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

IN PERSON AND TELECONFERENCE MEETING

Thursday, May 16, 2024, 10:00 am
Until the Completion of Business

Meeting Location
WebEx and
Bureau of Household Goods and Services
4244 South Market Court, Suite D
Sacramento, CA 95834

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

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

To participate via WebEx, please log on to this website the day of the meeting:

https://dca-meetings.webex.com/dca-meetings/j.php?MTID=m893dc58b2b0064bbef48a4be690d5adb

Event Number: 2490 964 2785
Event Password: BHGS516

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, at the discretion of the Bureau Chief, circumstances require a shorter period. Members of the public will not be permitted to "yield" their allotted time to other members of the public to make comments.

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

Teleconference/Audio Conference Option:

US Toll +1-415-655-0001 US Toll
Access code: 2490 964 2785
Passcode: 2447516

Advisory Council Members:

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

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

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

The Bureau plans to webcast this meeting at https://thedcapage.blog/webcasts/. Webcast availability, however, cannot 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 Drue Goncalves via email at drue.goncalves@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 for 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 Board and Bureau Relations, Department of Consumer Affairs

4. Business Modernization Update from Jason Piccione, Deputy Director, Chief Information Officer, Department of Consumer Affairs

5. Fiscal Update
   a. Fund Merger

6. Review October 12, 2023, Advisory Council Meeting Minutes

7. Administrative Program Update
   a. Review Updates to Member Orientation and Reference Manual

8. Licensing Program Update

9. Laboratory Update
   a. Implementation of AB 1059 (Friedman, 2023) – Product Safety: Consumer Products: Fiberglass

10. Enforcement Program Update

11. Communications and Education Update

12. Legislative and Policy Updates
    a. Household Movers Enforcement Regulation Update
    b. Upholstered Furniture and Bedding Law Label Regulatory Proposal
    c. SB 814 (Roth, 2023) – BHGS Sunset Bill
    d. AB 1985 (Patterson, 2024) – Home Solicitation Contracts
   e. Implementation of SB 244 (Eggman) – Right to Repair Act

13. Confirm November 14, 2024 Meeting Date

14. Future Agenda Items

15. Adjournment

If joining using the meeting link

1   Click on the meeting link. This can be found in the meeting notice you received.

2   If you have not previously used Webex on your device, your web browser may ask if you want to open Webex. Click "Open Cisco Webex Start" or "Open Webex", whichever option is presented. DO NOT click "Join from your browser", as you will not be able to participate during the meeting.
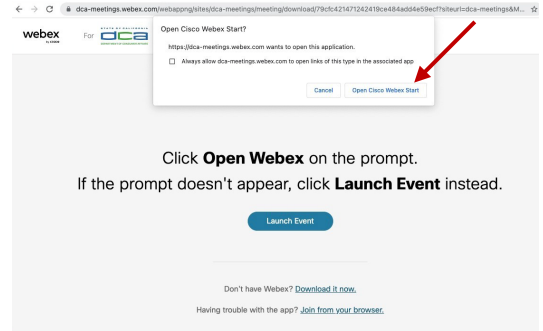
3   Enter your name and email address*.
Click "Join as a guest" .
Accept any request for permission to use your microphone and/or camera.
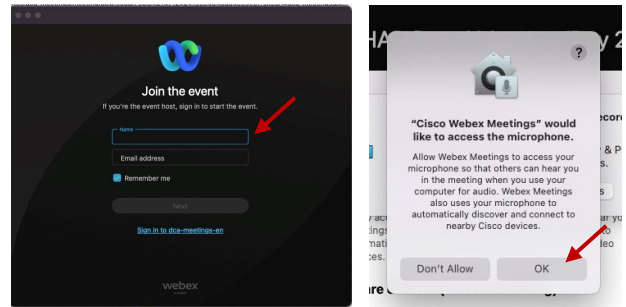
* Members of the public are not obligated to provide their name or personal information and may provide a unique identifier such as their initials or another alternative, and a fictitious email address like in the following sample format: XXXXX@mailinator.com.
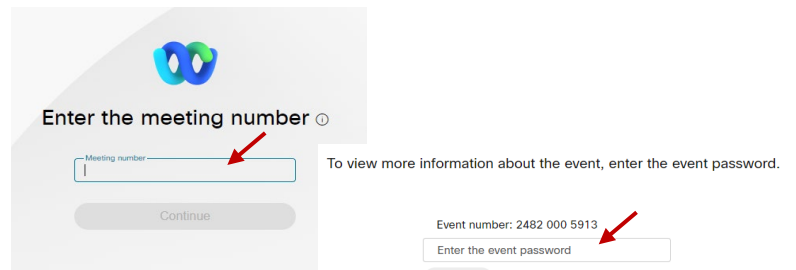
―――――――――――― OR ――――――――――――
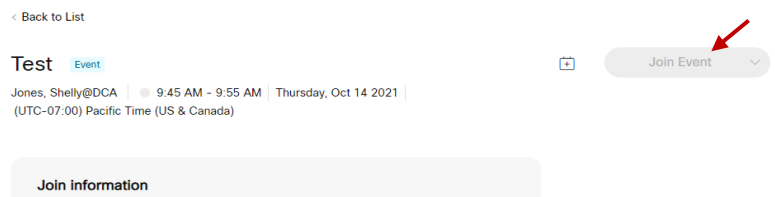
If joining from Webex.com

