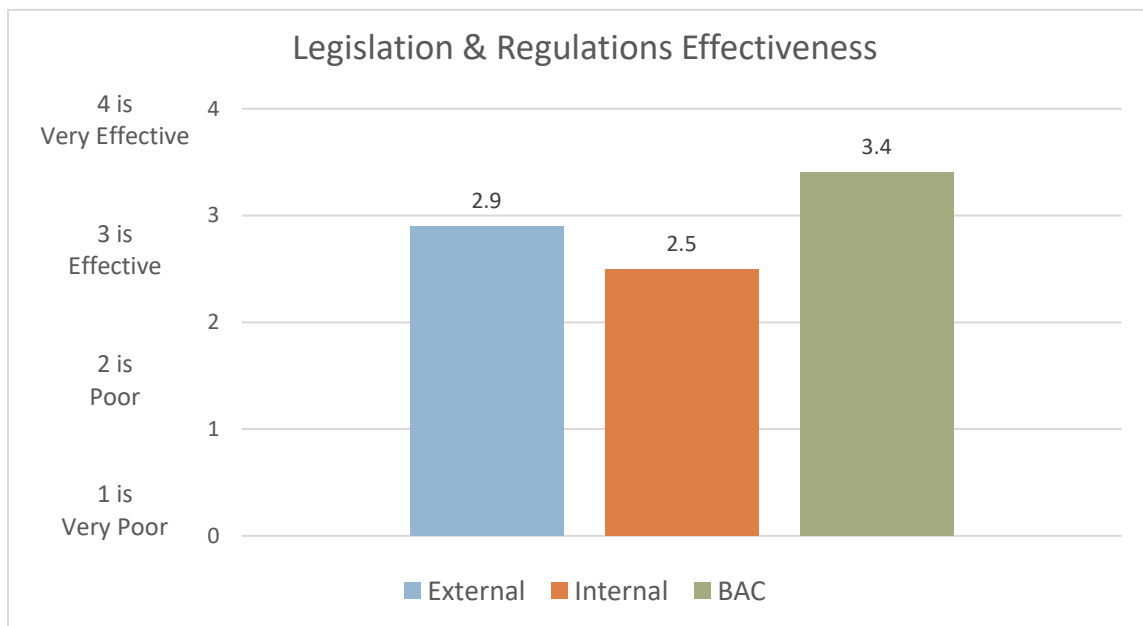
# Legislation and Regulations

Implement legislative and regulatory changes to provide for the protection of consumers and to address current and emerging issues.

## Effectiveness Rating

The table and chart below show how the Bureau is rated by each of the stakeholder groups.

	External Stakeholders	Internal Stakeholders	Council
<b>Very Effective</b>	25%	0%	37%
<b>Effective</b>	50%	80%	63%
<b>Poor</b>	25%	20%	0%
<b>Very Poor</b>	0%	0%	0%
<b>Total %</b>	100%	100%	100%
<b>Number of Responses</b>	7	20	8





## Summary of Legislation and Regulations Strengths

1. Both Advisory Committee members and internal stakeholders feel that the internal communication process works well, particularly in promptly announcing legislative changes at council meetings.
2. Both Advisory Committee members and internal stakeholders are pleased with the overall legislative process, acknowledging that the process does take time to complete.
3. Internal stakeholders as well as Advisory Council members specifically praise the competence and expertise of the Bureau staff regarding legislative analysis and research.
4. Internal stakeholders as well as Advisory Council members cite strong relationships with both the California Legislature and the various professional organizations which are involved in the industry.
5. Internal stakeholders speak highly of the existing regulations' clarity while also acknowledging a desire for more authority in terms of enforcement. Advisory Council members agree that the industries regulated are mature, and their requests are fact-based.
6. External stakeholders appreciate the council meetings and the opportunity to learn about legislative changes at these meetings.
7. Advisory Council members praise the support provided to licensees and the sense of partnership with licensees.

