FAIRFAX COUNTY CONSUMER PROTECTION COMMISSION
Agenda
January 21, 2025
Conference Room 232
12000 Government Center Parkway, Fairfax, VA

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

Remote Participation Motions

Minutes

- Approval of the draft November 19, 2024, meeting minutes

Report of the Director

Old Business

- Resolution

New Business

- Election of Officers
- Committee Annual Reports to Commission
- 2025 Items of Interest

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

November 19, 2024	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, Kharat, Kratovil, Roark, Rosier, Springer, Svab
Absent:	Commissioners: Belkowitz, Kirk
Guests:	Alex Case, Annandale Resident Appellant
Staff:	Rebecca L. Makely, Director Cable and Consumer Services Amanda K. Kastl, Division Director Consumer Services Division John Burton, Assistant County Attorney Office of the County Attorney Carl Newcomb, Branch Manager Regulation and Licensing Christine Reedy, Consumer Specialist II Consumer Affairs Branch

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

<u>New Business</u>

1. Appeal Hearing- Massage Therapist Permit Denial

Call to Order and Statement of Commission Responsibility

Chairperson Kratovil read the Statement of Commission Responsibility:

All hearings or other public proceedings conducted by the Commission shall be conducted in an informal manner. The Commission shall have the discretion to admit all evidence which may be of probative value even if that evidence is not in accord with formal rules of legal practice and procedure. Applicants and appellants may appear, either by personal appearance, legal counsel, or other representation, to present argument and evidence on their behalf. In addition, the Commission may establish rules of procedure for the conduct of hearings which are consistent with law. Any interested party may record all public proceedings of any hearing in any manner which will not impede the orderly conduct of the hearing.

Hearing Introduction
Chairperson Kratovil explained the appellant's massage therapist permit had been denied and that the appellant appealed the decision. Chairperson Kratovil introduced the appellant.

Appellant's Presentation
Chairperson Kratovil asked the appellant to proceed with their presentation. The appellant distributed copies of their appeal statement to commissioners and staff. The appellant requested Branch Manager Carl Newcomb read their appeal statement on their behalf. Director Makely clarified that the appellant was to present on their own behalf as part of the appeal hearing. Chairperson Kratovil requested each commissioner read the printed statement, which outlined the events leading to the conviction that resulted in the denial of massage therapist license.

Statements by Other Parties
Chairperson Kratovil asked the Commission if there were any statements by other parties prior to moving forward with the County Presentation.

County Presentation
Division Director Kastl presented the County's decision to deny the appellant's massage therapist permit application due to a disqualifying offense committed by the appellant as a result of a guilty misdemeanor conviction, in accordance with Fairfax County Code Section 28.1-2-3 and VA Code Section 18.2-346. The presentation outlined the specifics of the disqualifying offense, the decision-making process, the appeal process, and the final decision made by the Director.

Commissioner Questions
Chairperson Kratovil explained that each commissioner was allowed one question and relevant follow-up, until no questions from commissioners remained. A discussion ensued on Virginia Board of Nursing license requirements, how long the massage therapist denial lasts, whether physical residential address was required in the application, whether the appellant provided a statement, the crime committed and details relating to the same, and interpretation of the Fairfax County Code provision relating to disqualifying offenses. Staff responded to commissioner questions.

Closing Statement – Appellant
The appellant thanked the Commission for hearing their appeal and requested their permit be reinstated.

Closing Statement – Staff
Division Director Kastl summarized the County's position and requested that the Consumer Protection Commission (CPC) uphold the decision made by the Director to deny the appellant a massage therapist license.

Commission Recommendation
Chairperson Kratovil explained that the information presented by the appellant and staff did not allow for any deviation from the standard denial process in line with the Fairfax County Code Chapter 28.1, which requires the denial on the basis of the disqualifying offense. Chairperson Kratovil stated that the appellant's application was complete, and that staff followed the correct procedure for denial. Chairperson Kratovil moved that staff's

recommendation to deny the appellant a massage therapist license stand. Commissioner Gulakowski second the motion. The motion passed with 6 in favor, 1 against (Rosier), 6-1-0.

Nominations of Officers

Chairperson Kratovil appointed Commission Springer to oversee the nomination of officers. Commissioner Springer opened the floor for nominations.

The slate of candidates:

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

Chairperson Kratovil asked if a vote was necessary in the absence of competing candidates, and there were no objections. The slate of candidates was accepted.

