PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS BOARD APPOINTMENT SUMMARY

Meeting Date: September 1, 2015

Department: Submitted by:

Public Safety Department Consumer Affairs Division

Advisory Board Name:

Consumer Affairs Hearing Board

I. EXECUTIVE BRIEF

Motion and Title: Staff Recommends Motion to Approve: Reappointment of the following two (2) individuals to the countywide Consumer Affairs Hearing Board for the term from October 1, 2015 to September 30, 2018:

Nominee	Seat #	Requirement	Recommended by:
Frank Lewis	5	Resident of Palm Beach County	Commissioner Burdick Commissioner McKinlay Commissioner Valeche
Harold Moldoff	6	Resident of Palm Beach County	Commissioner Burdick Commissioner McKinlay Commissioner Valeche

Summary: The Consumer Affairs Ordinance approved by BCC on December 17, 2013, and codified in Chapter 9, Article I of the Palm Beach County Code, establishes a seven (7) member Consumer Affairs Hearing Board ("Hearing Board"). The Hearing Board serves in both an advisory capacity to the County Commissioners and as an appellate board, hearing administrative appeals filed by persons disputing staff decisions concerning the towing, vehicle for hire, and moving industries. A memo was sent to the BCC on June 18, 2015 seeking nominations for the above two (2) at-large seats. **Countywide (JB)**

Background and Policy Issues: The Board of County Commissioners created the Consumer Affairs Hearing Board in 1972. The Board carries out the requirements of the six ordinances administered by the Consumer Affairs Division. The representation on the Consumer Affairs Board shall consist of seven (7) members, one of whom must be an attorney, licensed to practice in the State of Florida, and all other appointments shall be made by the Board of County Commissioners on the basis of experience or interest in the field of consumer affairs. NOTE: With the appointments of these seats, the Hearing Board will have seven seats filled. The Advisory Board will have a diversity count as follows: Asian: 1 (14%) Black: 1 (14%) and White: 5 (72%). The gender ratio (male: female) is 7:0.

Attachments:

- 1. Memorandum to the BCC requesting nominations
- 2. Advisory Board Nominee Applications, Ethics Acknowledgments and Resumes of each Nominee
- Current Consumer Affairs Hearing Board Membership List
- Consumer Affairs Ordinance 2013-035

	=======================================	=======================================
Recommended by:	Stephanie Sengle	8/14/15
()	Department Director	Date
4		
Approved by:	Stophanie Semon	8/14/15
	Assistant County Administrator	bate'

II. REVIEW COMMENTS

Legal Sufficiency:

Assistant County Attorney

(THIS SUMMARY IS NOT TO BE USED AS A BASIS FOR PAYMENT)



Department of Public Safety Division of Consumer Affairs

50 South Military Trail, Suite 201
West Palm Beach, FL 33415
Main Office: (561) 712-6600
South and West County: 1-888-852-7362
FAX: (561) 712-6610
www.pbcgov.com/consumer

Palm Beach County Board of County Commissioners

Shelley Vana, Mayor Mary Lou Berger, Vice Mayor

Hal R. Valeche

Paulette Burdick

Steven L. Abrams

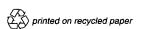
Melissa McKinlay

Priscilla A. Taylor

County Administrator

Robert Weisman

"An Equal Opportunity Affirmative Action Employer"



MEMORANDUM

Date: June 18, 2015

RE:

To: Mayor Shelley Vana,

and Members of the Board of County Commissioners

From: Eugene Reavis, Manager

Division of Consumer Affairs

Consumer Affairs Hearing Board (CAHB) Request for Nomination and

Reappointment of Two Incumbent Members

The purpose of this memo is to request a nomination to reappoint two (2) incumbent positions for the members shown below:

Nominee	Initial Appointment	Term Expiration	Requirement
Harold Moldoff	04/23/2013 -	09/30/2015	Citizen/Resident
	Commissioners Burdick,		
	Taylor, Santamaria, and		
	Valeche		
Frank Lewis	04/23/2013 -	09/30/2015	Citizen/Resident
	Commissioners Burdick,		
	Taylor, Santamaria, and		
	Valeche		

We are providing an application and background information for the interested and qualified individuals (attached). If you wish to endorse the nomination, please sign and return the attached application by **Friday, July 3, 2015**. Our recommendation for appointment will be placed on the August 18, 2015 Board of County Commissioners meeting.

The CAHB is selected for countywide representation and serve three (3) year terms, with a limit of three (3) consecutive terms. The CAHB serves in both an advisory capacity to the BCC and as an Appeals Hearing Board to carry out the functions pertaining to alleged unfair or deceptive trade acts or practices as provided for in Palm Beach County Code Chapter 9 Consumer Affairs, article 1. CAHB members assist, advise and cooperate with the Board of County Commissioners and local, state, and federal agencies, protect the interest of Palm Beach County consumers, and hear appeals from administrative action taken against companies believed to be in violation of one of the regulatory ordinances assigned to Consumer Affairs: Towing, Vehicle for Hire, Moving and Price Gouging.

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Page_	1	of	2	

Pursuant to the ordinance, all of the Board members must be citizens of the United States and qualified electors of Palm Beach County. Members of the Hearing Board cannot hold public employment and cannot be interested financially in the profits or emoluments of any contract, work or service for the County.

Any additional candidates will be presented to the Board for appointment at a later date. If you should have any questions, please feel free to contact me at 561-712-6605.