## Summary of Legislation and Regulations Weaknesses

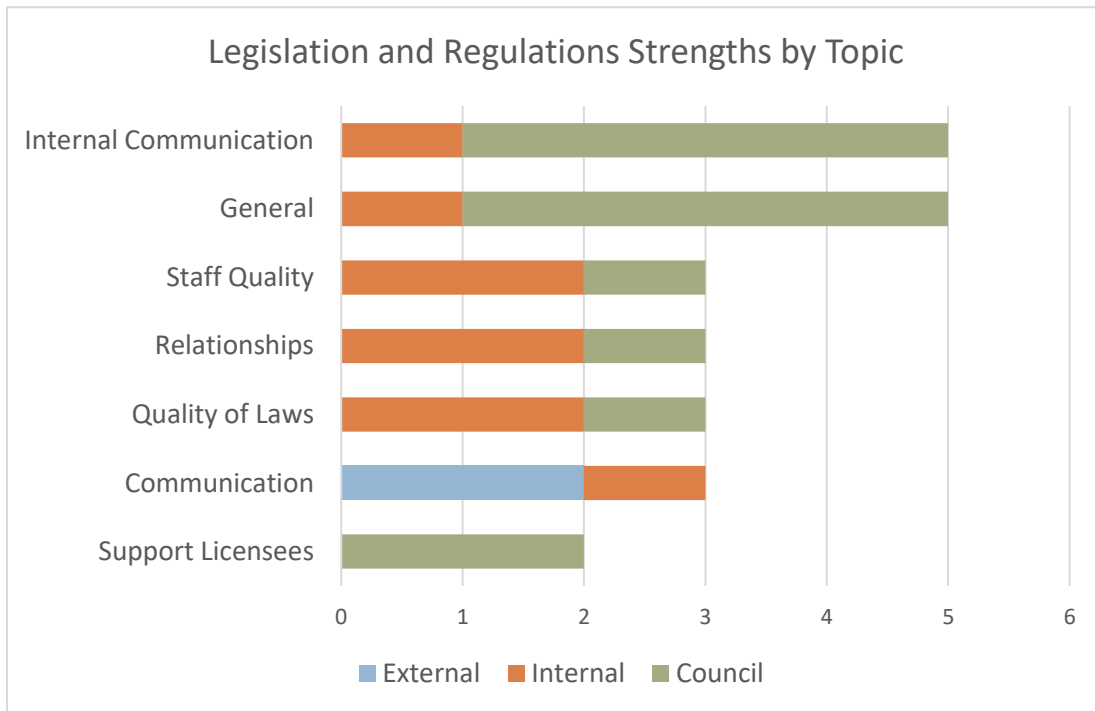
1. Both external and internal stakeholders feel that current laws are not suited to the mission of the Bureau. The household mover regulations do not yet exist to support true enforcement, and the electronic repair regulations are close to becoming obsolete.
2. Both internal stakeholders and Advisory Council members are disappointed in the amount of time it takes to move any new regulation through the system but acknowledge that is out of the Bureau's control to some extent.
3. Internal stakeholders note that the Bureau's relationship with the Legislature is more challenging due to the need to work through the Department of Consumer Affairs. The Bureau has an existing relationship with the Federal Motor Carriers Safety Administration that has not been leveraged.
4. Internal stakeholders are aware that the current legislation and regulation does not adequately cover household movers, and this results in a lack of authority to conduct meaningful enforcement.
5. Advisory Council members wish that more people were exposed to the valuable information that council members get.
6. Both Advisory Council members and external stakeholders see the need for clarity on freight motor carriers as movers, as well as the potential for activities around vetting digital activity on the internet and a ban on lobbying for issues needing legislative attention.

7. Internal stakeholders acknowledge that the specific training required to interpret laws and regulations has not been conducted, leading to inefficiencies in enforcement efforts.

## Trends in Legislation and Regulations Strengths

### Stakeholder Strengths Comment Trends

The bar chart and table below list the most mentioned strength topics cited by stakeholders along with the corresponding number of comments received.



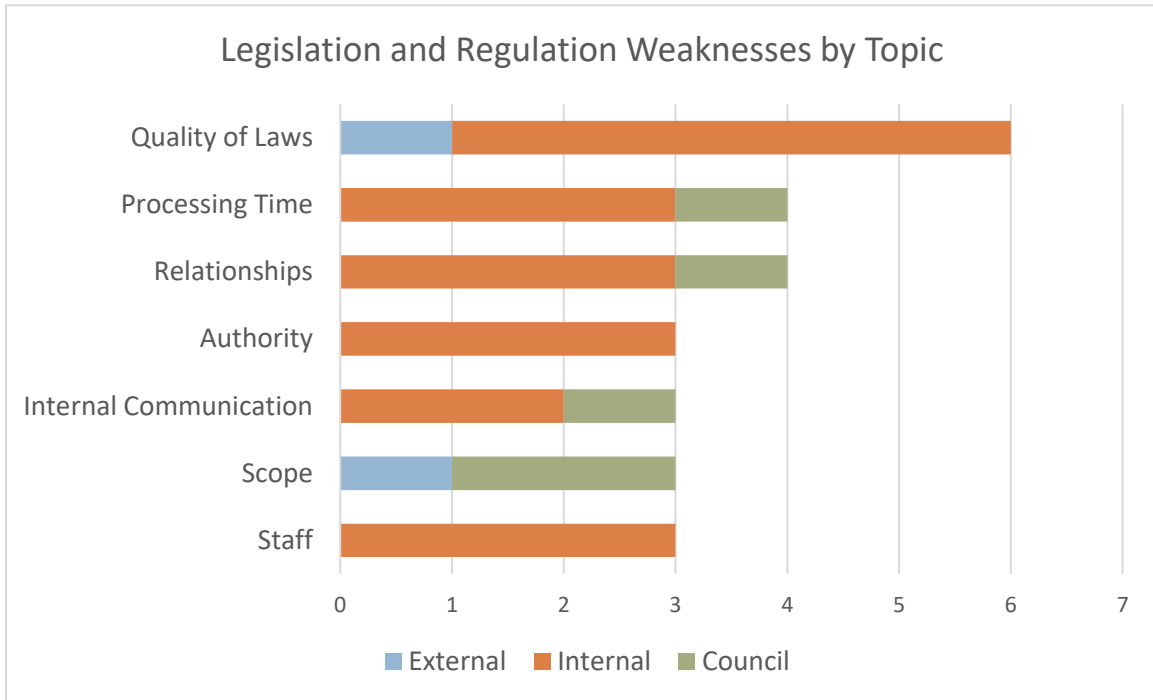
### Legislation and Regulations Strengths by Topic

