



County of Fairfax, Virginia

MEMORANDUM

DATE: October 12, 2021

TO: Consumer Protection Commission

FROM: Michael S. Liberman, Director *MSL*
Department of Cable and Consumer Services

SUBJECT: Consumer Protection Commission Meeting for October 19, 2021

Please find attached the Consumer Protection Commission meeting package. The next scheduled meeting is **Tuesday, October 19, 2021, 7:30 p.m. in Conference Room 11.**

Please RSVP with your attendance to Susan Jones by COB on Monday, October 18, 2021, at Susan.Jones@fairfaxcounty.gov or 703-324-5877.

Enclosures

cc: Rebecca L. Makely, Director
Consumer Services Division, DCCS



**FAIRFAX COUNTY
CONSUMER PROTECTION COMMISSION
October 19, 2021 AGENDA**

Call to Order by the Chairman (7:30 PM)

Remote Participation Policy

Minutes

- Draft of the August 17, 2021, meeting minutes attached.

Report of the Chairman

Report of the Director

Commission Matters

New Business

- Appeal Process Discussion

General Interest

- Consumer Protection Commission Calendar
- Consumer Protection Commission Membership
- Consumer Affairs Statistics
- Community Outreach
- Consumer Resources

Minutes of the Fairfax County Consumer Protection Commission

August 17, 2021

7:30 PM
Zoom Video Meeting
Chairperson Fee presiding

Attendance:

Commissioners: Belkowitz, Fee, Gulakowski,
Hargraves, Kirk, Rosier

Absent:

Commissioners: Callender, Kratovil, Roark

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
(Suite 433)
Rebecca L. Makely, Director
Consumer Services Division
(West Virginia)
John W. Burton, Assistant County Attorney
Office of the County Attorney
(Suite 549)
Susan C. Jones, Branch Chief
Consumer Affairs Branch
(Springfield)

The electronic meeting was called to order at 7:31 PM by Chairperson Fee.

Quorum, Location, and Audibility of Members' Voices

Chairperson Fee conducted a Roll Call to verify that a quorum of members were participating; and that each member's voice was clear, audible, and at appropriate volume for all of the other members; and the location from which each member was participating. The roll call was as follows:

Chairperson Fee, Burke
Commissioner Belkowitz, Fairfax Station
Commissioner Gulakowski, Burke
Commissioner Hargraves, Monterey Bay
Commissioner Kirk, Falls Church
Commissioner Rosier, Great Falls

Chairperson Fee passed the virtual gavel to Vice Chairperson Gulakowski. A motion was made by Chairperson Fee that each member's voice was adequately heard by each member of the Consumer Protection Commission (Commission.) This motion was seconded by Commissioner Kirk. This motion passed 6-0.

Need for an Electronic Meeting

A motion was made by Chairperson Fee that the State of Emergency caused by the COVID-19 pandemic made it unsafe for the Commission to physically assemble and unsafe for the public to physically attend any such meeting, and that as such, FOIA's usual procedures, which require the physical assembly of the Commission and the physical presence of the public, could not be implemented safely or practically. Chairperson Fee further moved that the Commission conduct the meeting electronically through a dedicated audio-conferencing line, and that the public can access the meeting by calling 1-888-270-9936 and entering access code 584548. The motion was seconded by Commissioner Kirk. This motion passed 6-0.

Need to Dispense with FOIA's Usual Procedures to Assure Continuity in Government/Continue Operations

A motion was made by Chairperson Fee that all of the matters addressed on the agenda addressed the Emergency itself, were necessary for continuity in Fairfax County government, and/or were statutorily required or necessary to continue operations and the discharge of the Commission's lawful purposes, duties, and responsibilities. This motion was seconded by Commissioner Kirk. This motion passed 6-0.

Remote Participation Policy

Rebecca Makely, Director, Consumer Services Division, provided an overview of the Remote Participation Policy.

A discussion ensued on the physical quorum requirements and Board, Authorities, and Commission information.

Commissioner Kirk made the motion to approve the Remote Participation Policy. Commissioner Gulakowski seconded the motion. The motion passed unanimously.

Minutes

The minutes for the June 15, 2021, meeting were approved.

Report of the Chairperson

Chairperson Fee had no matters to bring before the Commission.

Report of the Director

Director Liberman discussed the CPC meeting scheduled for September. The Commission decided to cancel the September 21, 2021, meeting.

