




County of Fairfax, Virginia

MEMORANDUM

DATE: January 11, 2022

TO: Consumer Protection Commission

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

SUBJECT: Consumer Protection Commission Meeting for January 18, 2022

Please find attached the Consumer Protection Commission meeting packet. The next scheduled meeting is Thursday, January 18, 2022, 7:30 p.m. This meeting will be held via a video connection due to the COVID-19 pandemic.

To join the meeting:
[Click here to join the meeting](#)

Audio-only participation:
Dial: 571-459-5982
Enter Conference ID: 655 484 035#

Please RSVP with your attendance to Susan Jones by COB on Monday, January 17, 2022, at Susan.Jones@fairfaxcounty.gov or 703-324-5877.

Enclosures

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

Ellicia Seard-McCormick, Deputy County Executive



**FAIRFAX COUNTY
CONSUMER PROTECTION COMMISSION
January 18, 2022 AGENDA**

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

Electronic Meeting Motions

Minutes

- Approval of the draft November 16, 2021, meeting minutes

Report of the Chairman

Report of the Director

Commission Matters

New Business

- Nominations of Officers
- 2022 Meeting Calendar
- 2022 Items of Interest

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

November 16, 2021

7:30 PM
Government Center, Conference 11
12000 Government Center Parkway
Fairfax, Virginia 22035
Chairperson Fee, presiding

Attendance:

Commissioners: Callender, Fee, Gulakowski,
Hargraves (8:35p.m.), Kratovil, Kirk, Springer

Remote:

Commissioners: Belkowitz, Rosier

Absent:

Commissioners: Roark

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
Rebecca L. Makely, Director
Consumer Services Division
Susan C. Jones, Branch Chief
Consumer Affairs Branch
John W. Burton, Assistant County Attorney
Office of the County Attorney

The meeting was called to order at 7:39 PM by Chairperson Fee.

Chairperson Fee notified the Commission that Commissioner Belkowitz and Commissioner Rosier requested to participate in the meeting remotely.

Chairperson Fee made the motion to approve Commissioner Belkowitz's attendance remotely from Fairfax Station due to a medical condition. The motion was approved unanimously.

Chairperson Fee made the motion to approve Commissioner Rosier's attendance remotely from Great Falls due to a medical condition. The motion was approved unanimously.

Minutes

The minutes for the October 19, 2021, meeting were approved.

Report of the Chairman

Chairperson Fee introduced Dr. Maurice B. Springer, newest appointee to the Consumer Protection Commission.

Report of the Director

Michael S. Liberman, Director, Cable and Consumer Services, had no matters to bring before the Commission.

Commission Matters

Commissioner Kratovil noted that the meeting was taking place during International Fraud Awareness Week and shared some data about recent identity theft trends during the pandemic. This included noting that during the pandemic, the use of stolen identities to open checking accounts increased 186%, with much of this increase attributable to efforts to fraudulently obtain and launder government stimulus and unemployment benefit payments. He also noted that during the pandemic, the highest concentrations of identity theft victims resided in New York, Idaho, Nebraska, Missouri, and Rhode Island.

Commissioner Callender had no matters to bring before the Commission.

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Gulakowski had no matters to bring before the Commission.

Commissioner Belkowitz stated continued issues with Identity Theft. He received notice of approved debit cards for checking accounts he did not apply for. He has put a credit freeze with credit bureaus.

Commissioner Rosier had no matters to bring before the Commission.

Commissioner Springer had no matters to bring before the Commission.

Chairperson Fee had no matters to bring before the Commission.

Introduction of the Commission Members to Dr. Springer.

Old Business

There was no old business before the Commission.

New Business

- 1. Annual Report Review.** Rebecca Makely, Director, Consumer Services Division provided an overview of the FY 2021 CPC Annual Report.

A discussion ensued on minor grammatical updates, the “other” in the complaint categories chart, and analysis of patterns and trends for future reports.

Chairperson Fee made the motion to adopt the FY 2021 CPC Annual Report to send to the Board of Supervisors. Commissioner Gulakowski seconded the motion. The motion passed unanimously.

- 2. 2021 Taxicab Biennial Determination.** Rebecca Makely, Director, Consumer Services Division presented the staff analysis and recommendation to the Consumer Protection Commission.

A discussion ensued on 2020 statistics, the change to overall numbers over the last several years, hacker’s licenses, and TNCs.

Chairperson Fee made the motion to recommend to the Board of Supervisors no increase or decrease in the number of authorized taxicab certificates in 2021. Commissioner Kirk seconded the motion. The motion passed unanimously.

