

Minutes of the Fairfax County Consumer Protection Commission

July 21, 2020

7:30 PM
Government Center, Conference Room 9/10
12000 Government Center Parkway
Fairfax, Virginia 22035
Chairman Fee presiding

Attendance:

Commissioners: Belkowitz, Fee

Absent:

Commissioners: Callender, Gulakowski,
Hargraves, Hine, Kratovil, Kirk, Javed, Lynch,
Roark, Rosier

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
Rebecca L. Makely, Director
Consumer Services Division
Susan C. Jones, Branch Chief
Consumer Affairs Branch

The meeting was called to order at 7:34 PM by Chairman Fee.

Minutes

The minutes for the February 18, 2020, meeting were not approved due to a lack of quorum.

Report of the Chairman

Chairman Fee had no new matters to bring before the Commission.

Report of the Director

Director Liberman provided an overview of the status of Fairfax County Government.

- March 27, 2020, Government Center closed to the public.
- April 14, 2020, Board of Supervisors meeting was held in Government Center Conference Room 11.
- April 28, 2020, Board of Supervisors began fully electronic meetings.
- May 2020 Planning Commission began fully electronic meetings.
- June 2020 Board of Zoning Appeals began fully electronic meetings.
- July 14, 2020, Board of Supervisors returned to in-person meetings.

Director Liberman provided an overview of the work performed by the Department of Cable and Consumer Services.

Communications Policy and Regulation Division:

- Comcast franchise agreement to end in July 2020. Requested a six-month extension from the Board of Supervisors.
- Verizon franchise agreement to end in October 2020 and will request an extension in September from BOS.
- Staff 100 percent teleworking.

Communications Productions Division

- Produced virtual budget town hall meetings, and COVID-19 messaging.
- Staff on rotating schedule, with teleworking and in-person productions.

Consumer Services Division (update provided by Rebecca L. Makely, Director, Consumer Services Division.)

Accounting and Finance:

- Completed year-end budget for FY 2020.
- 100 percent teleworking.

Meeting Space Management and Event Support:

- Assisting customers with rescheduling, cancelling, and modifying reservations.
- Staff on rotating schedule with teleworking and meeting support.

Regulation and Licensing:

- Processing in-person license applications on Monday, Wednesday, and Friday 9 a.m. to 2:30 p.m. (Office hours are Monday-Friday, 8:00 a.m. to 4:30 p.m.)
- Staff on rotating schedule.

Consumer Affairs:

- Processing complaints electronically.
- Posting COVID-19 updates on Consumer Affairs Facebook page.
- *Your Community, You're Connected* Legislative Review 2020 on July 7, 2020.
- *Consumer Connection* program on COVID-19 Scams on July 20, 2020.
- Staff 100 percent teleworking.

Commission Matters

Commissioner Belkowitz asked that the *YCYC* and *Consumer Connection* links be shared with the Commission.

Chairman Fee had no matters to bring before the Commission.

Old Business

There was no old business before the Commission.

New Business

- 1. August 18, 2020 CPC Meeting.** Michael S. Liberman, Director, Department of Cable and Consumer Services outlined two options, in person or electronic, to hold the next Consumer Protection Commission meeting in August. Chairman Fee made the decision to hold an electronic meeting in August. Staff will provide meeting set-up.

The meeting adjourned at 9:00 PM.