Attachments:

Board/Committee Applications Harold Moldoff – Resume Frank Lewis - Resume

c: Vince Bonvento, Asst. County Administrator/Director, Public Safety Director Jim Brako, Assistant County Attorney

R:\Consumer Affairs\CAHearingBoard\BCC Nomination to Reappoint Memo (Moldoff and Lewis) - June 2015.docx

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Page	2	of	2	

PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS BOARDS/COMMITTEES APPLICATION

The information provided on this form will be used by County Commissioners and/or the entire Board in considering your nomination. This form MUST BE COMPLETED IN FULL. Answer "none" or "not applicable" where appropriate. Further, please attach a biography or résumé to this form.

Section I (Department)): (Please Print)				
Board Name: Cons	sumer Affairs Hearing	Board		Advisory [X	Not Advisory []
[] At Large A	ppointment	or		et Appointment /District #:	
Term of Appointment:	_3 Ye	ars. Fro	om: 10/01/20	715 To: 9/	30/2018
Seat Requirement:				Seat #: 5	
[X]*Reappoin	ntment	or	[] New A	ppointment	
or [] to complet	e the term of		Due to:	: [] resignation	[] other
Completion of term to e					
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Section II (Applicant): APPLICANT, UNLESS	(Please Print)	-			
Name: LEWI	S	FR.A	NK		
Last Occupation/Affiliation:	Retire	First		Middle	
	Owner []		Employee []	Officer	[]
Business Name:					
Business Address:					
City & State				Zip Code:	
			10	11	
Residence Address:			PAZ Nor	•	
City & State		PATON, F		Zip Code: 334	33
Home Phone:		514	Business Phone:		xt.
Cell Phone:	(8) 706-0		rax:	()	
Email Address:	Frank C55	a) yando. Con	^		
Mailing Address Prefere	nce: [] Business [X] Residence			
Have you ever been converted in the state the court, not the state the court, not the state the court, not the state	victed of a felony: Ye ature of offense, dispo	s No	d date:		
Minority Identification [] Native-Ame		e ic-American	[] Female [] Asian-America	n [] African-American	Caucasian
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Contract/Transaction No.	Department/Division	Description of Services	<u>Term</u>
Ex: (R#XX-XXXX/PO XXX)	Parks & Recreation	General Maintenance	10/01/11-09/30/12
		<u></u>	
	(Attach Additiona	al Sheet(s), if necessary)	
	or A	NONE	
Guide to the Sunshine Amenda	nent prior to appointment/reappo	on Article XIII, the Palm Beach Cour <u>pintment.</u> Article XIII, and the train <u>ing.htm.</u> Keep in mind this requiren	ing requirement can be found
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By w By at	ratching the training program on tending a live presentation given	the Web, DVD or VHS on, 20	
	AND		
Amendment & State of	Florida Code of Ethics:	understand and agree to abide b	
*Applicant's Signature:	wh fewer Print	ed Name: FRANK (Ewi)	5 Date: 6/16/15
		Beach County Code of Ethics, please vil at ethics@palmbeachcountyethics.com	
	{Insert Liaison Name Here},	his FORM to: {Insert Department/Division Here} Address Here)	
Section III (Commissioner, if	applicable):		
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Contract/Transaction No.	Department/Division	Description of Services	<u>Term</u>
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	(Attach Additions	al Sheet(s), if necessary)	
Guide to the Sunshine Amendm on the web at:			

Page 3 of 13

section it Continued:

CONTRACTUAL RELATIONSHIPS: Pursuant to Article XIII, Sec. 2-443 of the Palm Beach County Code of Ethics, advisory board members are prohibited from entering into any contract or other transaction for goods or services with Palm Beach County. Exceptions to this prohibition include awards made under sealed competitive bids, certain emergency and sole source purchases, and transactions that do not exceed \$500 per year in aggregate. These exemptions are described in the Code. This prohibition does not apply when the advisory board member's board provides no regulation, oversight, management, or policy-setting recommendations regarding the subject contract or transaction and the contract or transaction is disclosed at a public meeting of the Board of County Commissioners. To determine compliance with this provision, it is necessary that you, as a board member applicant, identify all contractual relationships between Palm Beach County government and you as an individual, directly or indirectly, or your employer or business. This information should be provided in the space below. If there are no contracts or transactions to report, please verify that none exist. Staff will review this information and determine if you are eligible to serve or if you may be eligible for an exception or waiver pursuant to the code.

Contract/Transaction No.	Department/Division	Description of Services	<u>Term</u>
Ex: (R#XX-XXXX/PO XXX)	Parks & Recreation	General Maintenance	10/01/11-09/30/12
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ACKNOWLEDGEMENT OF RECEIPT PALM BEACH COUNTY CODE OF ETHICS TRAINING*

Check those items that apply

I acknowledge that I have read a copy of the Palm Beach County Code of Ethics (printed or posted on the intranet/internet) and completed additional training by:					
☐ Watching the Code of Ethics Training P	rogram on the Intranet/Internet.				
Watching the Code of Ethics Training P	rogram on DVD.				
\square Attending a live presentation given on _	, 20				
I understand that I am responsible for understanding and abiding by the Palm Beach County Code of Ethics as I conduct my assigned duties during my term of employment. I also understand that the information in this policy is subject to change. Policy changes will be communicated to me by my supervisor or through official notices.					
FRANK LEWS	CONSUMEN AFFAIRS				
(Clearly Print Your Legal Name)	(Clearly Print the Name of Your Department)				
21/-	old / za				
(Lègal Signature)	8/4/2015 (Date)				
Employees : Submit signed form to you Department Heads : Submit signed forms to	·				
*This Form is for Employees and Advisory Board Members Form Advisory Board	n can be obtained from				
2633 Vista Parkway, West Palm Beach, FL 33411 Hotline: 877.766.5920 E-mail: ethics@ Website: www.palmbeachc	palmbeachcountyethics.com				

