# August 27, 2020 Advisory Council Meeting Materials Packet

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#### BUREAU OF HOUSEHOLD GOODS AND SERVICES ADVISORY COUNCIL MEETING NOTICE & AGENDA August 27, 2020 | Thursday | 9:00 am Until the Completion of Business

**Meeting Location:** 

Webex Meeting Link

https://dca-ca.webex.com/dca-ca/onstage/g.php?MTID=e70537663c177cfd21fb6bfee6db012c9

#### **Teleconference Participation Option:**

Phone Number: (866) 842-2981 Participant Passcode #: 4598662

#### **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 Heidi Sanborn, Public

The time and order of agenda items are subject to change at the discretion of the Advisory Council and may be taken out of order. The Bureau welcomes and encourages public participation in its meetings. The public may take appropriate opportunities to comment on any issue before the Bureau at the time the item is heard. If public comment is not specifically requested, members of the public should feel free to request an opportunity to comment, either in person, written or via the conference calling system provided.

This designated meeting facility is accessible to the physically disabled. A person who needs a disability-related accommodation to participate in the meeting may make a request by contacting Melissa Del Duca via email <u>Melissa.Del-Duca@dca.ca.gov</u> or for the hearing impaired: TDD (800) 326-2297; or by sending a written request to the address indicated above. Please provide at least five working days' notice before the meeting to help ensure accommodations.



#### AGENDA

- 1. Welcome and Introductions
  - a. Facility Safety and Courtesy Items
  - b. Roll Call of the Council/Audience/Teleconference Participants Noticed
  - c. Review and Discuss Future Meeting Dates
- 2. Operations Update
  - a. Budget Update
  - b. Personnel Update
- 3. Statistical Overview
  - a. Laboratory Testing
  - b. Licensing
  - c. Consumer Complaints
  - d. Enforcement and Investigations
- 4. Division of Household Movers Exam Update
- 5. Regulations Update
  - a. Section 100 Amendments Outdated Regulations
  - b. Home Furnishings and Thermal Insulation Substantial Relationship Criteria and Rehabilitation Criteria – Amendments to Title 4, California Code of Regulations (CCR) §§1380 and 1381
  - c. Electronic and Appliance Repair Substantial Relationship Criteria and Rehabilitation Criteria Amendments to Title 16, CCR §§2767 and 2768
  - d. Household Mover Regulations Initial Rulemaking Proposal: Definitions, Enforcement, Substantial Relationship and Rehabilitation Criteria, and Advertising
- 6. Legislative Update
  - a. AB 2138 (Chiu, Chapter 995, Statutes of 2018) Implementation
  - b. AB 1616 (Low) Department of Consumer Affairs: boards: expunged convictions
  - c. AB 1850 (Gonzalez) Worker classification: employees and independent contractors
  - d. AB 2185 (Patterson) Professions and vocations: applicants licensed in other states: reciprocity
  - e. AB 2460 (Daly) Department of Consumer Affairs: Bureau of Household Goods and Services: household movers
  - f. SB 878 (Jones) Department of Consumer Affairs: license: application: processing timeframes
- 7. Public Comment on Items Not on the Agenda
- 8. Adjournment

Agenda Item 2a: Budget Update

Budget

## 0325 - Electronic and Appliance Repair Analysis of Fund Condition

(Dollars in Thousands)

#### 2020-21 Budget Act w/ 19-20 FM 11 Projections

| LOLU LI Buugot   |   |           |        |          | Act    |          |        |  |
|------------------|---|-----------|--------|----------|--------|----------|--------|--|
|                  |   |           | PY     |          | CY     | BY       |        |  |
|                  |   | 20        | 019-20 | 2        | 020-21 | 20       | 021-22 |  |
| BEGINNING BAL    | ANCE  | \$        | 4,072  | \$       | 4,611  | \$       | 4,684  |  |
| Prior Year Adj   | ustment   | \$        | -      | \$       | -      | \$       | -      |  |
| Adjusted Be      | eginning Balance  | \$        | 4,072  | \$       | 4,611  | \$       | 4,684  |  |
| REVENUES, TRA    | NSFERS, AND OTHER ADJUSTMENTS                                   |           |        |          |        |          |        |  |
| Revenues:        |   |           |        |          |        |          |        |  |
| 4121200          | Delinquent fees   | \$        | 79     | \$       | 113    | \$       | 113    |  |
| 4127400          | Renewal fees  | \$        | 2,503  | \$       | 2,739  | \$       | 2,739  |  |
| 4129200          | Other regulatory fees   | \$        | 8      | \$       | 27     | \$       | 27     |  |
| 4129400          | Other regulatory licenses and permits                           | \$        | 210    | \$       | 275    | \$       | 275    |  |
| 4163000          | Income from surplus money investments                           | \$<br>\$  | 99     | \$<br>\$ | 63     | \$<br>\$ | 69     |  |
| 4171400          | Escheat of unclaimed checks and warrants                        |           | 5      | \$       | 10     |          | 10     |  |
| 4172500          | Miscellaneous revenues  | \$        | 1      | \$<br>\$ | -      | \$       | -      |  |
| Total Rever      | nues, Transfers, and Other Adjustments                          | \$        | 2,905  |          | 3,227  | \$       | 3,233  |  |
|                  | Total Resources   | \$        | 6,977  | \$       | 7,838  | \$       | 7,917  |  |
| EXPENDITURE A    | ND EXPENDITURE ADJUSTMENTS                                      |           |        |          |        |          |        |  |
| Expenditures:    |   |           |        |          |        |          |        |  |
| 1111             | Department of Consumer Affairs Regulatory Boards, Bureaus,      |           |        |          |        |          |        |  |
|                  | Divisions (State Operations)                                    | \$        | 2,171  | \$       | 2,978  | \$       | 3,067  |  |
| 9892             | Supplemental Pension Payments (State Operations)                | \$        | 46     | \$       | 46     | \$       | 46     |  |
| 9900             | Statewide General Administrative Expenditures (Pro Rata) (State |           |        |          |        |          |        |  |
|                  | Operations)   | <u>\$</u> | 149    | \$       | 130    | \$       | 130    |  |
| Total Exper      | ditures and Expenditure Adjustments                             | \$        | 2,366  | \$       | 3,154  | \$       | 3,243  |  |
| FUND BALANCE     |   |           |        |          |        |          |        |  |
| Reserve for ed   | conomic uncertainties   | \$        | 4,611  | \$       | 4,684  | \$       | 4,674  |  |
| Months in Reserv | e   |           | 17.5   |          | 17.3   |          | 16.8   |  |

