

## **MINUTES**

### **ADVISORY COUNCIL MEETING**

Bureau of Household Goods and Services (Bureau)  
Conference Room  
4244 South Market Court, Suite D  
Sacramento, CA 95834  
July 18, 2019  
9:00am – 12:00pm

#### **Attendees:**

Advisory Council Members: Pascal Benyamini, Public  
Sharron Bradley, Industry  
Burt Grimes, Industry  
Chris Higdon, Industry  
Judy Levin, Public  
Michael Lipsett, Public  
Donald Lucas, Public  
Antoinette Stein, Public  
Steve Weitekamp, Industry

Bureau and Department Staff: Nicholas Oliver, Chief  
Rita Wong, Deputy Chief  
Brittany Bell, HR Liaison  
Renetta Buckner, HR Liaison  
Diana Godines, Policy Manager  
Yeaphana La Marr, Policy Manager  
Winson Luong, Enforcement Analyst  
Karen Munoz, DCA Budgets  
Karen Nelson, DCA Executive Office  
Nicholas Parra, Investigation Analyst  
Rajinder Sandhu, Laboratory Chemist  
Avra Wallace-Schoell, Licensing Analyst  
Arthur Wautier, Enforcement Analyst  
Sue Xu, Flammability Engineer

Teleconference Participants: Doug Clark, Home Furnishing Association  
Dave Panning, Business + Institutional  
Furniture Manufacturers Association  
Several stakeholders participating intermittently

## **I. Welcome and Introductions – Bureau Chief Nicholas Oliver**

Chief Oliver began the meeting by welcoming everyone in attendance. Roll call was completed and the meeting proceeded to the next agenda item.

## **II. Operations Update**

### **a. Budgets – Karen Munoz**

Karen Munoz introduced herself as a Budget Manager from the Department of Consumer Affairs (DCA) to present the Bureau's fund conditions and where the Bureau falls within the budget. There are three funds for the Bureau: Home Furnishings and Insulation (HFTI), Electronic and Appliance Repair (EAR), and Household Movers (HHM). Ms. Munoz explained the fund conditions are equivalent to the savings in an account with four components. First is the beginning balance, which starts at any given fiscal year, revenue (licensing, renewal fees, fines, etc.), any additional costs and expenditures, and the fund balance at the end of that fiscal year. Ms. Munoz stated there is a healthy reserve of at least three months for all three funds.

For the HHM fund condition, the first line (Other Regulatory Fees) incorporates all costs, but this will be broken up when revenue is incorporated after the first year. After generating revenue for the first year, the HHM fund condition will reflect all the categories that can be found for EAR and HFTI, including fines.

### **b. Personnel – Renetta Buckner**

Renetta Buckner updated the group on recruitment activity since the previous meeting. The Flammability Test Research Engineer position has been filled by the Bureau's Chemist, Steve Fischer. Four Special Investigator positions have been filled, as well as a second HR liaison position. The Bureau is in the process of selecting two Supervising Special Investigators: one for the Northern California region and one for the Southern California region. The Bureau is currently recruiting for an Associate Governmental Program Analyst in the Investigations Unit, as well as a limited-term Research Data Specialist, who will support the HHM program by completing the legislatively mandated HHM fee study. In addition, three new positions have been approved for the 2019-2020 fiscal year: one Northern California Special Investigator, one Staff Service Analyst (SSA) in the Licensing Unit and one SSA in the Compliance Unit. These positions were approved to support implementation of SB1483 and AB2998.

## **III. Statistical Overview**

### **a. Licensing**

#### **Attachment 1 – Presented by Avra Wallace-Schoell**

Avra Wallace-Schoell provided an overview of Bureau licensing statistics. Council Member Weitekamp asked if the Bureau can break down the HHM statistics to identify

the four different classes of permitted carriers. Ms. Wallace-Schoell explained that effective July 8, 2019, the Bureau has implemented one standardized permit and no longer offers four different exams.