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Frank D. Lewis 6812 Calle del Paz North Boca Raton, Fl. 33433 561-391-1514

following areas. Pro	ager and administrator with extensive background in the opject management, budget planning, contract negotiations, d general office operations.
EDUCATION:	
University of Baltim Bachelor of Science	ore in Business Management
EXPERIENCE:	

Florida Health Choice, Inc. Delray Beach, Florida Human Resources Manager, January 1994 to June 2000

Responsible for all HR policy at Florida Health Choice. Established employee handbook, procedures, and policy for recruiting, employee relations, benefits administration, position descriptions, and salary administration.

IBM Corporation - Boca Raton, Florida Administration Manager, 1986 - 1993

Supported the VP of Marketing in all aspects of Human Resources including, salary, performance reviews, manpower planning and coordination of marketing program budget reviews, EOP, and accounts receivable. Established controls for hardware and software loaner programs for the Manufacturing Industry.

Personnel Manager - 1983 - 1985

Negotiated the internal placement and relocation of more than 2000 employees transferring within the corporation. Managed a \$14 million dollar moving and living budget.

Attachment # 2

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Branch Operations Manager - 1978 - 1982 Richmond, Virginia

Recruited and organized a staff of sixteen people to operate the administrative functions of the Richmond Branch Office. Responsibilities included all order entry, accounts receivable, accounts payable, library maintenance, and affirmative action programs. Fostering a cooperative team spirit for marketing, systems engineers and the support staff to work in a harmonious and efficient operation was my most important contribution.

IBM Corporation - 1969 - 1978

Various nonexempt positions with IBM in Baltimore and Washington, D. C.

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PALM BEACH COUNTY BOARD OF COUNTY COMMISSIONERS BOARDS/COMMITTEES APPLICATION

The information provided on this form will be used by County Commissioners and/or the entire Board in considering your nomination. This form MUST BE COMPLETED IN FÜLL. Answer "none" or "not applicable" where appropriate. Further, please attach a biography or résumé to this form.

Section I (Department): (Pl	lease Print)			
Board Name: Consume	r Affairs Hearing Board			Advisory [X] Not Advisory []
[] At Large Appoi	intment	or	[] District Appo	intment /District #:
Term of Appointment:	Years.	From: _	10/01/2015	To:
Seat Requirement:				Seat #: 6
[X]*Reappointmen	nt	or	[] New Appointm	nent
Completion of term to expire				
*When a person is being coterm shall be considered by Section II (Applicant): (PlanPLICANT, UNLESS EX	the Board of County (ease Print)	Commissioners:	·	losed voting conflicts during the previous
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Last Occupation/Affiliation:	RETIRED	- RITA	IL STURE	Middle MANDGEMENT
•	Owner []		nployee []	Officer []
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Business Address:				
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Mailing Address Preference:	•			
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	ratching the training program on tending a live presentation given		
	AND		
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*Applicant's Signature	Print	ted Name JAROLY BIOLDON	CF Date: 06/11/201
Any questions and/or concerns r	regarding Article XIII, the Palm	Beach County Code of Ethics, please vill at ethics@palmbeachcountyethics.co	risit the Commission on Ethics
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I understand that I am responsible for understanding and abiding by the Palm Beach County Code of Ethics as I conduct my assigned duties during my term of employment. I also understand that the information in this policy is subject to change. Policy changes will be communicated to me by my supervisor or through official notices.
SOSKD OF AFFEALS (Clearly Print Your Legal Name) SOSKD OF AFFEALS (Clearly Print the Name of Your Department)
(Legal Signature) 3/4/15
Employees: Submit signed form to your Department Head Department Heads: Submit signed forms to Records, Human Resources *This Form is for Employees and Elected Officials Only —
Advisory Board Members Form can be obtained from Advisory Board Liaison*
2633 Vista Parkway, West Palm Beach, FL 33411 561.233.0724 FAX: 561.233.0735 Hotline: 877.766.5920 E-mail: ethics@palmbeachcountyethics.com Website: www.palmbeachcountyethics.com
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BIO - VOLUNTEER ACTIVITIES

HAROLD MOLDOFF

2011-2012 VOLUNTEER. NEW HAMPSHIRE AARP CONSUMER PROTECTION SPEAKERS BUREAU

> ASSISTED IN FORMAT OF FORMAL PRESENTATIONS OF CONSUMER **AWARENESS OF FRAUDS AND SCAMS**

5613187780

ASSISTED IN DEVELOPMENT OF SPEAKERS BUREAU, CURRENTLY AT 15. SPEAKING TO SENIOR GROUPS THROUGHOUT NEW HAMPSHIRE

1996-2012 ZONING BOARD OF ADJUSTMENT, RYE BEACH, NH PRECINCT, **CHAIRMAN FROM 2003-2012**

1992-2012 ACTIVE VOLUNTEER COUNSELOR WITH S.C.O.R.E. (SERVICE **CORPS OF RETIRED EXECUTIVES)**

> SERVED AS CHAPTER CHAIR AND MARKETING COORDINATOR FOR SIX NEW ENGLAND STATES

1992-2011 **VOLUNTEER CONSUMER AFFAIRS SPECIALIST WITH NH** ATTORNEY GENERAL'S OFFICE, CONCORD, NEW HAMPSHIRE

> ASSISTED IN DEVELOPMENT AND PRESENTATION OF STATEWIDE PROGRAMS TO CIVIC AND SENIOR GROUPS ON "HOW TO AVOID **CONSUMER FRAUD"**

