

**Bureau of Household Goods and Services (Bureau or BHGS)
Advisory Council Meeting Minutes
In-Person and Teleconference Meeting
November 14, 2024**

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

Attendees:

Advisory Council Members:

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

Bureau Staff:

Justin Paddock, Bureau Chief
Claire Goldstene, Deputy Chief
Jacqueline Castro, Licensing Manager
Kelli Williams, Administration Manager
Jacob Egger, Lab Manager
Alda Aguirre, Enforcement Chief
Eileen Yap, Policy Manager
Joanne Van, Content Manager

Others:

Korrina Moreno, DCA Board and Bureau Relations
Suzanne Balkis, DCA Budgets
Ryan Harrington, DCA Budgets
Shelley Ganaway, DCA Legal Affairs
Travis Moore, Counsel for the Service Contract Industry
Council

1. Welcome, Introductions, and Roll Call

Bureau Chief Justin Paddock began the meeting and took roll call. All council members were in attendance.

2. Public Comment on Items Not on the Agenda

There were no public comments.

3. Update from Board and Bureau Relations, Department of Consumer Affairs

Korrina Moreno from the Department of Consumer Affairs (DCA) Board and Bureau Relations provided an update.

Ms. Moreno announced that DCA's Diversity, Equity, and Inclusion Steering Committee met last month and elected a committee Chair and Vice Chair.

Ms. Moreno commented that DCA is updating its current Unveiling Unconscious Bias training to focus on board and council members' critical roles and how unconscious bias can affect one's decision-making authority. The training will be self-paced and available on DCA's online Learning Management System (LMS) in early 2025. Council members must take unconscious bias training annually.

Ms. Moreno also reported that DCA is hosting a second live webinar on November 21, 2024, to share information about military licensing resources; that effective October 2024, DCA will use federal standard meals and incidental expense rates for travel; that DCA held its third annual turkey drive, with donations benefitting a Sacramento-area food bank; and that the Our Promise: California State Employees Charitable Campaign dates are October through December, where state employees and council members can support nonprofit causes they are passionate about through payroll deductions or one-time donations.

4. Fiscal Update

a. Review and Discussion of Proposed Bureau Budget Reductions

DCA Budget Analyst Ryan Harrington announced that the Bureau projects \$11.2 million in revenue and \$13.5 million in expenditures for the 2024-25 fiscal year and that the fund balance is currently \$12.7 million, which equates to about 10.1 months in reserve. He emphasized that the fund condition is based on current data and is subject to change.

Mr. Harrington noted that the main driver of future expenditure increases will be personnel-related costs, such as salary increases, employee compensation, and retirement adjustments. Additionally, increased enforcement costs or unforeseen events, including future legislation, could put additional pressure on the Bureau's funds.

Chief Paddock mentioned that since the new fund has only been in place for five months, no historical data is available yet, but he plans to present this data at the

next council meeting and in the future. He was cautious about the Bureau's budget, assuming flat revenues and rising expenditures. However, he was surprised by better-than-expected performance in the fiscal month three revenue report. He also noted that \$15 million was transferred into the new fund, with the three historic funds set to be closed in 2026. Additionally, Chief Paddock expects a \$1.5 million reversion due to salary increases and increased staffing.

Lastly, Chief Paddock noted that the Bureau will write its Sunset Review Report in 2026 and present it to the legislature in 2027. He is expecting nine months in reserve at that point and that the Bureau will need to address a structural deficit.

Council Member Comment: Mr. Weitekamp said he understands the accounting challenges of the expenditure issues, but that he would like to see more of a breakdown among the different programs for revenue and within that a further breakdown of application fees, renewals, and delinquent fees.

Chief Paddock noted that he would need to speak with the DCA Budget office to see if they can add this information to the report and noted that reporting the interstate mover's revenue could be tricky.

Council Member Comment: Mr. Keepers commented that he agreed with the proposal to break out the categories and would work with the Bureau if he needed further information.

5. Review and Discussion of Update to 2022-26 BHGS Strategic Plan

Chief Paddock reported that all state agencies, including DCA, were asked to review and update their policies, documents, and procedures to consider the principles of diversity, equity, and inclusion.

Chief Paddock noted that BHGS completed an environmental scan last spring and summer, which was sent to council members, staff, and stakeholders. Eighty-three responses were received. The three takeaways from the responses were that, 1) the Bureau should continue to seek feedback from outside sources on various Bureau activities; 2) the Bureau should make its services accessible online to all types of community groups; and 3) that the Bureau should continue to expand its outreach.

