



County of Fairfax, Virginia

MEMORANDUM

DATE: August 11, 2020

TO: Consumer Protection Commission

FROM: Michael S. Liberman, ^{MSL} Director
Department of Cable and Consumer Services

SUBJECT: Consumer Protection Commission Meeting for August 18, 2020

Please find attached the Consumer Protection Commission agenda packet. The next scheduled meeting is **Tuesday, August 18, 2020, 7:30 p.m.** This meeting will be held electronically due to the COVID-19 pandemic.

To access the meeting, please dial 1-877-336-1829 and enter code 8628844.

Please RSVP with your attendance to Susan Jones by 12:00 p.m. on Tuesday, August 18, 2020, at susan.jones@fairfaxcounty.gov or 703-324-5877.

Enclosures

cc: Joseph M. Mondoro, Chief Financial Officer
Office of the County Executive

Rebecca L. Makely, Director
Consumer Services Division, DCCS

Department of Cable and Consumer Services
12000 Government Center Parkway, Suite 433
Fairfax, Virginia 22035-0045
Phone 703-324-5949 Fax 703-653-1310 TTY 711
www.fairfaxcounty.gov/cableconsumer/



**FAIRFAX COUNTY
CONSUMER PROTECTION COMMISSION
August 18, 2020 AGENDA**

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

Minutes - Draft of the March 17, 2020, and July 21, 2020, meeting minutes attached.

Report of the Chairman

Report of the Director

Commission Matters

Old Business

New Business

- COVID-19 Pandemic Response

General Interest

- Consumer Protection Commission Calendar
- Consumer Affairs Statistics
- Community Outreach
- Consumer Resources

Minutes of the Fairfax County Consumer Protection Commission

February 18, 2020

7:30 PM

Government Center, Conference 8
12000 Government Center Parkway
Fairfax, Virginia 22035
Chairman Fee, presiding

Attendance:

Commissioners: Callender, Fee, Gulakowski,
Hargraves, Hine, Kratovil, Kirk, Roark

Absent:

Commissioners: Belkowitz, Javed, Lynch,
Rosier

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
Rebecca L. Makely, Director
Consumer Services Division
Susan C. Jones, Branch Chief
Consumer Affairs Branch

The meeting was called to order at 7:33 PM by Chairman Fee.

Minutes

The minutes for the January 21, 2020, meeting were approved.

Report of the Chairman

Chairman Fee acknowledged the resignation of Commissioner Omeish and wished her well.

Report of the Director

Director Liberman spoke about the upcoming budget timeline after the County Executive presents the FY 2021 advertised budget on February 25, 2020. Director Liberman spoke about the County Strategic Plan that will also be presented to the Board on February 25, 2020.

Susan Jones, Manager, Consumer Affairs, outlined the events for National Consumer Protection Week, March 1-7, 2020.

Director Makely talked about the County promoting the U.S. Census process that will now be an online survey.

Commission Matters

Commissioner Kirk mentioned the activity of car break-ins in the Bailey's Crossroad area has now moved on to house burglaries.

Chairman Fee mentioned he had to go to a paperless trash bill to save \$3. He provided historical information on trash sanitary districts.

Commissioner Gulakowski mentioned three volumes of Vietnam War interviews published by William F. Brown.

Commissioner Hargraves mentioned the \$100 fee to replace the trash bins in his neighborhood.

Commissioner Kratovil spoke about a data breach study issued by Identity Theft Resource Center, which will be shared with Commissioners.

Commissioner Hine had no matters to bring before the Commission.

Commissioner Callender spoke about merchant breaches and compromised credit cards.

Commissioner Roark had no matters to bring before the Commission.

Old Business

A discussion ensued on the CPC Special Procedures.

New Business

1. Bylaws Update:

The Board of Supervisors provided a new model template for all Board, Authorities, and Commissions. The Bylaws will have to be approved by the Board. Staff will provide draft bylaws in an upcoming meeting.

2. Agenda for 2020:

A discussion ensued on meeting agenda for the year. Staff noted Commissioner's suggestions and will bring a draft calendar with topic for review at the next meeting.

Chairman Kirk made the motion to adjourn. Commissioner Gulakowski seconded the motion.

The meeting adjourned at 8:44 PM.