> SIMILAR PROGRAM DIRECTED TO HIGH SCHOOL STUDENTS MAKING THEM AWARE OF POTENTIAL PROBLEMS WHEN BUYING A USED CAR, CREDIT CARD DEBT AND BUYING ON THE INTERNET

AWARDS

SBA SCORE COUNSELOR OF THE YEAR 2004

NH DEPARTMENT OF HEALTH AND HUMAN SERVICES AND STATE 2005 COMMISSION ON AGING - JOSEPH D. VAUGHN

2011 CITATION FROM NEW HAMPSHIRE GOVERNOR JOHN LYNCH FOR **VOLUNTEER SERVICE**

> Attachment # ____2 Page 13 of 13

PALM BEACH COUNTY CONSUMER AFFAIRS HEARING BOARD (CAHB) CURRENT "AT LARGE" MEMBER LIST (For Internal Use only)

SEAT #	MEMBER NAME Contact Information	NOMINATED BY	SEAT REQUIREMENT	Initial Appointment Date Reappointment Date	TERM EXPIRES	CURRENT TERM	*ELIGIBLE FOR REAPPOINTMENT	Diversity/Gender
1	Philip M. Schutzer 9517 Via Elegante Wellington, FL 33411 (561) 855-4335 (h) (305) 606-2836 (c) schutze:Q@comcast.net	Commissioner Taylor and Commissioner Burdick	Attorney	08/19/2014	08/19/2017	1	YES	White/Male
2	Martin (Marty) Lipnack 8506 Logia Circle Boynton Beach, FL 33472 (561) 375-6773 (h) (561) 504-5314 (c) (561) 742-3003 (fax) milipnack@gmail.com	Commissioner Taylor Commissioner Paulette Burdick, and Commissioner Hal Valache	Resident of Palm Beach County	02/04/2014	09/30/2017	1	YES	White/Male
3	Michael Carter 903 43 rd Street West Palm Beach, FL 33407 (561) 313-2571 vanguardconstruct@gmail.co m	Commissioner Paulette Burdick, and Commissioner Hal Valache	Resident of Palm Beach County	02/04/2014	09/30/2017	1	YES	African American/Male
4	Athavale, Manohar (Manny) 8712 S. Kendale Circle Lake Worth, FL 33467 561-304-2533 (h) 561-212-7781 (c) 561-304-2818 (fax) mathavale@msn.com	Mayor Vana and Commissioner Hal Valeche	Resident of Palm Beach County	05/04/2011 02/04/2014	09/30/2017	1	YES	Asian / Male

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PALM BEACH COUNTY CONSUMER AFFAIRS HEARING BOARD (CAHB) CURRENT "AT LARGE" MEMBER LIST (For Internal Use only)

5	Lewis, Frank 6812 Calle Del Paz North Boca Raton, FL 33433 (561) 391-1514 (h) (561) 706-0294 (c) Frank L55@yahoo.com	Commissioner Burdick, Commissioner Taylor, Commissioner Santamaria, and Commissioner Valeche	Resident of Palm Beach County	04/23/2013	09/30/2015	2	YES	White/Male
6	Moldoff, Harold 2797 Muskegon Way West Palm Beach, FL 33411 (561) 855-7754 (h) (561) 318-7780 (fax) hmoldoff@comcast.net	Commissioner Burdick, Commissioner Taylor, Commissioner Santamaria, and Commissioner Valeche	Resident of Palm Beach County	04/23/2013	09/30/2015	2	YES	White/Male
7	Murphy, Harold 13245 Compton Rd. Loxahatchee, FL 33470 561-662-0025 (c) 561-686-8307 (fax) Dirtyh911@aol.com	Commissioner Taylor	Resident of Palm Beach County	05/18/2010 12/18/2012	10/07/2017	1	YES	White / Male

New Consumer Affairs Ordinance went into effect on December 19, 2013

Attachment # _____

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the efficient utilization of available resources; and