Commission Matters

Commissioner Belkowitz had no matters to bring before the Commission.

Commissioner Rosier had no matters to bring before the Commission.

Commissioner Kirk stated he received scam billing emails from Norton.

Commissioner Hargraves mentioned his son posted a computer part on eBay. The buyer claimed he was unable to use PayPal and sent a check instead. The check was more than the price advertised and just told the seller to deposit the check and send the rest of the money back to the buyer. This is scam. By the time the check cleared, the bank would determine it was fake and the seller would be out of the money.

Commissioner Gulakowski had no matters to bring before the Commission.

Chairperson Fee had no matters to bring before the Commission.

Old Business

Appeal Process Discussion was deferred to the October 19 meeting.

New Business

1. Staff Report on Trespass Towing Fees. Rebecca Makely, Director, Consumer Services Division, provided an overview of the Trespass Towing Advisory Board Proposal which included the review of Code of Virginia, jurisdictional survey of Trespass Towing Fees, Trespass Towing Fee analysis, summary of analysis, staff report, timeline, and resources.

A discussion ensued on factors used to determine rates, advertisement of public hearing, complaints received and investigated, and forms of payment.

Chairperson Fee made a motion to adjourn. Commissioner Gulakowski seconded the motion.

The meeting adjourned at 8:39 PM.

CPC Calendar

Fairfax County
Consumer Protection Commission
2021 Yearly Planning Calendar
October 19, 2021

- January 19 | Election of Officers
- February 16 | Bylaws
| COVID-19 Scams Presentation
- March 16 | Bylaws Approval
| Legislative Update
- April 20 | Appeal Hearing-Massage Therapist Permit Denial
- May 18 | Fairfax Area Agency on Aging
- June 15 | One Fairfax Policy Video (30:36)
| Appeal Process Discussion
- July 20 | Meeting Canceled (lack of quorum)
- August 17 | Staff Report on Trespass Towing Fees
- September 21 | Meeting Cancelled
- October 19 | Appeal Process Discussion
- November 16 | Annual Report
- December 21 |

CPC Membership

Name

Staff

Harold G. Belkowitz
Appt. Expires 7/31/2024

Michael S. Liberman, Director
Department of Cable and Consumer Services
michael.liberman@fairfaxcounty.gov

Wes Callender
Appt. Expires 7/31/2024

Rebecca L. Makely, Director
Consumer Services Division

John Fee (Chairperson)
Appt. Expires 7/31/2024

703-324-5947
rebecca.makely@fairfaxcounty.gov

Denis Gulakowski
(Vice-Chairperson)
Appt. Expires 7/31/2024

Susan Jones, Chief
Consumer Affairs Branch
703-324-5877
susan.jones@fairfaxcounty.gov

Dirck A. Hargraves
Appt. Expires 7/31/2023

Main number: 703-222-8435
Fax number: 703-653-1310

Dennis D. Kirk
Appt. Expires 7/31/2022

Jason J. Kratovil
Appt. Expires: 7/31/2024

Michael J. Roark
Appt. Expires 7/31/2023

Jacqueline Rosier (Secretary)
Appt. Expires 7/31/2022

CAB Statistics



Consumer Affairs Branch
Monthly Summary - All Activities
August 2021

	Current Month		Fiscal Year-to-Date		Prior Fiscal YTD	
Cases Received	78		171		177	
Cases Closed	71		117		139	
Favorable	36	51%	62	53%	78	56%
Unfavorable	13	18%	19	16%	13	9%
Invalid	1	1%	1	1%	4	3%
Other	21	30%	35	30%	44	32%
Total (Checks column totals)	71	100%	117	100%	139	100%
Advice Inquires (closed)	346		700		801	
Case Inquires over 90+days (open)	14		29		20	
Amount Received	\$44,379.00		\$53,798.00		\$116,280.00	

CLOSED COMPLAINT CATEGORIES

FISCAL YEAR-TO-DATE	% FYTD	PRIOR FISCAL YTD	% PRIOR FYTD
Tenant Landlord	32%	Tenant Landlord	28%
Housing - Services	18%	Retail Stores	11%
Automotive	13%	Housing - Services	9%
Retail	8%	Professional Services	7%
Professional	6%	Cable Television (Regulated)	6%
Other	23%	Other	39%



