

## **Minutes of the Fairfax County Consumer Protection Commission**

February 21, 2012

7:30PM Conference 4/5  
Government Center  
12000 Government Center Pkwy.  
Fairfax, Virginia 22035  
Chairman Fee, presiding

Attendance:

Commissioners: Belkowitz, Bahhur, Fee,  
Hargraves, Hine, Kirk, Martz, Roark,  
Rosier

Absent:

Commissioners: Bounacos, Boyd,  
Nguyen, Stamp

Staff:

Michael S. Liberman, Director  
Cable and Consumer Services  
Rick E. Ellrod, Director, Communications  
Policy and Regulation Division  
Susan C. Jones, Branch Chief,  
Consumer Affairs  
Phuong Le, Utility Analyst,  
Public Utilities Branch

Public:

Wendy Edwards, UMUC  
Kathy Ann Roberts, UMUC

The meeting was called to order at 7:37PM by Chairman Fee.

### **Minutes**

The minutes of the January 17, 2012 meeting were approved.

### **Report of the Chairman**

Chairman Fee was present for the Board of Supervisor Public Hearing for Trespass Towing.

### **Report of the Director**

Director Liberman informed the Commission that the County Executive will announce his budget recommendations at the February 28, 2012, meeting.

### **Commission Matters**

Commissioner Roark had no matters to bring before the commission.

Commissioner Hine had no matters to bring before the commission.

Commissioner Rosier mentioned that several people were soliciting every day at the Dunn Loring Metro station for PlanUSA.org and asked whether they were required to be licensed. Staff will investigate this issue.

Commissioner Kirk had no matters to bring before the commission.

Commissioner Martz had no matters to bring before the commission.

Chairman Fee received an email message which warned that a directory of cell phones numbers would soon be published. A discussion ensued on the urban myth about cell phones and the Federal Trade Commission's National "Do Not Call" Registry. Staff will provide information from the FCC's National "Do Not Call Registry."

Chairman Fee discussed information he found on charitable bins. Staff will put together a tip sheet on donating to charities on the DCCS Web site.

Commissioner Bahhur discussed her experience with her car being towed. The apartment complex did not have visible signs clearly posted; the towing company failed to report the tow to the police in a timely manner, and failed to provide proper documentation to identify the reason for the tow. Commissioner Bahhur thanked the Regulation and Licensing Branch for their assistance with this issue.

Commissioner Hargraves mentioned that discussions on wireless service facing spectrum crunching and the effect on its customers.

Commissioner Belkowitz had no matters to bring to the commission.

### **Old Business**

There was no old business.

### **New Business**

**1. Verizon Presentation.** Rich Hillstrom, Franchising Manager for Verizon, spoke about changes to the channel line-up, Verizon's initial build completed in 2008, the remaining area to be completed by October 1, 2012, multiple family dwellings, and the difficulties of getting permission and obtaining access, availability, population and density, service area exclusions and pricing.

A discussion ensued on coverage and the availability of the service area, billing issues, cancellation of service, installation of inside wiring, signal quality, competition, and pricing.

The meeting adjourned at 8:45PM