Topics	External Stakeholders	Internal Stakeholders	Council
<b>General</b>	0	1	4
<b>Internal Communication</b>	0	1	4
<b>Communication</b>	2	1	0
<b>Quality of Laws</b>	0	2	1
<b>Relationships</b>	0	2	1
<b>Staff Quality</b>	0	2	1
<b>Support Licensees</b>	0	0	2

# Trends in Legislation and Regulations Weaknesses

## Stakeholder Weaknesses Comment Trends

The bar chart and table below list the most mentioned weakness topics cited by stakeholders along with the corresponding number of comments received.



Legislation and Regulations Weaknesses by Topic

Topics	External Stakeholders	Internal Stakeholders	Council
<b>Quality of Laws</b>	1	5	0
<b>Processing Time</b>	0	3	1
<b>Relationships</b>	0	3	1
<b>Authority</b>	0	3	0
<b>Internal Communication</b>	0	2	1
<b>Scope</b>	1	0	2
<b>Staff</b>	0	3	0



## Summary of Recommended Legislation and Regulations Objective Topics

The list below consolidates and categorizes objectives recommended by the Bureau Advisory Council members and leadership.

1. Implement New Legislation and Regulations
  - a. Implementing the Household Movers Act to allow full enforcement and define Bureau licensing requirements.
  - b. Update EAR side (electronic appliance repair) to remove references that are obsolete.
  - c. Streamline all three practice acts where practical.
2. Scope
  - a. Figure out how the gig economy should or should not be moving household goods, have some authority over it.
  - b. Fingerprinting should be addressed in the electronic appliance repair field.
3. Staffing Issues
  - a. Retain knowledgeable, skillful staff.
  - b. Assess personnel needs by analyzing workload data and addressing through BCPs where needed.
4. Quality of Laws
  - a. We need to look at some rules to see if they really do advance the role of consumer protection, or if they are hindering businesses (in contrast to other states).
  - b. It might be that the regulations need to be written differently. As it is, we cannot advise licensees who have questions. It's hard to implement and enforce if we don't all understand what each law or regulation means in the same way.
5. Online Services
  - a. We are still on legacy computer systems, and the one from the Public Utilities Commission (for household movers) has no enforcement module. We're doing lots of manual record-keeping, which makes it hard to report our statistics.

