




County of Fairfax, Virginia

MEMORANDUM

DATE: January 10, 2023

TO: Consumer Protection Commission

FROM: Rebecca L. Makely, Director 
Department of Cable and Consumer Services

SUBJECT: Consumer Protection Commission Meeting for January 17, 2023

Please find attached the Consumer Protection Commission meeting packet. The next scheduled meeting is **Tuesday, January 17, 2023, at 7:30 p.m. in Conference Room 232** of the Government Center, 12000 Government Center Parkway, Fairfax, Virginia.

Please RSVP with your attendance to Susan Jones by COB on Monday, January 16, 2023, at Susan.Jones@fairfaxcounty.gov or 703-324-5877.

Enclosures

cc: Ellicia Seard-McCormick, Deputy County Executive

Susan C. Jones, Consumer Specialist III
Department of Cable and Consumer Services



**FAIRFAX COUNTY
CONSUMER PROTECTION COMMISSION
January 17, 2023 AGENDA**

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

Remote Participation Motions

Minutes

- Approval of the draft December 20, 2022, meeting minutes

Report of the Chairperson

Report of the Director

Commissioner Matters

Old Business

- Chapter 28.1

New Business

- 2023 Meeting Calendar
- 2023 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

December 20, 2022

7:30 PM
Government Center Conference Room 232
12000 Government Center Parkway
Fairfax, VA 22035
Vice Chairperson Fee, presiding

Attendance: Commissioners: Belkowitz, Fee, Freedenthal,
Gulakowski, Kratovil, Springer, Svab

Remote Attendance: Commissioners: Hargraves, Kharat, Kirk, Rosier

Absent: Commissioners: O'Savio, Roark

Public Attendance: Kyle Summers, Chief Operating Officer
Old Dominion Transportation Group, Inc.

Staff: Rebecca L. Makely, Director
Cable and Consumer Services
Susan C. Jones, Consumer Specialist III
Consumer Affairs Branch
Carl Newcomb, Consumer Specialist III
Regulation and Licensing Branch
John W. Burton, Assistant County Attorney
Office of the County Attorney

The meeting was called to order at 7:30 PM by Chairperson Fee.

Chairperson Fee notified the Commission that Commissioners Kirk, Rosier, Kharat, and Hargraves requested to participate in the meeting remotely.

Vice Chairperson Gulakowski made the motion to approve Chairperson Fee's decision to approve Commissioner Kirk's request to participate from a remote location in conformance with the Consumer Protection Commission's Remote Participation Policy. Commissioner Freedenthal seconded the motion. The motion was approved, 7-0-0.

Chairperson Fee made the motion that Commissioner Kirk's voice can be heard by all persons at the primary meeting location. Vice Chairperson Gulakowski seconded the motion. The motion was approved, 7-0-0. Commissioner Kirk participated remotely from Falls Church, Virginia due to a temporary or permanent disability or other medical condition that prevents the member's physical attendance.

Vice Chairperson Gulakowski made the motion to approve Chairperson Fee's decision to approve Commissioner Rosier's request to participate from a remote location in conformance with the Consumer Protection Commission's Remote Participation Policy. Commissioners Freedenthal and Belkowitz seconded the motion. The motion was approved, 7-0-0.

Chairperson Fee made the motion that Commissioner Rosier's voice can be heard by all persons at the primary meeting location. Vice Chairperson Gulakowski seconded the motion. The motion was approved, 7-0-0. Commissioner Rosier participated remotely due to a personal matter involving an out-of-town trip. This is Commissioner Rosier first remote participation due to a personal matter.

Vice Chairperson Gulakowski made the motion to approve Chairperson Fee's decision to approve Commissioner Kharat's request to participate from a remote location in conformance with the Consumer Protection Commission's Remote Participation Policy. Commissioner Freedenthal seconded the motion. The motion was approved, 7-0-0.

Chairperson Fee made the motion that Commissioner Kharat's voice can be heard by all persons at the primary meeting location. Vice Chairperson Gulakowski seconded the motion. The motion was approved, 7-0-0. Commissioner Kharat participated remotely from Herndon, Virginia due to a temporary or permanent disability or other medical condition that prevents the member's physical attendance.

Vice Chairperson Gulakowski made the motion to approve Chairperson Fee's decision to approve Commissioner Hargraves' request to participate from a remote location in conformance with the Consumer Protection Commission's Remote Participation Policy. Commissioner Freedenthal seconded the motion. The motion was approved, 7-0-0.

Chairperson Fee made the motion that Commissioner Hargraves' voice can be heard by all persons at the primary meeting location. Vice Chairperson Gulakowski seconded the motion. The motion was approved, 7-0-0. Commissioner Hargraves participated remotely from Kingstown, Virginia due to a temporary or permanent disability or other medical condition that prevents the member's physical attendance.