Chief Paddock reported that Bureau staff met with the DCA SOLID team in October 2024 to review the Strategic Plan and to identify areas requiring updated language to ensure alignment with Bureau policy. The next step is to finalize the changes with SOLID and submit them to the DCA Director for review before the Thanksgiving break. Chief Paddock expects the updated plan to be published on the website early next year.

Council Member Comment: Mr. Keepers complimented the Bureau on reducing the vacancy rate.

Chief Paddock thanked Mr. Keepers and noted the hard work of Bureau staff for making that possible.

6. Business Modernization Update

Deputy Chief Claire Goldstene reported that the online DCA license lookup had been updated to allow a Doing Business As (DBA) search and that additional license status information could now be seen. She also reported that updates were made to the Connect registration page to allow easier entry of licensee CAL-T numbers regardless of the format used, which remedied the most frequent complaint from licensees trying to register.

Ms. Goldstene reported that the Household Movers Quarterly Report is now fully online, leading to a significant increase in online filings and a reduction in office workload. She also mentioned that the Household Movers Transfer Application is online and that there are plans to apply similar improvements to the initial application.

Ms. Goldstene said the Bureau is close to allowing licensees to change their contact information and add or delete a DBA online. Additional license maintenance features, like automatic notifications, the ability to cancel licenses, changing exam qualifiers, updating insurance information, and more are also being worked on. Ms. Goldstene stated that the top priority before the end of the year is to get the new Interstate Movers license application online to meet the legal mandate.

Ms. Goldstene also shared that the current Connect contract ends November 15th, and that the Bureau will move to the maintenance and operations phase. In the coming months, the Bureau will internally develop all aspects of the online processes for Electronic and Appliance Repair (EAR) and Home Furnishing and Thermal Insulation (HFTI) applications and renewals, online payment of fines, thermal insulation directory fees, and other enforcement elements. Lastly she noted that Bureau is using this as an opportunity to improve the process for applicants, licensees, and staff, and the Bureau will use the detailed analysis to form the next contract for the 2025-26 fiscal year.

Council Member Comment: Mr. Weitekamp asked if the Bureau switched costs to applicants for the livescan fingerprints and the exam for household mover applicants.

Chief Paddock replied that the Bureau attempted to transfer costs to the applicants through its Sunset report, but it was not included in the bill. The Bureau will try again with the next Sunset report because it requires a statutory change.

Mr. Weitekamp shared his concerns about how the new interstate mover license information will appear to the public and how it will be differentiated from intrastate movers. Chief Paddock replied that the Bureau is working on disclaimers to list what each license is authorized to do. Deputy Chief Goldstene also replied that the Bureau has had many conversations with the Connect team about the computer screen layout, the language used, and is committed to making the language understandable to the consumer. She also noted that this will be part of the Bureau's public outreach.

Council Member Comment: Mr. Grimes asked when applications and renewals for other Bureau programs will be online.

Deputy Chief Goldstene answered that the Bureau will have to enter into a new contract with the vendor, which she expects will go into effect July 1, 2025, after which the process will begin to build that new content. Ms. Goldstene said it would likely be several months after the content was created before the Bureau would have anything online and that the initial focus would likely be the renewal process.

Chief Paddock explained that updating business information will be the next priority after completing the renewals. He anticipates these updates will be ready by the end of 2025. The delays are due to the Bureau's focus on ensuring everything is done correctly. Deputy Chief Goldstene added that the Bureau learned a great deal from the putting the household mover application online, which will make the transition on the HFTI side smoother and faster.

7. Discussion of Service Contract Regulations

Chief Paddock introduced Tom Keepers as the Service Contract Industry Council (SCIC) president and Travis Moore as the Counsel. He added that before writing the Sunset report for 2026, the Bureau would like to spend 2025 doing research to make potential changes in laws and regulations regarding how the Bureau regulates the service contract industry.

Mr. Keepers began his presentation by providing background on the service contract industry, products, and the types of companies they work with. He then explained how service contracts differ from warranties or insurance.

Chief Paddock noted that home service contracts exist in a legal gray area in California due to the state's civil code, making it unclear in some instances which agency regulates them. He also mentioned that the Bureau and the Department of Insurance collaborate on matters related to home service contracts.

Mr. Keepers discussed current statistics regarding consumer views on service contracts and added that research should be conducted on Bureau consumer complaints related to service contracts.

