




County of Fairfax, Virginia

MEMORANDUM

DATE: May 14, 2024

TO: Consumer Protection Commission

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

SUBJECT: Consumer Protection Commission Meeting for May 21, 2024

Please find attached the Consumer Protection Commission meeting packet. The next scheduled meeting is **Tuesday, May 21, 2024, 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, May 20, 2024**, at 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
May 21, 2024 AGENDA**

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

Remote Participation Motions

Minutes

- Approval of the draft April 16, 2024, meeting minutes

Report of the Director

Old Business

New Business

- Public Hearing on Proposed Amendments to Fairfax County Code Section 84.1-6-3, Rates, fares, and charges established

Commissioner Matters

Report of the Chairperson

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

April 16, 2024

7:30 PM

Government Center
12000 Government Center Parkway
Fairfax, VA 22035
Chairperson Kratovil, Presiding

Attendance:

Commissioners: Belkowitz, Gasimov, Gulakowski,
Kharat, Kirk, Kratovil, Springer, Svab

Remote Participation:

Commissioners: Rosier

Absent:

Commissioners: Roark

Staff:

Amanda K. Kastl, Director
Consumer Services Division
Susan C. Jones, Branch Manager
Consumer Affairs Branch
Sharon Willis, Consumer Specialist I
Consumer Affairs Branch
Carl Newcomb, Branch Manager
Regulation and Licensing Branch

The meeting was called to order at 7:31 p.m. by Chairperson Kratovil.

Chairperson Kratovil notified the Commission that Commissioner Rosier requested to participate in the meeting remotely.

Commissioner Gulakowski made the motion to approve that Chairperson Kratovil's decision to approve Commissioner Rosier's request to participate from a remote location was in conformance with the Consumer Protection Commission's Remote Participation Policy. Commissioner Springer seconded the motion. The motion was approved, 8-0-0.

Chairperson Kratovil made the motion that Commissioner Rosier's voice could be heard by all persons at the primary meeting location. Commissioner Gulakowski seconded the motion. The motion was approved, 8-0-0. Commissioner Rosier participated remotely from the West Coast due to being out of town on travel.

Minutes

Commissioner Gulakowski requested staff revise "Braddock District meeting" to "Braddock District College meeting" under Commission matters. Chairperson Kratovil moved to accept the March 19, 2024 minutes, as amended. Commissioner Gulakowski seconded the motion. The minutes were adopted unanimously, 9-0-0.

Report of the Director

Division Director Kastl introduced staff in attendance at the meeting.

Division Director Kastl informed the Commission of certain Virginia Freedom of Information Act (VFOIA) requirements on public meetings with remote participation and all virtual public meetings—to include quorum requirements and frequency of all virtual meetings.

Division Director Kastl provided information on the Authorization to Advertise a Public Hearing to be held on May 21, 2024, 7:30 p.m. on Proposed Amendments to Fairfax County Code Section 84.1-6-3, Rates, fares, and charges established.

Division Director Kastl spoke on upcoming outreach events for which Consumer Affairs Staff would be present:

- April 19, 2024 - Scam Jam from 9:00 a.m. to 12:00 p.m. at the Fairfax County Government Center
- April 25, 2024 - Housing Symposium from 10:00 a.m. to 12:30 p.m. at the Fairfax County Government Center
- May 10, 2024 - 55+ Wellness and Safety Expo from 11:00 a.m. to 2:00 p.m. at the Vienna Community Center

Commissioner Matters

Commissioner Rosier had no matter to bring before the Commission.

Commissioner Gasimov had no matters to bring before the Commission.

Commissioner Gulakowski had no matter to bring before the Commission.

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Belkowitz raised concerns about “squatting” in Virginia and other states, citing new stories of people taking over properties without being able to be evicted. Division Director Kastl acknowledged the concerns, and summarized certain ways the County is addressing the concerns including enforcement initiatives.

Commissioner Springer had no matters to bring before the Commission.

Commissioner Svab had no matters to bring before the Commission.

Commissioner Kharat had no matters to bring before the Commission.

Chairperson Kratovil had no matters to bring before the Commission

Old Business

There was no old business before the Commission.

