

# Department of Cable and Consumer Services

## Mission

To mediate consumer and tenant-landlord issues, provide consumer educational information, regulate taxi and towing industries, and issue licenses for certain business activities. To support County and community meetings and events at the Fairfax County Government Center. To protect and maintain the fiscal integrity and financial solvency of the department.

## Connection to the Countywide Strategic Plan

The Fairfax County Board of Supervisors adopted the first-ever Countywide Strategic Plan on October 5, 2021. The Countywide Strategic Plan serves as a road map to help guide future work, focusing on the 10 Community Outcome Areas that represent the issues of greatest importance to the community, and uses the County’s One Fairfax policy to invest in people and places that have limited access to opportunity. On February 17, 2026, the fourth Annual Report on the work of the strategic plan was released to the public. The report contains point-in-time progress highlights for each of the community outcome areas, plus a number of additional initiatives to embed the elements of the plan within department-level work. The report also includes eight data dashboards and data stories that are being replicated across all of the outcome areas. In addition to helping engage residents, these dashboards will serve as a resource to leadership who can utilize the data to focus and guide the overall work of the County. For more information on the Countywide Strategic Plan, please visit [www.fairfaxcounty.gov/strategicplan](http://www.fairfaxcounty.gov/strategicplan). The Department of Cable and Consumer Services primarily supports the following Community Outcome Areas:



| Community Outcome Area                    | Vision Statement  |
|---|---|
| <b>Effective and Efficient Government</b> | <i>All people trust that their government responsibly manages resources, is responsive to their needs, provides exceptional services and equitably represents them.</i> |
| <b>Safety and Security</b>                | <i>All people feel safe at home, school, work and in the community.</i>   |

## Focus

The Department of Cable and Consumer Services is the umbrella agency for three distinct functions: Consumer Services, Communications Policy and Regulation, and Communications Productions. The total agency staff is distributed over two funding sources, Fund 40030, Cable Communications and Agency 04, Department of Cable and Consumer Services in the General Fund. Communications Policy and Regulation, and Communications Productions are presented in Fund 40030 (Volume 2) while Consumer Services is presented within the General Fund (Volume 1). The agency aims to: 1) connect, inform, and engage with the community, 2) regulate and enforce laws in support of public safety, and 3) educate and support the public. Consumer Services includes Consumer Affairs, Regulation and Licensing, Meeting Space Management and Event Support, and Administrative Services.

Consumer Affairs investigates and mediates consumer complaints, tenant-landlord disputes, and cable television issues. Staff works with consumers and businesses to resolve complaints to the

## Department of Cable and Consumer Services

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satisfaction of both parties. In addition to mediation, staff provides an advice line for consumers to speak directly to staff about consumer issues, develops conciliation agreements to resolve complex disputes, and offers binding arbitration when mediation efforts are exhausted. Consumer Affairs provides education to the community by conducting presentations and distributing educational information on a variety of consumer topics, including a *Consumer Affairs* brochure available in English, Spanish, Arabic, Korean, Vietnamese, and Chinese. Educational outreach events are conducted with the public to provide information about current consumer trends; tenant-landlord rights and responsibilities; and ways to avoid consumer scams, frauds, and other problems. Consumer Affairs publishes tips and resources on Facebook, hosts the *Consumer Connection* program shown on Facebook, and provides staff support to the Consumer Protection Commission. In addition, Consumer Affairs publishes an annual *Community Association Supplement Guide* with information on common interest community laws and services, serving as a resource to over 2,400 Fairfax County homeowner, condominium, and civic associations.

Regulation and Licensing is responsible for issuing licenses, permits, certificates, or registrations to canvassers, going out-of-business sales, pawnbrokers, peddlers, precious metal and gem dealers, promoters, taxicab drivers, taxicab operators, trespass tow operators, shared mobility devices for hire operators, solicitors, solicitors representing charitable organizations, and vendors. Regulation and Licensing also conducts taxicab inspections to ensure vehicle safety and accuracy of taximeters. Regulation and Licensing reviews taxicab certificates applications and recommends to the Consumer Protection Commission and Board of Supervisors the appropriate number of taxicabs required to service transportation needs in the County. Regulation and Licensing investigates complaints on licensed businesses and develops rate recommendations for taxicab services and certain rate recommendations for trespass towing within the County. Regulation and Licensing provides staff support to the Trespass Towing Advisory Board which makes recommendations to the Board of Supervisors on towing industry regulations and rates.