Budget

## 0752 - Home Furnishings and Thermal Insulation Analysis of Fund Condition

(Dollars in Thousands)

#### 2020-21 Budget Act w/ 19-20 FM 11 Projections

|                   |   |                 |        |    | Act    |    |        |
|-------------------|---|-----------------|--------|----|--------|----|--------|
|                   |   |                 | PY     |    | CY     |    | BY     |
|                   |   | 2               | 019-20 | 2  | 020-21 | 2  | 021-22 |
|                   |   |                 |        |    |        |    |        |
| BEGINNING BALAN   |   | \$              | 4,331  | \$ | 4,959  | \$ | 4,234  |
| Prior Year Adjus  |   | <u>\$</u><br>\$ | -      | \$ | -      | \$ | -      |
| Adjusted Beç      | ginning Balance   | \$              | 4,331  | \$ | 4,959  | \$ | 4,234  |
| REVENUES, TRANS   | FERS, AND OTHER ADJUSTMENTS                                     |                 |        |    |        |    |        |
| Revenues:         |   |                 |        |    |        |    |        |
| 4121200           | Delinquent fees   | \$              | 114    | \$ | 111    | \$ | 111    |
| 4127400           | Renewal fees  | \$              | 4,132  | \$ | 3,910  | \$ | 3,910  |
| 4129200           | Other regulatory fees   | \$              | 108    | \$ | 112    | \$ | 112    |
| 4129400           | Other regulatory licenses and permits                           | \$              | 811    | \$ | 956    | \$ | 975    |
| 4163000           | Investment Income - Surplus Money Investments                   | \$              | 109    | \$ | 40     | \$ | 28     |
| 4171400           | Escheat - Unclaimed Checks, Warrants, Bonds, and Coupons        | \$              | 14     | \$ | 10     | \$ | 10     |
| 4171500           | Escheat - Unclaimed Property                                    | \$              | -      | \$ | 7      | \$ | 7      |
| 4172500           | Miscellaneous revenues  | \$ \$ \$ \$ \$  | 2      | \$ | -      | \$ | -      |
| Total Revenu      | ues, Transfers, and Other Adjustments                           | \$              | 5,290  | \$ | 5,146  | \$ | 5,153  |
|                   | Total Resources   | \$              | 9,621  | \$ | 10,105 | \$ | 9,387  |
| EXPENDITURE AND   | EXPENDITURE ADJUSTMENTS   |                 |        |    |        |    |        |
| Expenditures:     |   |                 |        |    |        |    |        |
| . 1111            | Department of Consumer Affairs Regulatory Boards, Bureaus,      |                 |        |    |        |    |        |
|                   | Divisions (State Operations)                                    | \$              | 4,261  | \$ | 5,501  | \$ | 5,666  |
| 8880              | Financial Information System for California (State Operations)  | \$              | -1     | \$ | -      | \$ | -      |
| 9892              | Supplemental Pension Payments (State Operations)                | \$              | 111    | \$ | 111    | \$ | 111    |
| 9900              | Statewide General Administrative Expenditures (Pro Rata) (State |                 |        |    |        |    |        |
|                   | Operations)   | \$              | 291    | \$ | 259    | \$ | 259    |
| Total Expend      | litures and Expenditure Adjustments                             | \$              | 4,662  | \$ | 5,871  | \$ | 6,036  |
| FUND BALANCE      |   |                 |        |    |        |    |        |
| Reserve for ecor  | nomic uncertainties   | \$              | 4,959  | \$ | 4,234  | \$ | 3,351  |
| Months in Reserve |   |                 | 10.1   |    | 8.4    |    | 6.5    |