Consumer Affairs Branch
Monthly Summary - All Activities
September 2021

	Current Month		Fiscal Year-to-Date		Prior Fiscal YTD	
Cases Received	95		266		266	
Cases Closed	57		174		206	
Favorable	31	54%	93	53%	111	54%
Unfavorable	6	11%	25	14%	17	8%
Invalid	4	7%	5	3%	9	4%
Other	16	28%	51	29%	69	33%
Total (Checks column totals)	57	100%	174	100%	472	100%
Advice Inquires (closed)	317		1017		1164	
Case Inquires over 90+days (open)	20		49		32	
Amount Received	\$104,267.00		\$158,065.00		\$139,471.00	

CLOSED COMPLAINT CATEGORIES

FISCAL YEAR-TO-DATE	% FYTD	PRIOR FISCAL YTD	% PRIOR FYTD
Tenant-Landlord	39%	Tenant Landlord	32%
Housing	12%	Retail Stores	9%
Automotive-Service	9%	Housing Services	7%
Medical	7%	Professional Services	6%
Towing	5%	Cable Television (Regulated)	6%
Other	32%	Other	40%

Community Outreach

Outreach Event Calendar September 2021

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
9/2/2021	YCYC: Association Membership Meetings	Fairfax County Government 12000 Government Center Parkway Fairfax, VA	302	9:00 a.m. - 9:30 a.m.	MLT
9/27/2021	Consumer Connection: Eviction Prevention Task Force	Fairfax County Government 12000 Government Center Parkway Fairfax, VA	6	10:00 a.m. -10:30 a.m.	SCJ

Outreach Event Calendar October 2021

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
10/1/2021	Safety Summit	Mount Vernon Government Center (Virtual) 2511 Parkers Lane Alexandria, VA	40	9:00 a.m. - 12:00 p.m.	SCJ
10/2/2021	Scam Presentation	Sheraton 11810 Sunrise Valley Dr. Reston, VA	30	7:00 a.m. - 10:30 a.m.	SCJ/ PNB
10/6/2021	Avenues to Career Training Setting Financial Goals	Financial Empowerment Center (Zoom) 8350 Richmond Highway Alexandria, VA		1:00 p.m. - 2:00 p.m.	VFJ
10/8/2021	Building a Better Credit Report	Financial Empowerment Center (Zoom) 8350 Richmond Highway Alexandria, VA		1:00 p.m. - 2:00 p.m.	VFJ
10/20/2021	Avenues to Career Training Building a Better Credit Report	Financial Empowerment Center (Zoom) 8350 Richmond Highway Alexandria, VA		1:00 p.m. - 2:00 p.m.	VFJ
10/20/2021	HOA Outreach	Commission on Aging (Virtual) 12000 Government Center Parkway Fairfax, VA		1:00 p.m. - 2:00 p.m.	MLT
10/25/2021	Consumer Connection	12000 Government Center Parkway Fairfax, VA		11:00 a.m. - 11:20 a.m.	SCJ

Consumer Resources

Resource Items

Fairfax County Department of Cable and Consumer Services

<https://www.fairfaxcounty.gov/cableconsumer>

Fairfax County Consumer Affairs

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

Fairfax County Consumer Affairs Facebook

<https://www.facebook.com/fairfaxcountyconsumer/>

Fairfax County Coronavirus (COVID-19) Updates

[Fairfaxcounty.gov/covid19/](https://www.fairfaxcounty.gov/covid19/)

Ways to Stay Informed About Coronavirus (COVID-19)

<https://fairfaxcountyemergency.wpcomstaging.com/>

Ways to Donate and Help During COVID-19

<https://fairfaxcountyemergency.wpcomstaging.com/2020/03/25/ways-to-donate-and-help-during-covid-19/>

What to Know About Tenant-Landlord Rights During COVID-19

<https://fairfaxcountyemergency.wpcomstaging.com/2020/11/17/what-to-know-about-tenant-landlord-rights-during-covid-19/>

DCCS Operating Status

<https://www.fairfaxcounty.gov/cableconsumer/status>,

Your Community, You're Connected: Association Membership Meetings (September 2, 2021)

<https://www.fairfaxcounty.gov/cableconsumer/channel-16/your-community-youre-connected>

Information Items

Big retailers book pricey private cargo ships in holiday scramble

Walmart, Home Depot, Ikea, and any retailer who can pay are making the pricey arrangements.