Minutes

The minutes for the November 15, 2022, meetings were approved without objection.

Report of the Chairperson

Chairperson Fee had no matters to bring before the Commission.

Report of the Director

Director Rebecca Makely emailed the Commission a link to the Regional Analysis of Impediments on behalf of the County Executive.

Commissioner Matters

Commissioner Gulakowski had no matters to bring before the Commission, and wished everyone a happy holiday season.

Commissioner Freedenthal had no matters to bring before the Commission, and wished everyone a happy holiday season.

Commissioner Springer had no matters to bring before the Commission.

Commissioner Kratovil shared an analysis on identity theft trends in Fairfax County by zip code. He showed the rates of applications for financial products that are linked to identity theft. The top five zip codes with the highest concentration are 22034, 22039, 20124, 20120, and 22101.

A discussion ensued on fraud, credit freezes, and notifying credit cards and banks when traveling.

Commissioner Belkowitz had no matters to bring before the Commission, but echoed the information on identity theft.

Commissioner Svab had no matters to bring before the Commission.

Commissioner Rosier had no matters to bring before the Commission.

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Hargraves had no matters to bring before the Commission, but echoed the need to alert credit companies when traveling.

Commissioner Kharat had no matters to bring before the Commission.

Chairperson Fee had no matters to bring before the Commission.

Old Business

Vice Chairperson Gulakowski, Nominating Committee, reported the following slate of candidates:

Chairperson - Commissioner Jason Kratovil
Vice Chairperson - Commissioner Denis Gulakowski
Secretary – Commissioner Jacqueline Rosier

There were no nominations from the floor. Election of the slate of candidates will occur at the February 2023 meeting.

New Business

1. Public Hearing on Proposed Amendments to Fairfax County Code Section 84.1-8-3, Vehicle Requirements. Chairman Fee read the following statement of Commission Responsibility.

All hearings or other public proceedings conducted by the Commission shall be conducted in an informal manner. The Commission shall have the discretion to admit all evidence which may be of probative value even if that evidence is not in accord with formal rules of legal practice and procedure. Applicants and appellants may appear, either by personal appearance, legal counsel, or other representation, to present argument and evidence on their behalf. In addition, the Commission may establish rules of procedure for the conduct of hearings which are consistent with law. Any interested party may record all public proceedings of any hearing in any manner which will not impede the orderly conduct of the hearing

Director Rebecca Makely presented the staff analysis and recommendation which included changes to the vehicle requirements, taxicab certificates, taxicab vehicle cost, comparison of taxicab rates in local jurisdictions, timeline of events, and staff recommendations.

A discussion ensued on the vehicle safety requirements

Kyle Summers, Chief Operating Officer, Old Dominion Transportation Group, Inc. thanked staff for their work on this issue and shared the impact the pandemic had on the taxicab industry. Mr. Summers spoke of future purchases of electric vehicles.

Staff recommends approval of the proposed amendments.

Chairperson Fee moved that the Consumer Protection Commission recommend the Board of Supervisors approve the Proposed Amendments to Fairfax County Code Section 84.1-8-3, Vehicle Requirements. Commissioner Gulakowski seconded the motion. The motion passed unanimously, 11-0-0.

2. Chapter 28.1. Director Makely reviewed a redline draft of Chapter 28.1 that incorporated recommendations by Commissioner Freedenthal. Staff again highlighted areas that the Commission had previously discussed but had not made formal recommendations. Director Makely will send an updated version that will include the accepted recommendations by Commissioner Freedenthal after the meeting.

A discussion ensued on licensing requirements, formatting changes, defining of erogenous areas, penalizing massage therapists, inspections, permit displays, verbiage updates, may versus shall, and timeline of the appeal.

Director Makely will email the Commission the latest draft for discussion at the next meeting.

Chairperson Fee made the motion to adjourn the meeting. Commissioner Gulakowski seconded the motion. The motion passed unanimously, 11-0-0.

The meeting adjourned at 9:12 PM.

