



# County of Fairfax, Virginia

## MEMORANDUM

**DATE:** April 9, 2024

**TO:** Consumer Protection Commission-Community Engagement Committee

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

**SUBJECT:** CPC Community Engagement Committee Meeting for April 16, 2024

Please find attached the CPC Community Engagement Committee meeting packet. The next scheduled meeting is **Tuesday, April 16, 2024, at 7:30 p.m. in Conference Room 6** of the Government Center, 12000 Government Center Parkway, Fairfax, Virginia.

Please RSVP with your attendance to Susan Jones by **COB on Monday, April 15, 2024**, at [Susan.Jones@fairfaxcounty.gov](mailto:Susan.Jones@fairfaxcounty.gov) or 703-324-5877.

cc: Amanda K. Kastl, Director, Consumer Services Division  
Department of Cable and Consumer Services

Susan C. Jones, Branch Manager  
Consumer Affairs Branch



**Fairfax County Consumer Protection Commission - Community Engagement Committee  
Meeting Minutes**

March 4, 2024	7:30 p.m. Meeting held virtually via Microsoft Teams. All members were in attendance from their home residences in Fairfax County, Virginia.
Attendance:	Commissioners: Gasimov, Kratovil, Gulakowski, Kharat, Rosier
Absent:	Commissioner Belkowitz
Staff:	Amanda Kastl, Division Director, DCCS

The meeting was called to order at 7:39 p.m. by Chairman Gasimov.

New Business:

**Proposed Agenda & 2024 Meetings**

Chairman Gasimov opened the first meeting of the Fairfax County Consumer Protection Commission – Community Engagement Committee meeting to discuss the meeting agenda to include an agreement on how to proceed on the committee. Chairman Gasimov suggested the agenda include the meeting schedule for 2024 and suggested that the meetings be held the first Monday of every month.

**Current Communications & Engagement**

Chairman Gasimov discussed his opinions on the current engagement of consumers in Fairfax County. In his opinion, based on his preliminary research on the Fairfax County website, agencies promote engagement with limited coordination with other agencies and the way in which consumers are currently becoming informed about consumer affairs can be improved.

Chairman Gasimov stated that all events related to consumer affairs are not centralized on a calendar available to the public and suggested that a resource page be made available to consumers on the Department of Cable and Consumer Services (DCCS) website.

Division Director Kastl commented that while the county indeed has a centralized calendar that includes the public meetings held by public bodies, specific outreach events conducted by DCCS may not be included on that calendar. Division Director Kastl also noted that the DCCS – Consumer Services Division webpage lists consumer affairs outreach events.

Chairman Gasimov, Commissioner Rosier, and Commissioner Kratovil discussed resources and outreach events available to residents, an interest in learning more about how agencies are interconnected, and the marketing efforts and communications made available to Fairfax County community.

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Division Director Kastl stated that the upcoming National Consumer Protection Week (March 3, 2024 – March 9, 2024) and Consumer Affairs Day in Fairfax County (March 7, 2024), strengthens internal partnerships with Fairfax County agencies (Silver Shield, Fairfax County Police Department, and more) and also provides training and outreach opportunities to consumers in Fairfax County.

Commissioner Kratovil asked Division Director Kastl if DCCS has a communications professional who solely supports DCCS communications. Division Director Kastl responded that while DCCS does not have a dedicated public information officer, certain DCCS staff are tasked with ensuring the marketing and communications needs of the department are met. Division Director Kastl also stated that DCCS is supported by two public information officers in the Fairfax County Office of Public Affairs who just recently, for example, supported DCCS in posting Consumer Affairs Day outreach opportunities on NextDoor (a social media application). Commissioner Kratovil requested that staff provide additional information on the CSD at a future CPC meeting.

A discussion ensued on the challenges (i.e., language barriers) of creating a new centralized webpage that represents several agencies' consumer affairs initiatives, in addition to providing information on the duties of the Consumer Protection Commission (CPC).

