

Minutes of the Fairfax County Consumer Protection Commission

January 20, 2026

7:30 p.m.
Fairfax County Government Center
12000 Government Center Parkway
Fairfax, VA 22035
Conference Room 232
Chairperson Kratovil, presiding

Attendance: Commissioners: Gasimov, Gulakowski, Hong, Kirk, Kharat, Kratovil, Norrgard, Rosier, Springer

Remote: Commissioner Reid

Absent: Commissioners: Roark, Sullivan

Staff: Amanda Kastl, Division Director
Consumer Services Division
Susan C. Jones, Consumer Specialist III
Consumer Affairs
Christine Reedy, Consumer Specialist II
Consumer Affairs

Guests: Mondana Nicksolat

The meeting was called to order at 7:34 p.m. by Chairperson Kratovil.

Remote Participation Motions

Chairperson Kratovil notified the Commission that Commissioner Reid requested to participate remotely.

Vice-Chairperson Gulakowski made the motion to approve that Chairperson Kratovil's decision to approve Commissioner Reid's request to participate from a remote location was in conformance with the Consumer Protection Commission's Remote Participation Policy. Commissioner Kirk seconded the motion. The motion passed unanimously with a vote of 9-0-0.

Chairperson Kratovil made the motion that Commissioner Reid's voice could be heard by all persons at the primary meeting location. Commissioner Kirk seconded the motion. The motion passed unanimously with a vote of 9-0-0. Commissioner Reid participated remotely from Boca Raton, Florida for family matters.

Minutes

Commissioner Kharat noted a revision to be made for the November 18, 2025, minutes from conference room 232 to conference room 4/5. Commissioner Norrgard made the motion to accept

the November 18, 2025, minutes with the proposed revision. Commissioner Kirk seconded the motion. The motion passed unanimously with a vote of 10-0-0.

Public Comment- Towing Complaint

Division Director Kastl provided an overview of Mondana Nicksolat's towing complaint against AI's Towing & Storage Inc. Ms. Nicksolat alleged the improper towing of her vehicle on October 16, 2024, at Tysons Towers Apartments despite her vehicle displaying a valid visitor permit and handicap placard. Additionally, Ms. Nicksolat reported physical and emotional distress, vehicle damage, and other losses, demanding \$5,000 in compensation. Fairfax County Consumer Affairs Branch conducted 20 hours of mediation and investigation and determined that the tow was valid under Fairfax County Code Section 82-5-32. The case was closed on December 29, 2025.

Mondana Nicksolat expressed dissatisfaction with the investigation process and findings. Ms. Nicksolat stated she had not received responses to some of her communications and questioned the validity of the investigation. Staff clarified their limited regulatory authority codified in Fairfax County Code Section 82-5-32. Chairperson Kratovil explained that trespass towing, including signage enforcement, remains an area of concern for the Commission.

A discussion ensued on the towing process, private property towing regulations, and signage clarity.

Report of the Director

Division Director Kastl provided updates on program initiatives, compliance matters, and upcoming events. Below is a summary of the highlights and discussions:

1. Trespass Towing Discussion:

- Commissioner Springer raised questions on the legality of towing signage.
- Commissioner Rosier expressed concerns about complexities surrounding the definition of "private property".
- Commissioner Gasimov emphasized that AI's Towing released the vehicle without charge to the consumer or damage to the vehicle, describing the issue as more of an inconvenience.

A discussion ensued on QR code signage concerns about scammers tampering with QR codes, accessibility of the sign and providing both a QR code and a direct internet link for complaints.

2. Program Updates and Events:

- **Pause, Question, Protect (PQP):** Staff shared updates on PQP initiatives including Chairperson Kratovil's public service announcement, which will be run on social media and Channel 16 for the Federal Trade Commission's National Identity Theft Awareness Week.
- **National Consumer Protection Week (NCPW):** Consumer Specialist Christine Reedy provided an overview of plans and objectives for NCPW events from March 1, 2026 through March 7, 2026.
- **Scam Jam:** Staff informed the Commission that Scam Jam 2026 is scheduled for April 30, 2026, at the Fairfax County Government Center. Chairperson Kratovil suggested integrating visual and messaging consistency with PQP.

- **Get to Know Your County Event:** Staff updated the Commission that the next Get to Know Your County outreach event will be held on October 5, 2026.

3. Permit Process Overview:

- Division Director Kastl distributed a one-pager document regarding Regulation and Licensing permit metrics and presented an update on solicitor permit requirements.
- Commissioner Hong inquired about ways to verify permits when approached by solicitors, while Commissioner Kharat inquired about cases of convictions related to permit violations.

