




# County of Fairfax, Virginia

## MEMORANDUM

**DATE:** September 13, 2022

**TO:** Consumer Protection Commission

**FROM:** Rebecca L. Makely, Acting Director   
Department of Cable and Consumer Services

**SUBJECT:** Consumer Protection Commission Meeting for September 20, 2022

Please find attached the Consumer Protection Commission meeting packet. The next scheduled meeting is **Tuesday, September 20, 2022, at 7:30 p.m. in Conference Room 232** of the Government Center, 12000 Government Center Parkway, Fairfax, Virginia.

Please RSVP with your attendance to Susan Jones by COB on Monday, September 19, 2022, at [Susan.Jones@fairfaxcounty.gov](mailto:Susan.Jones@fairfaxcounty.gov) or 703-324-5877.

Enclosures

cc: Ellicia Seard-McCormick, Deputy County Executive

Susan C. Jones, Consumer Specialist III  
Department of Cable and Consumer Services



**FAIRFAX COUNTY  
CONSUMER PROTECTION COMMISSION  
September 20, 2022 AGENDA**

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

Remote Participation Motions

Minutes

- Approval of the draft July 19, 2022, meeting minutes

Report of the Chairperson

Report of the Director

Commissioner Matters

Old Business

New Business

- Remote Participation Policy
- Chapter 28.1

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**

July 19, 2022

7:30 PM  
Government Center  
12000 Government Center Parkway  
Fairfax, VA 22035  
Chairperson Fee, presiding

Attendance:

Commissioners: Belkowitz, Fee, Freedenthal,  
Hargraves, Kharat, Roark, Rosier, Springer,  
Svab

Absent:

Commissioners: Callender, Gulakowski,  
Kirk, Kratovil

Staff:

Rebecca L. Makely, Acting Director  
Cable and Consumer Services  
Susan C. Jones, Consumer Specialist III  
Consumer Affairs Branch  
John W. Burton, Assistant County Attorney  
Office of the County Attorney

Others:

Steven Richardson, Executive Director  
Police Civilian Review Panel

The meeting was called to order at 7:32 PM by Chairperson Fee.

Chairperson Fee notified the Commission that Commissioner Kharat requested to participate in the meeting remotely.

Chairperson Fee made the motion to approve Commissioner Kharat's remote participation. Commissioner Hargraves seconded the motion. The motion was approved unanimously, 7-0-0.

### **Minutes**

The minutes for the May 17, 2022, and June 21, 2022, meetings were approved unanimously.

### **Report of the Chairperson**

Chairperson Fee had no matters to bring before the Commission.

### **Report of the Director**

Acting Director Rebecca Makely introduced Commissioner Pratik Kharat, new member appointed to the Commission.

Acting Director Makely stated on June 30, 2022, FY 2022 Year-End Budget was completed.

## **Commissioner Matters**

Commissioner Rosier had no matters to bring before the Commission.

Commissioner Belkowitz inquired about the average gas price. Acting Director Makely responded as of today, the average gas price in Fairfax County is \$4.69.

Commissioner Freedenthal had no matters to bring before the Commission.

Commissioner Roark had no matters to bring before the Commission.

Commissioner Svab spoke about the difference of gas prices from gas stations located across from each other and inquired on the reasoning behind the price differences.

A brief discussion ensued on zoning issues, supply and demand, and the ability of the Board of Supervisors to rescind the Temporary Taxicab Fuel Surcharge.

Commissioner Hargraves had no matters to bring before the Commission.

Commissioner Springer had no matters to bring before the Commission.

Chairperson Fee spoke about speaking with Fairfax County Solid Waste Management about his trash issues.

Commissioner Kharat had no matters to bring before the Commission.

## **Old Business**

There was no old business before the Commission.

## **New Business**

**1. Police Civilian Review Panel Presentation.** Commissioner Hargraves, Chairperson for the Police Civilian Review Panel (PCRP), introduced Stephen Richardson who was appointed PCRP Executive Director. Commissioner Hargraves presented an overview of the functions of PCRP, jurisdiction on the abuse of authority and serious misconduct complaints, and the role of the independent police auditor.

A discussion ensued on transparency, police investigations, best practices, body cameras, social injustice, and the expansion of the PCRP.

**2. FY 2022 Annual Report.** Acting Director Makely presented an overview of the Annual Report. She mentioned Commissioner Kirk's comment about a Commission photo.

A discussion ensued about taking an in-person group photograph at a future date and posting it on the CPC Web site.

Chairperson Fee made a motion to approve the FY 2022 Annual Report. Commissioner Hargraves seconded the motion. The motion passed unanimously, 9-0-0.