A further discussion ensued among commissioners on the availability of short, easy to access information on both the roles and responsibilities of the CPC, as well as the consumer affairs services offered by DCCS. Commissioners Kratovil and Kharat discussed working together to create marketing materials, including consumer affairs "tips of the month," and a one-page document on the roles and responsibilities of the CPC.

### **Upcoming Topics for CPC Meetings**

Commissioner Kratovil asked Division Director Kastl to confirm the upcoming meeting topics for the Consumer Protection Commission. Division Director Kastl confirmed the upcoming CPC meeting topics and presentations:

- June 18, 2024 – Fairfax County Office of Public Affairs.
- March 19, 2024 – Department of Cable and Consumer Services – Communications Policy and Regulation Division (CPRD).

### **2024 Meetings**

Chairman Gasimov discussed the meeting schedule for 2024. Commissioner Kratovil expressed interest in holding all meetings virtually. Division Director Kastl commented how the Virginia Freedom of Information Act (VFOIA) restricts the frequency of all virtual public meetings – held by public bodies (including the CPC Community Engagement Committee) – to no more than two all-virtual public meetings per calendar year, or more than 25 percent of its meetings rounded up to the next whole number, whichever is greater, during the calendar year.

**Fairfax County Consumer Protection Commission - Community Engagement Committee  
Meeting Minutes**

Commissioner Rosier asked whether the in-person meeting location is required to be the Fairfax County Government Center. Commissioner Kratovil commented that the meeting may be at an alternate location, but that the Fairfax County Government Center may be the most convenient. Commissioner Gasimov commented that the default meeting location should be the Government Center, but should other locations be preferred by the committee they will consider the same at a later time.

Chairman Gasimov moved for the meetings to take place the first Monday of every month at the Government Center. The motion was seconded by Commissioner Kratovil. The motion was approved, 4-0-1, with Commissioner Gulakowski abstaining. Chairman Gasimov asked staff to coordinate the posting of the meeting and the room reservation. The next meeting will be held in person on April 1, 2024, at 7:30 p.m. at the Fairfax County Government Center.

Commissioner Gasimov motioned to adopt the All-Virtual Public Meetings Policy for the Consumer Protection Commission Community Engagement Committee. Commissioner Gulakowski seconded the motion. The motion was approved unanimously, 5-0-0.

**Adjournment**

Motion to adjourn the meeting made by Chairman Gasimov and seconded by Commissioner Gulakowski. The motion was approved unanimously, 5-0-0. Meeting adjourned at 8:34 p.m.

**Consumer Protection Commission  
Community Engagement Committee**  
2024 Planning Calendar  
April 16, 2024

- March 12 • *Electronic Meeting*  
All-Virtual Public Meetings Policy
  
- April 16 • Remote Participation Policy
  
- May 6 •
  
- June 3 •
  
- July 1 •
  
- August 5 •
  
- September 2 •
  
- October 7 •
  
- November 4 •
  
- December 2 •

**THE FAIRFAX COUNTY CONSUMER PROTECTION COMMISSION**  
**COMMUNITY ENGAGEMENT COMMITTEE POLICY**  
**FOR THE REMOTE PARTICIPATION OF MEMBERS**

1. **AUTHORITY AND SCOPE**

a. This policy is adopted pursuant to the authorization of Va. Code § 2.2-3708.3 and is to be strictly construed in conformance with the Virginia Freedom of Information Act (VFOIA), Va. Code §§ 2.2-3700—3715.

b. This policy shall not govern an electronic meeting conducted to address a state of emergency declared by the Governor or the Fairfax County Board of Supervisors. Any meeting conducted by electronic communication means under such circumstances shall be governed by the provisions of Va. Code § 2.2-3708.2. This policy also does not apply to an all-virtual public meeting.

2. **DEFINITIONS**

a. “**CPC-CEC**” means the Fairfax County Consumer Protection Commission Community Engagement Committee.

b. “**Member**” means any member of the Fairfax County Consumer Protection Commission Community Engagement Committee.

c. “**Remote participation**” means participation by an individual member of the Fairfax County Consumer Protection Commission Community Engagement Committee by electronic communication means in a public meeting where a quorum of the Fairfax County Consumer Protection Commission Community Engagement Committee is physically assembled, as defined by Va. Code § 2.2-3701.

d. “**Meeting**” means a meeting as defined by Va. Code § 2.2-3701.

e. “**Notify**” or “**notifies**,” for purposes of this policy, means written notice, such as email or letter. Notice does not include text messages or communications via social media.

