

CONSUMER PROTECTION BOARD MEETING MINUTES
March 19, 2025 @ 9:30 am

PRESENT: Angel, David
 Chavez, Rolando
 Cooley, Beverly (telephonically)
 Daley, Herbert
 Millay, Ryan
 Morguess, Joseph (telephonically)
 Rubalcaba, Jenny

ABSENT: Aronofsky, Jill
 Dunn, Shernette
 Flynn, Michael
 Tewari, Ram

ALSO PRESENT: 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 (via Teams)

Herb Daley, vice chair, called the meeting to order at 9:30 a.m. 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 the board lost Christopher Hugley but gained two members: Ryan Millay and Rolando Chavez. The board is now at eleven members.

The Vice Chair requested a Motion to approve the Board meeting minutes from November 13, 2024. Mr. Millay made the motion, and Mr. Chavez seconded it.

ANNOUNCEMENT

None

ADMINISTRATOR’S REPORT/DIVISION’S REPORT

Quarterly Reports

Mr. O'Geen announced that web visits went down from 19,685 in the prior quarter to 18,595, and that the money returned went down from a little over \$12,000 last quarter to a little over \$6,000. This quarter, the Board hearings consisted of 1 consumer complaint case and 10 hack denials. The report from the 4th Quarter of FY 2024 of the Broward County Consumer Protection Program was distributed among members.

Lastly, Mr. O'Geen added that the board is still short seven members and urged the Board to contact their commissioners to try and fill these vacancies.

Mr. Navas requested an official roll call be conducted, as the introductions at the start of the meeting were not sufficient for the record. A roll call was conducted by the Board Clerk, Ms. Franco.

BOARD MEMBERS' CONCERN:

None

COUNTY ATTORNEY'S REPORT:

Mr. Navas reminded the Board of a few sunshine laws to keep in mind. First, deliberations must be on record to ensure conversations between board members during hearings are audible, so the microphones provided must be utilized. Second, board members cannot discuss board business when off the record. Lastly, Mr. Navas told the board to feel free to contact him if they had any questions.

Mr. Daley had questions about additional responsibilities for the Board that have been discussed in previous meetings, and Mr. Navas clarified that there are no updates at this time.

OLD BUSINESS:

Mr. Angel followed up on the presentation the Division was preparing per the last Board meeting, which Mr. O'Geen confirmed was on the meeting agenda as new business.

Mr. Millay inquired about a May hearing no longer being on the schedule, and Ms. Franco confirmed that that hearing had been cancelled.

NEW BUSINESS:

Mr. O'Geen presented a PowerPoint with general information about the Board, including meeting and hearing attendance requirements, Board powers and prohibitions, types of hearings, and the general focus of the Board to protect Broward County residents and visitors. Ms. Custode reminded the Board to be mindful of the questions they ask during hearings, especially for exclusionary hack denial cases where the Board does not have the authority to overturn the denial. Mr. Navas concurred. Mr. Daley had questions about how to approach these cases without making

the appellant feel like they are not being heard, and Mr. Navas clarified to let the appellant speak if they would like, but do not ask them for more information.

Mr. Millay had a question regarding appellants still being able to work in Broward County by obtaining a hack license from another county, and Mr. O'Geen and Ms. Custode assured that although appellants may have a hack license from another county, there are still measures in place that restrict their ability to operate in Broward.

Mr. Angel had questions about the Nuisance Abatement Ordinance, and Mr. Navas explained which kinds of cases would go before the Board. A discussion was had between the Board members, Mr. Navas, and Division staff as to how the limited scope of cases that fall under this ordinance minimizes the chances of a case going before the Board.

Mr. Navas also reminded the Board that if they need to go off the record, they may do so with him. He clarified that they may not do so with Robert Apicella, as he represents the division in these matters.

A last call for volunteers for the hearing on April 2nd was made.

NOMINATIONS OF OFFICERS:

None

With no further business, the meeting is adjourned at 10:16 a.m.

Respectfully submitted,

Camila Franco
Board Clerk