A discussion ensued on the cancellation of the August meeting. Commissioner Hargraves made the motion to cancel the August 16 meeting. Commissioner Rosier seconded the motion. The motion passed 8-1-0.

Commissioner Kharat introduced himself and provided background information.

The meeting adjourned at 9:03 PM.

# CPC Calendar

## Consumer Protection Commission

2022 Planning Calendar

September 20, 2022

- |              |   |
|--------------|---|
| January 18   | <ul style="list-style-type: none"><li>• Nomination of Officers</li><li>• 2022 Meeting Calendar</li><li>• 2022 Items of Interest</li></ul>                   |
| February 15  | <ul style="list-style-type: none"><li>• Consumer Affairs 101</li></ul>  |
| March 15     | <ul style="list-style-type: none"><li>• 2022 Elections</li></ul>  |
| April 19     | <ul style="list-style-type: none"><li>• 2022 Legislative Review</li></ul>   |
| May 17       | <ul style="list-style-type: none"><li>• Emergency Taxicab Fuel Surcharge</li><li>• Regulation and Licensing 101</li><li>• Chapter 28.1 (Deferred)</li></ul> |
| June 21      | <ul style="list-style-type: none"><li>• Emergency Taxicab Fuel Surcharge Public Hearing</li></ul>   |
| July 19      | <ul style="list-style-type: none"><li>• FY 2022 Annual Report</li><li>• Police Civilian Review Panel Presentation</li></ul>                                 |
| August 16    | <ul style="list-style-type: none"><li>• Meeting Cancelled</li></ul>   |
| September 20 | <ul style="list-style-type: none"><li>• Remote Participation Policy</li><li>• Chapter 28.1</li></ul>  |
| October 18   | <ul style="list-style-type: none"><li>• Bitcoin/Cryptocurrency</li></ul>  |
| November 15  | <ul style="list-style-type: none"><li>• Nomination of Officers</li><li>• Community-wide Energy and Climate Action Plan (CECAP) Presentation</li></ul>       |
| December 20  | <ul style="list-style-type: none"><li>•</li></ul>   |

# CPC Membership



**Name****Staff**

Harold G. Belkowitz  
*Appt. Expires 7/31/2024*

John Fee (Chairperson)  
*Appt. Expires 7/31/2024*

Chester J. Freedenthal  
*Appt. Expires 7/31/2024*

Denis Gulakowski  
(Vice-Chairperson)  
*Appt. Expires 7/31/2024*

Dirck A. Hargraves  
*Appt. Expires 7/31/2023*

Pratik J. Kharat  
*Appt. Expires 7/31/2024*

Dennis D. Kirk  
*Appt. Expires 7/31/2025*

Jason J. Kratovil  
*Appt. Expires 7/31/2024*

Triston "Chase" O'Savio  
*Appt. Expires 7/31/2024*

Michael J. Roark  
*Appt. Expires 7/31/2023*

Jacqueline Rosier (Secretary)  
*Appt. Expires 7/31/2022*

Maurice B. Springer  
*Appt. Expires 07/31/2024*

Paul Svab  
*Appt. Expires 7/31/2024*

Rebecca L. Makely, Acting Director  
Department of Cable and Consumer Services  
703-324-5947

[rebecca.makely@fairfaxcounty.gov](mailto:rebecca.makely@fairfaxcounty.gov)

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703-324-5877

[susan.jones@fairfaxcounty.gov](mailto:susan.jones@fairfaxcounty.gov)

Main number: 703-222-8435

Fax number: 703-653-1310

# CAB Statistics



**Consumer Affairs Branch**  
**Monthly Summary - All Activities**  
**July 2022**

	Current Month		Fiscal Year-to-Date		Prior Fiscal YTD	
<b>Cases Received</b>	83		83		93	
<b>Cases Closed</b>	85		85		46	
Favorable	41	48%	41	48%	26	57%
Unfavorable	6	7%	6	7%	6	13%
Invalid	3	4%	3	4%	0	0%
Other	35	41%	35	41%	14	30%
Total (Checks column totals)	85	100%	85	100%	46	100%
<b>Advice Inquires (closed)</b>	311		311		354	
<b>Case Inquires over 90+days (open)</b>	11		11		15	
<b>Amount Received</b>	\$30,643.00		\$30,643.00		\$9,419.00	

