



# County of Fairfax, Virginia

## MEMORANDUM

**DATE:** March 31, 2023

**TO:** Permitting and Code Administration Management Team

**FROM:** Kirsten Munz, PACA Director

**SUBJECT:** PACA Policy on Commenting

Comments issued during the acceptance and minimum submission review of site and permit-related submissions will:

- Be clear, concise, and comprehensive.
- Guide the applicant to an acceptable re-submission.

#### **Policies:**

1. Comments will be written using a respectful and courteous tone.
2. When applicable, comments will include reference to specific regulations and/or policy.
3. Resubmissions should not include new comments unless the substance of the submission has changed.
4. Include links to relevant forms or webpages, when referenced in the comment.
5. Include the name of the technician providing the comment.
6. Use standard team comments, when applicable, for consistency and predictability.
7. Standard comments will be reviewed and regularly updated by their respective team's leadership.
8. Supervisors will QC comments made by new staff on an as-needed basis. Supervisors will periodically spot check comments by all staff and coach as needed.
9. If a comment has not been addressed at second submission, the comment will be reworded to explain the issue more thoroughly. If a comment has not been addressed at third submission, the technician will provide a scheduling link and recommend a virtual appointment or call the applicant directly to discuss.
10. A comprehensive review will be completed during each cycle, even if the submission will not be accepted.