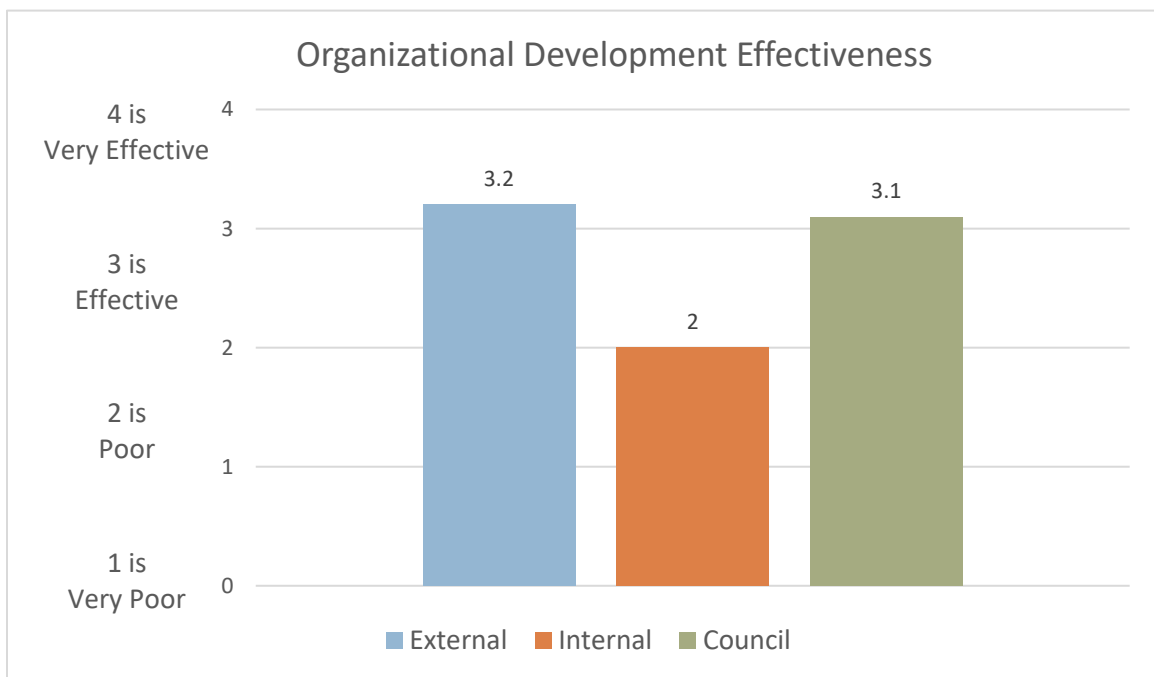
# Organizational Development

The bureau provides effective leadership and improves the quality of services in all program areas.

## Effectiveness Rating

The table and chart below show how the Bureau is rated by each of the stakeholder groups.

	External Stakeholders	Internal Stakeholders	Council
<b>Very Effective</b>	17%	0%	25%
<b>Effective</b>	83%	23%	63%
<b>Poor</b>	0%	54%	12%
<b>Very Poor</b>	0%	23%	0%
<b>Total %</b>	100%	100%	100%
<b>Number of Responses</b>	6	22	8



## Summary of Organizational Development Strengths

1. All stakeholders agree that staff are working hard and have good intentions toward consumer protection.
2. All stakeholders also feel that the operation of the Bureau is good, and household movers were happier with DCA than they had been with their prior oversight agency.
3. Advisory Council members praise the informative communication at council meetings, and internal stakeholders feel that issues do get communicated internally as appropriate.
4. Internal stakeholders praise recent leadership for improving the Bureau's effectiveness and operations.

## Summary of Organizational Development Weaknesses

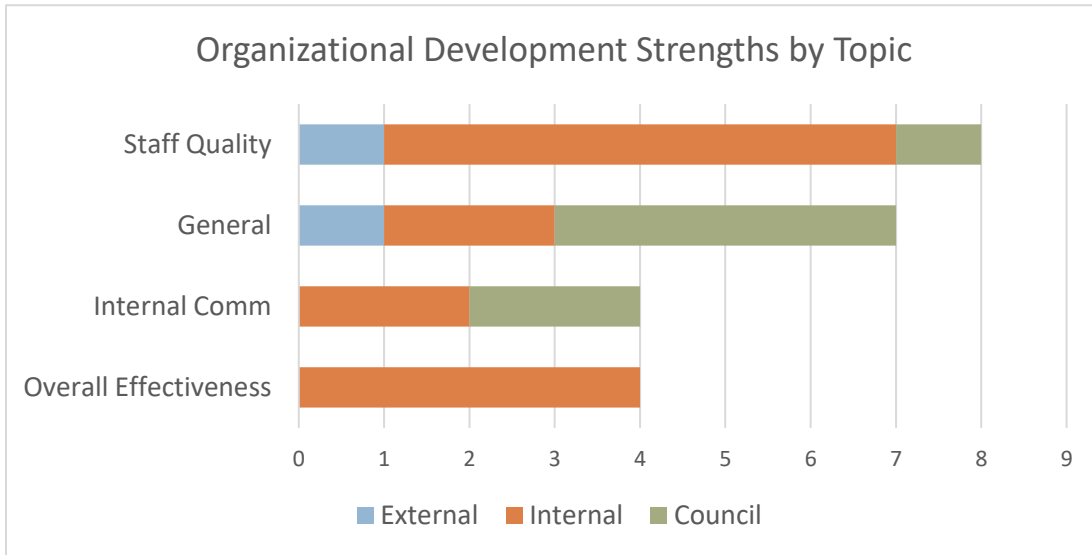
1. All stakeholders are aware of the staffing issues, including the frequent rotation of Bureau Chief and ongoing vacancies.
2. Internal stakeholders say they need established processes and procedures for effective operation, and Advisory Council members express concern for the complex procedures needed for routine ownership changes.
3. Internal stakeholders acknowledge that staff morale is low and that starting over with each new Chief has been difficult, as was working with so many vacant positions on every team.
4. Internal communication is cited by both internal stakeholders and Advisory Council members as a weakness, with all wishing for increased transparency between units and the council.
5. Internal stakeholders express a need for training, both in job-specific topics and general people skills. Training is also seen as having the potential to be a team building experience.
6. Internal stakeholders are disappointed with the disconnected performance of the Bureau as a whole, noting new initiatives being pushed forward without full review of potential consequences or fully developed procedures. The lack of oversight has been a hinderance in operations overall.



