Los Angeles County  
Consumer Affairs Advisory Commission  
Meeting  

Minutes  
Wednesday, January 15, 2014  

Present:  
Vivian Chan  Joyce Ayvazi  Karine Bagdasarian  Stanley Rogers  
Ho-Jeong Eun  Sylvia Southerland  K.W. Tulloss  

Staff:  
Brian Stiger  Kirk Shelton  Espie Hernandez  Caroline Torosis  

Excused:  
Dennis Arguelles  Ronnie Jayne  Joseph Lee  Helen Levin  

Public:  
None  

Call to Order and Confirmation of Quorum:  
Chair called the meeting to order at approximately 10:05 a.m. The quorum requirement was met  
during the entire meeting. The agenda was reviewed by the commissioners present.  

In accordance with the Brown Act, the agenda for the Commission Meeting was posted in advance  
on the outside door of the Department of Consumer Affairs (Room B-96), outside the Hall of  
Administration, and online at http://dca.lacounty.gov.  

Approval of Minutes:  
The minutes for the meeting of November 20, 2013 were unanimously approved on motion by  
Commissioner Eun and seconded by Commissioner Rogers.  

Commission Recognition:  
Director Stiger presented a certificate of appreciation to former Commissioner Faulk for her service  
to the commission and her time as Chair. Commissioner Faulk thanked the commission.  

Department Update:  
Director Brian Stiger announced that Board of Supervisors had re-appointed Commissioner Chan  
and Commissioner Ayvazi to the Commission. He also introduced Espie Hernandez as the  
Department’s new Commission Liaison and Caroline Torosis as the Department’s new  
Management Fellow.  

Mr. Stiger informed the commissioners that Senate Bill 62 had been adopted on October 22, 2013  
and implemented on December 2, 2013. The Department has hired new staff and trained existing  
staff to assist in the Department’s outreach campaign to those consumers facing foreclosure and  
real estate fraud.  

Mr. Stiger shared that Senate Bill 827 has been introduced to extend the sunset date on SB 62  
until December 31, 2019.  

The Department plans to open a new satellite office in Lennox to provide consumer education and  
resources to the community.
The Department has unveiled a new responsive website. It’s the first responsive website used by a department in the County of Los Angeles. There are new postings regarding Target’s security breach, and the Federal Trade Commission’s sting operation against deceptive car dealerships.

Special Presentations:

Kirk Shelton, Department of Consumer Affairs
Overview of the Department of Consumer Affairs

Mr. Shelton provided an overview of the Department’s programs and services. A handout that contained DCA’s operational chart along with summaries for each program was distributed.

Creation of Subcommittees:

Commissioner Tulloss made the following motion, seconded by Commissioner Southerland:

Recommend that the Department of Consumer Affairs creates a Legislative Subcommittee.

The motion was unanimously passed by the commissioners present.

Commissioner Eun made the following motion, seconded by Commissioner Rogers:

Recommend that the Department of Consumer Affairs creates an Executive Subcommittee.

The motion was unanimously passed by the commissioners present. Commissioner Eun and Commissioner Southerland volunteered to participate on the subcommittee.

Future Commission Meetings:

The Commission reviewed the meeting schedule for 2014. The schedule includes 6 full Commission meetings held every other month starting in January. Months in between the Commission meetings will be used to schedule subcommittee meetings. Chair Chan approved the recommended schedule.

Public Comment:

None.

Future Agenda Items:

The Commission requested a presentation from the Department’s Volunteer & Internship Program.

Next Meeting:

The next meeting will be held on Thursday, March 20, 2014 at 10:30 am in the Hall of Administration.

Adjournment:

The meeting adjourned at approximately 11:31 a.m.