

Minutes of the Fairfax County Consumer Protection Commission

June 17, 2014

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

Attendance:

Commissioners: Durant, Fee, Hargraves, Hine,
Kazmi, Kirk, Luse, Nguyen, Rosier

Absent:

Commissioners: Belkowitz, Chung, Martz,
Roark

Staff:

Michael S. Liberman, Director
Department of Cable and Consumer

Services

Susan C. Jones, Branch Chief,
Consumer Affairs
Henri Stein McCartney, Chief
Regulations and Licensing Branch

The meeting was called to order at 7:44 PM by Chairman Fee.

Minutes

The minutes of the May 20, 2014, meeting were approved.

Report of the Chairman

Chairman Fee mentioned that his LinkedIn was compromised and had to change his profile.

Report of the Director

Director Liberman stated the Board of Supervisors received and accepted a report from the Task Force to Consider a Meals Tax Referendum.

Commission Matters

Commissioner Hine had no matters to bring before the commission.

Commissioner Kazmi had no matters to bring before the commission.

Commissioner Hargraves spoke about plumbing issues he had and how he requested three separate companies to provide quotes. Staff suggested looking on the Search Complaint History on DCCS Web page for any complaints against the companies.

Commissioner Durant had no matters to bring before the commission.

Commissioner Rosier had received information from the Communications Policy and Regulation Division concerning right of way issues on her property.

Commissioner Luse spoke about an issue brought to her attention concerning a wheel chair accessible taxicab and the person having to wait over three hours for pick up. Staff provided information on how to report the incident.

Commissioner Nguyen had no matters to bring before the commission.

Commissioner Kirk had no matters to bring before the commission.

Old Business

There was no old business to discuss.

New Business

1. Overview of DCCS Web pages. Susan C. Jones, Branch Chief, Consumer Affairs and Henri Stein-McCartney, Branch Chief, Regulation and Licensing Branch provided an overview of the divisions and branches located under the Department of Cable and Consumer Services and the services provided. In addition, the following information was discussed: consumer tip sheets, podcasts, e-Newsletter, filing a complaint, search complaint history, arbitration, HOA, tenant-landlord issues, commissions, laws, cable regulatory and inspections, utilities, Channel 16, solicitation, towing and taxicab regulation.

The meeting ended at 9:26 PM.