# Trends in Organizational Development Strengths

## Stakeholder Strengths Comment Trends

The bar chart and table below list the most mentioned strength topics cited by stakeholders along with the corresponding number of comments received.



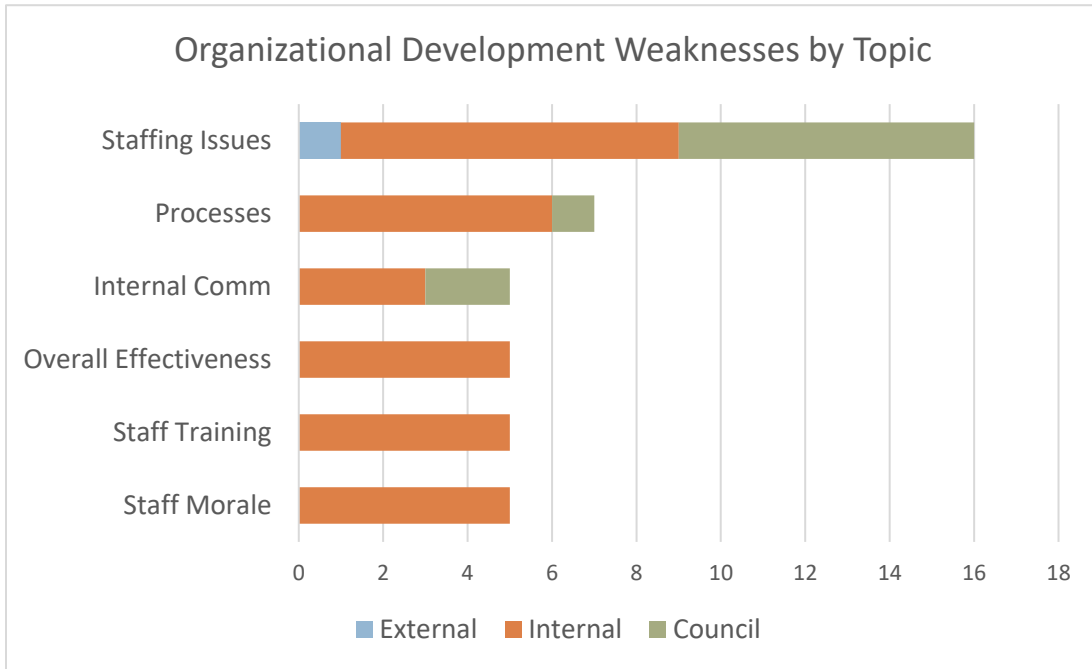
Organizational Development Strengths by Topic

Topic	External	Internal	Council
<b>Staff Quality</b>	1	6	1
<b>General</b>	1	2	4
<b>Internal Communication</b>	0	2	2
<b>Overall Effectiveness</b>	0	4	0

# Trends in Organizational Development Weaknesses

## Stakeholder Weaknesses Comment Trends

The bar chart and table below list the most mentioned weakness topics cited by stakeholders along with the corresponding number of comments received.



### Organizational Development Weaknesses by Topic

Topic	External	Internal	Council
<b>Staffing Issues</b>	1	8	7
<b>Processes</b>	0	6	1
<b>Staff Morale</b>	0	5	0
<b>Internal Communication</b>	0	3	2
<b>Staff Training</b>	0	5	0
<b>Overall Effectiveness</b>	0	5	0

# Summary of Recommended Organizational Development Objective Topics

The list below consolidates and categorizes objectives recommended by the Bureau Advisory Council members and leadership.

1. Staffing Issues
  - a. Keep staffing level at an optimum level. In the past, outsiders were brought in who didn't have the needed experience.
  - b. Finding a chief and a deputy chief. One is not enough.
  - c. We need to become able to retain staff, so we can work on succession planning and knowledge transfer for the upcoming retirements.
2. Online Services
  - a. Getting all of our people on one online system for licensing, lab, and enforcement would help us understand what everybody else does. When I create a spreadsheet, only I have it, and there is limited access to other folders or the ability to edit someone else's work.
  - b. Business Modernization will be hugely important. We need to move on from the legacy computer system.
3. Staff Morale
  - a. Employee engagement is the key, and if we do that, everything else will take care of itself.
  - b. People are working their tails off and not getting anywhere.
4. Staff Training
  - a. Cross-training will help to some extent, we need to build up background knowledge among staff.
  - b. We need to develop succession planning and transfer of knowledge between tenured employees and new employees. We need to start planning for this now by developing mentorship programs.
5. Communication to the Public
  - a. I'd like to see us put on events to educate the public.
  - b. We should be cautious with social media because consumers can be quick to speak up and to criticize.
6. Internal Communication
  - a. Council Meetings are too big, should be broken down into less people with more open dialogue and more learning opportunities. People would feel more comfortable to provide feedback in a smaller setting.
7. Bureau Focus
  - a. Especially with adding Household Movers, you've got a bureau that has a lot of moving parts.
  - b. The Bureau needs to clarify their intent to the ignition interlock industry.