[\[More\]](#)

Flood-damaged cars could reach the market. Here's how to avoid buying one

Anyone who considers buying a used car in the upcoming months may want to be extra-cautious.

[\[More\]](#)

Scam Texts Target Struggling Renters With False Promises of Aid

Bogus rental assistance offers are ploys to steal money, personal information. [\[More\]](#)

Hauler staffing issues prompt yard waste pickup changes in Fairfax County

Yard waste is piling up in Fairfax County, as a nationwide labor shortage in the hauling services industry has triggered collection delays that could potentially last weeks. [\[More\]](#)

Big retailers book pricey private cargo ships in holiday scramble

Walmart, Home Depot, Ikea, and any retailer who can pay are making the pricey arrangements.

Aug. 20, 2021, 1:14 PM EDT

By [Leticia Miranda](#)

Major retailers have disclosed they're resorting to the expensive and unprecedented moves forced by the pandemic's unrelenting supply chain snarls by chartering private cargo vessels and buying their own shipping containers to keep goods produced overseas flowing ahead of the busy holiday season.

Chartering a vessel can cost in the range of \$40,000 per day for a vessel carrying 3,000 20-foot containers, according to the Port of Los Angeles. This day rate adds up to more than the record high costs for a typical 40-foot high container, which is now more than \$6,500 each, according to maritime research firm Drewry Shipping Consultants. Retailers then use contracted and nimble logistics management companies to negotiate with jammed-up ports to secure small windows of time to unload.

As competition heats up against e-commerce companies, some of the country's largest retailers are willing to pay to meet consumer expectations for full shelves. Walmart and Home Depot announced they were chartering private vessels this week in earnings calls. Ikea confirmed to NBC News it is also shipping goods over private vessels, along with purchasing its own shipping containers, another costly and unusual move brought about by short supply.

"Out-of-stocks in certain general merchandise categories are running above normal, given strong sales and supply constraints," said Brett Biggs, CFO of Walmart, in an earnings call Tuesday. "Our merchants continue to take steps to mitigate challenges, including adding extra lead time to orders and chartering vessels specifically for Walmart goods."

Edward Decker, COO of Home Depot, told investors on Tuesday that the company's stock levels are "not where we want them to be" but the company

has “leveraged our scale and flexibility to arrange for several container vessels for exclusive use.”

Cargo companies first responded to the surging demand for vessels at the beginning of the pandemic by cutting shipping capacity as consumption slowed. That left them in a capacity bind when consumer demand came roaring back stronger than ever. Covid restrictions and worker shortages at shipping facilities and a shortage of truck drivers to pick up containers have only added on to the pile-up. Meanwhile, covid port restrictions have limited the number of empty containers going back to Asia to be filled.

Port of Los Angeles executive director Gene Seroka said the pandemic-based consumer buying surge is unparalleled.

“This is a worldwide phenomenon,” said Seroka. “We’ve got 34 ships in the brig water waiting to come into the ports of LA and Long Beach and another 20 over the next few days. We’ve been running at high velocity since June and July of last year.”

Until the delta surge, consumers have been feeling more confident as vaccination rates increased, schools reopened and workers were called back to the office. While this would traditionally be good news, U.S. consumer demand has exceeded the availability of inventory posing a challenge to brick-and-mortar retailers, said Brett Rose, CEO of United National Consumer Suppliers, a retail logistics company.

“They need to fill the shelf or lose business,” said Rose. “Empty shelves are going to drive customers away and toward e-commerce.”

Reservations don’t come cheap. Matson, an American transportation services company, told investors in July that it expanded its expedited ocean service between China and the U.S. West Coast in response to high demand from existing retail customers. Tim Seifert, a spokesperson for the German transportation company Hapag-Lloyd AG, told NBC News in an email that charter rates “have reached an extraordinarily high level.”

But retailers, flush with cash from a consumer spree pumped by stimulus checks and facing mounting competition from online companies, are willing to pay the price to cut the line at backlogged ports. This puts larger retailers at “a competitive advantage versus smaller companies who cannot fill entire vessels

on their own,” said Lars Jensen, CEO of the shipping advisory firm Vespucci Maritime, in an email.

Glenn Koepke, senior vice president of customer success with the supply chain software company FourKites, said small businesses are “just trying to get through this time and wait for the curve to go down.”

