

**FAIRFAX COUNTY CONSUMER PROTECTION COMMISSION**

**Agenda**

**March 18, 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 February 18, 2025, meeting minutes

Report of the Director

Old Business

New Business

- Scam Marketing Campaign Proposal

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**

February 18, 2025

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, Kirk  
Kharat, Kratovil, Rosier, Springer, Svab

Absent:

Commissioners: Roark

Staff:

Rebecca L. Makely, Director  
Cable and Consumer Services  
Amanda Kastl, Division Director  
Consumer Services Division  
Susan Jones, Branch Manager  
Consumer Affairs Branch  
Christine Reedy, Consumer Specialist II  
Consumer Affairs Branch

Guests:

Melissa Smarr, Code Specialist III  
Land Development Services  
Allison Clifford, Social Services Supervisor  
Adult Protective Services

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

### **Minutes**

Chairperson Kratovil moved to accept the January 21, 2025, meeting minutes. Commissioner Gulakowski seconded the motion. The minutes were approved unanimously, 7-0-0, with Commissioner Kirk not present for the vote.

### **Report of the Director**

Director Makely discussed the FY 2026 advertised budget presentation by County Executive Bryan Hill, which highlighted a challenging fiscal year. Topics discussed include budget adoption timeline, a potential real estate and transient occupancy tax increase, agency budget reductions, and elimination of certain county positions.

Director Makely provided an update on the proposed dissolution of the Tenant-Landlord Commission. A public hearing is scheduled for March 18, 2025. Director Makely assured the Commission that tenant-landlord services would continue to be provided by Consumer Affairs.

Director Makely highlighted events planned for National Consumer Protection Week (March 3 – 7, 2025), which include a proclamation at the Board of Supervisors meeting on Tuesday, March 4, 2025, in honor of Fairfax County Consumer Affairs Day on March 6, 2025.

### **Old Business**

There was no old business before the Commission.

### **New Business**

#### **1. Silver Shield Taskforce Presentation**

Chairperson Kratovil introduced Melissa Smarr and Allison Clifford of the Fairfax County Silver Shield Taskforce. An overview of the Board of Supervisors initiative focused on:

- Silver Shield Implementation
- Spectrum of Scams
- Strategy, Partners, Services and Prevention
- Tips for Staying Safe and Secure
- Fairfax County OneFairfax and Strategic Plan

A discussion ensued about the Silver Shield initiative's budget and funding, structure, and other outreach initiatives.

The Commission praised Silver Shield's outreach efforts and asked about presentation topics, audience size, and public inquiries. Melissa Smarr explained that the initiative typically focuses on the top five scams of the current year; however, communities can request specific presentations.

A discussion ensued on communication strategies. Allison Clifford touched on the importance of in-person connections, county publications, mailers, and partnerships. She further stated that having a full-time dedicated position would significantly enhance the initiative's effectiveness.

### **Commissioner Matters**

Commissioner Kirk spoke on a home improvement issue with Dominion Energy. He requested Consumer Affairs assistance on this matter.

Commissioner Rosier requested clarification on the topic of unemployment insurance and whether an individual would file through the county, state, or federal government for unemployment benefits. Staff provided information.

Chairperson Kratovil expressed appreciation to Silver Shield presenters for an informative and timely presentation. Chairperson Kratovil expressed an interest in reviewing the original board initiative, and aligning objectives between the Community Engagement Committee (CPC-CEC) and Financial Scams and Fraud Committee (CPC-FSFC).

Commissioner Kharat had no matters to bring towards the Commission.

Commissioner Springer had no matters to bring towards the Commission.

Commissioner Svab had no matters to bring towards the Commission.

Commissioner Gasimov inquired about including the Silver Shield initiative in the Consumer Affairs Branch. Director Makely stated that there have been no prior discussions on the same and noted the pros and cons of centralizing the initiative under one department. Director Makely provided the Fairfax County Digital Equity Coordination Team as an example of a cross-department decentralized initiative like the Silver Shield Taskforce.

Commissioner Gulakowski emphasized the need to set objectives for the CPC-CEC and CPC-FSFC, review input from previous committee meetings, and identify necessary action items.

Chairperson Kratovil adjourned the meeting without objection at 9:24 p.m.