# 3315 - Household Movers Fund Analysis of Fund Condition (Dollars in Thousands)

| 2020-21 Budget Act w/ | 19-20 FM 11 Projections   |  |        | В  | udget<br>Act |          |        |
|-----------------------|---|--|--------|----|--------------|----------|--------|
|                       |   |  | ΡΥ     |    | CY           | ВҮ       |        |
|                       |   | 2                                      | 019-20 | 20 | 020-21       | 20       | 021-22 |
| BEGINNING BALANC      |   | \$                                     | 2,414  | \$ | 3,460        | \$       | 2,459  |
| Prior Year Adjust     |   | \$                                     | -      | \$ | -            | \$       | -      |
| Adjusted Begir        | nning Balance   | \$                                     | 2,414  | \$ | 3,460        | \$       | 2,459  |
| REV #                 |   |  |        |    |              |          |        |
| Revenues:             |   |  |        |    |              |          |        |
| 4121200               | Delinquency Fees  | \$                                     | 96     | \$ | 41           | \$       | 41     |
| 4127400               | Renewal fees  | \$<br>\$<br>\$<br>\$<br>\$<br>\$<br>\$ | 2,678  | \$ | 2,052        | \$       | 2,052  |
| 4129200               | Other Regulatory Fees   | \$                                     | 65     | \$ | 53           | \$       | 53     |
| 4129400               | Other Regulatory Licenses and Permits   | \$                                     | 110    | \$ | 90           | \$       | 90     |
| 4163000               | Investment Income - Surplus Money Investments   | \$                                     | 28     | \$ | 26           | \$       | 26     |
| 4173000               | Penalty Assessments - Other   | \$                                     | 2      | \$ | 2            | \$       | 2      |
| Totals, Reve          | enues   | \$                                     | 2,979  | \$ | 2,264        | \$       | 2,264  |
| Transfers and Ot      | her Adjustments   |  |        |    |              |          |        |
|                       | Revenue Transfer from Household Mover's Fund (3315) to Motor  |  |        |    |              |          |        |
|                       | Carriers Safety Improvement Fund (0293) per Public Utilities Code   |  |        |    |              |          |        |
|                       | Section 5003.1  | \$                                     | -21    | \$ | -21          | \$       | -21    |
|                       | Revenue Transfer from the Transpertation Rate Fund (0412) to the  |  |        |    |              |          |        |
|                       | Household Mover's Fund (3315) per 8660-011-0412 and 8660-401,   |  |        |    |              |          |        |
|                       | Budget Act of 2018  | \$                                     | -      | \$ | -            | \$       | -      |
|                       | Revenue Transfer from the Transpertation Rate Fund (0412) to  |  |        |    |              |          |        |
|                       | Household Movers Fund (3315) per 8660-401, Budget Act of 2018   | \$                                     | -      | \$ | -            | \$       | -      |
| 7                     | Total Revenues, Transfers, and Other Adjustments  | \$<br>\$<br>\$                         | 2,958  | \$ | 2,243        | \$<br>\$ | 2,243  |
|                       | Total Resources   | \$                                     | 5,372  | \$ | 5,703        | \$       | 4,702  |
| EXPENDITURE AND       | EXPENDITURE ADJUSTMENTS   |  |        |    |              |          |        |
| Expenditures:         |   |  |        |    |              |          |        |
|                       | Department of Consumer Affairs Regulatory Boards, Bureaus,  |  |        |    |              |          |        |
| 1111                  | Divisions (State Operations)  | \$                                     | 1,912  | \$ | 2,962        | \$       | 2,962  |
| 8800                  | Financial Information System for California (State Operations)  | \$                                     | -      | \$ | -            | \$       | -      |
|                       |   | \$                                     |        | \$ |              |          |        |
| 9892                  | Supplemental Pension Payments (State Operations)<br>Statewide General Administrative Expenditures (Pro Rata) (State | Φ                                      | -      | φ  | -            | \$       | -      |
| 9900                  | Operations)   | \$                                     | -      | \$ | 282          | \$       | 282    |
| Total Expendit        | ures and Expenditure Adjustments  | \$                                     | 1,912  | \$ | 3,244        | \$       | 3,244  |
| FUND BALANCE          |   |  |        |    |              |          |        |
|                       | omic uncertainties  | \$                                     | 3,460  | \$ | 2,459        | \$       | 1,458  |
| MONTHS IN RESERV      | ′E  |  | 12.8   |    | 9.1          |          | 5.2    |
|                       |   |  |        |    |              |          |        |

Agenda Item 3a: Laboratory Statistical Overview

## LAB STATISTICS

#### Data for FYTD 02/21/2020 - 8/14/2020

| Type Test                          | Received<br>02/21/2020 – | Completed Samples<br>02/21/2020 – 8/14/2020   |         |  |  |
|------------------------------------|--------------------------|---|---------|--|--|
| Type Test                          | 8/14/2020                | Pass  | Fail    |  |  |
| TB117-2013                         | 9                        | 59 (95%)  | 3 (5%)  |  |  |
| 16 CFR 1633                        | 1                        | 9 (90%)   | 1 (10%) |  |  |
| Thermal Insulation                 | 0                        | 7 (70%)   | 3 (30%) |  |  |
| Bedding (No<br>flammability tests) | 0                        | 19 (100%)   | 0       |  |  |
| **Labeling                         | N/A                      | Pass 15 (14%), Minor Violation 40 (38%), Moderate<br>Violation 48 (48%), Failure 3 (3%) |         |  |  |

\*\*This category includes labeling results for all products except for Thermal Insulation. From 02/21/2020 – 8/14/2020.

|             | Completed                 | Manufacturing Locations<br>02/21/2020 – 8/14/2020 |                  |          |  |  |
|-------------|---------------------------|---|------------------|----------|--|--|
| Type Test   | 02/21/2020 –<br>8/14/2020 | USA-CA  | USA-other states | Overseas |  |  |
| TB117-2013  | 65                        | 17 (26%)  | 2 (3%)           | 46 (71%) |  |  |
| 16 CFR 1633 | 10                        | 5 (50%)   | 3 (30%)          | 2 (20%)  |  |  |

#### FR Chemical Labeling and Analysis

| Samples Received with the Flame Retardant Chemical Statement (TB117-2013)<br>02/21/2020 – 8/14/2020 |                       |                |                        |                            |  |  |  |
|---|-----------------------|----------------|------------------------|----------------------------|--|--|--|
| "NO" Chemicals<br>Checked   | Contains<br>Chemicals | No Box Checked | FR Doc Request<br>Sent | DTSC Analysis<br>Requested |  |  |  |
| 9   | 0                     | 0              | 0                      | 7                          |  |  |  |
| 100%  | 0%                    | 0%             |                        |                            |  |  |  |

| Samples Analyzed with the "NO" Flame Retardant Chemical Statement<br>02/21/2020 – 8/14/2020 |           |     |      |    |  |  |
|---|-----------|-----|------|----|--|--|
| Turne Teet  | Pa        | ISS | Fail |    |  |  |
| Type Test   | No.       | %   | No.  | %  |  |  |
| DTSC Analysis   | 9 90 1 10 |     |      | 10 |  |  |

• Review in progress for one sample.

Agenda Item 3b: Licensing Statistical Overview

## LICENSING STATISTICS AUGUST 2020

| Electronic and Appliance Repair Registrations |         |         |         |         |  |  |  |
|---|---------|---------|---------|---------|--|--|--|
|   | 2017-18 | 2018-19 | 2019-20 | 2020-21 |  |  |  |
| Appliance Service Dealers                     | 2,632   | 2,634   | 2,538   | 33      |  |  |  |
| Electronic Service Dealer                     | 4,914   | 4,849   | 4,089   | 20      |  |  |  |
| Combination Electronic/Appliance              |         |         |         |         |  |  |  |
| Service Dealer                                | 583     | 557     | 406     | 5       |  |  |  |
| Service Contract Administrator                | 47      | 50      | 57      | 0       |  |  |  |
| Service Contract Seller                       | 12,633  | 12,026  | 11,847  | 18      |  |  |  |
| Total Active EAR Registrations                | 20,809  | 20,152  | 18,937  | 76      |  |  |  |