1	WHEREAS, since the date of adoption and implementation of the original enactment of
2	the Consumer Affairs Ordinance, No. 72-2, it has been necessary to amend it from time to time
3	in order to best serve the citizens of Palm Beach County and provide for their general safety and
4	welfare; and
5	WHEREAS, a Consumer Affairs Hearing Board was established in 1977 to assist, advise
6	and cooperate with the Board of County Commissioners and local, state, and federal agencies
7	and officials to protect the interest of the consumer public; and to carry out the adjudicatory
8	functions pertaining to alleged unfair or deceptive trade acts or practices; and
9	WHEREAS, the Board of County Commissioners of the Palm Beach County adopted
10	Resolution 2013-0193 on March 1, 2013, which imposes specific requirements on members of
11	County advisory boards; and
12	WHEREAS, the Consumer Affairs Hearing Board is subject to the provisions of
13	Resolution 2013-0193; and
14	WHEREAS, due to the substantial procedural and substantive changes made to this
15	ordinance to bring it into compliance with other County ordinances, since it was last amended in
16	1977, it is more efficient and in the best interest of the Board of County Commissioners to repeal
17	and replace the Consumer Affairs Ordinance in its entirety.
18	NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF COUNTY
19	COMMISSIONERS OF PALM BEACH COUNTY, FLORIDA, that:
20	Section 1. The Consumer Affairs Ordinance.
21 22 23	Chapter 9, Article I, of the Palm Beach County Code, "The Consumer Affairs Ordinance," (Ordinance No. 72-2, as amended), is hereby repealed and the Palm Beach County Consumer Affairs Ordinance of 2013 is hereby adopted as follows;
24 25	Section 2. Title.
26 27 28	This Ordinance shall be designated and may be cited as the "Palm Beach County Consumer Affairs Ordinance of 2013."
29	Section 3. Definitions.
30 31 32	The following words when used in this Ordinance shall have the following meanings ascribed to them unless the text requires or specifies a different meaning:
33 34 35	(a) "Board" shall mean the Consumer Affairs Hearing Board of Palm Beach County;
36 37 38	(b) "Consumer" means a purchaser or lessee or prospective purchaser or lessee of consumer goods or services or consumer credit, including a co-obligor or surety;
40 41	(c) "Consumer goods, services, credit and debts" means goods, services, credit and debts which are primarily for personal, household, or family purposes;
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- (d) "Consumer transaction" means a sale, lease, assignment, award by chance or other commercial disposition of any item of goods, a consumer service or an intangible instrument or commodity to any individual for purposes that are primarily personal, family or household, or that relate to a business opportunity that requires either the consumer's expenditure of money or property and/or his or her personal services on a continuing basis and in which he or she has not been previously engaged, or solicitation by a supplier with respect to any of the foregoing dispositions;
- "Director" shall mean the director or the manager of the Consumer Affairs (e) Division;
- "Division" shall mean the Palm Beach County Department of Public Safety (f) Consumer Affairs Division;
- "Hearing" shall mean an administrative appeal heard by the Consumer Affairs (g) Hearing Board on matters filed by person appealing the decisions of the Division:
- "Meeting" shall mean a meeting of the Board and Division staff to conduct its (h) regular business as necessary;
- "Merchant" means a seller, lessor, creditor or any person who makes (i) available either directly or indirectly goods, services, or credit to consumers. "Merchant" shall include manufacturers, wholesalers and others who are responsible for any unfair or deceptive trade acts or practices as defined in this Ordinance;
- "Person" shall include, where applicable, natural persons, corporations, trusts, (j) partnerships, limited liability companies, incorporated or unincorporated associations, and any other legal business entity whatsoever; and,
- "Unfair or deceptive trade acts or practices" shall mean unfair methods of competition and unfair deceptive acts or practices in the conduct of any consumer transaction and shall include but are not limited to those acts referenced in Section 11. Prohibition of Unfair or Deceptive Trade Acts or Practices.

Section 4. Scope of Ordinance.

This Ordinance shall be applicable in both the unincorporated and incorporated areas of Palm 41 Beach County, except that it shall not apply in any municipality that has adopted and maintains 42

in effect ordinances or regulations governing the same matters.

- Section 5. Exemptions.
 - Nothing in this Ordinance shall apply to any television or radio broadcasting station or to any
- 47 publisher or printer of a newspaper, magazine, or other form of printed advertising, which
- broadcasts, publishes, or prints such advertisements, except insofar as said station or publisher or 48 printer is guilty of deception in the sale, or in the offering for sale of its own services, or to
- 50 actions or transactions regulated under laws administered by the state public service commission.
 - Section 6. Other Rights and Remedies.
- Nothing herein shall prevent any person from exercising any right or seeking any private remedy to which he might otherwise be entitled or from filing any complaint with any other agency.
 - Section 7. Consumer Affairs Division.
- There is hereby created the Consumer Affairs Division under the Department of Public Safety. 57
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Section 8. Director of Consumer Affairs Division.

2 The Director of the Consumer Affairs shall be a County employee under the supervision and 3 control of the Director of the Department of Public Safety.

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Section 9. Powers of Director.

The functions and powers of the Director of the Consumer Affairs Division shall include the following:

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To receive complaints from all persons complaining of unfair or deceptive trade acts or practices as defined in this Ordinance;

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To represent the interests of consumers before administrative and regulatory agencies and legislative bodies;

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(c) To enforce the provisions of this Ordinance;

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(d) To investigate complaints, institute actions and proceedings under this Ordinance;

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To conduct appropriate surveys and inspections to determine whether the provisions of this Ordinance are being complied with;

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(f) To report to the appropriate law enforcement officers any information concerning violations of any consumer protection law;

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To render annual reports to the Board of County Commissioners as to the number of complaints filed, the nature thereof and the disposition thereof and other relevant activities of the office and the Board undertaken during the previous year;

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To publicize and disseminate information to the public concerning consumer affairs and to recommend methods for improvement thereof;

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To enlist and encourage public support and the assistance of civic organizations and the cooperation of business enterprises and organizations in consumer affairs;

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To make periodic reports concerning the status of consumer affairs in Palm Beach County and the enforcement of the provisions of this Ordinance, and recommendations concerning consumer protection. Such reports shall be made to the Consumer Affairs Hearing Board and to the Board of County Commissioners of Palm Beach County;

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To prepare assurances of voluntary compliance as provided for in Section 15 of this Ordinance; and

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(1)To assist, develop and conduct programs of consumer education and information through public hearings, meetings, publications or other materials prepared for distribution to the consumer.

