

CONSUMER PROTECTION BOARD MEETING MINUTES
MARCH 13, 2024 @ 9:30 am

PRESENT: Aronofsky, Jill
 Cooley, Beverly (via Teams)
 Daley, Herbert (via Teams)
 Dunn, Shenette (via Teams)
 Flynn, Michael
 Morguess, Joseph (telephonically)
 Rubalcaba, Jenny

ABSENT: Hugley, Christopher
 Lewis, Chelsea
 Ram, Tewari

ALSO PRESENT: O’Geen, Joseph – Regulated Business Administrator
 Javier Navas – Assistant County Attorney
 Apicella, Robert – Regulated Business Supervisor
 Mr. Doug McCrary – Regulated Business Supervisor
 Cabieses, Carlos – Board Clerk

Michael Flynn, chair, called the meeting to order at 9:30 a.m., conducted the roll call, and established a quorum.

Panel sign-up sheets and attendance were distributed among members.

CORRESPONDENCE

None.

RESIGNATION AND NEW MEMBERS

Mr. O’Geen announced that Board Member Mr. Ric Green had resigned from the Consumer Protection Board. No new members have been appointed.

Mr. O’Geen stated that the board still needs eight (8) members and asked members to contact their commissioners to appoint new members.

Mr. Apicella suggested that creating longer dockets with fewer hearing dates might be helpful while the board is short on staff. Mr. Flynn replied that creating a docket for three (3) hours would be ideal, but he was unsure if going beyond 12:30 p.m. would be a burden for some other board members.

The Chair requested a Motion to approve the Board meeting minutes from November 16, 2023. Ms. Jennifer Rubalcaba made the motion, and Ms. Jill Aronofsky seconded it.

ANNOUNCEMENT

None

ADMINISTRATOR'S REPORT/DIVISION'S REPORT

Quarterly Reports

Mr. O'Geen began by informing the board that the number of complaints remained pretty much the same as the last quarter, that the number of web visits went down, and that the money returned to consumers was \$6,500. The report from the 4th Quarter of FY 2023 of the Broward County Consumer Protection Program was distributed among members.

No comments were made regarding the Administrator Report.

COUNTY ATTORNEY'S REPORT:

Assistant County Attorney Javier Navas started by saying he had two reminders for the board. First, under the Broward County Code of Ordinances 22½-8(n), if the board decides to overturn the Division's denial, the board is obligated to impose a minimum of at least one six (6) month probationary period to all the appellants. This also applies to those appellants who were denied for violating the conditions of probation. This does not apply to those excluded, including appellants who cannot speak, write, and understand English. Second, the Division provides hearings to those who are excluded because the Division needs to afford those appellants their due process. He added that this may be frustrating to everyone, but the Division is obligated to provide hearings to all who are denied and request a hearing.

Mr. Flynn asked if there was a way to tell if the applicants applying for their chauffeur's license were the ones filling out the applications and not someone else.

Mr. McCrary replied that his staff diligently checks who is sitting next to the applicants and whether they are sharing the clipboard with someone else. If this is happening, it could indicate that the applicants are being assisted by someone else.

Mr. Flynn added that it is more important to check whether the applicant who is applying for the license is the actual person filling out the application, and it would be impossible to determine this for those who apply online.

OLD BUSINESS: None

NEW BUSINESS: None

BOARD MEMBERS' CONCERN

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None

NOMINATIONS OF OFFICERS:

My Flynn was elected chairperson for another year. However, there was no election for a vice chair. This will be done at the next board meeting.

With no further business, the meeting adjourned at 9:57 a.m.

Respectfully submitted,

Carlos Cabieses

Board Clerk