New Business

1. Authorization to Advertise a Public Hearing to be held on May 21, 2024, 7:30 p.m. on Proposed Amendments to Fairfax County Code Section 84.1-6-3, Rates, fares, and charges established. Carl Newcomb, Branch Manager, Regulation and Licensing Branch, discussed the taxicab industry's request for a rate increase. Division Director Kastl informed the Commission that Director Makely will conduct an analysis on the proposed taxicab increase and provide the Commission with a presentation on the same at the public hearing on May 21, 2024.

Chairperson Kratovil made the motion for the Fairfax County Consumer Protection Commission to authorize to advertise a public hearing to take place on May 21, 2024, 7:30 p.m., at the Fairfax County Government Center in conference room 232, on the proposed amendments to Fairfax County Code Section 84.1.6-3, rates, fares, and charges. Commissioner Gulakowski seconded the motion. The motion was approved unanimously, 9-0-0.

Chairperson Kratovil made the motion to adjourn the meeting. Commissioner Gulakowski seconded the motion. The meeting was adjourned at 7:54 p.m.

CPC Calendar

Consumer Protection Commission

2024 Planning Calendar

May 21, 2024

- January 23
 - Election of Officers
 - 2024 Items of Interest
 - Committees' Resolution

- February 20
 - Authorization to Advertise A Public Hearing to be held on March 19, 2024, 7:30 p.m. on Proposed Amendments to Fairfax County Code Section 84.1-6-3, Rates, fares, and charges established.
 - Fraud Presentation by Fairfax County Police Department Financial Crime Unit

- March 19
 - Communications Policy and Regulation Division Presentation

- April 16
 - Authorization to Advertise A Public Hearing to be held on May 21, 2024, 7:30 p.m. on Proposed Amendments to Fairfax County Code Section 84.1-6-3, Rates, fares, and charges established.

- May 21
 - Public Hearing on Proposed Amendments to Fairfax County Code Section 84.1-6-3, Rates, fares, and charges established.

- June 18
 - Office of Public Affairs Presentation

- July 16
 - FY 2024 Annual Report Review

- August 20
 -

- September 17
 -

- October 15
 -

- November 19
 - Nominations of Officers

- December 17
 -

CPC Membership

Commissioners

Fairfax County Resident #1
Jacqueline Rosier (Secretary)
Appt. Expires 7/31/2025

Fairfax County Resident #2
Michael J. Roark
Appt. Expires 7/31/2026

Fairfax County Resident #3
Jason J. Kratovil (Chairperson)
Appt. Expires 7/31/2024

Fairfax County Resident #4
Dennis D. Kirk
Appt. Expires 7/31/2025

Fairfax County Resident #5
Vacant

Fairfax County Resident #6
Vacant

Fairfax County Resident #7
Pratik J. Kharat
Appt. Expires 7/31/2024

Fairfax County Resident #8
Harold G. Belkowitz
Appt. Expires 7/31/2024

Fairfax County Resident #9
Vacant

Fairfax County Resident #10
Josef Gasimov
Appt. Expires 7/31/2024

Fairfax County Resident #11
Paul Svab
Appt. Expires 7/31/2024

Fairfax County Resident #12
Denis Gulakowski (Vice-Chairperson)
Appt. Expires 7/31/2024

Fairfax County Resident #13
Maurice B. Springer
Appt. Expires 7/31/2024

Staff

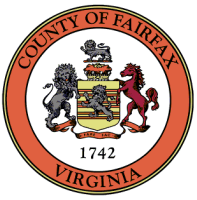
Rebecca L. Makely, Director
Department of Cable and Consumer Services
703-324-5947
Rebecca.Makely@fairfaxcounty.gov

Amanda K. Kastl, Director
Consumer Services Division
703-324-2639
Amanda.Kastl@fairfaxcounty.gov

Susan C. Jones, Branch Manager
Consumer Affairs Branch
703-324-5877
Susan.Jones@fairfaxcounty.gov

Main Number 703-222-8435, TTY 711
Fax Number 703-653-1310
consumer@fairfaxcounty.gov

Consumer Affairs Statistics



Department of Cable and Consumer Services
Consumer Affairs Branch
Monthly Summary Statistics