Council Member Bradley asked if the Bureau knows the cause for the increase in importer licensees. Chief Oliver reported the Bureau has shifted focus of sample collection to manufacturers so there is more education that licenses are required. Council Member Benyamini explained that manufacturers in the home furnishings industry are giving up their license to become licensed as importers and asked if the Bureau can capture statistics on this. The Bureau agreed to explore whether these statistics are attainable, as well as information on whether importers are based in California or other states.

### **b. Consumer Complaints**

#### **Attachment 2 – Presented by Winson Luong**

Winson Luong provided an overview of Bureau complaint statistics. Council Members Bradley and Benyamini said the industry would greatly benefit from a categorized breakdown of the types of HFTI complaints being received similar to those provided for the HHM program. The Bureau agrees to examine this matter.

Council Member Grimes asks what the Bureau does about unlicensed mover complaints. Chief Oliver responded that the Bureau has been opening investigations when a tip is received. The Bureau is building these cases and submitting investigative reports to either the City Attorney or the District Attorney, depending on jurisdiction.

### **c. Enforcement Statistics**

#### **Attachment 3 – Presented by Winson Luong**

Mr. Luong provided an overview of Bureau enforcement statistics. The Council recognized the decrease in enforcement and complaints in EAR and HFTI as a good occurrence and discussed possible causes for the trend. Chief Oliver noted the Bureau is out in the field interacting with the community and the enforcement staff has doubled throughout the state since 2017. He also attributed the decrease in complaints to the increase in the Bureau's enforcement presence. Council members agreed the Bureau has provided the industries it regulates with a pathway to legally operate businesses and the community is taking advantage of the opportunity to be considered legitimate.

The Council discussed telephone disconnect orders indicating that in today's industry, it is very easy to change phone lines with no interruption to the business. Council Member Stein asked if there is any reappearance of companies that come back with a different name or if they gain compliance and then re-establish their line. Deputy Chief Rita Wong stated by the time the Bureau has applied enforcement such as a telephone disconnect, several actions have been taken such as citation and investigation, so the business is already aware the Bureau is seeking corrective action. Chief Oliver stated

the Bureau's Special Investigators have access to a new database that tracks open investigations so if businesses were to open a new line or take any other action, it would create an alert.

Council Member Stein suggested to provide more specificity as to the reason enforcement is being taken and educating business with detailed failures. Chief Oliver agreed that education is critical, however once a business is at the disciplinary stage, the Bureau has taken many steps to educate and work with the business in obtaining compliance.

#### **d. Investigations Statistics**

##### **Attachment 4 – Presented by Nicholas Parra**

Nicholas Parra provided an overview of Bureau investigation statistics. Council Member Weitekamp applauded the Bureau's actions against hold hostage situations, emphasizing how important these efforts are to the credibility of the industry and the Bureau is the first to address this longstanding hold hostage issue.

Council Member Weitekamp noted the number of reported cases under investigation compared to the number of reported complaints and asked if the difference in numbers are self-generated. Mr. Parra explained that many of these cases are tips from other agencies being forwarded to Bureau staff and investigated. If a tip comes in and it turns out the business is not licensed, the case is assigned to a Special Investigator. These tips are not part of the consumer complaint statistics unless it is part of filing an actual complaint.

Council Member Benyamini asked if there is a timeframe for compliance when cease and desist letters are issued and if not, how long it takes for the Bureau to follow-up. Deputy Chief Wong responded that cease and desist letters typically request a response within 15 days. After initial response, the amount of time allotted to continue operations depends on the case. Chief Oliver added that such cases also depend on severity; for minor infractions, the Bureau works with the company to correct the error. Almost all infractions can be worked out through email or some form of communication. Rajinder Sandhu attested most companies reach out to the Bureau actively seeking and working to resolve their compliance issue.

Chief Oliver informed the Council that the Bureau is updating label regulations and consolidating templates into one document to be posted on the Bureau's website at a later date to alleviate confusion in the industry on label compliance.

Regarding HHM permits, Council Member Weitekamp asked to have the Cal-T printed on forms the Bureau sends to permitted carriers as opposed to the MTR number, which is used only by the Bureau and is not relevant to the industry or consumers. Ms. Wallace-Schoell explained that during the application process, the application is pending while the Bureau waits for all requirements to be met and the application is tracked using the MTR number. Once all requirements are met, a permit is issued, and

a Cal-T number is assigned. This creates confusion because all parties see the MTR numbers and carriers do not know what letter to have on their trucks. Chief Oliver explained the Bureau is willing to research how it can improve this process when working on its business modernization.