Minutes of the Fairfax County Consumer Protection Commission

July 21, 2020

7:30 PM

Government Center, Conference 9/10
12000 Government Center Parkway
Fairfax, Virginia 22035
Chairman Fee, presiding

Attendance:

Commissioners: Belkowitz, Fee

Absent:

Commissioners: Callender, Gulakowski,
Hargraves, Hine, Kratovil, Kirk, Javed, Lynch,
Roark, Rosier

Staff:

Michael S. Liberman, Director
Cable and Consumer Services
Rebecca L. Makely, Director
Consumer Services Division
Susan C. Jones, Branch Chief
Consumer Affairs Branch

The meeting was called to order at 7:34 PM by Chairman Fee.

Minutes

The minutes for the February 18, 2020, meeting were not approved due to a lack of quorum.

Report of the Chairman

Chairman Fee had no new matters to bring before the Commission.

Report of the Director

Director Liberman provided an update on the status of Fairfax County Government.

- March 27, 2020, Government Center closed to the public
- April 14, 2020, BOS meeting was held in conference room 11.
- April 28, 2020, BOS began fully electronic meetings.
- May 2020 Planning Commission began fully electronic meetings.
- June 2020 Board of Zoning Appeals began fully electronic meetings.
- July 14, 2020, BOS returned to in person meetings.

Director Liberman provided an overview of the work performed by the Department of Cable and Consumer Services.

Communications Policy and Regulation Division:

- Comcast Franchise agreement to end in July 2020. Requested a six-month extension from the Board of Supervisors (BOS).

- Verizon Franchise agreement to end in October 2020 and will request an extension in September from BOS.
- Staff 100 percent teleworking.

Communications Productions Division

- Produced virtual Budget and Town meetings, and COVID-19 messaging.
- Staff on rotating schedule, with teleworking and in-person productions.

Consumer Services Division: (update provided by Rebecca L. Makely, Director, Consumer Services Division.)

Accounting and Finance:

- Completed year-end budget for FY 2020.
- 100 percent teleworking.

Meeting Space Management and Event Support:

- Assisting customers with rescheduling, cancelling, and modifying reservations.
- Staff on rotating schedule with teleworking and meeting support.

Regulation and Licensing Branch:

- Processing in-person license applications on Monday, Wednesday, and Friday 9 a.m. to 2:30 p.m. (Office hours are Monday-Friday, 8:00 a.m. to 4:30 p.m.)
- Staff on rotating schedule.

Consumer Affairs Branch:

- Processing complaints electronically.
- Posting COVID-19 updates on Consumer Affairs Facebook page.
- *Your Community, You're Connected* Legislative Review 2020 on July 7, 2020.
- *Consumer Connection* program on COVID-19 Scams on July 20, 2020.
- Staff 100 percent teleworking.

Commission Matters

Commissioner Belkowitz asked that the *YCYC* and *Consumer Connection* links be shared with the Commission.

Chairman Fee had no matters to bring before the Commission.

Old Business

There was no old business before the Commission.

New Business

- 1. August 18, 2020 CPC Meeting.** Michael S. Liberman, Director, Department of Cable and Consumer Services outlined two options, in person or electronically, to hold the next Consumer Protection Commission meeting in August. Chairman Fee made the decision to hold an electronic meeting in August. Staff will provide meeting set-up.

The meeting adjourned at 9:00 PM.

CPC Calendar

Fairfax County
Consumer Protection Commission
2020 Yearly Planning Calendar
August 18, 2020

- January 21 • Election of Officers
- February 18 • Commission Planning
- March 17 • Cable Franchise
Presentation
- April 21 • Meeting canceled
- May 19 • Meeting canceled
- June 16 • Meeting canceled
- July 21 • COVID-19 Pandemic
Response
- August 18 •
- September 15 • Bylaws
- October 20 • CPC motion to
recommend to
advertise to hold a
public hearing on
revisions to Fairfax
County Code Chapter
10, Consumer
Protection
- November 17 • Public Hearing on
amendment to
Chapter 10, of the
County Code, relating
to Consumer
Protection
- December 15 • Year End
Nominations