Mr. Keepers reviewed general regulatory schemes, including registration, financial assurance, disclosure requirements, and enforcement. He added that the SCIC ensures that there is express authority, certainty for membership, and consistency in offering the products across different states. Mr. Keepers noted that uniformity of laws and regulations across the states is very helpful in driving efficiencies. Mr. Moore reiterated that there is not a uniform approach within this industry across the states. He added that financial assurance is the cornerstone of the contracts.

Mr. Keepers said that California is unique and that the line between home service contracts and consumer goods is blurry. Mr. Moore added that there are blurry lines in other states as well.

Chief Paddock said there have been several instances of retailers providing outdated service contract agreements without the knowledge of the service contract administrators, which has been a concern at the Bureau. He noted that the Bureau is contemplating more transparency with the license look-up to help consumers.

Chief Paddock continued that bundling various products was another concern and that the Bureau hopes to have a proposed resolution about this issue as part of the next Sunset report. Chief Paddock also said clarification is needed regarding what a consumer is entitled to during a repair or replacement process.

Council Member Comment: Mr. Keepers noted that he is unsure about the implications and unintended consequences of providing more transparency through the license look-up, though he understands and supports the objective.

Mr. Moore added that if consumer goods service contracts and home service contracts remain regulated by two separate entities he does not think making lists of appliances or goods that belong to the specific categories is the right approach.

Chief Paddock thanked Mr. Keepers and Mr. Moore for their time.

8. Review May 16, 2024, Advisory Council Meeting Minutes

There were no comments regarding the meeting minutes, however Mr. Weitekamp had comments regarding the business modernization project (agenda item #6).

Council Member Comment: Mr. Weitekamp commented that the license information that migrated from the old household mover database now shows outdated license information on the DCA license look-up, which is confusing to

consumers. He noted that the statute of limitations is nine months and asked that records older than a year (e.g., inactive, or canceled permits) be removed from public view.

Chief Paddock said he believed that the statute of limitations is two years, but will confirm that information. Mr. Weitekamp said that understands about the statute of limitations timeframe, but that some information that now appears is 10-20 years old.

9. Administrative Program Update

Kelli Williams, Administration Manager, began her presentation by noting that she would focus on Bureau staffing, the Bureau's top priority.

She reported that since 2018, Bureau staffing has increased by 44 percent, from 48 to 69 positions, and the Bureau's vacancy rate is now 8 percent. She recognized Personnel Liaison Marie Gouthier for her hard work helping to hire and onboard staff. Since the May 2024 Advisory Council meeting, she noted that the Bureau had filled 12 positions and that two staff members had accepted promotional opportunities outside the Bureau.

Ms. Williams also mentioned that the Bureau held an all-day New Employee Orientation and team-building event attended by over 20 newer staff members.

Council Member Comment: Ms. Oakley commented that the staffing increase is challenging and remarkable.

Council Member Comment: Mr. Keepers commented that he appreciated Ms. Williams' efforts and was curious how the vacancy rate compares to other peer agencies.

Chief Paddock replied that the Bureau is doing far better than many peer departments within DCA and that two other agencies outside DCA hover around 15 percent.

Council Member Comment: Mr. Grimes asked how long the hiring/budget freeze will last.

Chief Paddock clarified that there was no mandated hiring freeze but, rather, that this was the Bureau's decision. As a cost savings measure the Bureau paused hiring while it monitored the budget. Deputy Chief Goldstene added that the eliminated positions were vacant and that there were no layoffs or furloughs.

10. Licensing Program Update

Licensing Manager Jacqueline Castro started her presentation by reviewing Electronic and Appliance Repair (EAR) data. Ms. Castro reported a small increase in the total of active registrations for the quarter ending September 2024 due to an increase in service contract seller registrations. She also noted a slight decrease in most license types across the Home Furnishings and Thermal Insulation (HFTI) program.

Within the Household Movers (HHM) division, Ms. Castro reported a gradual increase in new permits. She said the licensing unit has become well-versed in Connect, which allows them to navigate system issues more easily and efficiently.

Mr. Castro continued that 50 HHM exams were administered in September 2024, and that the overall average exam pass rate remains 92 percent. She also reported that the Bureau has issued 136 HHM licenses via the Connect system and that quarterly report revenue continues to rise. However, due to the transition to the new Connect system, there were delays in receiving and processing quarterly report payments. As a result, revenue for the quarter ending March 31, 2024, was unusually low, while the quarter ending June 30, 2024, saw higher revenue. She also noted an increase in online quarterly report submissions.