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Section 10. Complaints.

53 54 55 Any consumer may make or file a complaint stating the name and address (if known) of the person alleged to have committed the violation complained of and the particulars thereof, and such other information as may be required by the Consumer Affairs Division.

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Upon the filing of a complaint, the Director shall review the complaint and supporting documentation, if any, and assign a staff investigator, if appropriate. If the staff investigator determines that there are reasonable

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grounds to believe a violation has occurred, the staff investigator may attempt to conciliate the matter through conferences with all interested parties and such representatives as the parties may chose to assist them, or alternatively, may issue a civil citation.

(c) If the staff investigator determines that there are no reasonable grounds to believe that a violation occurred, the investigator shall prepare a closure letter for the Director to review and approve, prior to dismissing the complaint.

Section 11. Prohibition of Unfair or Deceptive Trade Practices.

No person shall engage in any unfair method of competition or deceptive act or practice in the conduct of any consumer transaction. A person engages in an unfair method of competition or deceptive trade act or practice when in the course of his or her business, vocation or occupation, he or she knows, or in the exercise of care should know, that he or she in the past engaged, or is now engaging in, any unfair method of competition or deceptive acts or practices in the conduct of any trade or commerce as herein defined. Unfair or deceptive trade acts or practices shall include, but are not limited to, the following:

- (a) Representations that goods or services have sponsorship, approval, characteristics, ingredients, uses, benefits, or quantities which they do not have;
- (b) Representations that a person or supplier has a sponsorship, approval, status, affiliation or connection which he or she does not have;
- (c) Representations that goods are original or new if in fact they are not, or if they are deteriorated, altered, reconditioned, reclaimed, or second-hand;
- (d) Representations that goods are of a particular standard, brand, quality, style, or model, if they are of another;
- (e) Representations that goods or services are those of another, if they are not;
- (f) Using deceptive representations or designations of geographic origin in connection with goods or services;
- (g) Advertising goods or services intending not to sell them as advertised;
- (h) Advertising goods or services with intent not to supply reasonable expectable public demand, unless the advertisement discloses a limitation of quantity;
- (i) Making false or misleading statements concerning the need for, or necessity of, any goods, services, replacements, or repairs;
- (j) Disparaging the goods, services, or business of another by false or misleading representations of fact;
- (k) Making false or misleading statements of fact concerning the reasons for the existence of, or amounts of price reductions;
- (l) Failing to return or refund deposits or advance payments for goods not delivered or services not rendered, when no default or further obligation of persons making such deposits or advance payments exists;
- (m) Taking consideration for goods or services intending not to deliver such goods or perform such services, or intending to deliver goods or provide service materially different from those ordered or sold;
- (n) Making false or misleading statements concerning the profitability, risk, or any other material aspect of any home-operated business opportunity or venture;

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- (o) Offering gifts, prizes, free items, or other gratuities, intending not to provide them as offered in connection with a sale of goods or services to a consumer;
- (p) Making false or misleading statements concerning the existence, terms, or probability of any rebate, additional goods or services, commission, discount offered as an inducement for the sale of goods or services;
- (q) Using physical force, threat of physical force, or coercion in dealing with consumers;
- (r) Any violation of the Florida Deceptive and Unfair Trade Practices Act, Section 501.201 et seq., Florida Statutes;
- (s) Advertising, representing, or offering for sale an article of food or food product as "kosher" or having the word "kosher" in any language inscribed thereon if such food is not in fact kosher as sanctioned by orthodox Hebrew religious requirements, and,
- Selling or exposing for sale in any hotel, restaurant or other place where food products are sold for consumption on the premises, any meat or meat preparation, or article of food, or food preparation falsely representing the same to be kosher or as having been prepared in accordance with the orthodox Hebrew religious requirements when the meat or meat preparation, article of food or food preparation is not kosher or not prepared in accordance with orthodox Hebrew religious requirements, o; or selling or exposing for sale in such hotel, restaurant or such other place kosher and non-kosher food or food preparation, the latter having not been prepared in accordance with Jewish ritual or not sanctioned by the Hebrew orthodox religious requirements and failing to conspicuously display a sign or other public notice in block letters at least four inches in height "kosher and non-kosher food served here;" or displaying within or outside such hotel, restaurant or other place, words or letters in Hebraic characters or any sign, emblem, insignia symbol or mark in simulation of same, the display of which might reasonably be calculated to deceive or lead a reasonable person to believe that a representation is being made that all food sold or offered for sale on the premises is kosher and prepared in accordance with the orthodox Hebrew religious requirements if such is not true of all the food products sold on the premises.

Section 12. Consumer Affairs Hearing Board.