4/1/2024 Through 4/30/2024

	Current Month		Fiscal YR to Date	
Cases Received	78		649	
Cases Closed	52		603	
Resolved	39	75%	417	70%
Unresolved	2	4%	37	6%
Referred	2	4%	30	5%
Legal	0	0%	9	1%
Other	9	17%	110	18%
Advice Inquiries Closed	386		3579	
Amount Reclaimed	\$34,739.31		\$458,500.27	

Top Complaint Types

Tenant-Landlord	36%
Automotive	13%
Housing Services	9%
Internet Sales	6%
Medical Billing	6%
Others	30%

Community Outreach

Outreach Event Calendar May 2024

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
5/4/2024	Culmore Community Day	Woodrow Wilson Library 6101 Knollwood Drive Falls Church, VA	200	10:00 a.m. - 1:00 p.m.	SCJ
5/10/2024	Tenant-Landlord Presentation	Continuum of Care 12000 Government Center Fairfax, VA	30	9:00 a.m. - 12:00 p.m.	MDP
5/10/2024	55+ Wellness and Safety Expo	Vienna Community Center 120 Cherry Street SE Vienna, VA	175	11:00 a.m. - 2:00 p.m.	SCJ
5/13/2024	Consumer Connection Pool Inspections	Fairfax County Consumer Affairs Facebook	3	11:00 a.m. - 11:15 a.m.	SCJ
5/15/2024	6th Annual Safety Summit	Lorton Community Center 9520 Richmond Highway Lorton, VA		10:00 a.m. - 11:30 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 Consumer Affairs Day (March 7, 2024)

<https://youtu.be/V0aTen7FSAI>

NCPW Full Consumer Affairs Day

<https://youtu.be/bIVVg6HxDtA>

Introduction, Proclamation, and Consumer Affairs 101

<https://youtu.be/C2j81gW4le4>

Tenant and Landlords: Understanding Your Lease

<https://youtu.be/4b3UdRAJRRM>

Tenant and Landlords: Maintenance Issues

<https://youtu.be/cxo2hN9oU4Y>

Medical Billing

<https://youtu.be/09gBP6d-zug>

Vehicle Purchase and Maintenance Issues

<https://youtu.be/0xzFcOMTFVY>

Scams and How to Protect Yourself

Consumer Connection: Fairfax County Human Rights and Equity Programs (April 23, 2024)

<https://fb.watch/rEQbmFmdN9/>

Consumer Connection: Consumer Protection Pool Regulations and Safety (May 13, 2024)

<https://fb.watch/s1Xnr5Vv-I/>

Information Items

7th Annual Scam Jam ([more](#))

Scam Jam Fairfax 2024 (Channel 16 Video on Demand) ([more](#))

Funding available for EV charging stations ([more](#))

Funding available for EV charging stations

April 23, 2024
[#Cars](#), [#Energy](#)



EV charging stations in the Annandale Shopping Center parking lot on Columbia Pike.

Community and homeowner associations can apply for technical assistance and partial reimbursement for installing electrical charging stations for residents.

The application period for the [Charge Up Fairfax Program](#) opens on May 1.

Communities accepted into the program will receive a site visit and a free assessment from an engineering firm.

If the community association decides to proceed with the purchase and installation of Level 2 electric vehicle charging stations, they will need to hire a contractor to take care of permitting, electrical upgrades, installation of equipment, and final inspection.

After the EV stations are installed, the community association can receive a

reimbursement grant to cover one-third of eligible expenses up to \$5,000. A new grant-only option, up to \$7,000, is available to community associations that are ready to install charging stations but need financial support. Communities in certain equity-designated areas may be eligible for up to \$12,000.

The Fairfax County Office of Environmental and Energy Coordination is hosting a webinar on Charge Up Fairfax for interested community associations on May 3 at 3 p.m. Register [here](#).

Communities planning to apply are encouraged to start by surveying residents, identifying charging locations, and reviewing governing documents and funding options. Charging stations must be located in unreserved parking spaces owned by the community association that are available to residents and their guests.

Up to eight communities will be accepted into the program during the current application period, which closes June 30. Another application period will open in the fall.