3. **MANDATORY REQUIREMENTS**

Regardless of the reasons why the member is participating in a meeting from a remote location by electronic communication means, the following conditions must be met for the member to participate remotely:

a. A quorum of the CPC-CEC must be physically assembled at the primary or central meeting location; and

b. Arrangements have been made for the voice of the remotely participating member to be heard by all persons at the primary or central meeting location. If at any point during the meeting the voice of the remotely participating member is no longer able

to be heard by all persons at the meeting location, the remotely participating member shall no longer be permitted to participate remotely.

4. **PROCESS TO REQUEST REMOTE PARTICIPATION**

a. On or before the day of the meeting, and at any point before the meeting begins, the requesting member must notify the CPC-CEC Chair (or the Vice-Chair if the requesting member is the Chair) that they are unable to physically attend a meeting due to (i) a temporary or permanent disability or other medical condition that prevents the member's physical attendance, (ii) a family member's medical condition that requires the member to provide care for such family member, thereby preventing the member's physical attendance, (iii) their principal residence location more than 60 miles from the meeting location, or (iv) a personal matter and identifies with specificity the nature of the personal matter.

b. The requesting member shall also notify the CPC-CEC staff liaison of their request, but their failure to do so shall not affect their ability to remotely participate.

c. If the requesting member is unable to physically attend the meeting due to a personal matter, the requesting member must state with specificity the nature of the personal matter. Remote participation due to a personal matter is limited each calendar year to two meetings or 25 percent of the meetings held per calendar year rounded up to the next whole number, whichever is greater. There is no limit to the number of times that a member may participate remotely for the other authorized purposes listed in (i)—(iii) above.

d. The requesting member is not obligated to provide independent verification regarding the reason for their nonattendance, including the temporary or permanent disability or other medical condition or the family member's medical condition that prevents their physical attendance at the meeting.

e. The Chair (or the Vice-Chair if the requesting member is the Chair) shall promptly notify the requesting member whether their request is in conformance with this policy, and therefore approved or disapproved.

5. **PROCESS TO CONFIRM APPROVAL OR DISAPPROVAL OF PARTICIPATION FROM A REMOTE LOCATION**

When a quorum of the CPC-CEC has assembled for the meeting, the CPC-CEC shall vote to determine whether:

a. The Chair's decision to approve or disapprove the requesting member's request to participate from a remote location was in conformance with this policy; and

b. The voice of the remotely participating member can be heard by all persons at the primary or central meeting location.

6. **RECORDING IN MINUTES:**

a. If the member is allowed to participate remotely due to a temporary or permanent disability or other medical condition, a family member's medical condition that requires the member to provide care to the family member, or because their principal residence is located more than 60 miles from the meeting location the CPC-CEC shall record in its minutes (1) the CPC-CEC's approval of the member's remote participation; and (2) a general description of the remote location from which the member participated.

b. If the member is allowed to participate remotely due to a personal matter, such matter shall be cited in the minutes with specificity, as well as how many times the member has attended remotely due to a personal matter, and a general description of the remote location from which the member participated.

c. If a member's request to participate remotely is disapproved, the disapproval, including the grounds upon which the requested participation violates this policy or VFOIA, shall be recorded in the minutes with specificity.

7. **CLOSED SESSION**

If the CPC-CEC goes into closed session, the member participating remotely shall ensure that no third party is able to hear or otherwise observe the closed meeting.

8. **STRICT AND UNIFORM APPLICATION OF THIS POLICY**

This Policy shall be applied strictly and uniformly, without exception, to the entire membership, and without regard to the identity of the member requesting remote participation or the matters that will be considered or voted on at the meeting.

The Chair (or Vice-Chair) shall maintain the member's written request to participate remotely and the written response for a period of one year, or other such time required by records retention laws, regulations, and policies.