- (a) The Palm Beach County Consumer Affairs Hearing Board is hereby recreated and reestablished. The Board shall be subject to the uniform policies and procedures established by the Board of County Commissioners for Advisory Boards as currently set forth in Resolution No. 2013-0193, as may be further amended by action of the Board of County Commissioners.
- (b) The Board shall consist of seven (7) members appointed at-large by the Board of County Commissioners. The members of this Board shall be residents of Palm Beach County at the time of appointment and while serving on the Board. At least one (1) member shall be an attorney, licensed to practice in the State of Florida, and all other appointments shall be made by the Board of County Commissioners on the basis of experience or interest in the field of consumer affairs. All Board appointments shall be for a term of three (3) years, with a limit of three (3) consecutive terms. Terms shall begin on October 1st, and end on September 30th. Existing member's terms shall end on September 30th of the year in which their term expires. Vacancies occurring during a term shall be filled for the unexpired portion of the term, and shall not count toward a member's term limits. Members serve without compensation. Members shall be governed by the applicable provisions of the State Ethics Code and the applicable provisions of the Palm Beach County Code of Ethics, as may be amended.

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- (c) Members shall be automatically removed for lack of attendance. Lack of attendance is defined as failure to attend three (3) consecutive meetings or a failure to attend more than one-half of the meetings scheduled during a calendar year. Participation for less than three-fourths of a meeting shall be the same as a failure to attend a meeting. Members removed pursuant to this paragraph shall not continue to serve on the Board and such removal shall create a vacancy. Vacancies shall be filled in the same manner as the original appointments for the remainder of the vacant term.
- (d) Members shall appoint a chairperson and a vice-chairperson. The chairperson and the vice-chairperson shall be elected by a majority vote of the Board and shall serve for a term of one (1) year. The vice-chairperson shall perform the duties of the chairperson in the absence of the chairperson. In the absence of both the chairperson and the vice-chairperson, the Division director or manager may conduct the meeting or hearing. Meetings and hearings shall be governed by Robert's Rules of Order, and shall be open to the public, duly advertised and otherwise comply with all applicable requirements of Florida's "Sunshine" law as set forth in Chapter 286, Florida Statutes. A majority of the members currently appointed shall constitute a quorum and action may be taken by the Board upon a vote of a majority of the members present. At any meeting or hearing, the Board may fix and call a meeting or hearing on a future date. The Board shall meet on a regular basis to conduct its business and as necessary to conduct administrative hearings filed by persons appealing the decisions of the Division.
- (e) Any appeal of a decision rendered by the Consumer Affairs Hearing Board regarding a violation of Chapter 501 Florida Statutes shall be directed to the Florida Office of the Attorney General with subsequent judicial review through the District Courts of Appeal. Adjudications of the Consumer Affairs Hearing Board of substantive violations of this Ordinance shall be appealed to the Circuit Court of the Fifteenth Judicial Court by Writ of Certiorari.
- (f) Alternatively, the Division shall have the option to utilize a Special Master to hear matters for appeal, instead of scheduling those appellate matters before the Consumer Affairs Hearing Board. The Division shall establish policies and procedures governing the Special Master process prior to said utilization.

Section 13. Powers of the Consumer Affairs Hearing Board.

The Consumer Affairs Hearing Board shall have the following authority and power:

- (a) To assist, advise, and cooperate with the Board of County Commissioners and local, state, and federal agencies and officials to protect the interests of the consumer-public;
- (b) To hear appeals by persons aggrieved by actions of the Consumer Affairs Division not already referred to the state attorney for criminal prosecution; the Board shall reach a prompt decision on all such appeals and may affirm or reverse the action or decision appealed from, provided that such decision shall not be in conflict with the provisions of this Ordinance; and,
- (c) To exercise and perform such other functions, powers and duties as may be deemed necessary or appropriate to protect and promote the welfare of county consumers.

Section 14. Consumer Affairs Hearing Board - Proceedings at Hearing.

(a) The Board shall give probative effect to the evidence which would be admissible to civil proceedings in the courts of this state but in receiving evidence due regard shall be given to the competent, reliable and technical

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- evidence which will aid the Board in making a fair determination of the matter, regardless of the existence of any common law or statutory rule which might otherwise make improper the admission of such evidence.
- (b) The rules of privilege shall be effective to the same extent that they are now or hereafter may be recognized in civil action. Irrelevant and unduly repetitious evidence shall be excluded.
- (c) At the hearing the parties may present testimony and evidence, and the right to cross examine witnesses shall be preserved. All testimony and evidence shall be given under oath or by affirmation.
- (d) The Board shall keep a full record of the hearing, which record shall be public and open to inspection by any person; and upon request by any principal party to the proceedings the Board shall furnish such party a copy of the hearing record, at such cost as the Board of County Commissioners deems appropriate.
- (e) The general procedure for the hearing shall be as set forth above, and as well, each party shall have the following rights:
 - (1) To call and examine witnesses;
 - (2) To introduce exhibits;
 - (3) To cross examine opposing witnesses on any relevant matter even though the matter was not covered under direct examination;
 - (4) To impeach any witness regardless of which party first called him to testify; and,
 - (5) To rebut the evidence.

Section 15. Assurance of Voluntary Compliance.

- In the enforcement of this Ordinance, the Director may accept an Assurance of Voluntary Compliance with respect to any method, act or practice deemed to be violative of law from any person who has engaged or was about to engage in such method, act or practice. Any such assurance shall be a formal written agreement between the Consumer Affairs Division and the merchant, approved as to form and legal sufficiency by the County Attorney's Office and filed with the Clerk of the Circuit Court. Such Assurances of Voluntary Compliance may be conditioned on a commitment to reimburse consumers or any other appropriate corrective action such as the voluntary payment by the merchant of the costs of the investigation by the Consumer Affairs Division. An Assurance of Voluntary is not evidence of prior violation of this section. however, unless an Assurance of Voluntary has been rescinded by agreement of the parties or voided by the court for good cause. Subsequent failure to comply with the terms of an Assurance of Voluntary shall be deemed prima facie evidence of a violation of this Ordinance. No such Assurance of Voluntary shall act as a limitation upon any action or remedy available to a person aggrieved by a violation of this Ordinance.
- (b) Every merchant desiring to negotiate an Assurance of Voluntary Compliance shall be apprised of his right to have his case heard by the Board in the event he does not wish to enter into such Assurance of Voluntary Compliance.

