

Minutes of the Fairfax County Consumer Protection Commission

November 18, 2014

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

Attendance:

Commissioners: Callender, Durant, Fee,
Hargraves, Kirk, Nguyen, Roark, Rosier

Absent:

Commissioners: Belkowitz, Chung, Hine,
Kazmi, Luse

Staff:

Michael S. Liberman, Director
Department of Cable and Consumer
Services
Susan C. Jones, Branch Chief
Consumer Affairs Branch
Rebecca Makely, Financial Manager
Mail and Administrative Services Branch
Michelle L. Thompson, Consumer Specialist II
Consumer Affairs Branch

The meeting was called to order at 7:35 PM by Chairman Fee.

Minutes

The minutes of the October 21, 2014, meeting were approved.

Report of the Chairman

Chairman Fee spoke at the Board of Supervisor (BOS) Public Hearing on Taxicab Rate Increase. BOS adopted the changes.

Chairman Fee spoke about a positive experience he had with AAA Towing and a dead battery on his vehicle.

Report of the Director

Director Liberman introduced Rebecca Makely, Financial Manager, Mail and Administrative Services Branch.

Director Liberman asked the commission if they were interested in producing a CPC staff report to give to the BOS. The commission directed staff to work on the project.

Director Liberman stated that the County Executive present the FY2016 budget in mid-February.

Commission Matters

Commissioner Kirk had no matters to bring before the commission.

Commissioner Nguyen spoke about his experience when he returned his cell phone and the poor customer service he received.

Commissioner Hargraves spoke about a friend who was having difficulty on a billing issue with Verizon. Staff recommended the friend file a complaint.

Commissioner Rosier stated that she is seeing more and more people asking for money at the Metro station and the concern of possible scams. Staff recommended she inform Metro Police and Fairfax County Police.

Commissioner Durant had no matters to bring before the commission.

Commissioner Roark had no matters to bring before the commission.

Commissioner Callender spoke about the article on Uber and the concern of surge pricing during the World Police & Fire Games. Staff explained Fairfax County's operational authority concerning taxicabs and the temporary operating authority granted by the State to Uber and Lyft.

Old Business

There was no old business to discuss.

New Business

1. Michelle Thompson, Consumer Specialist II, Consumer Affairs Branch, presented the 2014 Virginia Common Interest Community Legislative Review. The presentation consisted of definition of a Common Interest Community, legislative bills that went into effect on July 1, 2014, engaging in the legislative process, and resources available.

A discussion ensued on assessment fees, training of board members, small vs. large associations, court proceedings, amended policy on association books and records, enforcement of the rules and proper notice, solar panels, and resources of the ombudsman.

The meeting ended at 8:56 PM.