3. Nominations of Candidates: Chairperson, Vice-Chairperson, Secretary

A discussion ensued on the updated Bylaws, nominating committee, and schedule for elections.

Chairperson Fee made the decision to discuss the slate of candidates at the December 21, 2021, CPC meeting.

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

The meeting adjourned at 8:54 PM.

CPC Calendar

Consumer Protection Commission

2022 Planning Calendar

January 18, 2022

- | | |
|--------------|--|
| January 18 | <ul style="list-style-type: none">• Nominations of Officers• 2022 Meeting Calendar• 2022 Items of Interest |
| February 15 | <ul style="list-style-type: none">• Consumer Affairs 101 |
| March 15 | <ul style="list-style-type: none">• 2022 Elections |
| April 19 | <ul style="list-style-type: none">• 2022 Legislative Review |
| May 17 | <ul style="list-style-type: none">• |
| June 21 | <ul style="list-style-type: none">• |
| July 19 | <ul style="list-style-type: none">• FY 2022 Annual Report |
| August 16 | <ul style="list-style-type: none">• |
| September 20 | <ul style="list-style-type: none">• |
| October 18 | <ul style="list-style-type: none">• |
| November 15 | <ul style="list-style-type: none">• Appointment of the 2023 Nominating Special Committee and Chairperson• Report of the 2023 Nominating Special Committee (Slate of Candidates) |
| December 20 | <ul style="list-style-type: none">• |

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
703-324-5947

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

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

Dr. Maurice B. Springer
Appt. Expires 7/31/2024

Mr. Paul Svab
Appt. Expires 7/31/2024

CAB Statistics



Consumer Affairs Branch
Monthly Summary - All Activities
November 2021

	Current Month		Fiscal Year-to-Date		Prior Fiscal YTD	
Cases Received	78		463		421	
Cases Closed	69		316		342	
Favorable	46	67%	182	58%	196	57%
Unfavorable	6	9%	36	11%	28	8%
Invalid	2	3%	9	3%	13	4%
Other	15	22%	89	28%	105	31%
Total (Checks column totals)	69	100%	316	100%	342	100%
Advice Inquires (closed)	269		1617		2105	
Case Inquires over 90+ days (open)	21		91		71	
Amount Received	\$59,908.00		\$260,966.00		\$211,308.00	

CLOSED COMPLAINT CATEGORIES

FISCAL YEAR-TO-DATE	% FYTD	PRIOR FISCAL YTD	% PRIOR FYTD
Tenant Landlord	38%	Cable Television (Regulated)	30%
Housing - Service	9%	Tenant Landlord	17%
Retail	9%	Housing - Service	7%
Medical	7%	Automotive Towing	7%
Cable Television (Regulated)	4%	Communications Media	6%
Other	33%	Other	33%



Consumer Affairs Branch
Monthly Summary - All Activities
December 2021

	Current Month		Fiscal Year-to-Date		Prior Fiscal YTD	
Cases Received	97		560		483	
Cases Closed	75		391		406	
Favorable	38	51%	220	56%	223	55%
Unfavorable	6	8%	42	11%	34	8%
Invalid	8	11%	17	4%	19	5%
Other	23	31%	112	29%	130	32%
Total (Checks column totals)	75	100%	391	100%	406	100%
Advice Inquires (closed)	487		2104		2480	
Case Inquires over 90+days (open)	19		110		101	
Amount Received	\$39,423.00		\$300,389.00		\$227,837.00	

CLOSED COMPLAINT CATEGORIES

FISCAL YEAR-TO-DATE	% FYTD	PRIOR FISCAL YTD	% PRIOR FYTD
Tenant Landlord	32%	Cable Television (Regulated)	28%
Housing- Service	24%	Tenant Landlord	28%
Automotive - Towing	9%	Housing - Service	6%
Professional Services	5%	Automotive - Towing	6%
Cable Television (Regulated)	4%	Automotive - Service	6%
Other	26%	Other	26%

Community Outreach

Outreach Event Calendar

January 2022

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
1/24/2022	Consumer Connection: Tax Fraud	Fairfax County Government 12000 Government Center Pkwy Fairfax, VA		10:00 a.m - 10:25 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: Ombudsman Association Complaint Procedure
(November 4, 2021)

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

Consumer Connection: Resources Provided by the Financial Empowerment Center at South County
(December 20, 2021)

<https://bit.ly/3sYFdly>