| Home Furnishing                  | s and Therma | I Insulation L | icenses |         |
|----------------------------------|--------------|----------------|---------|---------|
|                                  | 2017-18      | 2018-19        | 2019-20 | 2020-21 |
| Furniture Retailers              | 2,057        | 2,121          | 2,079   | 3       |
| Bedding Retailers                | 2,033        | 2,172          | 2,245   | 2       |
| Furniture & Bedding Retailers    | 11,872       | 11,554         | 11,260  | 12      |
| Custom Upholsterers              | 497          | 483            | 476     | 0       |
| Supply Dealers                   | 110          | 100            | 96      | 0       |
| Importers (includes overseas     |              |                |         |         |
| Manufacturers)                   | 5,096        | 5,339          | 5,559   | 57      |
| Manufacturers                    | 1,530        | 1,522          | 1,467   | 5       |
| Sanitizers                       | 12           | 14             | 24      | 0       |
| Wholesalers                      | 196          | 188            | 183     | 1       |
| Thermal Insulation Manufacturers | 109          | 107            | 114     | 0       |
| Total Active HFTI Licenses       | 23,512       | 23,600         | 23,503  | 80      |

| Geographic Breakdown of Importers/Manufacturers/Wholesalers as 8/14/20 |       |  |  |
|--|-------|--|--|
| Importer – California  | 621   |  |  |
| Importer – Other States  | 928   |  |  |
| Importer/Manufacturer – Overseas                                       | 6,960 |  |  |
| Manufacturer – California  | 793   |  |  |
| Manufacturer – Other States  | 951   |  |  |
| Wholesalers - California   | 156   |  |  |
| Wholesalers – Other States   | 57    |  |  |
| Wholesalers – Overseas   | 2     |  |  |

| Household Movers Permits |         |         |         |         |  |  |
|--------------------------|---------|---------|---------|---------|--|--|
|                          | 2017-18 | 2018-19 | 2019-20 | 2020-21 |  |  |
| Permits Issued           |         | 36      | 140     | 7       |  |  |
| Exams Administered       |         | 36      | 139     | 11      |  |  |
| Exam Pass Rate           |         | 64%     | 89%     | 82%     |  |  |
| Total Active HHM Permits |         | 936     | 1,051   | 1,062   |  |  |

## LICENSING STATISTICS (Continued) AUGUST 2020

| FY 2019/2020 Total Quarter Revenue |                             |              |             |            |              |              |  |  |  |
|------------------------------------|-----------------------------|--------------|-------------|------------|--------------|--------------|--|--|--|
| Quarterly Report                   | Net Including<br>Admin Fees |              |             |            |              |              |  |  |  |
| 2019 3rd Quarter                   | 1,034                       | \$896,702.23 | \$10,340.00 | \$5,170.00 | \$881,192.23 | \$891,532.23 |  |  |  |
| 2019 4th Quarter                   | 1,041                       | \$717,706.95 | \$10,410.00 | \$5,205.00 | \$702,091.95 | \$712,501.95 |  |  |  |
| 2020 1st Quarter                   | 1,030                       | \$658,674.00 | \$10,300.00 | \$5,150.00 | \$643,224.00 | \$653,524.00 |  |  |  |
| 2020 2nd Quarter                   | 488                         | \$267,079.97 | \$4,880.00  | \$2,440.00 | \$259,759.97 | \$264,639.97 |  |  |  |

Agenda Item 3c: Consumer Complaints Statistical Overview

#### **CONSUMER COMPLAINT STATISTICS**

| Electronic and Appliance Repair Consumer Complaints |        |        |  |  |  |  |  |
|---|--------|--------|--|--|--|--|--|
| Year  | OPENED | CLOSED |  |  |  |  |  |
| 2017-18   | 1019   | 1014   |  |  |  |  |  |
| 2018-19   | 528    | 500    |  |  |  |  |  |
| 2019-20   | 531    | 419    |  |  |  |  |  |
| 2020-21*  | 61     | 60     |  |  |  |  |  |

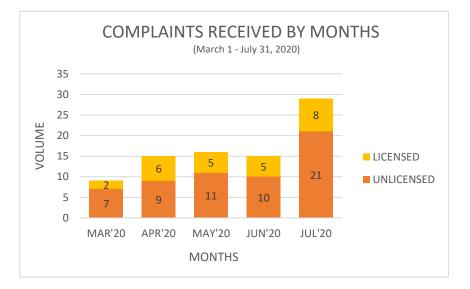
#### \*(7/1/2020 - 7/31/2020)

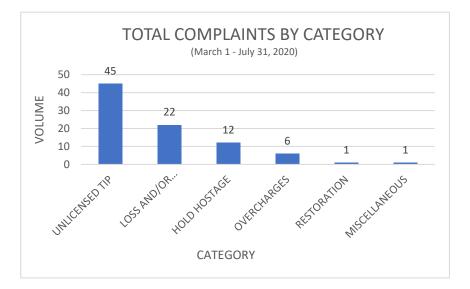
| Home Furnishings and Thermal Insulation Consumer Complaints |        |        |  |  |  |  |
|---|--------|--------|--|--|--|--|
| Year  | OPENED | CLOSED |  |  |  |  |
| 2017-18   | 288    | 281    |  |  |  |  |
| 2018-19   | 158    | 157    |  |  |  |  |
| 2019-20   | 319    | 267    |  |  |  |  |
| 2020-21*  | 39     | 18     |  |  |  |  |

#### **CONSUMER COMPLAINT STATISTICS (Continued)**

| Household Movers Consumer Complaints |        |        |  |  |  |  |
|--------------------------------------|--------|--------|--|--|--|--|
| Year                                 | OPENED | CLOSED |  |  |  |  |
| 2018-19                              | 203    | 181    |  |  |  |  |
| 2019-20                              | 199    | 169    |  |  |  |  |
| 2020-21*                             | 29     | 27     |  |  |  |  |

\*(7/1/2020 - 7/31/2020)