## Opportunities and Threats Summary

There are many factors that may impact the future direction of the industries involving the Bureau. These could be opportunities the Bureau may want to capitalize on or threats it needs to mitigate.

Stakeholders were asked to list potential opportunities and threats in the Bureau's external environment that they felt could impact the industries and Bureau's regulatory role. The following are common responses and/or responses that the Bureau might reference when considering its strategic plan.

### Summary of Opportunities

1. Internal stakeholders look forward to reaping the benefits of more consumers eager to participate online, as well as the full implementation of the Business Modernization effort that will promote telework effectiveness.
2. Internal stakeholders and Advisory Council members anticipate that ongoing vacancies will be filled, and the Bureau can remain aware of the needs and wants of a quality workforce.
3. Advisory Council members are aware that new technologies are becoming available to streamline the Bureau's work.
4. Both Advisory Council members and internal stakeholders look forward to conducting fee studies in order to keep licensees in compliance with the Bureau.
5. Both internal stakeholders and Advisory Council members realize that there is a great potential for building relationships with other agencies to maximize knowledge of and interest in the industries of the Bureau.

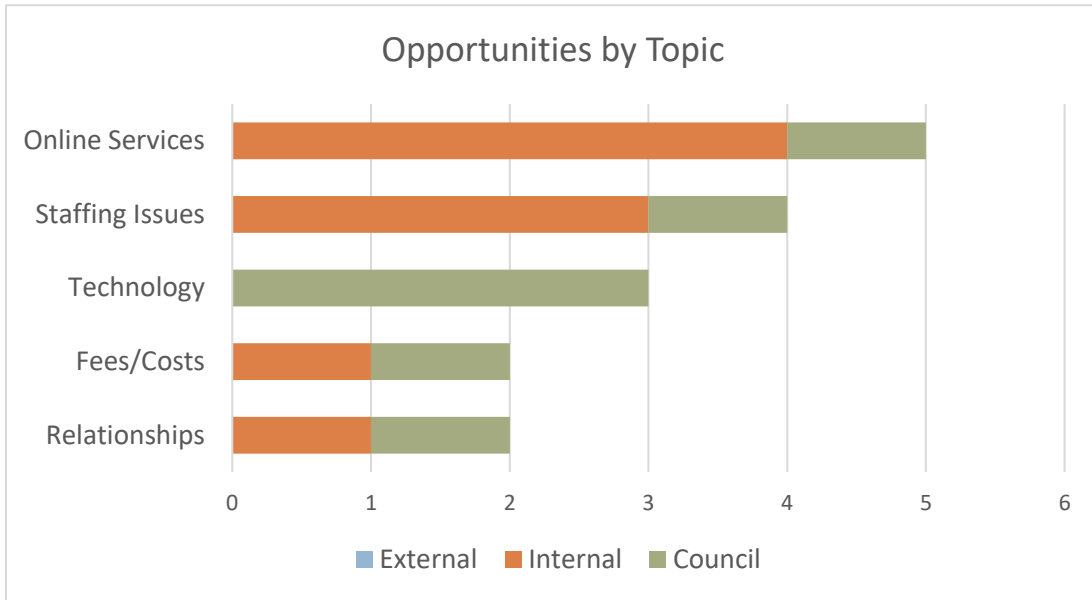
### Summary of Threats

1. Both internal stakeholders and Advisory Council members express concern about the economy, although council members have a focus on controlling inflation while internal stakeholders see COVID and its repercussions as the central threat.
2. Advisory Council members find issues surrounding the Bureau's scope as a threat, including the transition to online marketplaces and jurisdictional questions.
3. Internal stakeholders view staff accountability, quality, and telework habits as a potential threat to the Bureau.
4. Internal stakeholders view the Bureau's ability to attract and retain quality staff while complying with the current requirements on the civil service workforce as a challenge.

## Trends in Opportunities

### Stakeholder Opportunities Comment Trends

The bar chart and table below list the most mentioned topics along with corresponding number of comments for feedback provided by stakeholders.



