

**Los Angeles County
Consumer Affairs Advisory Commission
Meeting**

Minutes

Thursday, January 15, 2015

Present:	Vivian Chan Joyce Ayvazi	Dennis Arguelles Ronnie Jayne	Karine Bagdasarian Stanley Rogers	Joseph Lee K.W. Tulloss
Staff:	Brian Stiger	Kirk Shelton	Espie Hernandez	
Absent:	Ho-Jeong Eun	Helen Levin	Sylvia Southerland	David E. Ryu
Public:	None			

Call to Order and Confirmation of Quorum:

The Chair called the meeting to order at approximately 10:35 a.m. The quorum requirement was met. The agenda was reviewed by the commissioners present.

In accordance with the Brown Act, the agenda for the Commission Meeting was posted in advance on the outside door of the Department of Consumer Affairs (Room B-96), outside the Hall of Administration, and online at <http://dca.lacounty.gov>.

Approval of Minutes:

The minutes for the meeting of November 20, 2014 were unanimously approved on motion by Commissioner Bagdasarian and seconded by Commissioner Jayne.

Department Update:

Director Brian Stiger informed the commission of the following:

- Announced Sachi Hamai was appointed interim CEO in December 2014.
- The Department will be providing the 1st district with a debriefing of what DCA does. A meeting will also be held with them to discuss filling their 3 commissioner vacancies.
- DCA's highest priority for 2015 is the transfer of the Office of Small Business to DCA. When the merger finalizes, DCA's name will change to Department of Consumer and Business Affairs and DCA will have to report to the Board on a quarterly basis. DCA is working on rebranding itself while still providing/delivering high level of services.
- The Public Policy Unit (PPU) is a unit in the Department. It will review/support state/federal legislation, provide reports to the CEO and the Board and create/review/implement internal policies. PPU's goal is to expand services to consumers in a proactive approach by monitoring legislation that affects consumers.
- DCA is launching a new online dispute resolution program. It consists of online chat between mediation parties and assists in the resolution process. This new technology will provide virtual online mediations to expand services and be able to meet the increased case demand. Some of the features include:
 - Consumers being able to view the status of their case
 - Parties will have an option to log in anytime to make offers

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- Be able to schedule mediations
- Parties can upload their documents.

Election of 2015 Commission Chair and Vice-Chair:

The Commission opened the floor for elections for the positions of 2015 Chair and Vice Chair. The following nominations were made:

Chair

Commissioner Arguelles - Accepted

Vice Chair

Commissioner Jayne - Accepted

Since there was only one nomination for each position, the Commissioners present voted unanimously to confirm the election of the two candidates for 2015 Chair and Vice Chair.

The Commission officers for 2015 will be:

Chair – Commissioner Arguelles

Vice Chair – Commissioner Jayne

Public Comment: None

Future Agenda Items:

None.

Next Meeting:

The next meeting will be held on Thursday, **March 19, 2015** at 10:30 am in the Hall of Administration, Room 372 (3rd floor).

Adjournment:

The meeting adjourned at approximately 11:35 a.m.