CPC Membership

Name	Staff
<p>Harold G. Belkowitz <i>Appt. Expires 7/31/2021</i></p> <p>Wes Callender <i>Appt. Expires 7/31/2021</i></p> <p>John Fee (Chairperson) <i>Appt. Expires 7/31/2021</i></p> <p>Denis Gulakowski (Vice-Chairperson) <i>Appt. Expires 7/31/2021</i></p> <p>Dirck A. Hargraves <i>Appt. Expires 7/31/2023</i></p> <p>Scott Hine <i>Appt. Expires 7/31/2021</i></p> <p>Umair Javed <i>Appt. Expires 7/31/2021</i></p> <p>Dennis D. Kirk <i>Appt. Expires 7/31/2022</i></p> <p>Jason J. Kratovil <i>Appt. Expires: 7/31/2021</i></p> <p>Daton Lynch <i>Appt. Expires 7/31/2021</i></p> <p>Michael J. Roark <i>Appt. Expires 7/31/2023</i></p> <p>Jacqueline Rosier (Secretary) <i>Appt. Expires 7/31/2022</i></p>	<p>Michael S. Liberman, Director Department of Cable and Consumer Services michael.liberman@fairfaxcounty.gov</p> <p>Rebecca L. Makely, Director Consumer Services Division 703-324-5947 rebecca.makely@fairfaxcounty.gov</p> <p>Susan Jones, Chief Consumer Affairs Branch 703-324-5877 susan.jones@fairfaxcounty.gov</p> <p>Main number: 703-222-8435 Fax number: 703-653-1310 consumer@fairfaxcounty.gov</p>

CAB Statistics



Consumer Affairs Branch
Monthly Summary - All Activities
July 2020

	Current Month		Fiscal Year-to-Date		Prior Fiscal YTD	
Cases Received	92		92		108	
Cases Closed	74		74		64	
Favorable	41	55%	41	55%	40	63%
Unfavorable	9	12%	9	12%	11	17%
Invalid	1	1%	1	1%	0	0%
Other	23	31%	23	31%	13	20%
Advice Inquires (closed)	418		418		297	
Case Inquires over 90+days (open)	15		15		37	
Amount Received	\$47,426.00		\$47,426.00		\$46,456.00	

CLOSED COMPLAINT CATEGORIES

FISCAL YEAR-TO-DATE	% FYTD	PRIOR FISCAL YTD	% PRIOR FYTD
Tenant Landlord	53%	Tenant Landlord	34%
Automotive - Service	6%	Housing - Service	25%
Housing - Service	5%	Automotive - Sales	6%
Medical	4%	Utilities	5%
Retail	4%	Communications - Media	5%
Other	28%	Other	25%

Community Outreach

OUTREACH EVENT CALENDAR July 2020

DATE	EVENT	LOCATION	# of Guests	Event Time	Staff
7/7/2020	YCVC: 2020 CIC Legislative Review	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	0	7:00 p.m. - 8:00 p.m.	MLT
7/8/2020	Managing Debt During COVID-19	Zoom Hosted by Britepaths	11	6:30 p.m. - 7:30 p.m.	VFJ
7/16/2020	Consumer 101 Protecting Yourself from Identity Theft	Northern Virginia Community College 8333 Little River Turnpike Annandale, VA	73	10:00 a.m. - 11:30 a.m.	MM
7/20/2020	Consumer Connection: COVID-19 Scams	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA	0	3:00 p.m.-3:30 p.m.	RLM
7/29/2020	Employee Financial Fitness CANCELLED	Fairfax County Government Center 12000 Government Center Parkway Fairfax, VA		8:00 a.m. - 2:00 p.m.	VFJ
7/31/2020	Managing Expense & Debt During COVID-19	Zoom Workshop		10:00 a.m. - 12:00 p.m.	VFJ

Consumer Resources

Resource Items

Fairfax County Department of Cable and Consumer Services

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

Fairfax County Consumer Affairs Branch

<https://www.fairfaxcounty.gov/cableconsumer/csd/consumer>

Fairfax County Consumer Affairs Facebook

<https://www.facebook.com/fairfaxcountyconsumer/>

Information Items

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/>

4 Things to Know About Tenant-Landlord Rights During COVID-19

<https://fairfaxcountyemergency.wpcomstaging.com/2020/04/03/things-to-know-about-tenant-landlord-rights/>

DCCS Operating Status

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

Consumer Connection: COVID-19 Scams (July 20, 2020)

<https://www.facebook.com/watch/?v=287643635890687>

Your Community, You're Connected: 2020 Legislative Review (July 7, 2020)

<https://www.fairfaxcounty.gov/cableconsumer/channel-16/your-community-youre-connected>