Shoppers are encouraged to snap up products when they see a price they are willing to pay for an item, said Rose.

Both regular and the promotional prices have been going up as a result of the inventory crunch, said Nikki Baird, vice president of retail innovation with the retail technology provider Aptos.

“As we get closer to September, with less inventory on the shelves there will be fewer promotions or clearance deals, so it may not be sticker shock that hits consumers so much as ‘Hey, where did all the clearance go?’” said Baird. “This year, there just won’t be as much. I’ve already seen retailers roll out Halloween costumes and decorations – we’re barely halfway through the typical back to school season, so that’s a sure sign that inventory is running low.”

Flood-damaged cars could reach the market. Here's how to avoid buying one

PUBLISHED WED, SEP 8 2021 8:30 AM EDT UPDATED WED, SEP 8 2021 11:44 AM EDT

Anyone who considers buying a used car in the upcoming months may want to be extra-cautious.

As storm-ravaged areas take stock of the destruction left by Hurricane Ida, thousands of flooded cars are expected to be among the personal property that was ruined. While cars with flood damage may have titles that indicate that, the system is not foolproof — which means some of these autos are likely to be purchased by unknowing buyers.

“Unfortunately, following major hurricanes or flooding events, we see fraudsters try to scam consumers by selling cars damaged in the flooding,” said Tully Lehman, public affairs manager for the National Insurance Crime Bureau.

Compounding the potential for fraud this time around is the high demand for used cars as the global shortage of microchips continues slowing production of new vehicles. That demand could create an opportunity for scammers to take advantage of buyers' eagerness to seal a deal, experts said.

Ida slammed into Louisiana on Aug. 29 and then moved inland, eventually crossing over the mid-Atlantic and Northeast. The storm left a trail of devastation in its wake from deadly flooding, high winds, storm surge and tornadoes. That was on the heels of two other large storms that dumped torrential downpours in the Southeast and Northeast.

Roughly 378,000 flood-damaged cars already were on the roads before Ida hit, according to Carfax spokesman Chris Basso.

“If history holds true, we're looking at several thousand more [flooded] vehicles, and a decent percentage of them will make it back into the market,” Basso said.

Floodwaters can destroy — sometimes slowly — electronics, lubricants, and mechanical systems in vehicles. Corrosion can eventually find its way to the car's vital electronics, including airbag controllers, according to ConsumerReports.

Buyers should always check a used car's "vehicle history report" to make sure they know what they are buying, regardless of when or where they make the purchase. Flooded cars often end up for sale in places far from where they originally were damaged.

Through services like Carfax or the National Insurance Crime Bureau's VINCheck, you can input a car's vehicle identification number, or VIN, to see if there's anything in its history that's a red flag. However, you may not be able to find out everything.

Basically, when an insurance company receives a claim for a flooded car and the vehicle is totaled — meaning the repairs would cost more than the car's worth — the car's title generally is changed to reflect its status.

Those ruined cars are typically sold at salvage auctions to junkyards and vehicle rebuilders, according to ConsumerReports. Reselling them to consumers may be legal if the title discloses the flood damage.

However, not all car owners file an insurance claim. If they don't have comprehensive coverage — the part of car insurance that flooding would fall under — they're generally out of luck. This means that with no insurance company involvement, the flood damage may not end up officially recorded anywhere.

"Unfortunately, there will be those that, due to not having insurance coverage for flood damage, will attempt to clean their car and try to sell it to unsuspecting buyers at some point in time down the road," Lehman said.

And, there are some dealers that will clean up flooded cars and sell them, whether locally or in another state where titling rules are less stringent.

"This makes checking out cars closely, even on lots, very critical," Lehman said.

There are things you can look for in a used vehicle for that could suggest flood damage, according to Carfax:

- A musty odor in the interior, which sellers sometimes try to cover with a strong air-freshener;
- Upholstery or carpeting that may be loose, new or stained or doesn't seem to match the rest of the interior;

- Damp carpets;
- Rust around doors, under the dashboard, on the pedals or inside the hood and trunk latches;
- Mud or silt in the glove compartment or under the seats;
- Brittle wires under the dashboard;
- Fog or moisture beads in the interior lights, exterior lights or instrument panel.

You also should test drive the car and have it inspected by a trusted mechanic.