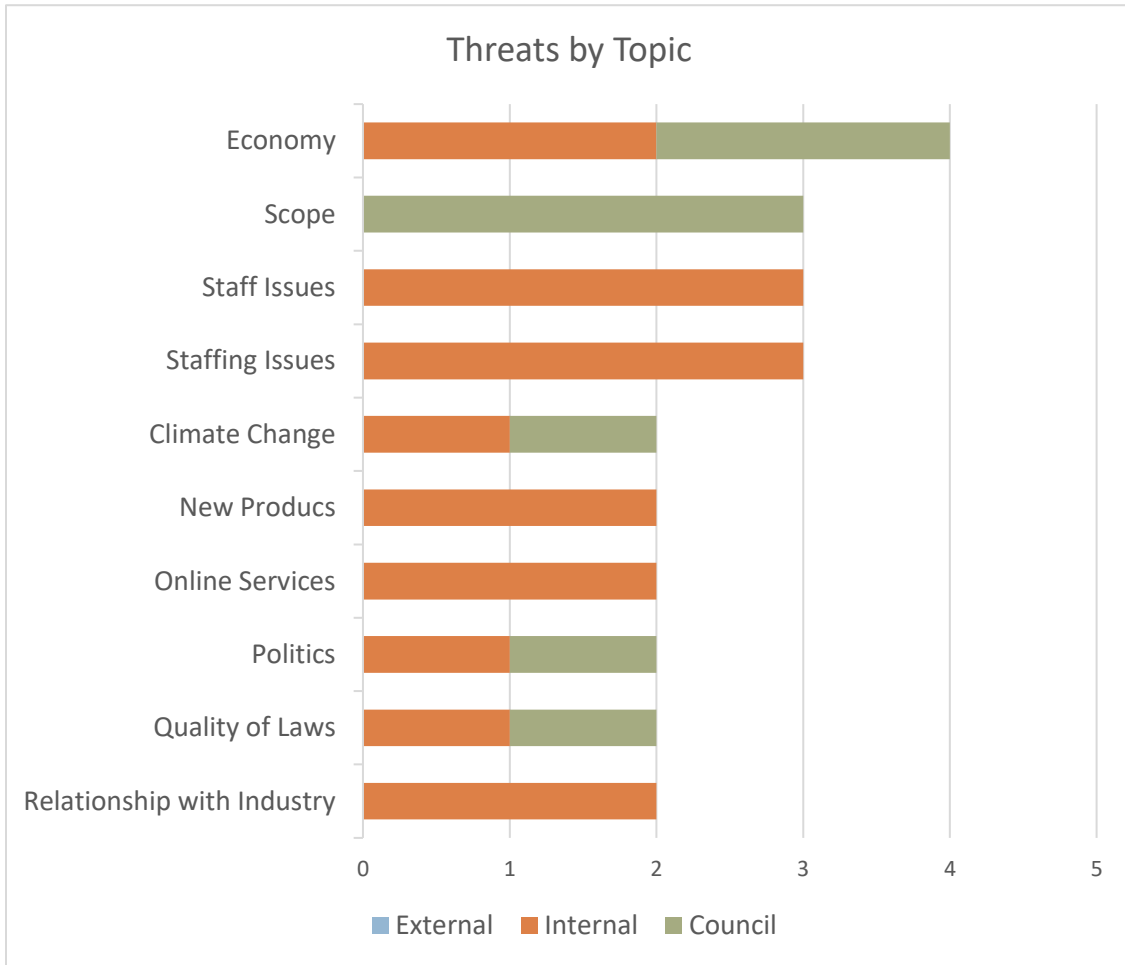
Opportunities by Topic

Topic	External	Internal	Council
<b>Online Services</b>	0	4	1
<b>Staffing Issues</b>	0	3	1
<b>Technology</b>	0	0	3
<b>Fees/Costs</b>	0	1	1
<b>Relationships</b>	0	1	1

## Trends in Threats

### Stakeholder Threats Comment Trends

The bar chart and table below list the most mentioned topics along with corresponding number of comments for feedback provided by stakeholders.



## Threats by Topic

<b>Topic</b>	<b>External</b>	<b>Internal</b>	<b>Council</b>
<b>Economy</b>	0	2	2
<b>Scope</b>	0	0	3
<b>Staff</b>	0	3	0
<b>Staffing Issues</b>	0	3	0
<b>Climate Change</b>	0	1	1
<b>New Products</b>	0	2	0
<b>Online Services</b>	0	2	0
<b>Politics</b>	0	1	1
<b>Quality of Laws</b>	0	1	1
<b>Relationship with Industry</b>	0	2	0

## Appendix A – Data Collection Method

Data for this report was gathered by surveying stakeholder groups that are important to the success of the Board. A total of 74 responses were received from BHGS leadership and staff, Bureau Advisory Council members, and external stakeholders. Survey methods may have differed; however, all stakeholder groups were asked the same questions.