**CLOSED COMPLAINT CATEGORIES**

FISCAL YEAR-TO-DATE	% FYTD	PRIOR FISCAL YTD	% PRIOR FYTD
Tenant-Landlord	36%	Tenant-Landlord	34%
Retail	13%	Housing - Service	25%
Housing - Services	11%	Automotive - Sales	6%
Communications	7%	Utilities	5%
Medical	4%	Communications - Media	5%
Other	29%	Other	25%



**Consumer Affairs Branch**  
**Monthly Summary - All Activities**  
**August 2022**

	Current Month		Fiscal Year-to-Date		Prior Fiscal YTD	
<b>Cases Received</b>	97		180		171	
<b>Cases Closed</b>	80		165		117	
Favorable	44	55%	85	52%	62	53%
Unfavorable	8	10%	14	8%	19	16%
Invalid	1	1%	4	2%	1	1%
Other	27	34%	62	38%	35	30%
<b>Total</b>	<b>80</b>	<b>100%</b>	<b>165</b>	<b>100%</b>	<b>117</b>	<b>100%</b>
<b>Advice Inquires (closed)</b>	406		717		801	
<b>Case Inquires over 90+days (open)</b>	10		21		20	
<b>Amount Received</b>	\$13,132.00		\$43,775.00		\$116,280.00	

**CLOSED COMPLAINT CATEGORIES**

	FISCAL YEAR-TO-DATE	% FYTD	PRIOR FISCAL YTD	% PRIOR FYTD
Tenant Landlord		32%	Tenant Landlord	28%
Housing - Services		18%	Retail Stores	11%
Automotive - Services		13%	Housing - Services	9%
Retail		8%	Professional Services	7%
Professional		6%	Cable Television (Regulated)	6%
Other		23%	Other	39%

# Community Outreach

## **Outreach Event Calendar September 2022**

<b>DATE</b>	<b>EVENT</b>	<b>LOCATION</b>	<b># of Guests</b>	<b>Event Time</b>	<b>Staff</b>
9/12/2022	<b>Consumer Knowledge</b>	South Lakes High School 11400 S Lake Drive Reston, VA		9:30 a.m. - 10:30 a.m.	MP LY
9/17/2022	<b>55+ Active Lifestyle Expo</b>	Oak Health Club 19945 Riverside Commons Plaza Ashburn, VA		2:00 p.m. - 6:00 p.m.	SCJ
9/22/2022	<b>Consumer Booth</b>	Skyline Park 5507 Seminary Road Falls Church, VA		5:00 p.m. - 6:30 p.m.	MPD LY
9/26/2022	<b>Consumer Connection</b> Emergency Preparedness Month	Fairfax County Government 12000 Government Center Pkwy Fairfax, VA		11:00 a.m. - 11:20 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/>

### **Fairfax County Coronavirus (COVID-19) Updates**

[Fairfaxcounty.gov/covid19/](https://www.fairfaxcounty.gov/covid19/)

### **Ways to Stay Informed About Coronavirus (COVID-19)**

<https://fairfaxcountyemergency.wpcomstaging.com/>

### **Ways to Donate and Help During COVID-19**

<https://fairfaxcountyemergency.wpcomstaging.com/2020/03/25/ways-to-donate-and-help-during-covid-19/>

### **What to Know About Tenant-Landlord Rights During COVID-19**

<https://fairfaxcountyemergency.wpcomstaging.com/2020/11/17/what-to-know-about-tenant-landlord-rights-during-covid-19/>

### **DCCS Operating Status**

<https://www.fairfaxcounty.gov/cableconsumer/status>

### ***Your Community, You're Connected: Ombudsman Association Complaint Process***

<https://www.fairfaxcounty.gov/cableconsumer/channel-16/ycyc-ombudsman-association-complaint-procedure>

### ***Consumer Connection: Warranties (August 26, 2022)***

<https://fb.watch/fdOFhd2csW/>

## **Information Items**

### **Trash troubles persist in Fairfax County, with residents reporting missed pick-ups**

Fairfax County is still having trash troubles. Earlier this month in his weekly newsletter, Board of Supervisors Chairman Jeff McKay wrote that he was “aware of multiple complaints” about the performance of some contracted trash collectors in the county. ([More](#))

### **Fraudsters distort civic duty to confuse citizens**

“Can you believe the gall?” a colleague remarked when we discovered jury duty scams used in Fairfax County. Scammers who attempt to criminally defraud unsuspecting citizens have gone so far as to claim to be law enforcement officers or court personnel, calling and demanding fines be paid for purported failure to appear for jury duty. ([More](#))

### **Morning Poll: Have you had trouble getting trash collected lately?**

Trash collection has become a hot mess in Fairfax County of late. ([More](#))