“And remember, if the price seems too good to be true, it likely is,” Lehman said. “Trust your instincts and if you have a bad feeling, go elsewhere.”

Scam Texts Target Struggling Renters With False Promises of Aid

Bogus rental assistance offers are ploys to steal money, personal information

by Katherine Skiba, [AARP](#), September 2, 2021

With billions of dollars in rental assistance flowing to states, a federal agency warned this week that scammers are using texts to deceive renters and prey on people in need. The bad actors are trying to obtain your personal information, steal your money or do both.

"The look and feel of this scam are very convincing," said Bev Yang, who works for the Consumer Financial Protection Bureau (CFPB), which issued the warning.

The CFPB's logo has been hijacked in these scams, as have the logos of other federal agencies and nonprofit groups, said Yang, a policy analyst in the CFPB's Office for Older Americans.

Feds not taking these applications

Important to know: The federal government is not processing applications for COVID-19-related emergency rental assistance and will not reach out to people for their personal information so they may qualify for such help.

To try for rental assistance, a consumer must apply through a state or local program. Eligibility is based on income and other criteria. You can find your local rental assistance program using the [CFPB's rental assistance finder](#).

The bogus texts at issue use language "suggesting that they understand the challenges that low-income renters are facing and they want to help," Yang said. One version of the scam requests that consumers upload photos of their driver's licenses, among other things.

According to Yang, it's unclear how many variations of the scam are now targeting renters. "Scammers may test different versions of the same scam simultaneously, and there's no limit to the number of scams that could be targeting renters during this vulnerable time," she said.

That scammers have injected themselves into a pandemic-related relief program is not new. Other impostor scams have hit state agencies, including those [distributing unemployment benefits](#), and the federal COVID-19 stimulus program that distributed economic-impact payments.

Just say no

Say no to anyone claiming to be from a government agency asking for cash, gift cards, wire transfer, cryptocurrency, or personal and financial information, whether they contact you by phone, text or email or by showing up in person, the CFPB warned in June. That guidance applies to the rental assistance program, too.

Do not share your Social Security, Medicare, driver's license, bank account or credit card numbers with impostors, the June warning said. Here's more on how to avoid COVID-19 government impostor scams.

For more on federal emergency rental assistance, here's a frequently-asked-questions guide from the Treasury Department last week.

CFPB officials urged people who encounter a scam of any sort to file a report with to the Federal Trade Commission, a consumer protection agency, at [ReportFraud.ftc.gov](https://www.ftc.gov/ReportFraud).

Hauler staffing issues prompt yard waste pickup changes in Fairfax County

David Taube September 7, 2021 at 9:30am

Yard waste is piling up in Fairfax County, as a nationwide labor shortage in the hauling services industry has triggered collection delays that could potentially last weeks.

The Fairfax County Department of Public Works and Environmental Services has made some temporary changes to its practices after recently warning customers, who make up about 10% of residents and businesses, to expect delays for the next several weeks.

“There is a tremendous amount of competition for drivers, which has an impact on our ability to recruit and retain,” DPWES spokesperson Sharon North said in an email. “Since COVID-19, the home delivery business has skyrocketed, often providing more attractive and lucrative trucking jobs in the private sector.”

Now, the county says it will allow solid waste service providers — both public and private — to collect trash and yard waste together if they are experiencing labor shortages that prevent them from completing routes in a timely manner.

“This temporary allowance can be used by both private haulers and county collective service providers if they choose based on their staff resources,” the county said in an announcement on Wednesday (Sept. 1).

The changes took effect last Tuesday (Aug. 31). The county also said it will review a requirement in mid-October that prevents combining recycling and yard waste hauling.

“[The] staffing shortages in the Solid Waste industry are happening in many municipalities across the country, not just in Fairfax County,” North wrote. “Even private solid waste/recycling haulers are struggling during these times.”

As of Friday (Sept. 3), the county had 13 vacancies for maintenance workers, heavy and motor equipment operators, and lead refuse operators. Hourly pay for positions with regular benefits ranges from \$18.10 on average for regular maintenance workers to \$29.95 on average for lead refuse operators.

North said in an Aug. 30 email that the county's trash and recycling services have not been affected by the delays.

County collection customers are primarily located along the eastern border of Fairfax County. Most other residents and businesses receive hauling services from private companies.

Yard waste and trash will still end up in their same, separate downstream destinations.