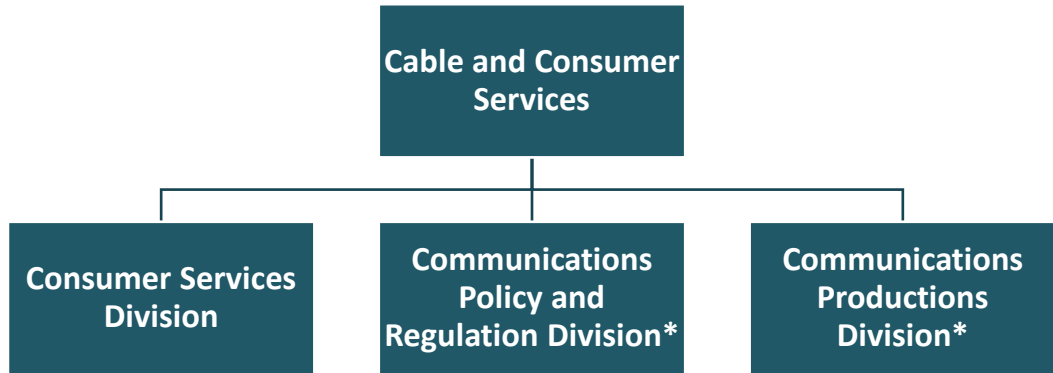
Meeting Space Management and Event Support provides reservation and scheduling services and meeting support for spaces throughout the Government Center Campus, supporting the Fairfax County Board of Supervisors; Fairfax County boards, authorities, and commissions; County agencies; and non-profit organizations. Staff processes reservation requests, coordinates porter staging of furnishings and equipment, and configures meeting rooms for meetings and events each day. Technical support for presentations, conference calls, audio-visual playback, public address systems, and assistive listening for individuals with hearing impairments is also provided. Staff oversees the J. Hamilton Lambert Conference Center audio-visual systems and identifies requirements; recommends solutions; and installs, tests, and maintains audio-visual equipment.

Administrative Services develops and oversees the agency-wide budget and is responsible for fiscal administration of both the agency General Fund and the Cable Communications Fund; directs all purchasing and contract activities, oversees the department procurement card program, office supply program, and accountable equipment inventory; manages agency human resources and employee relations; and coordinates the training and development activities for the department. Administrative Services also leads the strategic planning efforts for the agency, including the development and coordination of agency performance management.

Learn more about Cable and Consumer Services at <https://www.fairfaxcounty.gov/cableconsumer/>.

# Department of Cable and Consumer Services

## Organizational Chart



\* All staffing and operating support for the Communications Policy and Regulation Division and the Communications Productions Division, is found in Fund 40030, Cable Communications, in Volume 2.

## Budget and Staff Resources

| Category   | FY 2025 Actual   | FY 2026 Adopted  | FY 2026 Revised  | FY 2027 Advertised | FY 2027 Adopted  |
|--|------------------|------------------|------------------|--------------------|------------------|
| <b>FUNDING</b>   |                  |                  |                  |                    |                  |
| <b>Expenditures:</b>                                   |                  |                  |                  |                    |                  |
| Personnel Services                                     | \$538,647        | \$708,068        | \$708,068        | \$737,454          | \$737,454        |
| Operating Expenses                                     | 164,438          | 152,946          | 153,110          | 152,946            | 152,946          |
| <b>Total Expenditures</b>                              | <b>\$703,085</b> | <b>\$861,014</b> | <b>\$861,178</b> | <b>\$890,400</b>   | <b>\$890,400</b> |
| <b>Income:</b>   |                  |                  |                  |                    |                  |
| Massage Therapy Permits                                | \$46,235         | \$46,675         | \$46,675         | \$0                | \$0              |
| Precious Metal Dealers Licenses                        | 7,775            | 6,800            | 6,800            | 6,800              | 6,800            |
| Solicitors Licenses                                    | 5,640            | 6,700            | 6,700            | 6,700              | 6,700            |
| Taxicab Licenses                                       | 31,255           | 30,245           | 30,245           | 30,245             | 30,245           |
| Towing Permits   | 2,100            | 1,050            | 1,050            | 1,050              | 1,050            |
| <b>Total Income</b>                                    | <b>\$93,005</b>  | <b>\$91,470</b>  | <b>\$91,470</b>  | <b>\$44,795</b>    | <b>\$44,795</b>  |
| <b>NET COST TO THE COUNTY</b>                          | <b>\$610,080</b> | <b>\$769,544</b> | <b>\$769,708</b> | <b>\$845,605</b>   | <b>\$845,605</b> |
| <b>AUTHORIZED POSITIONS/FULL-TIME EQUIVALENT (FTE)</b> |                  |                  |                  |                    |                  |
| Regular  | 6 / 6            | 6 / 6            | 6 / 6            | 6 / 6              | 6 / 6            |

## FY 2027 Funding Adjustments

The following funding adjustments from the FY 2026 Adopted Budget Plan are necessary to support the FY 2027 program. Included are all adjustments recommended by the County Executive that were approved by the Board of Supervisors, as well as any additional Board of Supervisors' actions, as approved in the adoption of the Budget on May 5, 2026.

