BUREAU OF HOUSEHOLD GOODS AND SERVICES

DEPARTMENT OF CONSUMER AFFAIRS

BUREAU OF HOUSEHOLD GOODS AND SERVICES

NICHOLAS OLIVER, BUREAU CHIEF

POLICY UNIT

YEAPHANA LA MARR, POLICY MANAGER

POLICY UNIT

- a) Current Projects
 - Develop Regulations to implement Household Movers Act
 - Legislative Proposals
 - > Technical Assistance to Legislature, Department, and Others

POLICY UNIT

- b) Future Projects
 - Fee Study
 - Update Tariff January of Each Year
 - > Identify Possible Amendments to Tariff
 - Research Simplifying Paperwork
 - > Adopt Regulations

REGULATIONS

- a) First Formal Rulemaking
 - > Focuses on Enforcement
 - Workshop Held February 7, 2019
 - Submission Planned for Early May
 - > Licensing, Fee, and Others to Follow

CURRENT LEGISLATION

- a) AB 1811 (Committee on Communications and Conveyance)
- b) SB 358 (Committee on Transportation)
- c) SB 391 (Monning)

SB 319 (MONNING)

- a) Special Investigator NTA Authority
- b) Enhances Unlicensed Activity Enforcement
- c) Useful During Stings
- d) Investigator Training on Protocol

FEE STUDY

- a) Fee Study to Aid in Determining Fee Structure and Amounts
- b) Formal Adoption Required by BPC §19288
- c) Public Workshops to Be Held
- d) Formal Adoption Must Be on or before January 1, 2023

TARIFF

- a) Update Rates January of Each Year
- b) Research Feasibility of Suggested Changes from Workshop
- c) Eventually Adopt into Regulations
- d) Public Workshops Will Be Held

LICENSING UNIT

JACQUELINE CASTRO, LICENSING SPECIALIST

HOUSEHOLD MOVERS APPLICATION

- a) NEW Household Movers Application
- b) Issued Permit Statistics
 - Number of Active Permits

HOUSEHOLD MOVERS EXAM

- a) PSI Testing Center
 - > Proctor Exam
 - Score Exam

HOUSEHOLD MOVERS EXAM

- b) Exam Development
 - Two-Day Workshop with Subject Matter Experts

HOUSEHOLD MOVERS EXAM

- c) Exam Statistics
 - > Exams Taken
 - Passing Rate

QUARTERLY REPORTS

- a) Quarterly Reports for 2019
- b) Quarterly Reports for 2018
 - > Third Quarter Collections
 - > Fourth Quarter Collections

APPLICATION WORKSHOPS

- a) Locations
 - Northern and Southern California

EFFECTIVE COMMUNICATION

- > Responsiveness
- > One-on-One Contact
- > Accessibility

COMPLIANCE UNIT

RITA WONG, DEPUTY BUREAU CHIEF

COMPLIANCE UNIT'S ROLE

- a) Research Incoming Complaints
- b) Research Tips Regarding Unlicensed Activity

COMPLIANCE UNIT'S ROLE

- c) Assign Directed Investigations to Special Investigators
- d) Initiate Telephone Disconnections with the California Public Utilities Commission

COMPLAINT STATISTICS

- a) Categories
 - Loss and/or Damages
 - Hold Hostage
 - Unlicensed Tips
 - > Miscellaneous

COMPLAINT STATISTICS

- > Overcharges > Refund
- > Interstate > Restoration
- > Delivery

COMPLAINT STATISTICS

- b) Complaints Received by Month
 - > Complaints Received in July 2018
 - > Complaints Received on Average
 - Overall Reported Complaints

INVESTIGATIONS UNIT

ALDA AGUIRRE, SPECIAL INVESTIGATOR

INVESTIGATIONS UNIT'S ROLE

- a) Complaint Investigations
 - Unlicensed Activity
 - > False Permit
 - Hold Hostage Cases
 - Consumer and Household Mover Conflicts

INVESTIGATIONS UNIT'S ROLE

- b) Application Assistance
- c) Presence Throughout California

- a) Unlicensed Activity Tips
 - > Investigations
 - Hold Hostage Cases

- b) Hold Hostage Cases
 - Resolved Cases
 - > Pending Cases

- > Cases Forwarded to other
 - Agencies
 - Federal Bureau of Investigations
 - Department of Transportation

c) Cases of Unlicensed Activity
Proven

INVESTIGATION STRATEGIES

- a) Conduct Visits at Storage Facilities
- b) Conduct Visits at Business Addresses
 - Gather Information Submitted to P.O. Boxes

INVESTIGATION STRATEGIES

- c) Investigate Leads

 - > Craigslist > Google
 - > Manta

INVESTIGATION STRATEGIES

- d) Identify Unlicensed Movers
 - > Sting Operations
 - > Obtain Quotes
 - Schedule Meetings

WORKING WITH OTHER AGENCIES

- a) Communication with Department of Transportation
- b) Communication with Law Enforcement
 - City and County Consumer
 Protection Units

WORKING WITH OTHER AGENCIES

- State California Highway Patrol
- Federal Federal Bureau of Investigation, Department of Transportation, Federal Motor
 Carrier Safety Administration

WORKING WITH OTHER AGENCIES

- c) Meet with the District Attorney's Offices
- d) Forward Investigations to the District
 Attorney, Federal Bureau of Investigation, and
 Local Law Enforcement Agencies
- e) Educate the Public, Law Enforcement, Insurance Agencies, Truck Rental Companies

CONTACT US

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KENTUCKY TRAILER













MSB PACKAGING COMPANY





MINIMOVES*





April 23-28, 2019





























Victory Packaging







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