Ms. Castro explained that Licensing continues to decrease the time it takes to process incoming work.

Ms. Castro announced that the Bureau is developing a new Interstate Household Movers application, effective January 1, 2025.

Lastly, Ms. Castro reported that the Bureau held a webinar on October 11, 2024, to review the process for filing an online HHM quarterly report via Connect and the process to register and create an account. She said that the webcast is available on the Bureau website. Ms. Castro thanked HHM Analyst Laveenia Peavy for her excellent presentation; Content Manager Joanne Van for her assistance; and all HHM staff for their support with Connect.

Council Member Comment: Mr. Weitekamp congratulated Ms. Castro and the Licensing staff on the weeks-to-process timeframe and noted it was a significant improvement. He also asked if there had been any changes to the HHM test.

Ms. Castro answered that there have been no changes.

11. Laboratory Update

Laboratory Manager Jacob Egger started by noting the Laboratory's Thermal Insulation division successfully passed the National Voluntary Laboratory Accreditation Program's (NVLAP) onsite accreditation in October 2024. The Lab

has made numerous improvements over the past year while remaining compliant with the International Organization for Standardization (ISO), International Electrotechnical Commission (IEC) 17025:2015 standard. Mr. Egger thanked the laboratory team for making this accreditation cycle so easy.

Mr. Egger continued that Policy, Enforcement, Compliance, and the Lab have collaborated on enforcement and compliance efforts to address laboratory failures, which will help with industry compliance and consumer safety.

Mr. Egger announced that Bureau staff are working on proposed updates to the HFTI regulations and thanked Policy Manager Eileen Yap for her work in improving the regulations' flow and breaking apart the different sections for label types and definitions.

Mr. Egger stated that all Thermal Insulation Directory changes were due November 15, 2024, and that all Directory and licensing fees are due December 15, 2024. If manufacturers are out of compliance they will be removed from the directory and unable to sell in California.

Council Member Comment: Mr. Grimes asked how long the testing and manufacturer notification process takes.

Mr. Egger said it varied, but generally around three to six months; he hopes to reduce the timeline to one to two months. Mr. Egger noted that in past years, the process took one to two years.

Council Member Comment: Mr. Grimes expressed concern that non-compliant products can continue to be sold for three to six months and asked if there was a way to reduce the timeframe or prioritize testing products with obvious issues or concerns.

Mr. Egger answered that labels frequently have obvious issues, and that Special Investigators directly cite the businesses so that the products cannot be sold. He reiterated that he hopes to further reduce the timeframe for testing but also noted that the Lab is working on multiple projects and staff are currently filling multiple roles.

Chief Paddock added that in the upcoming Sunset report the Bureau will again seek authority to red tag products statewide when there is an issue, which would look more like a recall on the federal level.

Council Member Comment: Mr. Benyamini asked if a recall would be for furniture that is deemed unsafe or for minor violations.

Chief Paddock answered that he expects recalls would involve serious violations, such as health concerns. Mr. Egger added that the Lab considers sample test failures a high priority.

Mr. Egger reviewed the Lab statistics and noted that the mattress failure rate is hovering around 39 percent and is a concern. The Lab has continued to meet with the Consumer Product Safety Commission (CPSC) to discuss trends, manufacturer compliance, and how to address failing businesses. With the implementation of Assembly Bill 1059 in January 2027, which bans fiberglass, the Bureau expects mattress failure rates will increase.

Mr. Egger said that the Bureau considers consumer and industry complaints and emerging trends when determining which products to test. He also reported that mattress testing is temporarily paused because of aging equipment and difficulty getting parts, and said that the Bureau is exploring options to completely replace the burn room.

He noted that about 30 percent of thermal insulation samples are failing, mostly from R-value results, and that bedding has a 57 percent pass rate. He added that the Lab is finalizing guidance for the finished bedding size and net weight measurement technical bulletins and hopes to have these posted to the Bureau website by the end of December 2024.

Mr. Egger reviewed statistics for flame-retardant chemical labeling and testing, noting that most manufacturers check the box on the label stating that their product contains no flame-retardant chemicals. He added that flame retardant chemical testing is expensive and that the Lab is working to streamline the process.