#### **e. Laboratory Testing Statistics**

##### **Attachment 5 – Presented by Sue Xu**

Sue Xu provided an overview of Bureau laboratory testing statistics. Chief Oliver noted the manufacturer locations in the statistics as requested by the Advisory Council and recognized the benefit of reporting overseas and domestic manufacturer statistics. The Bureau is also researching a method to purchase mattresses from online retailers since historically, the Bureau has been unable to acquire their product or effectively regulate these retailers.

Council Member Lipsett asked how the Bureau is enforcing compliance from overseas manufacturers. Mr. Wautier explained the Bureau educates these manufacturers in order to obtain the correct documentation. Language barriers pose a challenge, however persistent communication secures compliance. Chief Oliver stated the Bureau works with these manufacturers to build compliance plans where any noncompliance or shortcoming is specified, which commonly resolves the issue. Other means of influence on these manufacturers include importers who will typically not accept products from these manufacturers if they are not in compliance; importers require the manufacturer to provide documentation or pull their product. Mr. Wautier said a lot of importers have contracts with these manufacturers with clauses agreeing to produce compliant products. Chief Oliver added that ultimately, education is a significant factor in gaining compliance from overseas manufacturers.

Council Member Lucas noted the amount of label failures and asked the Bureau for causes of the high failure rate. Ms. Xu responded even minor discrepancies are documented as failures. Minor violations can be a simple typo while moderate failures can involve misinformation such as an incorrect percentage on the label. When these occur, the Bureau sends an evaluation of the failed label and a copy of the label that failed. Council Member Benyamini expressed industry's anticipation of the Bureau's new labels and examples as confusion on label compliance proves to be an ongoing difficulty for businesses.

Council Member Stein asked if the Bureau may be able to specify laboratory statistics further to show exactly from which countries these overseas manufacturers are coming. Such specification may assist in identifying recurring failures from one particular country or creating effective instructions for compliance.

#### **IV. Legislative Update – Presented by Yeaphana La Marr and Diana Godines**

Diana Godines began by informing the Council we are in the first year of the 2-year legislative session so held bills can be revived in January 2020. The Legislature is

currently in recess for the summer, returning August 12, 2019. Any bill still in Appropriations needs to be heard by August 30, 2019, and the Legislature has until September 30, 2019, to pass or vote down all bills. The Governor's deadline to sign or veto these bills is October 13, 2019.

Ms. Godines presented AB 193, introduced by Assembly Member Patterson, which would have eliminated several license types throughout three DCA programs, including custom upholsterers within the Bureau. This bill would have created a \$110k fiscal impact annually to the Bureau in licensing fees. This bill was held in committee but can be revived in January 2020.

Ms. Godines presented AB 496, introduced by Assembly Member Low, which replaces gender pronouns with gender neutral terms, updates cross-references, replaces "licentiate" with "licensee" and makes many other technical, non-substantive amendments. This bill would also require the Bureau to post enforcement information about the HHM program on its website. This amendment seems to be a technical change to conform with SB 19, however it would call for costly updates to the PUC database. The Bureau has opted to manually track enforcement data due to the cost and post this separately from the licensing lookup until the business modernization project is complete. This bill is currently on the Senate floor for third reading.

Ms. Godines presented AB 613, also introduced by Assembly Member Low, which would have allowed all DCA programs to raise fees to keep up with the consumer price index once every four years without going through the regulatory process. This bill was held in the Senate Committee on Business, Professions and Economic Development and may be revived in January 2020.

