CONSUMER PROTECTION BOARD MEETING MINUTES
September 17, 2025 @ 9:30 am

PRESENT:	Aronofsky, Jill (telephonically) Chavez, Rolando Cooley, Beverly (telephonically) Daley, Herbert Dunn, Shernette (via Teams) Flynn, Michael Millay, Ryan Simpson, MaShawn Tewari, Ram (telephonically)
ABSENT:	Morguess, Joseph
ALSO PRESENT:	Bishop, Kristen – CP Assistant Director O'Geen, Joseph – Regulated Business Administrator Custode, W. Gail – Regulated Enforcement Administrator Navas, Javier – Assistant County Attorney McCrary, Doug – Regulated Business Supervisor Camila Franco – Board Clerk Carlos Cabieses – Board Clerk

The meeting began at 9:30 a.m. with the Board Clerk, Camila Franco, conducting the roll call. A quorum was established.

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

CORRESPONDENCE

Assistant County Attorney Javier Navas explained that Mr. Flynn was no longer Board Chair, as his membership briefly ended after the commissioner who originally appointed him was replaced. As a result, the Vice Chair, Herb Daley, will need to lead the meeting until a new Chair is appointed.

NOMINATIONS OF OFFICERS

Mr. O'Geen suggested the Board elect a new Chair as the first item on the agenda. Accordingly, Mr. Daley asked the Board if anyone would like to put forth a nominee, to which Mr. Chavez nominated Mr. Flynn. Running uncontested, Mr. Flynn was unanimously elected as Chair and led the remainder of the meeting.

RESIGNATION AND NEW MEMBERS

Mr. O'Geen announced that initially three members were lost: David Angel, Jenny Rubalcaba, and Michael Flynn; however, there were two additions to the Board: MaShawn Simpson, and Mr. Flynn, who was reappointed. Mr. Flynn welcomed Ms. Simpson to the Board.

He then requested a Motion to approve the Board meeting minutes from May 14, 2025. Mr. Daley made the motion, and Mr. Ryan Millay seconded it.

ANNOUNCEMENT

None

ADMINISTRATOR'S REPORT/DIVISION'S REPORT

Mr. O'Geen began by making a verbal correction to the printed quarterly report by clarifying that rather than having 8 members and 10 vacancies, the Board now has 10 members and 8 vacancies. He continued by pointing out that web visits have doubled, and the money returned to complainants was just under $3,000. He also added that the number and types of complaints were roughly consistent with the usual numbers, and that there was 1 hack suspension hearing and 11 hack denial hearings.

Mr. Flynn asked the Board if they had any questions regarding the quarterly report. Mr. Daley inquired if there was a known reason for the increased web visits, to which Mr. O'Geen answered that there is no way of knowing. Ms. MaShawn Simpson posed a question regarding the "other" category in the types of complaints, and why there were so many compared to the specified categories. Mr. O'Geen explained that such is usually the case because this category encompasses a wide variety of categories that usually have only one or two complaints.

COUNTY ATTORNEY'S REPORT:

Mr. Navas announced that there was a commissioner meeting the day prior, which included the first reading of an ordinance amendment to chapter 22½ of the Broward County Code. This amendment, sponsored by Commissioner Davis, would update insurance requirements for motor carriers. The 2nd reading is on October 7th at 10:00 a.m. at Government Center East, where it will go to vote. Mr. Flynn asked about the changes. Mr. Navas explained that the current insurance requirement for motor carriers with passengers of 9-19 is an aggregate of $500,000, and that the amendment would create specific coverage requirements as follows: $100,000 per person, $300,000 per incident for bodily injury, and $50,000 for property damage.

OLD BUSINESS:

None

NEW BUSINESS:

Mr. Flynn brought up the new changes to the Board that shifted the responsibility of chauffeur denial hearings to hearing officers. He went on to explain that the Board may still hear consumer complaint cases, but that the lack of such hearings is a reflection of how effective the Division is in dealing with these cases. He also raised the possibility that the Board may be Sunset in the future, and remaining responsibilities could be passed on to ad hoc boards or hearing officers. He stated that being able to panel hearings is part of the reason he has stayed on the Board as long as he has. Ms. Jill Aronofsky added to the discussion with her own frustrations at the lack of opportunities to participate in the Board now.

Mr. Flynn again praised the Division for handling cases so efficiently, but pointed out that consequently, the Board not being needed anymore is a real possibility.

Mr. Millay echoed the same sentiments concerning the lack of responsibilities left to the Board, but expressed optimistically that the County Commissioners may choose to reverse their decision to move responsibilities over to hearing officers. Mr. Flynn concurred and suggested that there may also be opportunities to repurpose the Board, such as doing outreach.

Mr. Doug McCrary highlighted that there are two consumer complaints going to hearing soon, but it is unpredictable when there will be more thereafter. Mr. Flynn questioned whether the handful of these cases that go to hearing every year justify keeping the Board rather than seeking alternatives, but he will leave that up to the Division to decide. He encouraged everyone to think of ideas for the Board, as it would be unfortunate to see it come to an end.

Mr. Flynn requested confirmation on the date for the next Board Meeting, so the Board Clerk confirmed it is on November 19th. Ms. Aronofsky asked if something special could be done for the next meeting, such as breakfast at a restaurant. Mr. Navas explained it would be very difficult to have a meeting at a restaurant due to all the Sunshine requirements. As an alternative, Mr. Flynn suggested Ms. W. Gail Custode bring coffee and doughnuts, as she has done in the past, to which she affirmed that she would coordinate something with Mr. O'Geen for the next meeting. Ms. Aronofsky advocated that the meeting should be made special due to the uncertainty about the Board's future and whether everyone will be together again. Mr. Flynn agreed and encouraged everyone to come in person for the next meeting.

With no further business, the meeting is adjourned at 9:59 a.m.

Respectfully submitted,

Camila Franco
Board Clerk