1   Click on "Join a Meeting" at the top of the Webex window.
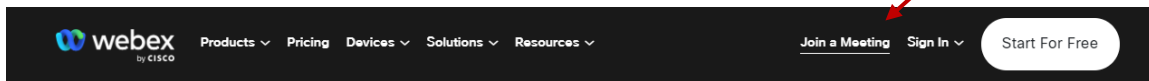
2   Enter the meeting/event number and click "Continue" . Enter the event password and click "OK" . This can be found in the meeting notice you received.

3   The meeting information will be displayed. Click "Join Event" .
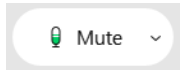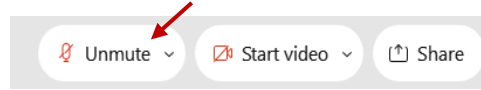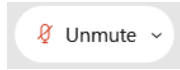
―――――――――――― OR ――――――――――――

Connect via telephone*:
You may also join the meeting by calling in using the phone number, access code, and passcode provided in the meeting notice.

Webex Public Access Guide

Microphone

Microphone control (mute/unmute button) is located on the command row.

Green microphone = Unmuted: People in the meeting can hear you.

Red microphone = Muted: No one in the meeting can hear you.

Note: Only panelists can mute/unmute their own microphones. Attendees will remain muted unless the moderator enables their microphone at which time the attendee will be provided the ability to unmute their microphone by clicking on "Unmute Me".
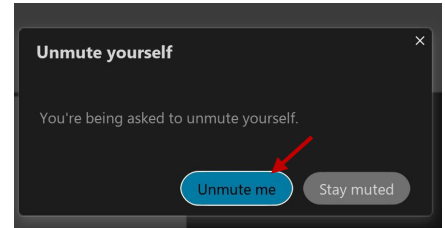
If you cannot hear or be heard

1 Click on the bottom facing arrow located on the Mute/Unmute button.

2 From the pop-up window, select a different:
- Microphone option if participants can't hear you.
- Speaker option if you can't hear participants.
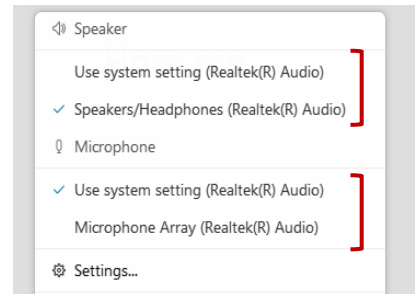
### If your microphone volume is too low or too high