Agenda Item 3d: Enforcement and Investigations Statistical Overview

#### **ENFORCEMENT STATISTICS**

#### **BEAR / HFTI**

\*7/1/20 - 7/31/20

| TELEPHONE DISCONNECTS ORDERED |    |    |    |  |  |  |  |
|-------------------------------|----|----|----|--|--|--|--|
| Year BEAR HFTI Total          |    |    |    |  |  |  |  |
| 2017-18                       | 48 | 17 | 65 |  |  |  |  |
| 2018-19                       | 15 | 9  | 24 |  |  |  |  |
| 2019-20                       | 7  | 0  | 7  |  |  |  |  |
| 2020-21*                      | 0  | 0  | 0  |  |  |  |  |

| INTERNAL CASES (Investigations) |      |      |       |  |        |      |       |  |
|---------------------------------|------|------|-------|--|--------|------|-------|--|
| OPENED                          |      |      |       |  | CLOSED |      |       |  |
| Year                            | BEAR | HFTI | Total |  | BEAR   | HFTI | Total |  |
| 2017-18                         | 624  | 355  | 979   |  | 705    | 388  | 1093  |  |
| 2018-19                         | 400  | 215  | 615   |  | 434    | 216  | 650   |  |
| 2019-20                         | 257  | 136  | 393   |  | 235    | 118  | 353   |  |
| 2020-21*                        | 24   | 32   | 56    |  | 27     | 33   | 60    |  |

| CITATIONS ISSUED |                      |     |     |  |  |  |  |  |
|------------------|----------------------|-----|-----|--|--|--|--|--|
| Year             | Year BEAR HFTI Total |     |     |  |  |  |  |  |
| 2017-18          | 550                  | 305 | 855 |  |  |  |  |  |
| 2018-19          | 384                  | 230 | 614 |  |  |  |  |  |
| 2019-20          | 227                  | 116 | 343 |  |  |  |  |  |
| 2020-21*         | 37                   | 64  |     |  |  |  |  |  |

# ENFORCEMENT AND INVESTIGATIONS (Continued) \*(7/1/2020 – 7/31/2020)

### **ENFORCEMENT ACTIVITY**

| Home<br>Movers | Unlicensed<br>Contact | Unlicensed<br>Citation | Investigative<br>Visits | Cases<br>Assigned | Hold<br>Hostage<br>Assigned | Hold<br>Hostage<br>Resolved<br>/ Goods<br>Returned | C&D<br>Ltrs<br>Sent<br>Out | Outreach<br>Events | Monthly Enforcement<br>Activity |
|----------------|-----------------------|------------------------|-------------------------|-------------------|-----------------------------|--|----------------------------|--------------------|---------------------------------|
| April          | 52                    | 1                      | 3                       | 17                | 1                           | 1  | 44                         | 0                  | 119                             |
| May            | 61                    | 0                      | 0                       | 22                | 2                           | 3  | 13                         | 1                  | 102                             |
| June           | 30                    | 0                      | 7                       | 12                | 1                           | 0  | 9                          | 0                  | 59                              |
| *July          | 94                    | 1                      | 29                      | 29                | 12                          | 5  | 10                         | 0                  | 180                             |
| TOTAL          | 143                   | 2                      | 39                      | 80                | 16                          | 9  | 76                         | 1                  | 460                             |

| EAR   | Unlicensed<br>Contact | Unlicensed<br>Citation | Investigative<br>Visits | Licensed First<br>Visit | Cases<br>Assigned | C&D Ltrs<br>Sent Out | Monthly Enforcement<br>Activity |
|-------|-----------------------|------------------------|-------------------------|-------------------------|-------------------|----------------------|---------------------------------|
| April | 9                     | 1                      | 1                       | 0                       | 8                 | 0                    | 19                              |
| May   | 23                    | 1                      | 0                       | 0                       | 30                | 11                   | 65                              |
| June  | 11                    | 2                      | 7                       | 1                       | 3                 | 0                    | 24                              |
| *July | 54                    | 29                     | 18                      | 1                       | 47                | 0                    | 149                             |
| TOTAL | 97                    | 33                     | 26                      | 2                       | 88                | 11                   | 257                             |

| HFTI  | Unlicensed<br>Contact | Unlicensed<br>Citation | Investigative<br>Visits | Licensed<br>First Visit | Cases<br>Assigned | Lab Samples<br>Obtained | C&D Ltrs<br>Sent Out | Monthly<br>Enforcement<br>Activity |
|-------|-----------------------|------------------------|-------------------------|-------------------------|-------------------|-------------------------|----------------------|------------------------------------|
| April | 29                    | 0                      | 0                       | 0                       | 2                 | 0                       | 0                    | 31                                 |
| May   | 39                    | 0                      | 0                       | 0                       | 10                | 0                       | 1                    | 50                                 |
| June  | 34                    | 1                      | 4                       | 0                       | 6                 | 0                       | 7                    | 52                                 |
| *July | 53                    | 30                     | 18                      | 2                       | 45                | 12                      | 0                    | 160                                |
| TOTAL | 155                   | 31                     | 22                      | 2                       | 63                | 12                      | 8                    | 293                                |

## **ENFORCEMENT AND INVESTIGATIONS (Continued)**

(7/1/2020 - 7/31/2020)

#### SWEEP STATISTICS

#### San Jose: 7/29/20

Program: HHM Contacts made: 1 Citations issued: 0 Cease letters delivered: 0 Investigative visits without contact: 2

Program: EAR Contacts made: 3 Citations issued: 2 Cease letters delivered: 0 Investigative visits without contact: 2

Program: HFTI Contacts made: 1 Citations issued: 1 Cease letters delivered: 0 Investigative visits without contact: 0

#### San Bernardino: 7/15/20 – 7/16/20

Program: EAR Contacts made: 12 Citations issued: 10 Cease letters delivered: 0 Investigative visits without contact: 3 Applications received: 8

#### San Diego: 7/15/20 - 7/16/20

Program: HHM Contacts made: 11 Citations issued: 2 Cease letters delivered: 4 Investigative visits without contact: 5 Agenda Item 6b: AB 1616

## AMENDED IN SENATE JULY 7, 2020 AMENDED IN ASSEMBLY JANUARY 6, 2020 AMENDED IN ASSEMBLY APRIL 1, 2019 california legislature—2019–20 regular session

#### **ASSEMBLY BILL**

No. 1616

#### Introduced by Assembly Member Low (Coauthor: Assembly Member Eduardo Garcia)

February 22, 2019

An act to add Section 493.5 to the Business and Professions Code, relating to professions and vocations.

#### legislative counsel's digest

AB 1616, as amended, Low. Department of Consumer Affairs: boards: expunged convictions.