### **Employee Compensation** **\$29,386**

An increase of \$29,386 in Personnel Services is required to reflect the cost of employee compensation increases. This amount includes \$12,941 for a 2.00 percent cost of living adjustment (COLA) for all eligible employees, effective the first full pay period in July 2026. Also included is \$16,445 for performance-based and longevity increases for non-uniformed merit employees, effective the first full pay period in July 2026, as well as other compensation adjustments for non-uniformed employees. For more information on the County's compensation plans as well as specific details for those employees covered under the Collective Bargaining Agreements, please see the Adopted Budget Summary in the Overview Volume.

## Changes to FY 2026 Adopted Budget Plan

The following funding adjustments reflect all approved changes in the FY 2026 Revised Budget Plan since passage of the FY 2026 Adopted Budget Plan. Included are all adjustments made as part of the FY 2025 Carryover Review, FY 2026 Third Quarter Review, and all other approved changes through April 30, 2026.

### **Carryover Adjustments** **\$164**

As part of the FY 2025 Carryover Review, the Board of Supervisors approved funding of \$164 in encumbered carryover in Operating Expenses.

## Position Detail

The FY 2027 Adopted Budget Plan includes the following positions:

| DEPARTMENT OF CABLE AND CONSUMER SERVICES - 6 Positions |   |   |                                |
|---|---|---|--------------------------------|
| <b>Consumer Services Division</b>                       |   |   |                                |
| 1   | Director, Consumer Services Division*                       |   |                                |
| <b>Consumer Affairs</b>                                 |   |   |                                |
| 1   | Consumer Specialist III                                     | 1 | Consumer Specialist II*        |
| 2   | Consumer Specialists II                                     | 2 | Consumer Specialists I*        |
| 2   | Consumer Specialists I                                      | 1 | Administrative Assistant II*   |
| <b>Regulation and Licensing</b>                         |   |   |                                |
| 1   | Consumer Specialist III                                     | 2 | Administrative Assistants III* |
| <b>Administrative Services</b>                          |   |   |                                |
| 1   | Financial Specialist III*                                   | 1 | Financial Specialist II*       |
| <b>Meeting Space Management and Event Support</b>       |   |   |                                |
| 1   | Management Analyst II*                                      | 1 | Administrative Assistant III*  |
| 1   | Administrative Associate*                                   | 1 | Administrative Assistant II*   |
| *   | Positions are supported by Fund 40030, Cable Communications |   |                                |

**Performance  
Measurement  
Results by  
Community  
Outcome Area**

**Effective and Efficient Government**

Consumer Affairs responded to 7,854 case inquiries and conducted 75 consumer educational seminars in FY 2025. These outreach events provided information about current consumer trends; tenant-landlord rights and responsibilities; and ways to avoid consumer scams, frauds, and other problems, which can reduce the number of consumer inquiries filed with Consumer Affairs. Staff responded to all case inquiries within 48 hours, closing 97 percent and recovering \$921,934 for consumers in FY 2025, an increase of 36 percent over FY 2024.

Meeting Space Management and Event Support processed 8,698 reservations in FY 2025, an 8 percent increase over the prior year.

Administrative Services processed 1,707 fiscal documents with 99 percent accuracy in FY 2025.

**Safety and Security**

Regulation and Licensing issued 1,202 licenses in FY 2025, a decrease of 11 percent from FY 2024. Some fluctuation occurs among the various types of licenses issued from year to year, with most of the change occurring within the solicitor industry. Beginning January 1, 2026, regulatory authority over Massage Establishments was transferred from the Department of Cable and Consumer Services to the Health Department, and local permitting of Massage Therapists was eliminated; as a result, the number of licenses issued by Regulation and Licensing is expected to decrease beginning in FY 2026.

| Community Outcome Area  | FY 2023 Actual | FY 2024 Actual | FY 2025 Estimate | FY 2025 Actual | FY 2026 Estimate | FY 2027 Estimate |
|---|----------------|----------------|------------------|----------------|------------------|------------------|
| <b>Effective and Efficient Government</b>                                   |                |                |                  |                |                  |                  |
| <b>Customer Satisfaction with County Services</b>                           |                |                |                  |                |                  |                  |
| Percent of case inquiries closed  | 97%            | 100%           | 97%              | 97%            | 97%              | 97%              |
| Percent of consumer educational seminars meeting objectives                 | 100%           | 100%           | 100%             | 100%           | 100%             | 100%             |
| <b>Effective Technology and Quality Facilities</b>                          |                |                |                  |                |                  |                  |
| Percent of reservation requests scheduled                                   | 100%           | 100%           | 100%             | 100%           | 100%             | 100%             |
| <b>Safety and Security</b>  |                |                |                  |                |                  |                  |
| <b>Following Laws and Regulations</b>                                       |                |                |                  |                |                  |                  |
| Percent of permanent licenses issued within 60 calendar days of application | 100%           | 100%           | 100%             | 100%           | 100%             | 100%             |

A complete list of performance measures can be viewed at <https://www.fairfaxcounty.gov/budget/fy-2027-adopted-performance-measures-pm>