Ms. Godines presented AB 1296, introduced by Assembly Member Gonzalez, which would enact the Tax Recovery in the Underground Economy Act. This bill would create an enforcement program within the Department of Justice to recover revenue lost due to the underground economy, as well as enforce laws governing those who participate in the underground economy. This bill would collaborate and combine resources to prosecute violations from unlicensed activity of specified programs. This bill would also allow the governing board to consult with listed entities in an advisory capacity including the Department of Insurance, Department of Industrial Relations, the CA Highway Patrol, and within DCA, the Department of Consumer Affairs, the Bureau of Cannabis Control, and the Contractors State License Board. Since the last Advisory Council meeting, this bill was amended to allow the governing board to invite other agencies to act in an advisory capacity. This bill is currently with Senate Committee on Appropriations and will be heard when the Legislature returns from recess.

Ms. Godines presented AB 1469, introduced by Assembly Member Low, which would have required the Bureau to conduct a stakeholder process to determine whether the Bureau's trade standards need to be updated to address privacy concerns of connected devices. This can include electronics that fall under the Bureau's jurisdiction, as well as smart appliances. The bill was held in the Assembly Committee on Privacy and Consumer Protection and may be acted on in January 2020.

Yeaphana La Marr presented AB 1811 by the Committee on Communications and Conveyance, which would have renamed the Foreign Motor Carriers of Household Goods and Passengers Act to Foreign Motor Carriers of Passengers Act and removed all references to household goods. This Act currently grants the Bureau explicit authority to require registration from interstate movers, so removing references to household goods also removes the Bureau's explicit authority to require registration from interstate movers. The Bureau informed the Committee of this impact. The Committee confirmed the bill was intended to be an omnibus bill and subsequently pulled the bill until next year to give the Bureau an opportunity to resolve this issue.

Ms. La Marr presented SB 144 by Senator Mitchell, which would have eliminated extraneous fees not related to fines that are imposed on individuals for criminal offenses and violations of the vehicle Code, such as returned check fees, screening fees, administrative processing fees, and others. This bill would have also eliminated the costs associated with ignition interlock device (IID) installation. The Bureau and the Department worked with the author's office to explain these charges are not from a government entity; IID installers are for-profit businesses. This argument was included in the Senate Public Safety Committee analysis; however, the author pulled the bill before it could be amended. The Bureau will follow this development next year as it will impact Bureau licensees.

Ms. La Marr presented SB 358 by the Committee on Transportation, which adds vehicles that are regulated by the Bureau to the vehicles for which the Department of Motor Vehicles may regulate the safe operation. This authority was existing for the Public Utilities Commission when the HHM program was administered by them. The Committee on Transportation has confirmed this is an omnibus bill; and after review, the Bureau has no concerns. This bill is in the Senate Committee on Appropriations; no hearing date set.

Ms. La Marr presented SB 391 by Senator Monning, which is the Bureau's bill to allow Special Investigators and Supervising Special Investigators to issue notices to appear for misdemeanor offenses of the Household Movers Act. This bill is on Senate consent, which means there is no opposition and zero no votes.

Ms. La Marr presented SB 3551 by Senator Wicker, the Safer Occupancy Furniture Flammability Act, which would implement TB 117-2013 on a national scale. This bill was heard July 17, 2019, by the Senate Committee on Commerce, Science, and Transportation and it passed without amendments. This bill now goes to the House of Representatives so by the next Advisory Council meeting, there should be a substantive update on this bill.

## **V. Regulations Update - Presented by Yeaphana La Marr**

Assembly Bill 2138 (AB 2138) required the Bureau to rewrite its substantially related criteria and rehabilitation criteria regulations. These were submitted to the Department and approved for BEAR and BHFTI. The Bureau understands the Department will be submitting the AB 2138 regulations for all programs in one package.

Regulations required by AB 2138 are also part of the Bureau's initial rule making package for HHM that will be sent to the Department next week for review.

## **VI. Division of Household Movers Update**

### **a. California Moving and Storage Association (CMSA) Conference – Presented by Deputy Chief Rita Wong**

The CMSA conference was held in April and attended by a team of Bureau employees and management. The main objective of the networking at the conference was to build relationships with industry and make sure that industry has the Bureau's ear to be able to voice any concerns or questions. The Bureau presented as a regulatory panel in front of CMSA and covered everything it is responsible for in the regulation of HHM from licensing to enforcement and consumer complaints. The Bureau discussed outreach and education being offered to consumers and potential licensees. The Bureau also touched on the work being done with the District Attorney offices throughout the state, making strong connections to assist them with building effective cases to be able to prosecute. Bureau representatives also encouraged attendees to reach out any time with unlicensed tips and since the conference, the Bureau has received numerous tips.