1 Locate the command row – click on the bottom facing arrow located on the Mute/Unmute button.

2 From the pop-up window:
- Click on "Settings…":
- Drag the "Input Volume" located under microphone settings to adjust your volume.
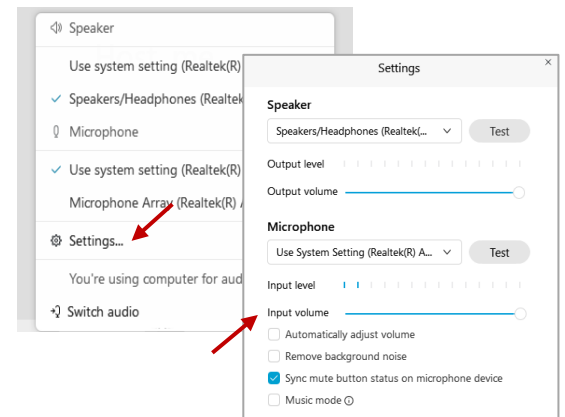
Audio Connectivity Issues

If you are connected by computer or tablet and you have audio issues or no microphone/speakers, you can link your phone through Webex. Your phone will then become your audio source during the meeting.

1 Click on "Audio & Video" from the menu bar.

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

3 Select the "Call In" option and following the directions.

Webex Public Access Guide
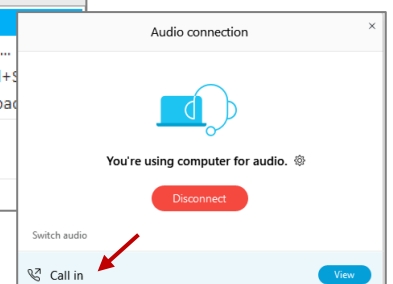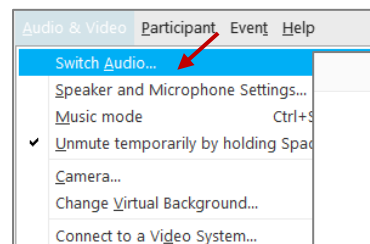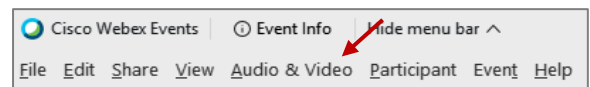
The question-and-answer (Q&A) and hand raise features are utilized for public comments.

NOTE: This feature is not accessible to those joining the meeting via telephone.
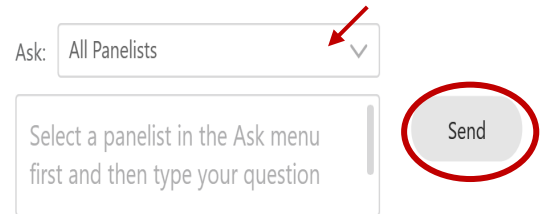
Q&A Feature

1 Access the Q&A panel at the bottom right of the Webex display:
- Click on the icon that looks like a "?" inside of a square, or
- Click on the 3 dots and select "Q&A".

| Q & A |
| Captions & Highlights |
| Notes |

Mute Panelists

Participants   Chat   ...
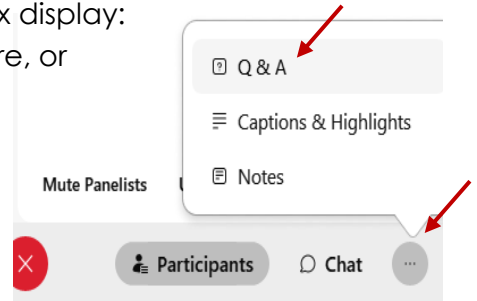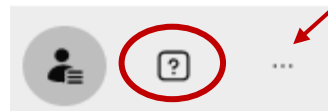
2 In the text box:
- Select "All Panelists" in the dropdown menu,
- Type your question/comment into the text box, and
- Click "Send".