# CPC Calendar

## **Consumer Protection Commission**

2025 Planning Calendar

March 18, 2025

January 21	<ul style="list-style-type: none"><li>• Election of Officers</li><li>• 2025 Items of Interest</li><li>• Committee Annual Reports to Commission</li></ul>
February 18	<ul style="list-style-type: none"><li>• Silver Shield Taskforce Presentation</li></ul>
March 18	<ul style="list-style-type: none"><li>• Scam Marketing Campaign Proposal</li></ul>
April 15	<ul style="list-style-type: none"><li>• Scam Presentation by Capital One</li></ul>
May 20	<ul style="list-style-type: none"><li>• Taxicab Industry Presentation</li></ul>
June 17	<ul style="list-style-type: none"><li>• Department of Family Services Adult and Aging Presentation</li></ul>
July 15	<ul style="list-style-type: none"><li>• Legislative Update</li><li>• Remote Participation Policy</li></ul>
August 19	<ul style="list-style-type: none"><li>• FY 2025 CPC Annual Report</li></ul>
September 16	<ul style="list-style-type: none"><li>•</li></ul>
October 21	<ul style="list-style-type: none"><li>•</li></ul>
November 18	<ul style="list-style-type: none"><li>• Nominations of Officers</li></ul>
December 16	<ul style="list-style-type: none"><li>• Committee Annual Reports to Commission</li></ul>

# CPC Membership

## Commissioners

Fairfax County Resident #1  
**Jacqueline G. Rosier**  
*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  
**Dong Hong**  
*Appt. Expires 7/31/2026*

Fairfax County Resident #6  
**Vacant**

Fairfax County Resident #7  
**Pratik J. Kharat (Secretary)**  
*Appt. Expires 7/31/2027*

Fairfax County Resident #8  
**Vacant**

Fairfax County Resident #9  
**Reagan Sullivan**  
*Appt. Expires 7/31/2027*

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 Springer**  
*Appt. Expires 7/31/2027*

## Staff

Rebecca L. Makely, Director  
Department of Cable and Consumer Services  
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Susan C. Jones, Branch Manager  
Consumer Affairs Branch  
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# Consumer Affairs Statistics



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

2/1/2025 Through 2/28/2025

	Current Month		Fiscal YR to Date	
<b>Cases Received</b>	85		618	
<b>Cases Closed</b>	66		555	
Resolved	46	69%	376	68%
Unresolved	5	7%	51	9%
Referred	0	0%	9	2%
Legal	2	3%	12	2%
Other	13	21%	107	19%
<b>Advice Inquiries Closed</b>	277		2805	
<b>Amount Reclaimed</b>	\$99,501.80		\$746,301.43	

**Top Complaint Types**

Tenant-Landlord	35%
Automotive	14%
Professional Services	9%
Cable Television - Regulated	7%
Housing Services	7%
Others	28%

# Community Outreach

## **Outreach Event Calendar**

### **April 2025**

**Link to DCCS 2025 Outreach Events:** [Consumer Affairs Branch Events](#) | [Cable and Consumer Services](#)

DATE	EVENT	LOCATION	# OF PARTICIPANTS	EVENT TIME	STAFF
4/1/2025	<b>IRS Tax Tips Presentation</b>	Reston Regional Library 11925 Bowman Towne Drive Reston, VA		2:00 p.m. - 3:00 p.m.	SW
4/12/2025	<b>Northern Virginia Housing Expo</b>	Meridian High School 121 Mustang Alley Falls Church, VA		10:00 a.m. - 3:00 p.m.	SW KV
4/15/2025	<b>Consumer Connection</b>	Fairfax County Consumer Affairs Facebook		11:00 a.m. - 11:20 a.m.	SCJ
4/23/2025	<b>Senior Safety Summit</b>	McLean Community Center 1234 Ingleside Avenue McLean, VA		10:00 a.m. - 12:00 p.m.	SCJ
4/30/2025	<b>Scam Jam Consumer Booth</b>	Northern Virginia Community College 8430 Center Drive Annandale, VA		10:00 a.m. - 3:00 p.m.	SCJ MDP

# 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: AARP on Crypto Scams (February 25, 2025)***

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

<https://youtu.be/8pJqFONGURs> (Fairfax County YouTube)

***Consumer Connection: Tenant's Rights and Responsibilities by LSNV***

<https://www.facebook.com/share/v/1953Hjdiib/>

## **Information Items**

**[Greenspring Hosts Fraud Prevention & Awareness Expo | Burke, VA Patch](#)**

**[Scam Jam 2025 – Prevention, Protection and Prosecution | Family Services](#)**

**County Transit and Commuting Services for Federal Workers Returning to Work ([more](#))**

**To fight scams, Senate bill would limit transactions at crypto ATMs ([more](#))**

**Help for Residents Affected by Federal Workforce Actions ([more](#))**