### **b. Household Movers Updates – Presented by Avra Wallace-Schoell**

In May, the Licensing Unit offered two application workshops: one in Sacramento and one in South El Monte. Two more will be offered in late August or early September. The location and dates for these workshops are pending. Council Member Weitekamp recommended pushing these workshops out to Fall for greater attendance. Ms. Wallace-Schoell continued that once dates are established, the Bureau will advertise these workshops using its website, sending email blasts to an interested parties list, posting on social media, posting flyers, and more. The HHM application is now on the website in fillable format.

In April, a two-day exam workshop was held with the goal of revising and consolidating exams. Effective July 8, 2019, the four HHM exams have been replaced by one standardized, statewide exam. Moving forward, the Bureau will only issue permits with statewide authority.

Since July 1, 2018, the Bureau has completed three quarterly filings for HHM permit fees. For the third quarter of 2018, the Bureau received net administration fees \$865,927. For the fourth quarter of 2018, the Bureau received \$677,093 and in the first quarter of 2019, the Bureau received \$587,613.

On May 30, 2019, the Bureau issued a press release advising restoration companies that they are required to maintain an HHM permit and advised consumers to only hire licensed moving or restoration companies to avoid being victimized by predatory companies. The Licensing Unit has fielded many questions and provided many applications to various restoration companies wanting to comply with California law. The Bureau currently has 10 applications pending for restoration companies.



## **VII. Home Furnishings and Thermal Insulation Update**

### **a. AB 2998 Implementation – Presented by Yeaphana La Marr**

On and after January 1, 2020, AB 2998 prohibits the use of flame-retardant chemicals at levels above 1,000 parts per million in juvenile products, upholstered furniture, new materials in reupholstered furniture, and the foam in mattresses (collectively referred to as covered products). This bill requires the Bureau to extend testing required by SB 1019 (Leno, Chapter 862, Statutes of 2014) to determine the presence of flame-retardant chemicals in upholstered furniture to the covered products. This bill also authorizes the Bureau to issue a fine to any manufacturer that produces a juvenile product or mattress that is found to contain flame retardant chemicals and any seller that continues to sell a product that the Bureau identifies on its website as containing flame retardant chemicals.

The Bureau has received many questions from the industry about how to comply. The Bureau is thankful for the diligence of those who are proactive and because so many questions have been received, many of which are similar, the Bureau created a FAQ to be published on its website as soon as possible. Once the FAQs are posted, an email blast will be sent out to the interested parties list. The FAQs will be posted on three locations on the website and therefore should be easy to find.

Ms. La Marr covered two common questions that will be found in the FAQs. The first is if AB 2998 is applicable to products manufactured before January 1, 2020. The answer is yes. On and after January 1, 2020, covered products are prohibited from being sold or distributed in California if they contain FR chemicals at levels above 1,000 ppm irrespective of the manufacture date. This bill was signed in September 2018 and is not effective until January 1, 2020; the delayed implementation date was enacted to give industry time to liquidate non-compliant inventory or designate it for sale outside California.

The second question was, "Do I have to label my product as containing FR chemicals or treatments?" The answer is yes, but not to comply with AB 2998. The labeling requirements of BPC §19094, which was enacted by SB 1019, are still effective. Therefore, if a product contains flame-retardant chemicals that would constitute marking "Yes" on the SB 1019 label, it should still be marked as such; however, because products with FR chemicals at levels above 1,000 ppm are prohibited from sale or distribution in California as of January 1, 2020, there should not be a product with a label marked "Yes" that is for sale.

### **b. Renewal of Thermal Insulation Materials laboratory accreditation from the National Voluntary Accreditation Program (NVLAP) – Presented by Rajinder Sandhu**

Recently the insulation program received accreditation from NVLAP through March 31, 2020, and then the following year the Bureau will be able to pay the fees and renew for an additional year. Following the renewal for an additional year, the inspector will

canvass the laboratory again for renewal of accreditation. The laboratory is also accredited by A2LA; this accreditation is good through October 31, 2020. Certifications are posted on the Bureau's website.

