

## **Minutes of the Fairfax County Consumer Protection Commission**

June 17, 2008

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

Attendance:

Commissioners: Bahhur, Douskalis, Hine, Fee,  
Mrowka, Roark, Robinson

Absent:

Commissioners: Adams, Hargraves,  
Kirk, Nguyen, Sullivan

Staff:

Michael S. Liberman, Director  
Department of Cable Communications  
and Consumer Protection  
Mitsuko Herrera, Director  
Communications Policy and  
Regulatory Division  
Susan C. Jones, Chief  
Consumer Affairs Branch

The meeting was called to order at 7:35 PM by Chairman Fee.

### **Minutes**

The minutes of the May 20, 2008, meeting was approved.

### **Report of the Chairman**

Chairman Fee informed commissioners that Delegate Steve Shannon was unable to attend tonight's meeting.

Chairman Fee told the commissioners that the Trespass Towing Advisory Board reaffirmed their position on the original draft changes.

### **Report of the Director**

Director Liberman reported to the commissioners that Celebrate Fairfax was a success for DCCCP by providing outreach information to approximately 700 people.

Director Liberman informed the CPC that he attended the NACAA conference in Dallas, Texas, and that the Consumer Affairs Branch won the Achievement of Consumer Education (ACE) award for "Read Up, Reach out, Be an Informed Consumer."

Director Liberman discussed the rising cost of gas and impact on the taxicab industry. He advised the CPC that the taxicab industry could be requesting an additional surcharge.

### **Commission Matters**

Commissioner Hine thanked staff for the opportunity to assist with Celebrate Fairfax. As a future topic, Commissioner Hine wants to discuss ways for the CPC to engage the public i.e. e-newsletter. He suggested the Supervisors be invited to discuss issues of concerns in their districts.

Commissioner Bahhur had no matters to bring before the commission.

Commissioner Roark had no matters to bring before the commission.

Commissioner Robinson had no matters to bring before the commission.

Commissioner Mrowka had no matters to bring before the commission.

Commissioner Douskalis had no matters to bring before the commission.

### **Old Business**

There was no old business.

### **New Business**

#### **1. Franchised Cable Operators Presentation**

Verizon, Comcast, and Cox provided information on cable rates increases, customer service improvements, potential movement of analog to digital tiers plans, move to an all digital cable service, and efforts to inform subscribers about the February 17, 2008, DTV transition.

A discussion ensued on expanding ethnic channels, notifying customers on power outages, and sports packaging.

The meeting adjourned at 9: 12PM.