CPC Calendar

Consumer Protection Commission
2023 Planning Calendar
January 17, 2023

- | | |
|--------------|---|
| January 17 | <ul style="list-style-type: none">• Chapter 28.1• 2023 Meeting Calendar• 2023 Items of Interest |
| February 21 | <ul style="list-style-type: none">• Election of Officers |
| March 21 | <ul style="list-style-type: none">• |
| April 18 | <ul style="list-style-type: none">• |
| May 16 | <ul style="list-style-type: none">• |
| June 20 | <ul style="list-style-type: none">• |
| July 18 | <ul style="list-style-type: none">• FY 2023 Annual Report |
| August 15 | <ul style="list-style-type: none">• |
| September 19 | <ul style="list-style-type: none">• |
| October 17 | <ul style="list-style-type: none">• |
| November 21 | <ul style="list-style-type: none">• Nomination of Officers |
| December 19 | <ul style="list-style-type: none">• |

CPC Membership

Name**Staff**

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

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

Chester J. Freedenthal
Appt. Expires 7/31/2024

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

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

Pratik J. Kharat
Appt. Expires 7/31/2024

Dennis D. Kirk
Appt. Expires 7/31/2025

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

Triston "Chase" O'Savio
Appt. Expires 7/31/2024

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

Jacqueline Rosier (Secretary)
Appt. Expires 7/31/2025

Maurice B. Springer
Appt. Expires 07/31/2024

Paul Svab
Appt. Expires 7/31/2024

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

Community Outreach

Outreach Event Calendar January 2023

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
1/5/2023	2023 Winter Virtual Off-Campus Housing Fair	George Mason University 4400 University Drive Fairfax, VA		10:00 a.m. - 4:00 p.m.	MP
1/17/2023	Consumer Knowledge	Chantilly High School 4201 Stringfellow Road Fairfax, VA		8:00 a.m. - 4:00 p.m.	MP LY CH SW
1/18/2023	Consumer Knowledge	Chantilly High School 4201 Stringfellow Road Fairfax, VA		8:00 a.m. - 4:00 p.m.	MP LY AB
1/26/2023	Consumer Connection Tax Scams	Fairfax County Consumer Affairs Facebook		11:00 a.m. - 11:20 a.m.	SCJ SW

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/)

DCCS Operating Status

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

Consumer Connection: Gift Cards, Porch Pirates, and Holiday Returns (December 19, 2022)

<https://fb.watch/hwpDHLI2gr/>

Information Items

Petition Process Reinstated for County Trash Service ([more](#))

Fairfax Playing Catch-Up on Leaf Collection Efforts ([more](#))

Petition process reinstated for county trash service

December 17, 2022

#Government Services, #Trash

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Fairfax County has reopened the process to allow neighborhoods to [petition](#) for county trash and recycling services.

The Department of Public Works and Environmental Services had previously placed a moratorium on requests for new or expanded Sanitary Districts because the county didn't have enough drivers to handle more capacity.

Meanwhile, demand for county trash services has grown, due to complaints about private trash haulers, including missed pickups and poor customer service.

DPWES reports it still doesn't have enough staffing and equipment to allow the expansion of Sanitary Districts beyond the residents currently served. As a result, it is implementing a new service model for outsourcing trash pickups for new customers.

DPWES will continue to manage customer service and on-demand bulk pickups.

To create a small or local solid waste collection area, more than 50 percent of the residents of an area with at least 50 homes must sign a petition in support of the proposal.

Residents can also petition to have their homes added to a contiguous existing small or local solid waste collection area or Sanitary District.

The person signing a petition must be the legal homeowner. Signatures of renters are invalid, as they don't pay real estate taxes. One signature per residence will be counted on a petition.

After the petitions are submitted to the Solid Waste Management Program, the signatures are verified and the petition is submitted to the Fairfax County Board of Supervisors.

The board will then hold a public hearing and determine whether a new or expanded Sanitary District should be created.

Fairfax playing catch-up on leaf-collection efforts

By [Sun Gazette Newspapers](#)
December 16, 2022



Photo by [Wendell Shinn](#) on [Unsplash](#)

The Fairfax County Department of Public Works and Environmental Services (DPWES) is running behind on vacuum-leaf-collection service this autumn, but is taking steps to rectify the problem, officials said Dec. 15.

The county provides the service to about 25,000 customers through the Sanitary District Program but has experienced delays because of an early leaf fall and shortages of staffing and equipment.

To improve service, the county will begin work in Areas 1 and 2 on Monday, Dec. 19, as opposed to focusing on one area at a time. There will be multiple trucks for each vacuum unit to take leaves from neighborhoods to county disposal sites.

By dividing resources, it will take additional time to complete each area, officials said. Service in both remaining areas will begin concurrently.

Vacuum-leaf-collection staff have been working 10-hour shifts and most Saturdays and will continue to do so. The county government also has added another contractor to assist with work being done by DPWES staff.

Regular schedule updates are available at www.fairfaxcounty.gov/publicworks/recycling-trash/leaf-collection-dates.

While there currently is not a mechanism in place to refund vacuum-leaf taxes, residents may petition the Board of Supervisors to “de-create” their vacuum-leaf district, removing themselves from county services in the future.

For questions on vacuum service or to get more information, visit <https://www.fairfaxcounty.gov/publicworks/recycling-trash/leaf>