### **VIII. Ignition Interlock Device Program Update – Presented by Deputy Chief Rita Wong**

The IID program falls under EAR and are installed in vehicles of offenders caught driving under the influence. The program is headed by the Department of Motor Vehicles (DMV), however, the Bureau of Automotive Repair (BAR) and BHGS are responsible for the regulation of the service centers that install these devices. Specifically, the Bureau regulates that these devices are installed correctly, they are being routinely calibrated, records are being maintained, and more. In licensing these individuals, the bulk of the licensees were initially coming from BAR. However, in the last year or so, the Bureau has seen a spike and more electronic and appliance repair shops are doing these installs.

Initially, the IID program was a pilot program in four counties. Effective January 1, 2019, the program was rolled out statewide. In May, the Chief and Deputy Chief attended the Association of Ignition Interlock Program Administrators Conference, which was a gathering of administrators from across the United States who operate similar IID regulations programs. This was a great opportunity for the Bureau to learn best practices from more seasoned programs in the country.

The Bureau meets regularly with the DMV and BAR to coordinate regulation of the program. At the May conference, the Bureau was able to determine there are currently 13 manufacturers who are authorized to sell and have their devices installed in California. The Bureau was then able to collaborate with Alcohol Detection Systems, which is the largest of the 13 manufacturers offered by Bureau licensees, on developing a training in Southern California for the Special Investigators to get an overview of how the devices work, how they are installed, calibrated, and so on. Chief Oliver expressed the importance of collaborating with manufacturers as they all have different devices. Building these relationships and understanding how the IID manufacturers operate will assist the Special Investigators.

The Council discussed standardization of IIDs in the future to also assist in enforcing requirements of IID installers. The Policy Manager will be developing a regulatory package soon that clearly defines what is and is not allowed.

### **IX. Public Comment on Items Not on The Agenda**

Council Member Benyamini takes the Bureau's concept of fillable forms and proposes the idea of fillable templates for law labels. The Bureau is in favor of this idea and would like to explore this option.

Council Member Weitekamp proposes a second regulatory workshop for HHM focusing on Maximum Rate Tariff 4 and making it a more contemporary document. There were

aspects brought up in the regulation workshop that industry would like to review. Winter 2019 was suggested as the best time to obtain a broad perspective of participants interested in various changes. These issues were memorialized in the last workshop and are being researched.

Future Agenda Items discussed include revising advertising guidelines for retailers.

The Next Advisory Council Meeting is scheduled for November 7, 2019.

**Meeting Adjourned**

**Attachment 1  
LICENSING STATISTICS**

<b>Electronic and Appliance Repair Registrations</b>				
	2015-16	2016-17	2017-18	2018-19
Appliance Service Dealers	2,629	2,595	2,695	2,634
Electronic Service Dealer	5,102	5,005	4,880	4,564
Combination Electronic/Appliance Service Dealer	634	586	556	566
Service Contract Administrator	43	48	51	57
Service Contract Seller	11,215	12,105	13,855	12,241
<b>Total Active EAR Registrations</b>	<b>19,623</b>	<b>20,339</b>	<b>22,037</b>	<b>20,062</b>

<b>Household Furnishings and Thermal Insulation Licenses</b>				
	2015-16	2016-17	2017-18	2018-19
Furniture Retailers	2,315	2,055	2,073	2,079
Bedding Retailers	1,592	1,960	2,065	2,245
Furniture & Bedding Retailers	11,715	11,879	11,713	11,260
Custom Upholsterers	497	495	487	476
Supply Dealers	136	122	102	93
Importers (includes overseas Manufacturers)	4,695	5,006	5,321	5,559
Manufacturers	1,481	1,540	1,498	1,467
Sanitizers	13	12	13	24
Wholesalers	170	198	184	183
Thermal Insulation Manufacturers	115	111	109	114
<b>Total Active HFTI Licenses</b>	<b>22,729</b>	<b>23,378</b>	<b>23,627</b>	<b>23,500</b>

