

Minutes of the Fairfax County Consumer Protection Commission

November 18, 2025

7:30 p.m.
Fairfax County Government Center
12000 Government Center Parkway
Fairfax, VA 22035
Conference Room 4 & 5
Chairperson Kratovil, presiding

Attendance:

Commissioners: Gasimov, Gulakowski, Hong, Kirk, Kharat, Kratovil, Norrgard, Reid, Roark, Rosier, Springer, Sullivan

Absent:

Commissioners: None

Staff:

Rebecca L. Makely, Director
Cable and Consumer Services
Amanda Kastl, Division Director
Consumer Services Division
Susan C. Jones, Consumer Specialist III
Consumer Affairs
Arlen Roberts, Consumer Specialist III
Regulation and Licensing
Christine Reedy, Consumer Specialist II
Consumer Affairs

The meeting was called to order at 7:40 p.m. by Chairperson Kratovil.

Minutes

Chairperson Kratovil made the motion to accept the October 21, 2025, minutes. Commissioner Gulakowski seconded the motion. The motion passed unanimously with a vote of 12-0-0.

Report of the Director

Division Director Kastl introduced Arlen Roberts as the new Manager of Regulation and Licensing. She informed the Commission that the proposed amendments to the Fairfax County Code Chapter 28.1 were adopted, and the changes will take effect on January 1, 2026. Additionally, regulation of massage establishments will transition to the Fairfax County Health Department.

Division Director Kastl commended staff for successfully updating the Consumer Protection Commission (CPC) webpage, which now includes “Pause, Question, Protect” (PQP) campaign materials in English, Spanish, and Korean to broaden accessibility and engagement. Division Director Kastl explained that cross-training initiatives are being explored to improve oversight and enforcement in the regulated areas of the Department of Cable and Consumer Services (DCCS).

New Business

1. 2025 Taxicab Biennial Determination Presentation.

Division Director Kastl presented the 2025 Taxicab Biennial Determination Presentation, which includes the number of certificates that are available to be issued on a biennial basis, based on public convenience and necessity assessments of the local regulated taxicab industry used to ensure taxicab services are sustainable and meet the needs of the community.

A discussion ensued regarding the County's authority in regulating taxicabs versus ridesharing services like Uber and Lyft. Division Director Kastl clarified that Fairfax County does not have regulatory authority over ridesharing services, though the Department of Motor Vehicles imposes certain limited regulations.

The Consumer Protection Commission (CPC) expressed interest in exploring further outreach and oversight opportunities for ridesharing services to address consumer complaints and improve accountability. Commissioners also discussed taxicab regulation, specifically the process for issuing certificates, conducting safety inspections, and permitting drivers. Staff explained that the operation of taxicabs for hire within the county are regulated to ensure safe, reliable, adequate and efficient taxicab service and to prescribe a schedule of reasonable rates for the services regulated herein. The Commission raised questions about consumer protection and safety concerns. Regulation and Licensing Manager Roberts agreed to prepare information to share with the CPC on the permit processes, inspection protocols, certificate allocations, and the consumer complaint process.

Director Makely joined the meeting at 8:32 p.m.

Director Makely provided updates on ride-share vehicles, clarifying that the current number of authorized certificates remains at 654 with 150 current certificates awarded.

A discussion ensued regarding the necessity of maintaining a cap on taxicab certificates. Director Makely explained that certificates assigned to individual vehicles, and for fleets exceeding 20 vehicles, four percent must be wheelchair accessible.

Commissioner Kirk made the motion to support the Director's recommendations. Commissioner Gulakowski seconded the motion. The motion passed unanimously, 12-0-0.

2. Nomination of Officers

CPC moved a slate of candidates:

- Chairperson: Jason Kratovil (nominated by Commissioner Springer)
- Vice-Chairperson: Denis Gulakowski (nominated by Commissioner Gasimov)
- Secretary: Pratik Kharat (nominated by Commissioner Gasimov)

Chairperson Kratovil moved to accept the slate of candidates. The motion was seconded by Commissioner Kirk. The motion was approved unanimously, 12-0-0.

Old Business

- **Scam Marketing Campaign Proposal.** Chairperson Kratovil provided an update on the scam marketing campaign, to include the discussion during the Consumer Protection Commission-Community Engagement Committee (CPC-CEC) meeting. The CPC-CEC meeting focused on the future of PQP scam campaign, outreach strategies, and community engagement. Chairperson Gasimov suggested moving beyond PQP, while Commissioner Kratovil recommended integrating it into the CPC to collaborate with initiatives like the Silver Shield Anti-Scam Campaign. Outreach ideas included leveraging Federal Trade Commission resources, exploring media partnerships, and utilizing creative strategies such as Channel 16. Commissioner Kratovil also expressed willingness to provide a PQP update for inclusion in *The Golden Gazette* to expand community awareness.

Commissioner Matters

Commissioner Rosier shared that she attended the 'Get To Know Your County' outreach event in October at the Fairfax County Government Center and urged Commissioners to distribute copies of the PQP flyers throughout the community.

Commissioner Kharat extended well wishes to the Commission.

Commissioner Gulakowski shared that he recently attended a veteran's program with his granddaughter and shared details about the number of individuals in attendance.

Commissioner Roark had no matters to bring before the Commission.

Commissioner Hong extended well wishes to the Commission.

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Sullivan had no matters to bring before the Commission.

Commissioner Reid referenced tolling on highways and the Federal Highway Administration requirements on sign transparency. Commissioner Reid provided staff with background materials. Commissioner Reid asked to speak on the issue at a meeting in 2026.

Commissioner Norrgard raised a concern regarding an issue with Verizon and inquired if staff could help in addressing and resolving the service issue.

Commissioner Springer had no matters to bring before the Commission.

Commissioner Gasimov had no matters to bring before the Commission.

Chairperson Kratovil opened a discussion on the future of the CPC's two subcommittees—the Financial Scams and Fraud Committee (CPC-FSFC) and the CPC-CEC. The discussion focused on whether to continue, consolidate, or sunset the committees. Chairperson Kratovil suggested incorporating committee work into full Commission meetings and eliminating the CPC-FSFC.

A discussion ensued on retaining the CPC-CEC as a standing committee, using committee working sessions to develop initiatives to present to the CPC, and supporting the continuance of the outreach and engagement component. Chairperson Kratovil concluded that no action was needed at this meeting.

and proposed revisiting the structure and use of committees in January 2026, to determine how best to allocate time and organize future agendas.

The Commission discussed towing regulations after Chairperson Kratovil asked about the County's authority to address predatory towing. Director Makely explained that DCCS's enforcement authority is specific to trespass towing and does not currently extend to broader towing practices.

A discussion ensued concerning towing notices issued by an apartment complex during paving work and incorporating complaint trends to help identify areas for improvement in enforcement and outreach. Division Director Kastl emphasized the need to gather input from the Trespass Towing Advisory Board (TTAB), the CPC, and staff before developing any recommendations.

Chairperson Kratovil highlighted the draft PQP document he had circulated and encouraged Commissioners to review it and share it within their networks. He noted that staff created a PQP landing page and asked for the Commission's help in providing resources and fraud-related content that will assist consumers.

Chairperson Kratovil also shared an example of Fairfax County Police Department's Captain Morris addressing predatory towing and discussed concerns about school traffic safety. He suggested that officers wear reflective gloves to improve visibility. He concluded by expressing pride in the Commission's accomplishments over the past year, thanking the Commissioners for their work.

Chairperson Kratovil adjourned the meeting without objection at 9:14 p.m.