

LOS ANGELES COUNTY CONSUMER AFFAIRS ADVISORY COMMISSION REGULAR MEETING MINUTES

Thursday, May 21, 2015

- Item 1:** Call to Order: Vice-Chair Jayne called meeting to order at 10:37 a.m.
- Item 2:** Roll Call and Quorum Confirmed:
- Present:** Vivian Chan, Ho-Jeong Eun, Mike Gomez, Joseph Lee, Joan P. Ostroy, Sylvia Southerland, K.W. Tulloss, Ross Viselman, Ronnie Jayne, Dennis Arguelles
- Absent:** Joyce Ayvazi, Karine Bagdasarian, Susan R. Jerich
- Staff Present:** Brian Stiger, Kirk Shelton, Sabra Purifoy, Caroline Torosis, Espie Hernandez, Ben Goldblatt
- Public:** None
- Item 4:** The Chair welcomed and introduced the newly appointed commissioners present. They are Commissioner Ostroy, Commissioner Gomez and Commissioner Viselman.
- Item 5:** Action Item: Minutes were approved for Regular Meeting held on January 14 and March 4, 2015.
- Item 6:** Departmental Report and Update:
- a. Department Director Brian Stiger informed the commission of the Department's new logo. The new logo embodies the merger of Office of Small Business and Consumer Affairs.
 - b. Legislative Update
 - AB 265: Ben Goldblatt briefed the commission on the status of AB265. A growing number of car lots target those with poor credit by selling them vehicles at a high interest rates. When the consumer makes late payments or cannot make the payment, they run the risk of losing their vehicle with as little as 48 hours' notice, thereby making it even more difficult to travel to and from work. The purpose of the bill is to have dealerships provide consumers with a 30-day notice instead of a 48 hour notice.
 - AB60: Caroline Torosis informed the commission about AB60. The bill would extend the same requirements and protections to Californians covered by the President's recent Executive Order of November 20, 2014 pertaining to immigration. The purpose of the amendment is to curtail the unauthorized practice of law by non-lawyers, and to protect against fraud and unnecessary mistakes that could jeopardize a individuals pursuit of citizenship or could result in deportation.
 - SB576: Ms. Torosis indicated that bill SB576 is designed to help consumers make more informed decisions about their privacy when installing new smartphone or tablet apps that track a consumer's location using GPS. The bill is requesting for disclosures to be written in plain

language.

AB573: Mr. Goldblatt gave an overview of AB573. The bill is in response to the closure of Corinthian Colleges. It includes components that address educational and financial hardships caused to students by the closure of Corinthian Colleges.

- c. Ms. Torosis highlighted that 500,000 people will be affected by DAPA. The Board of Supervisors has appointed the Department to the task force. On May 26th the Department will give the Board of Supervisors a full report.
- d. Dana Pratt briefed the commission on the Department's new telephone system. It is an automatic call distribution (ACD) system. The ACD will change the way Department does business. Staff can provide consumer counseling from virtually any location as long as there is a telephone line. This will reduce abandoned calls and provide more efficient and better customer service.
- e. The Department has a new "online dispute resolution (ODR)" service to consumers. It's an online chat mediation with the ability to schedule mediation appointments, submit offers, etc. The new system will reduce the time to open and close cases.

Item 7: The Chair held a discussion was held regarding the commission's current subcommittees. The purpose and goals of each subcommittee was sated. Appointments were made to existing committees. Mr. Stiger also introduced the creation of the Deferred Action Task Force in response to President's Executive Action Order regarding DACA and DAPA.

Item 8: Future Agenda Items: None.

Item 9: Public Comment: None

Item 10: Meeting adjourned at 12:02 p.m.