Director Kastl requested further feedback from the Commission on trespass towing compliance recommendations and other program initiatives.

New Business

1. Nomination of Officers

Commissioner Springer made a motion to adopt the slate of candidates nominated at the November 18, 2025, meeting. Commissioner Kirk seconded the motion. The motion passed, 10-0-0. The slate of candidates:

- Chairperson: Jason Kratovil
- Vice-Chairperson: Denis Gulakowski
- Secretary: Pratik Kharat

2. 2026 Items of Events

The Commission engaged in discussions regarding topics and initiatives to address during future meetings. Below are the highlights:

- **Predatory Towing:** Challenges with state oversight and the possibility of lobbying for county authority. Chairperson Kratovil made the recommendation to invite Fairfax County Police Department's Captain Morris for further guidance.
- **Channel 16 Tour:** The Commission requested to schedule a tour of government facilities during a future Consumer Protection Commission meeting.
- **Home Title Fraud:** Commissioner Norrgard stressed the importance of addressing title fraud and inviting Fairfax County Circuit Court to discuss threats and solutions.
- **Cox Communication Cable Merger:** Vice-Chairperson Gulakowski expressed concerns about billing and price increases from the merger and recommended to invite Department of Cable and Consumer Services, Communication Policy and Regulation Department to discuss with the Commission.
- **I-66 Toll Signage:** Commissioner Reid raised issues with unclear toll pricing signage, a request for a contact person at Virginia Department of Transportation, and the possibility of a letter to Fairfax County Board of Supervisors supporting additional consumer education.
- **Future Initiatives:** A discussion ensued about presentations on taxicabs, revitalizing outreach efforts and exploring how consumer complaints are resolved and mediated.

3. Committee Annual Reports to the Commission

The Commission reviewed updates and accomplishments from the Consumer Protection Commission - Community Engagement Committee (CPC-CEC) and Consumer Protection Commission -Financial Scams and Fraud Committee (CPC-FSFC) for 2025, followed by discussions on the future structure of committees. Chairperson Kratovil praised both committees for their contributions.

Commissioner Gasimov summarized the CPC-CEC's work, including the successful implementation of PQP finalizing messaging, publishing materials in the *Golden Gazette*, conducting outreach events, collaborating regionally, and developing a roadmap for future initiatives.

Commissioner Springer highlighted the CPC-FSFC's focus on identifying resources, collaborating with CPC-CEC on awareness campaigns, and preparing for the formation of 2026 committees.

A discussion ensued around consolidating the CPC-CEC and CPC-FSFC into a single committee to streamline efforts and meet on an ad hoc basis. Commissioner suggestions included maintaining flexibility for special projects and rotating Commissioners based on topic expertise. Chairperson Kratovil proposed drafting a resolution to restructure committees and appoint Commissioners accordingly.

Old Business

Scam Marketing Campaign Proposal. Chairperson Kratovil shared progress on PQP and the growing support from the U.S. Secret Service. He recently spoke with the Metropolitan Washington Council of Governments (COG) and United States Secret Service to discuss implementing PQP across Howard County, Montgomery County, District of Columbia, Fairfax County, and Arlington County. The Secret Service has agreed to host the meeting with next steps focusing on forming a preliminary plan, securing commitments from jurisdictions, and coordinating dates through COG.

Commissioner Kirk and Commissioner Gasimov offered connections and support for involvement from Prince George's County, while discussions included potential expansions to areas like Richmond, and Loudoun County. Commissioner Hong suggested creating a one-page summary of the campaign, and Commissioner Norrgard recommended leveraging Consumer Checkbook to distribute PQP materials to their clients.

Commissioner Matters

Commissioner Rosier inquired about the availability of a resource hub in the county where residents and consumers can easily access services.

Commissioner Kharat had no matters to bring before the Commission.

Commissioner Gulakowski shared that federal firearm licenses must be provided to police, and that the hard copy information was highly informative.

Commissioner Hong received a letter from Dominion Energy for insurance on main water lines and noting that coverage may already be included in home insurance and questioning the appropriateness of the letter.

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Reid noted the Board of Supervisor's approval of trespass towing rates and raised concerns about signage design, complaint handling, and the potential need for translations.

Commissioner Norrgard had no matters to bring before the Commission.

Commissioner Springer had no matters to bring before the Commission.

Commissioner Gasimov commented on the trespass tow operator sign design, agreeing with its intent, but emphasizing the need for a balancing act to ensure the information provided is clear and appropriate.

Chairperson Kratovil adjourned the meeting without objection at 9:46 p.m.