Existing law establishes the Department of Consumer Affairs, which is composed of various boards, and authorizes a board to suspend or revoke a license on the ground that the licensee has been convicted of a crime substantially related to the qualifications, functions, or duties of the business or profession for which the license was issued. Existing law, the Medical Practice Act, provides for the licensure and regulation of the practice of medicine by the Medical Board of California and requires the board to post certain historical information on current and former licensees, including felony and certain misdemeanor convictions. Existing law also requires the Medical Board of California, upon receipt of a certified copy of an expungement order from a current or former licensee, to post notification of the expungement order and the date thereof on its internet website.

This bill would require a board within the department that has posted on its internet website that a person's license was revoked because the person was convicted of a crime to, crime, within 6 months 90 days of receiving the an expungement order for the underlying offense from the person, if the person reapplies for licensure or is relicensed, to post notification of the expungement order and the date thereof on the board's internet-website if the person applies for licensure or is relicensed, or remove the initial posting on its internet website that the person's license was revoked website. The bill would require the board, on receiving an expungement order, if the person is not currently licensed and does not reapply for licensure, as specified. to remove within the same period the initial posting on its internet website that the person's license was revoked and information previously posted regarding arrests, charges, and convictions. The bill would require a person in either case to pay a fee, to be \$50 fee to the board, unless another amount is determined by the department, to the board for board to be necessary to cover the cost of administering the bill's provisions.

Vote: majority. 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 493.5 is added to the Business and 2 Professions Code, to read:

3 493.5. (a) A board within the department that has posted on 4 its internet website that a person's license was revoked because 5 the person was convicted of a crime, upon receiving from the person a certified copy of an expungement order granted pursuant 6 7 to Section 1203.4 of the Penal Code for the underlying offense, 8 shall, within six months 90 days of receiving the expungement 9 order, unless it is otherwise prohibited by law, or by other terms or conditions, do either of the following: 10

11 (1) If the person reapplies for licensure or has been relicensed,

post notification of the expungement order and the date thereof onits internet website.

13 its internet website.

14 (2) If the person is not currently licensed and does not reapply

15 for licensure, remove the initial posting on its internet website that

- 16 the person's license was revoked. revoked and information
- 17 previously posted regarding arrests, charges, and convictions.

1 (b) A person described in subdivision (a) shall pay to the board

2 a fee in an the amount to be of fifty dollars (\$50), unless another

3 *amount is* determined by the department board to be necessary to

4 cover the administrative cost, ensuring that the amount does not

5 exceed the reasonable cost of administering this section. The fee

6 shall be deposited by the board into the appropriate fund and shall

7 be available only upon appropriation by the Legislature.

8 (c) For purposes of this section "board" means an entity listed 9 in Section 101.

10 (d) If any provision in this section conflicts with Section 2027,

11 Section 2027 shall prevail.

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Agenda Item 6c: AB 1850

## AMENDED IN ASSEMBLY MAY 12, 2020 AMENDED IN ASSEMBLY FEBRUARY 27, 2020 AMENDED IN ASSEMBLY FEBRUARY 14, 2020 california legislature—2019–20 regular session

#### **ASSEMBLY BILL**

No. 1850

#### Introduced by Assembly Member Gonzalez

January 6, 2020

An act to repeal and add Section 2750.3 of the Labor Code, relating to employment.

#### legislative counsel's digest

AB 1850, as amended, Gonzalez. Employee classification: still photographers, photojournalists: freelancers. Worker classification: employees and independent contractors.

Existing law requires a 3-part test, commonly known as the "ABC" test, to determine if workers are employees or independent contractors for purposes of the Labor Code, the Unemployment Insurance Code, and the wage orders of the Industrial Welfare Commission. Under the ABC test, a person providing labor or services for remuneration is considered an employee rather than an independent contractor unless the hiring entity demonstrates that the person is free from the control and direction of the hiring entity in connection with the performance of the work, the person performs work that is outside the usual course of the hiring entity's business, and the person is customarily engaged in an independently established trade, occupation, or business. Existing law charges the Labor Commissioner with the enforcement of labor laws, including worker classification.

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Existing law exempts specified occupations and business relationships from the application of the ABC test described above. Existing law, instead, provides that these exempt relationships are governed by the multifactor test previously adopted in the case of S. G. Borello & Sons, Inc. v. Department of Industrial Relations (1989) 48 Cal.3d 341.

Existing exemptions include a bona fide business-to-business contracting relationship, as defined, under the specified conditions. Under existing law, the business-to-business exemption does not apply to an individual worker, as opposed to a business entity, who performs labor or services for a contracting business.

This bill would delete that individual worker provision.

Existing exemptions include the relationship between a referral agency and a service provider, as defined, under the specified conditions. If a business entity formed as a sole proprietor, partnership, limited liability company, limited liability partnership, or corporation ("service provider") provides services to clients through a referral agency, the referral agency is required to demonstrates that certain criteria are satisfied, including that, if the work for the client is performed in a jurisdiction that requires the service provider to have a business license or business tax registration, the service provider has the required business license or business tax registration. The exemption does not apply to an individual worker, as opposed to a business entity, who performs services for a client through a referral agency.

This bill would revise the criteria to be satisfied, including requiring the referral agency to check the validity of one license in a location where the service provider performs work a minimum of one time per calendar year. The bill would delete that individual worker provision.

The referral agency exemption defines "referral agency" as a business that connects clients with specific listed service providers, including tutors.

This bill would revise the definition of "referral agency" to include a business that connects clients with service providers such as those listed in the definition. The bill would revise the definition of tutor. The bill would add youth sports coaching as a listed service provider and define the term.

Existing exemptions include persons providing professional services under specified circumstances, including services provided by still photographers, photojournalists, freelance writers, editors, and newspaper cartoonists who do not license or provide, as applicable, content submissions more than 35 times annually to a putative employer.

This bill would additionally exempt professional services of a specialized performer hired by a performing arts company or organization to teach a master class, as defined, for no more than one week, and an appraiser.