Lastly, Mr. Egger noted concerns related to labeling. While the updated HFTI regulations should help with compliance for some of the minor issues, they will not address issues involved with major or moderate violations. Once the updated regulations are approved the Laboratory staff will create an all-encompassing FAQs for all lab topics.

Council Member Comment: Mr. Benyamini thanked Mr. Egger for the presentation and very helpful information.

12. Enforcement Program Update

a. Interstate Household Mover Investigations and Citations

b. Review of Citation and Disciplinary Actions for Website

Enforcement Chief Alda Aguirre began her update on the Enforcement program with an overview of the four units.

She remarked that the Bureau made several referrals to the attorney general in June and August 2024 and revoked an Electronic and Appliance Repair (EAR) license in June 2024.

Ms. Aguirre said the Bureau Enforcement program has continued its cooperation with other state and local agency partners, including multiple task forces. Bureau staff continue collaborating with the California Highway Patrol to share information and discuss household movers inspection strategies. Additionally, staff meet with the Federal Motor Carrier Safety Administration (FMCSA) regularly and developed procedures to address interstate moves and federal violations. The Bureau issued its first federal citation earlier this month, which resulted in a \$37,400 fine.

Ms. Aguirre noted that the Bureau conducted multiple sweep operations, including one business that opened multiple locations in California without registering or obtaining licenses. This resulted in 15 citations and multiple requests for licenses to become compliant. She added that a Household Mover sting was led by Supervising Special Investigators Travis Cook and Raleigh Jacobe in coordination with the DCA Division of Investigations and the Ventura District Attorney's office in Ventura, on November 7, 2025.

Ms. Aguirre reported that the Bureau sent 58 cease letters to businesses between April and September 2024, notifying them that Bureau licenses are required and providing them with information on how to become licensed. She also reported that the Bureau initiated its collections program in October 2024 by sending several notices for unpaid citation fines to businesses before referring them to the Franchise Tax Board or DCA Collections.

Ms. Aguirre noted that in providing assistance to resolve complaints between consumers and businesses, Bureau staff realized \$52,747 in savings to the public between April 1, 2024 and September 30, 2024.

The Citation and Disciplinary Actions and License Search pages on the Bureau's website are being reorganized and streamlined to be clearer and easier for consumers to use.

Council Member Comment: Mr. Weitekamp expressed concern about linking enforcement actions to licensing directly, and asked the Bureau to consider the ratio of violations versus size of company and number of moves.

Ms. Aguirre replied that the Bureau does take those things into consideration and that the Bureau provides education through outreach and meeting with the businesses to discuss complaints and resolution.

Mr. Weitekamp thanked Ms. Aguirre for her efforts and applauded her for the sting operations.

Council Member Comment: Ms. Oakley said the sting operations are fantastic and asked how the leads were sourced.

Enforcement Chief Aguirre shared that when the Bureau finds a mover, the first attempt is to contact them. If that company avoids the Bureau or does not cooperate, they go to the top of the Bureau's list for the sting. When scheduling stings, the Bureau looks for businesses that consumers can access through online advertisements, word of mouth, etc., and keeps a list of those businesses.

Council Member Comment: Mr. Keepers congratulated Enforcement Chief Aguirre on the website enhancements. He added that he thought it would be helpful to articulate with more precision the various EAR businesses, such as administrators, sellers, or service dealers, to protect the brand reputation of a particular part of the industry and to better identify the source of the complaints the Bureau receives.

Chief Paddock replied that he understood but also noted that complaints can take months to research and determine who did something wrong. Ms. Aguirre added that there are crossover issues, as some businesses have multiple types of businesses, which complicates the process.

Mr. Keepers thanked Ms. Aguirre for her efforts.

13. Communications and Education Update

Content Manager Joanne Van provided an update on the Bureau's outreach events, publications, website improvements, social media updates, and overall communication efforts with the public.

She provided information on public outreach efforts and tools added to the Bureau website, such as a video providing an overview of the Bureau; a publication with consumer tips for navigating service contract transactions; instructions for registering for a Connect account; instructions for filing a quarterly report online; and an industry advisory on The Right to Repair Act. She reported that a video with consumer tips for hiring a household mover was in the final editing stages.

Ms. Van reported that the Bureau continues to post weekly on social media in both English and Spanish. Topics posted ranged from week to week, and the Bureau tries to reach all audience types under each of the Bureau's regulated industries.