Section 16. Cease and Desist Order of Director.

(a) If the Director, after due investigation, has reason to believe that a person has been or is violating any of the provisions of this Ordinance, then the Director shall cause to be served upon such person a demand to cease and desist, stating the charges and containing a notice of hearing to be held not sooner than ten (10) days and not later than thirty-one (31) days after service of the demand.

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- (b) Official notice of hearing, which shall be by personal service, certified mail or posting in a conspicuous place at the merchant's place of business, shall incorporate and set out the following:
 - (1) The name of the complainant;
 - (2) The alleged charge and approximate date of the commission of the act;
 - (3) The section of this Ordinance alleged to be involved;
 - (4) Notification as to the time and place of the Board hearing which shall be held not sooner than ten (10) days and not later than thirty-one (31) days after service of the demand;
 - (5) Notice to the respondent that he may be represented by counsel, and that he may bring all original documents and other data pertinent to the case; and,
 - (6) That the respondent will be given an opportunity to present witnesses and evidence he may deem appropriate.

Section 17. Order to Show Cause.

The person against whom a complaint is filed under this Ordinance shall have the right to appear at the place and time so fixed and show cause why the demand for the Cease and Desist Order should not be upheld by the Board.

Section 18. Statutes Adopted.

- (a) All statutes of the state and rules adopted there under defining and prohibiting false advertising and offenses relating to consumer protection, trade standards, and weights and measures, defined by state law, are adopted and incorporated by reference as part of this Ordinance to the same extend and the same effect as if the provisions of each such statute were set out in full herein, defining and prohibiting each such offense against the state to be prohibited by, or an offense in violation of this Ordinance. This shall include, but is not limited to Part II of Chapter 501, Florida Statutes, and all rules adopted pursuant to section 501.205, Florida Statutes, Chapter 817, Florida Statutes, is hereby adopted by reference. It is the intent of this Ordinance that due consideration and great weight be given to the interpretations of the Federal Trade Commission and the federal courts relating to section 5(a)(1) of the Federal Trade Commission Act (15 USC 45(a)(1)), as from time to time amended.
- (b) Rules having the force and effect of law as authorized under sections 4, 5, and 6 of the Fair Packaging and Labeling Act (P.L. 89-755) that supersede state and local laws which are less stringent than or require information different from such act, are hereby adopted by reference, as published in the Federal Register as part of this Ordinance. No person shall distribute or cause to be distributed, offer for sale, or sell, in this county any packaged consumer commodity unless in conformity with the Fair Packaging and Labeling Act and/or the rules which shall be established by the promulgating authority.

Section 19. Enforcement and Civil Penalties.

- (a) It shall be the duty and responsibility of all law enforcement officials to assist in the enforcement of this Ordinance to the extent that it is within their jurisdiction to do so.
- (b) Whenever any person has been issued a civil citation by a staff investigator and has been found to have engaged in any acts or practices which constitute a violation of any provision of this Ordinance, the person shall be required to pay Palm Beach County a civil penalty not to exceed Two Hundred Fifty

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Dollars (\$250) for each repeat violation	the first violation and Five Hundred Dollars (\$500) for n.
Section 20. Repeal of Laws in	Conflict.
All local laws and ordinances a conflict with any provision of thi	applying to the unincorporated area of Palm Beach County is article are hereby repealed to the extent of any conflict.
Section 21. Savings Clause.	
Affairs Division, or the Consur	rders, hearing processes, and all other functions of the Consum ner Affairs Hearing Board, initiated or completed pursuant all remain in full force and effect.
Section 22. Severability.	
held by the Court to be uncons	nce, clause, phrase, or word of this Ordinance is for any reason stitutional, inoperative or void, it is the intent of the Board holding shall not affect the remainder of this Ordinance.
Section 23. Inclusion in the Co	de of Laws and Ordinances.
Ordinances of Palm Beach Coun	the shall become and be made a part of the Code of Laws and the sections of this Ordinance may be renumbered, and the word "ordinance" may be changed to "section to word.
Section 24. Captions.	
The captions, section headings convenience only and shall ha Ordinance.	s, and section designations used in this Ordinance are flave no effect on the interpretation of the provisions of the
Section 25. Effective Date.	
The provisions of this Ordinand State.	ce shall become effective upon filing with the Department
APPROVED and ADOP	TED by the Board of County Commissioners of Palm Beach
County, Florida, on this the 17t	Hday ofDecember, 20 13 .
SHARON REDCK; GOLK	PALM BEACH COUNTY, FLORIDA, BY ITS BOARD OF COUNTY COMMISSIONERS
Deput Gerk	By: Priscilla A. Taylor, Mayor
APPROVED AS TO FORM AND LEGAL SUFFICIENCY	D Z
By: Anny Attorney	
EFFECTIVE DATE: F	iled with the Department of State on the 19 day of
	ttachment # 4

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