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This bill would delete the existing professional services exemptions for services provided by still photographers, photojournalists, freelance writers, editors, and newspaper cartoonists. The bill would, instead, establish an exemption for services provided by a still photographer, photojournalist, videographer, or photo editor, as defined, who works under a contract that specifies certain terms in advance, as long as the individual providing the services is not replacing an employee performing the same work at the same volume, the individual does not primarily perform the work at the hiring entity's business location, and the individual is not restricted from working for more than one hiring entity. The bill would establish an exemption for services provided to a digital content aggregator, as defined, by a still photographer, photojournalist, videographer, or photo editor. The bill would establish an exemption for services provided by a freelance writer, certified translator, editor, copyeditor illustrator, or newspaper cartoonist who works under a contract that specifies certain terms in advance, as long as the individual providing the services is not replacing an employee performing the same work at the same volume, the individual does not primarily perform the work at the hiring entity's business location, and the individual is not restricted from working for more than one hiring entity.

*Existing exemptions include listed occupations, including a person or organization who is licensed by the Department of Insurance.* 

The bill would additionally exempt professional services of a person who provides underwriting inspections, premium audits, risk management or loss control work for the insurance industry.

The bill would additionally exempt an individual who is engaged by an international exchange visitor program, as prescribed, and a competition judge with a specialized skillset or expertise providing services that require the exercise of discretion and independent judgment to an organization for the purposes of determining the outcome of a competition.

The bill would additionally exempt certain occupations in connection with creating, marketing, promoting, or distributing sound recordings or musical compositions.

Existing law, as established in the case of Dynamex Operations W. v. Superior Court (2018) 4 Cal.5th 903 (Dynamex), creates a presumption that a worker who performs services for a hirer is an employee for purposes of claims for wages and benefits arising under wage orders issued by the Industrial Welfare Commission. Existing law requires a 3-part test, commonly known as the "ABC" test, to determine if workers are employees or independent contractors for purposes of specified wage orders.

Existing statutory law establishes that, for purposes of the Labor Code, the Unemployment Insurance Code, and the wage orders of the Industrial Welfare Commission, a person providing labor or services for remuneration is considered an employee rather than an independent contractor unless the hiring entity demonstrates that the "ABC" test is met. Existing law charges the Labor Commissioner with the enforcement of labor laws, including worker classification.

Existing law exempts specified occupations and business relationships, including persons providing professional services under specified circumstances, including services provided by still photographers, photojournalists, freelance writers, editors, and newspaper cartoonists who do not license or provide, as applicable, content submissions more than 35 times annually to a putative employer, from the application of Dynamex and these provisions. Existing law instead provides that these exempt relationships are governed by the multifactor test previously adopted in the case of S. G. Borello & Sons, Inc. v. Department of Industrial Relations (1989) 48 Cal.3d 341.

This bill would replace the submission limit and instead exempt still photographers, photojournalists, freelance writers, editors, and newspaper cartoonists from the application of Dynamex and these provisions based upon different specified criteria, including that these persons provide professional services pursuant to a contract that includes specified items, as provided.

Vote: majority. 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 2750.3 of the Labor Code is repealed.
- 2 SEC. 2. Section 2750.3 is added to the Labor Code, to read:
- 3 2750.3. (a) (1) For purposes of the provisions of this code
- 4 and the Unemployment Insurance Code, and for *the purposes of*

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For a full copy of the bill text, go to <a href="http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\_id=201920200AB1850">http://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill\_id=201920200AB1850</a>

Agenda Item 6d: AB 2185

#### AMENDED IN ASSEMBLY MAY 13, 2020

#### AMENDED IN ASSEMBLY MARCH 16, 2020

california legislature-2019-20 regular session

**ASSEMBLY BILL** 

#### No. 2185

#### Introduced by Assembly Members Patterson and Gallagher

February 11, 2020

An act to add Section 117 to the Business and Professions Code, relating to professions and vocations.

#### legislative counsel's digest

AB 2185, as amended, Patterson. Professions and vocations: applicants licensed in other states: reciprocity.

Existing law establishes the Department of Consumer Affairs, which is composed of boards that license and regulate various professions and vocations to ensure that certain businesses and professions that have potential impact upon the public health, safety, and welfare are adequately regulated. Existing law makes a violation of some of those licensure provisions a crime.

Existing law authorizes certain boards, for purposes of reciprocity, to waive examination or other requirements and issue a license to an applicant who holds a valid license in another state and meets specified other requirements, including, among others, a license to practice veterinary medicine.

This bill, with exceptions, would require each board within the department to issue a license to an applicant in the discipline for which the applicant applies if the person meets certain requirements, including, but not limited to, that the person is married to, or is in a domestic partnership or other legal union with, an active duty member of the

Armed Forces of the United States, who is assigned to a duty station in this state, the person currently holds a license in good standing in another state in the discipline and practice level and with the same scope of practice for which the person applies, the person has held the license and has practiced in the licensed field in the other another state or *jurisdiction* for at least 3 of the last 5 years, and the person pays all applicable fees and complies with any applicable surety bond and insurance requirements. By expanding the applicants who are authorized to be licensed and who may be prosecuted for a violation of those licensure provisions constituting a crime, the bill would impose a statemandated 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.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: yes.

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

1 SECTION 1. Section 117 is added to the Business and 2 Professions Code, to read:

3 117. (a) Notwithstanding any law, each board within the 4 department shall issue a license in the discipline for which the

5 applicant applies if the applicant meets all of the following 6 requirements:

7 (1) The person is married to, or is in a domestic partnership or

8 other legal union with, an active duty member of the Armed Forces9 of the United States who is assigned to a duty station in this state

10 under official active duty military orders.

11 (2) The person currently holds a license in good standing in

another state in the discipline and practice level and with the samescope of practice for which the person is applying.

14 (3) The person has held the license and has practiced in the

15 licensed field in the other another state or jurisdiction for at least
16 three of the last five years.

17 (4) The person has not had any disciplinary actions imposed 18 against their license and has not had a license in the discipline for

1 which the person is applying revoked or suspended in any other2 state.

3 (5) The person submits verification that they have satisfied all

4 education, work, examination, and other requirements for gained
5 licensure in the other state in which the person holds a license in
6 good standing and those requirements are similar to the standards
7 required for licensure in this state. and holds that license in good
8 standing, and those requirements are deemed similar to the
9 standards required for licensure in this state by the appropriate
10 licensing board.