<b>Household Movers Permits</b>				
	2015-16	2016-17	2017-18	2018-19
Permits Issued				131
Exams Administered				169
<b>Total Active HHM Permits</b>				<b>1026</b>

**Attachment 2**  
**CONSUMER COMPLAINT STATISTICS**

<b>Household Movers Consumer Complaints</b>		
<b>Year</b>	<b>OPENED</b>	<b>CLOSED</b>
2015-16		
2016-17		
2017-18		
2018-19	203	181

<b>Electronic and Appliance Repair Consumer Complaints</b>		
<b>Year</b>	<b>OPENED</b>	<b>CLOSED</b>
2015-16	678	758
2016-17	582	582
2017-18	1019	1014
2018-19*	528	500

<b>Household Furnishings and Thermal Insulation Consumer Complaints</b>		
<b>Year</b>	<b>OPENED</b>	<b>CLOSED</b>
2015-16	299	303
2016-17	237	248
2017-18	288	281
2018-19*	158	157

**Attachment 3  
BEAR/BHFTI ENFORCEMENT STATISTICS**

TELEPHONE DISCONNECTS ORDERED			
Year	EAR	HFTI	Total
2015-16	78	19	97
2016-17	42	16	58
2017-18	48	17	65
2018-19	15	9	24

INTERNAL CASES (Investigations)						
OPENED				CLOSED		
Year	EAR	HFTI	Total	EAR	HFTI	Total
2015-16	1,048	584	1,632	1,109	607	1,716
2016-17	730	451	1,181	790	418	1,208
2017-18	624	355	979	705	388	1093
2018-19	400	215	615	434	216	650

CITATIONS ISSUED			
Year	EAR	HFTI	Total
2015-16	985	537	1,522
2016-17	684	402	1,086
2017-18	550	305	855
2018-19	384	230	614

**Attachment 4**  
**HOUSEHOLD MOVERS INVESTIGATIONS STATISTICS**

Household Mover Cases Under Investigation	
July 2018 – July 2019	235

Hold Hostage Situations	
Resolved	30
Pending	8
Forwarded to Other Agencies	7
Total	45

Cease and Desist Letters Issued	
(Failure of Movers to Cease and Desist will result in Administrative Citations)	44

Investigative Subpoenas Issued	
July 2018 - July 2019	4

Investigations Referred to District Attorney	
July 2018 - July 2019	2

## Attachment 5 LAB STATISTICS

### Data for FYTD 18/19

Type Test	Received 07/01/18-06/30/19	Completed Samples 07/01/18-06/30/19	
		Pass	Fail
TB117-2013	98	66 (92%)	6 (8%)
16 CFR 1633	31	31 (78%)	9 (22%)
Thermal Insulation	4	0	0
Bedding (No flammability tests)	42	28 (80%)	7 (20%)
**Labeling	N/A	Pass 9 (26%), Minor Violation 10 (28%), Moderate Violation 15 (43%), Failure 1 (3%)	
Total	175	---	---

\*\*This category includes labeling results for all products except for Thermal Insulation. From 3/15/2019-06/30/2019.

Type Test	Completed 07/01/18 – 06/30/19	Manufacturing Locations 07/01/18 – 06/30/19		
		USA-CA	USA-other states	Overseas
TB117-2013	72	19 (26%)	4 (6%)	49 (68%)
16 CFR 1633	40	28 (70%)	8 (20%)	4 (10%)

### FR Chemical Labeling and Analysis: Data for FYTD 18/19

Samples Received with the Flame Retardant Chemical Statement (TB117-2013) 07/01/18-06/30/19				
“NO” Chemicals Checked	Contains Chemicals	No Box Checked	FR Doc Request Sent	DTSC Analysis Conducted
89	7	2	38	38
91%	7%	2%	43% of those marked “No”	43% of those marked “No”

Samples Analyzed with the “NO” Flame Retardant Chemical Statement 07/01/18-06/30/19				
Type Test	Pass		Fail	
	No.	%	No.	%
DTSC Analysis (38)	34	89	4	11
FR Doc Review (38)*	29	76	5	13

\*Review in progress for four components