She discussed efforts to redevelop the Bureau's website to make it easier to find essential information while maintaining ADA compliant. An upgraded online complaint form was posted to the website, and she reported that the Citations and Disciplinary Actions webpage was being redesigned. These efforts are part of a larger project to refresh the Bureau website as a whole.

Ms. Van reported that the Bureau participated in twelve outreach events between June and October 2024, and thanked Analyst Laveenia Peavy, who hosted a household movers webinar on how to use the Connect system. She also recognized multiple staff members for their participation in outreach events.

Lastly, Ms. Van noted that the Bureau continues to prioritize strong internal communications to promote a transparent and collaborative workplace. This includes distributing a monthly newsletter to update staff on Bureau matters and a survey to collect staff feedback on what the Bureau can do better and how.

Council Member Comment: Mr. Keepers asked what kind of metrics the Bureau is tracking for social and web activity.

Ms. Van answered that the Bureau is currently tracking follower counts. Deputy Chief Goldstene added that the Bureau has only recently started posting more regularly since Ms. Van started and the Bureau will start collecting more statistical information (such as the number of video views) going forward.

Council Member Comment: Mr. Grimes asked if the Bureau can start communicating with the licensees regarding current topics and Bureau activity.

Chief Paddock mentioned that the Bureau has not had extensive discussions about an outward-facing newsletter since a significant amount of Ms. Van's time will be dedicated to the BHGS website overhaul, but that an industry newsletter could be considered a longer-term priority.

Deputy Chief Goldstene stated that the Bureau focuses on balancing messages for consumers, applicants, and licensees through social media posts. There has been a good deal of activity related to Household Movers due to the Connect updates, but once these updates are completed the Bureau will shift to more content related to EAR/HFTI.

14. Legislative and Policy Updates

- a. Household Movers Enforcement Regulation Update**
- b. Upholstered Furniture and Bedding Law Label Regulatory Proposal**
- c. SB 1451 (2023-24): Ashby: Professions and Vocations**

d. AB 2210 (2023-24): Petrie-Norris: Driving Under the Influence: Ignition Interlock Devices

Policy Manager Eileen Yap provided an update on the Household Movers enforcement regulations. Ms. Yap stated that the proposed regulations were published on October 10, 2024, and are posted on the Bureau's website. She noted that the Bureau is currently in the next phase of the rulemaking process for these regulations, which is the comment period and which ends on November 25, 2024. She said the regulations may be approved by early next year and become effective in April 2025.

Ms. Yap also provided an update on the proposed Upholstered Furniture and Bedding Law Label regulations. The Bureau included a draft of the proposed regulations in the meeting materials for the last Advisory Council in May 2024 and also shared the draft at the IABFLO conference in April 2024. Ms. Yap stated that the Bureau received feedback from Advisory Council members Burt Grimes and Pascal Benyamini, as well as other industry members and state regulators. The Bureau used the feedback to make additional changes and sent a revised draft to the Bureau's regulatory counsel at DCA in September 2024. Ms. Yap said the Bureau is reviewing Counsel's feedback and expects to make additional changes to the draft.

Ms. Yap discussed SB 1451, which clarifies the Bureau's authority to license interstate household movers. The Bureau is in the process of implementing the legislation and, specifically, the new Interstate Household Movers license application. She stated that SB 1451 removes barriers that prevented the Bureau from exercising its authority to license Interstate Household Movers by waiving residency requirements for Interstate Household Movers and requiring applicants who only conduct interstate moves to submit an affidavit to the Bureau stating they will not conduct intrastate moves in California. Ms. Yap noted that SB 1451 becomes effective on January 1, 2025.

Ms. Yap also provided an update on AB 2210, which would have established a pilot program authorizing DMV to require courts in certain counties to order the installation of a certified ignition interlock device following a DUI conviction. The bill did not move forward.

Ms. Yap also reported that the Bureau plans to draft updates to the Household Movers Licensing regulations this winter and may have a draft for review and feedback early next year. The proposed regulations will clarify and establish licensing requirements for Household Movers.

15. Set 2025 Advisory Council Meeting Dates

The Advisory Council meeting dates for 2025 are: May 8 and October 16.

Council Member Comment: Mr. Benyamini noted that he may have a previous engagement on May 8, but will coordinate with Chief Paddock if he cannot attend. Ms. Oakley noted that she has a previous engagement in October but should be able to attend the meeting remotely.

16. Future Agenda Items

No future agenda items were suggested.

17. Adjournment

Chief Paddock adjourned the meeting at 1:15 p.m.