

Minutes of the Fairfax County Consumer Protection Commission

November 16, 2021

7:30 PM
Government Center, Conference 11
12000 Government Center Parkway
Fairfax, Virginia 22035
Chairperson Fee, presiding

Attendance:

Commissioners: Callender, Fee, Gulakowski,
Hargraves (8:35p.m.), Kratovil, Kirk, Springer

Remote:

Commissioners: Belkowitz, Rosier

Absent:

Commissioners: Roark

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
Rebecca L. Makely, Director
Consumer Services Division
Susan C. Jones, Branch Chief
Consumer Affairs Branch
John W. Burton, Assistant County Attorney
Office of the County Attorney

The meeting was called to order at 7:39 PM by Chairperson Fee.

Chairperson Fee notified the Commission that Commissioner Belkowitz and Commissioner Rosier requested to participate in the meeting remotely.

Chairperson Fee made the motion to approve Commissioner Belkowitz's attendance remotely from Fairfax Station due to a medical condition. The motion was approved unanimously.

Chairperson Fee made the motion to approve Commissioner Rosier's attendance remotely from Great Falls due to a medical condition. The motion was approved unanimously.

Minutes

The minutes for the October 19, 2021, meeting were approved.

Report of the Chairperson

Chairperson Fee introduced Dr. Maurice B. Springer, newest appointee to the Consumer Protection Commission.

Report of the Director

Michael S. Liberman, Director, Cable and Consumer Services, had no matters to bring before the Commission.

Commission Matters

Commissioner Kratovil noted that the meeting was taking place during International Fraud Awareness Week and shared some data about recent identity theft trends during the pandemic. This included noting that during the pandemic, the use of stolen identities to open checking accounts increased 186%, with much of this increase attributable to efforts to fraudulently obtain and launder government stimulus and unemployment benefit payments. He also noted that during the pandemic, the highest concentrations of identity theft victims resided in New York, Idaho, Nebraska, Missouri, and Rhode Island.

Commissioner Callender had no matters to bring before the Commission.

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Gulakowski had no matters to bring before the Commission.

Commissioner Belkowitz stated continued issues with Identity Theft. He received notice of approved debit cards for checking accounts he did not apply for. He has put a credit freeze with credit bureaus.

Commissioner Rosier had no matters to bring before the Commission.

Commissioner Springer had no matters to bring before the Commission.

Chairperson Fee had no matters to bring before the Commission.

Introduction of the Commission Members to Dr. Springer.

Old Business

There was no old business before the Commission.

New Business

- 1. Annual Report Review.** Rebecca Makely, Director, Consumer Services Division provided an overview of the FY 2021 CPC Annual Report.

A discussion ensued on minor grammatical updates, the “other” in the complaint categories chart, and analysis of patterns and trends for future reports.

Chairperson Fee made the motion to adopt the FY 2021 CPC Annual Report to send to the Board of Supervisors. Commissioner Gulakowski seconded the motion. The motion passed unanimously.

- 2. 2021 Taxicab Biennial Determination.** Rebecca Makely, Director, Consumer Services Division presented the staff analysis and recommendation to the Consumer Protection Commission.

A discussion ensued on 2020 statistics, the change to overall numbers over the last several years, hacker’s licenses, and TNCs.

Chairperson Fee made the motion to recommend to the Board of Supervisors no increase or decrease in the number of authorized taxicab certificates in 2021. Commissioner Kirk seconded the motion. The motion passed unanimously.

3. Nominations of Candidates: Chairperson, Vice-Chairperson, Secretary

A discussion ensued on the updated Bylaws, nominating committee, and schedule for elections.

Chairperson Fee made the decision to discuss the slate of candidates at the December 21, 2021, CPC meeting.

Chairperson Fee made the motion to adjourn. Commissioner Gulakowski seconded the motion.

The meeting adjourned at 8:54 PM.