(6) The person would not be denied licensure under any other
provision of this code, including, but not limited to, disqualification
for criminal history relating to the license sought.

14 (7) The person pays all applicable fees for licensure and 15 complies with any applicable surety bond and insurance 16 requirements.

(8) If required by the board, the person has passed a California
jurisprudence and ethics examination or other examination
otherwise required for applicants by the board on the statutes and
regulations relating to the license.

(b) This section shall not supersede any other reciprocity
agreement, compact membership, or statute that provides
reciprocity for a person who holds a valid license in another state.

24 (c) This section shall not apply to the Board of Registered 25 Nursing or any other board that currently authorizes

25 Nursing, Nursing or any other board that currently authorizes
26 license portability as a component of qualifying for licensure in

the state, and the Board of Behavioral Sciences or any other board

that has a mandatory license portability requirement in statute, and

29 any board that currently authorizes license portability as a

30 component of qualifying for licensure in this state. *License* 

31 portability is defined as either providing a license by endorsement

32 with verification of an out-of-state license in good standing, or

33 exempting state-specific requirements to facilitate a practitioner's

34 *ability to obtain a license and practice in multiple jurisdictions.* 

(d) Notwithstanding any law, the fees, fines, penalties, or other
money received by a board pursuant to this section shall not be
continuously appropriated and shall be available only upon

38 appropriation by the legislature.

39 SEC. 2. No reimbursement is required by this act pursuant to

40 Section 6 of Article XIIIB of the California Constitution because

- 1 the only costs that may be incurred by a local agency or school
- 2 district will be incurred because this act creates a new crime or
- 3 infraction, eliminates a crime or infraction, or changes the penalty
- 4 for a crime or infraction, within the meaning of Section 17556 of
- 5 the Government Code, or changes the definition of a crime within
- 6 the meaning of Section 6 of Article XIII B of the California
- 7 Constitution.

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Agenda Item 6e: AB 2460

#### AMENDED IN ASSEMBLY MAY 18, 2020

#### AMENDED IN ASSEMBLY MAY 4, 2020

california legislature-2019-20 regular session

**ASSEMBLY BILL** 

#### No. 2460

#### Introduced by Assembly Member Daly

February 19, 2020

An act to amend Section 19225.5 of the Business and Professions Code, relating to professions and vocations.

#### legislative counsel's digest

AB 2460, 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.

Existing federal law regulating motor carrier transportation excludes from the definition of "household goods motor carrier" a motor carrier that provides transportation of household goods in containers or trailers that are entirely loaded and unloaded by an individual other than an

employee or agent of the motor carrier, known as a "limited service exclusion."

This bill would exclude from the definition of "household mover" a motor carrier that falls under the federal limited service exclusion or a broker utilizing motor carriers operating under the limited service exclusion. provides transportation of household goods in containers or trailers where the household goods are entirely loaded and unloaded by an individual other than an employee or agent of the motor carrier and a broker that 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.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

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

SECTION 1. Section 19225.5 of the Business and Professions
 Code is amended to read:

3 19225.5. For purposes of this chapter, unless the context4 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.

(g) "Fund" means the Household Movers Fund establishedpursuant 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

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

5 (2) "Household mover" does not include—a either of the 6 following:

7 (A) A motor carrier that meets the requirements of the limited
 8 service exclusion in Section 13102 of Title 49 of the United States

9 Code or a broker utilizing motor carriers operating under the

10 limited service exclusion. provides transportation of household

11 goods in containers or trailers where the household goods are

12 entirely loaded and unloaded by an individual other than an13 employee or agent of the motor carrier.

14 (B) A broker that utilizes the services of a motor carrier that

15 meets subparagraph (A) and does not otherwise advertise, solicit,

16 offer, or arrange for the full service moving of used household17 goods by motor carrier for compensation.

(i) "Inspector" refers to an inspector either employed by, orunder contract to, the bureau.

20 (j) "Motor vehicle" means every motor truck, tractor, or other 21 self-propelled vehicle used for transportation of property over the 22 public highways, other than upon fixed rails or tracks, and any

23 trailer, semitrailer, dolly, or other vehicle drawn thereby.

(k) "Owner," with respect to a motor vehicle used in the
transportation of property for compensation by a household mover,
means the corporation or person who is registered with the
Department of Motor Vehicles as the owner of the vehicle, or who
has a legal right to possession of the vehicle pursuant to a lease or
rental agreement.

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

31 (m) "Public highway" includes every public street, road, or 32 highway in this state

32 highway in this state.

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Agenda Item 6f: SB 878

**No. 878** 

#### **Introduced by Senator Jones**

January 22, 2020

An act to add Section 139.5 to the Business and Professions Code, relating to professions and vocations.

#### legislative counsel's digest

SB 878, as amended, Jones. Department of Consumer Affairs Licensing: applications: wait times. Affairs: license: application: processing timeframes.

Existing law provides for the licensure and regulation of various professions and vocations by boards within the Department of Consumer Affairs.

This-bill bill, beginning July 1, 2021, would require each board within the department that issues-licenses licenses, on at least a quarterly basis, to prominently display on its internet website either the current timeframe average timeframes for processing initial and renewal license applications on its internet website, as provided. or the combined current average timeframe for processing both initial and renewal license applications. The bill would also require each board to prominently display on its internet website either the current average timeframes for processing each license type that the board administers or the combined current average timeframe for processing all license types that the board administers.

Vote: majority. 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 139.5 is added to the Business and 2 Professions Code, to read:
- 3 139.5. Each Beginning July 1, 2021, each board, as defined in
   4 section Section 22, within the department that issues a license shall
- 5 do both of the following: following on at least a quarterly basis:
- 6 (a) Prominently display-the on its internet website one of the 7 following:
- 8 (1) The current-timeframe average timeframes for processing
  9 initial and renewal license-applications on its internet website.
  10 applications.
- 11 (2) The combined current average timeframe for processing 12 both initial and renewal license applications.
- 13 (b) With respect to the information displayed on the website,
- 14 specify the Prominently display on its internet website one of the 15 following:
- 16 (1) The current average-timeframe timeframes for processing
- 17 each license-category. *type that the board administers*.
- 18 (2) The combined current average timeframe for processing all
- 19 license types that the board administers.

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