

# **CONSUMER PROTECTION BOARD MEETING MINUTES**

## **November 16<sup>th</sup>, 2023 9:30 am**

**PRESENT:** Aronofsky, Jill  
Cooley, Beverly  
Daley, Herbert  
Dunn, Shernette  
Flynn, Michael  
Hugley, Christopher  
Morguess, Joseph  
Rubalcaba, Jenny

**ABSENT:** Green, Ric  
Lewis, Chelsea  
Tewari, Ram

**ALSO PRESENT:** O'Geen, Joseph – Regulated Business Administrator  
Navas, Javier – Assistant County Attorney (Teams)  
Cabieses, Carlos – Board Clerk  
Franco, Camila – Board Clerk

The meeting was called to order at 9:32 a.m. by Michael Flynn, Chair. The Roll Call was conducted, and a quorum was established.

Panel sign-up sheet was distributed among members.

### **RESIGNATION AND NEW MEMBERS**

Mr. Joseph O'Geen established that there were no new appointments, reappointments, removals, or resignations of board members made this quarter. Mr. O'Geen also confirmed there are currently eleven board members total, and seven vacancies.

### **CORRESPONDENCE**

The Chair, Michael Flynn asked for a Motion to approve the Board meeting minutes from September 13, 2023. The Motion was made by Herbert Daley and seconded by Christopher Hugley.

### **ANNOUNCEMENT**

None.

### **ADMINISTRATOR'S REPORT/DIVISION'S REPORT**

Quarterly Reports

Mr. O'Geen began by pointing out how the consumer relations staff managed to return \$13,870 to consumers over the last quarter, which was a jump from the previous quarter's return of \$7,279, and he also noted a 33% jump in web visits at 21,029, compared to last quarter's 13,385. Additionally, he explained that the number and types of complaints were about the same as the last quarter, and that there were 15 chauffeur's registration denials and no suspensions or revocations of hack licenses this quarter. He then reminded everyone the twitter site had been shut down.

Lastly, Mr. O'Geen mentioned the seven board vacancies again. Michael Flynn questioned what was being done to fill those vacancies, and Joe urged that if anyone on the board knows someone that is interested, to contact himself or to reach out to their county commissioners directly.

#### COUNTY ATTORNEY'S REPORT:

Mr. Navas did not have anything to report from the County Attorney's Office, but he did reiterate Mr. O'Geen's point about contacting them or their county commissioners if they know of anyone interested in joining the board. He let everyone know that as always, if any legal questions arise to feel free to contact him.

Michael Flynn asked Mr. Navas if he received a copy of his law review of the nuisance abatement ordinance, to which Mr. Navas stated that he had not but would be interested. Michael Flynn confirmed he will send it to him after the meeting once the proper email is confirmed.

Michael Flynn then asked for an update regarding the nuisance abatement ordinance letter sent to the commissioners earlier in the year. Mr. Navas explained that there was no update as he had not heard from the Board of Broward County Commissioners yet.

Board member Shernette Dunn asked for clarification about the vacancies, specifically in regard to which board they were referring to, Mr. Navas answered that the vacancies were for the Consumer Protection Board.

OLD BUSINESS: None

NEW BUSINESS:

Board Clerk Camila Franco asked for volunteers for the December 6<sup>th</sup> hack denial hearing, as two more were needed. Herbert Daley volunteered followed by Christopher Hugley.

BOARD MEMBERS' CONCERN: None

NOMINATIONS OF OFFICERS: None.

With no further business, the meeting adjourned at 9:41 a.m.

Respectfully submitted,

Camila Franco  
Board Clerk