Minutes

Chairperson Kratovil moved to accept the October 15, 2024, meeting minutes. Commissioner Gulakowski seconded the motion. The minutes were approved unanimously, 7-0-0.

Report of the Director

Director Makely had no matters before the Commission.

Old Business

There was no old business before the Commission.

Commissioner Matters

Chairperson Kratovil discussed his proposed Draft Resolution and was provided with positive and constructive feedback. He summarized his plan to finalize in early 2025. Director Makely confirmed the County Executive would present the FY 2026 advertised budget to the Board of Supervisors in February 2025.

Commissioner Gasimov provided feedback on the Draft Resolution, including the addition of statistics, which highlighted the impactful work of Consumer Affairs Branch. No additional commissioner matters.

Commissioner Rosier expressed concerns about the Draft Resolution. In particular, she raised concerns about timing of certain language and the role of the CPC in the budget process. No additional commissioner matters.

Commissioner Springer provided feedback on the Draft Resolution including that additional strategy on the role of the CPC in the County budget would be beneficial. No additional commissioner matters.

Commissioner Kharat had no commissioner matters at this time.

Commissioner Roark had no commissioner matters at this time.

Commissioner Gulakowski provided positive feedback on changes to the Draft Resolution. No additional commissioner matters.

Commissioner Svab provided constructive feedback on the Draft Resolution, including that the role of the CPC in funding and budget matters should be further analyzed and additional data gathered. No additional commissioner matters.

Chairperson Kratovil requested that everyone continue to think about the Draft Resolution and suggested canceling the December meeting due to the holidays.

Chairperson Kratovil adjourned the meeting without objection at 8:56 p.m.

CPC Calendar

Consumer Protection Commission
2025 Planning Calendar
January 21, 2025

January 21	• Election of Officers • 2025 Items of Interest • Committee Annual Reports to Commission
February 18	•
March 18	•
April 15	•
May 20	•
June 17	•
July 15	• FY 2025 CPC Annual Report • Legislative Update • Remote Participation Policy
August 19	•
September 16	•
October 21	•
November 18	• Nominations of Officers
December 16	• Committee Annual Reports to Commission

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 7/31/2027

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 7/31/2027

Fairfax County Resident #8
Harold G. Belkowitz
Appt. Expires 7/31/2027

Fairfax County Resident #9
Vacant

Fairfax County Resident #10
Josef Gasimov
Appt. Expires 7/31/2027

Fairfax County Resident #11
Paul Svab
Appt. Expires 7/31/2027

Fairfax County Resident #12
Denis Gulakowski (Vice-Chairperson)
Appt. Expires 7/31/ 2027

Fairfax County Resident #13
Maurice B. Springer
Appt. Expires 7/31/2027

Staff

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Consumer Affairs Statistics

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

12/1/2024 Through 12/31/2024

	Current Month		Fiscal YR to Date	
Cases Received	74		455	
Cases Closed	49		418	
Resolved	23	47%	280	67%
Unresolved	6	12%	40	10%
Referred	2	4%	9	2%
Legal	2	4%	8	2%
Other	16	33%	81	19%
Advice Inquiries Closed	269		2199	
Amount Reclaimed	$221,120.74		$559,866.65	

Top Complaint Types

Tenant-Landlord	53%
Communications Media	10%
Retail Stores	10%
Automotive	8%
Housing Services	8%
Others	11%

Report run on 1/2/2025
Run by user: susan.jones@fairfaxcounty.gov

Community Outreach

Outreach Event Calendar
January 2025

DATE	EVENT	LOCATION	# of Participants	Event Time	Staff
1/21/2025	**Tenant-Landlord Presentation** **Virtual**	ServiceSource 10467 White Granite Drive Oakton, VA		10:15 a.m. - 11:00 a.m.	SW
1/24/2025	**Silver Shield Event** **Scam Presentation**	Oakwood Meadow Senior Residents 5815 S. Van Dorn Street Alexandria, VA		12:30 p.m. - 1:30 p.m.	PNB
1/27/2025	**Consumer Connection** **IRS**	Fairfax County Consumer Affairs Facebook		11:00 a.m. - 11:15 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/

***Consumer Connection:* Holiday Scams (December 10, 2024)**
https://fb.watch/wop19Gtpjw/
https://youtu.be/A-yHF3liPBA (Fairfax County YouTube)

Information Items

2 Fairfax County Neighborhoods Install EV Chargers as Part of County Initiative (more)

Reston neighborhood is first to get EV chargers under county program (more)