Stakeholder Group	Surveying Method	Date	Number of Responses	Response Rate within group
<b>Leadership</b>	Interviews	October 2021	9 of 9	100%
<b>Staff</b>	Online Survey	August 2021	23 of 44	52%
<b>Bureau Advisory Council Members</b>	Online Survey	August 2021	9 of 10	90%
<b>External Stakeholders</b>	Online Survey	August 2021	33	n/a

The survey was distributed to external stakeholders via the Bureau’s older EAR-HFTI (Electronic and Appliance Repair, Home Furnishings and Thermal Insulation) email subscription list. Thus, a response rate cannot be determined for the external stakeholder group.

### Classification of External Stakeholder Relationship with BHGS

Relationship with BHGS	Number of Responses	% of Responses
<b>BHGS Licensee</b>	16	49%
<b>Industry stakeholder</b>	5	15%
<b>Consumer group/member of public</b>	4	12%
<b>Other</b>	8	24%

The eight public “Other” respondents include one technical advisory committee member, one provider of legal services to industry, one Workers Compensation Insurance carrier, two third party testing lab employees, one Scientist / NGO, one Insurance broker, and one designated “sa”.



## Appendix B - Survey Data Reliability

This section discusses external stakeholder data only. The external stakeholder survey received 33 responses. Participants could skip questions or select “no comment/not applicable”; thus, individual questions may have less than 33 responses/comments.

### Goal Area Effectiveness Data Reliability

Based on the number external stakeholder survey responses to each of the goal area’s effectiveness question, we can be 95% confident their opinions represent all California stakeholders plus or minus the confidence interval percentage indicated below. The table below provides data reliability for each goal area, for a narrative explanation see each goal area data reliability statement.

Goal Area Effectiveness Data Reliability Table

Goal Area	Number of Responses	Confidence %	Confidence Interval %	% of Responses with Very Effective and Effective Ratings	% of Stakeholders that Would Rate Effectiveness the Same Way
Licensing	11	95%	30%	91%	61% to 100%
Consumer Protection and Enforcement	8	95%	35%	75%	40% to 100%
Communication and Education	6	95%	40%	67%	27% to 100%
Legislation and Regulations	7	95%	37%	71%	34% to 100%
Organizational Development	6	95%	40%	100%	60% to 100%

#### Licensing Data Reliability Statement

Based on 11 external stakeholder survey responses regarding Licensing, we can be 95% confident their opinions represent all California stakeholders plus or minus 30%. From the responses, 91% of external stakeholders rated the Bureau’s overall Licensing effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 61% and 100% of external stakeholders would rate the Bureau’s Licensing effectiveness the same way.

## **Consumer Protection and Enforcement Data Reliability Statement**

Based on 8 external stakeholder survey responses regarding Consumer Protection and Enforcement, we can be 95% confident their opinions represent all California stakeholders plus or minus 35%. From the responses, 75% of external stakeholders rated the Bureau's overall Consumer Protection and Enforcement effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 40% and 100% of external stakeholders would rate the Bureau's Consumer Protection and Enforcement effectiveness the same way.

## **Communication and Education Data Reliability Statement**

Based on 6 external stakeholder survey responses regarding Communication and Education, we can be 95% confident their opinions represent all California stakeholders plus or minus 40%. From the responses, 67% of external stakeholders rated the Bureau's overall Communication and Education effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 27% and 100% of external stakeholders would rate the Bureau's Communication and Education effectiveness the same way.

## **Legislation and Regulations Data Reliability Statement**

Based on 7 external stakeholder survey responses regarding Legislation and Regulations, we can be 95% confident their opinions represent all California stakeholders plus or minus 37%. From the responses, 71% of external stakeholders rated the Bureau's overall Legislation and Regulations effectiveness as Very Effective or Effective. Based on the response rate, we can be 95% confident between 34% and 100% of external stakeholders would rate the Bureau's Legislation and Regulations effectiveness the same way.

## **Organizational Development Data Reliability Statement**

Based on 6 external stakeholder survey responses regarding Organizational Development, we can be 95% confident their opinions represent all California stakeholders plus or minus 40%. From the responses, 100% of external stakeholders rated the Bureau's overall Organizational Development as being Very Effective or Effective. Based on the response rate, we can be 95% confident between 60% and 100% of external stakeholders would rate the Bureau's Organizational Development the same way.

Data reliability calculator: <https://www.surveysystem.com/sscalc.htm>

To help improve data integrity, the online survey did not provide a neutral option when asking about effectiveness. Instead, stakeholders completing the survey chose between a positive choice (Very Effective or Effective) and a negative choice (Very Poor or Poor). This allows the Bureau to better understand whether stakeholders have a positive or negative view of the Bureau in various areas.



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