Ask: All Panelists

Select a panelist in the Ask menu first and then type your question

Send

—— OR ——

Hand Raise Feature

1
- Hovering over your own name.
- Clicking the hand icon that appears next to your name.
- Repeat this process to lower your hand.

If connected via telephone:
- Utilize the raise hand feature by pressing *3 to raise your hand.
- Repeat this process to lower your hand.

Unmuting Your Microphone

The moderator will call you by name and indicate a request has been sent to unmute your microphone. Upon hearing this prompt:
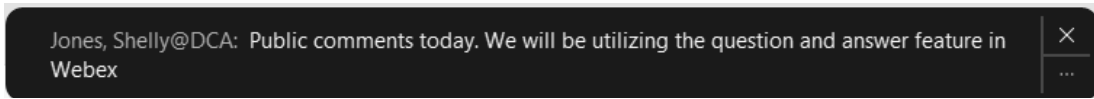- Click the **Unmute me** button on the pop-up box that appears.

Unmute me   Stay muted
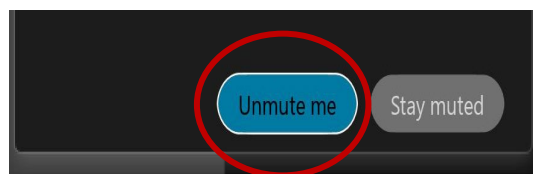
—— OR ——

If connected via telephone:
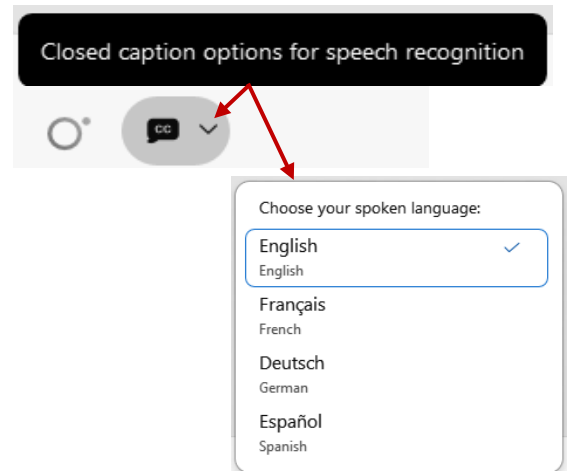- Press *3 to unmute your microphone.

Webex provides real-time closed captioning displayed in a dialog box on your screen. The captioning box can be moved by clicking on the box and dragging it to another location on your screen.

Jones, Shelly@DCA: Public comments today. We will be utilizing the question and answer feature in Webex   ×   ...

The closed captioning can be hidden from view by clicking on the closed captioning icon. You can repeat this action to unhide the dialog box.

Show captions (Ctrl + Shift + A)

Hide captions (Ctrl + Shift + A)
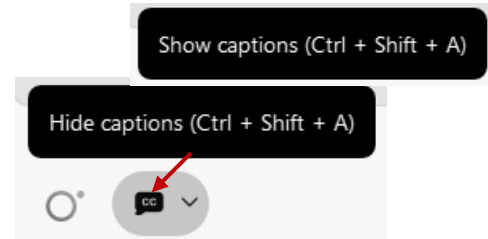
You can select the language to be displayed by clicking the drop-down arrow next to the closed captioning icon.

Closed caption options for speech recognition

Choose your spoken language:

English
English   ✓

Français
French

Deutsch
German

Español
Spanish

You can view the closed captioning dialog box with a light or dark background or change the font size by clicking the 3 dots on the right side of the dialog box.

Jones, Shelly@DCA: Public comments today. We will be utilizing the question and answer feature in Webex   ×   ...

Back to default position and size

Use light background

Font size   >

View captions and highlights