



Online Comments Received on the Lines of Business

#	Date Received	LOB Reference (if provided)	Comment
1	1/14/2016	192 Operational Support for General District Court	Some of our office serves Herndon and Vienna citizens, as well as Fairfax citizens, so we reach a large group of citizens. We appreciate any funding support to keep our operations going. It really does make a difference not only to us, but the communities we serve.
2	1/14/2016	LOB #192 OPERATION SUPPORT FOR GDC	I do love my job, however; new County initiatives such as e-summons increase the workload of the Clerks Office at General District Court. Please consider the impact on the Clerks Office when making these decisions. I want to continue to serve the public, but will need the continued support of the Board to do so!
3	1/14/2016	#192 Operational Support for General District Court	I appreciate that Fairfax County has thought carefully during budget times and I don't envy the Board of Supervisors having to make such tough decisions. I would ask that the Board continue to support General District Court funding since we are a key piece of the judicial puzzle!
4	1/14/2016	LOB #192 Operational Support for GDC	I strongly support LOB #192 for the Operational Support for General District Court. These funds are essential to the smooth operation of the court and to provide services to Fairfax County residents. Each year, new County initiatives are implemented and without adequate resources we will be unable to serve your constituents. Our court serves a critical function in society from processing mental health cases and protective orders, to making our roads safe with the Traffic Division. Please help us to fulfill our mission.
5	1/15/2016	LOB-194	The agency staff are dedicated to community safety despite caseloads larger than surrounding jurisdictions. The county benefits both short and long-term by reducing the jail population (and costs associated), the restoration of offenders to law-abiding and tax-paying citizens, and by securing financial restitution for victims.
6	1/19/2016	LOB #193	Our volunteers perform many duties, one of which is helping citizens find their courtrooms. You would not believe how helpful their services are to our public!
7	1/19/2016	LOB #193	Please support Pre-Trial Services. We are responsible for interviewing over 5,000 inmates for eligibility for the Pre-Trial Services Division. Without this support, inmates would stay in jail longer awaiting trial.
8	1/19/2016	LOB #193	Our Fairfax inmates benefit from programs like Pre-Trial Evaluation. I can assign an attorney quickly so that the inmate has representation quickly.
9	1/19/2016	LOB #193	My staff assigns legal counsel to indigent defendants. Without us assigning these attorneys, the indigent community would not have due process. Thank you for continuing to believe in the work our office does
10	1/19/2016	LOB#193	The Pre-trial office makes sure that the Magistrate and Judges are informed, which keeps our community safer.
11	1/19/2016	LOB#193	My office runs over 25,000 record checks each year mainly for the Police Department. We get the officers back to the streets quickly!

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12	1/19/2016	general district court	Operational support is critical to our agency. The clerk's office works tirelessly to ensure that it keeps pace with Fairfax county police department growth, making local support of the clerk's office paramount.
13	1/20/2016	LOB #192 Operational Support for General District Court	My office receives over 100,000 telephone calls from citizens each year. Please continue funding the Clerks Office, especially with telecommunications funding. A lot of our citizens still need to talk to a human.
14	1/20/2016	LOB-57	Affordable and Supportive Housing is a serious issue in Fairfax County. If property is too expensive or inhospitable in Fairfax, acquiring land and existing structures in other counties should be considered.
15	1/20/2016	LOB-67	An extensive and thorough inventory of remaining sites and structures in Fairfax County should be undertaken. The funds necessary to do should be provided (\$1000,000 at least). Once these historic properties are gone- they are gone forever.
16	1/20/2016	LOB-72	<p>1.Zoning impediments to converting office and other commercial/industrial space to affordable residential housing should be removed. An expedited process for doing this should be implemented.</p> <p>2. Any zoning impediments to the placement of temporary modular housing structures on county property and elsewhere should be removed. The housing problem is so dire that it is not practical to wait until long term housing is constructed. There are people who are in desperate situations who could be housed now in temporary structures. Structures that are not only temporary but moveable in some cases.</p>
17	1/21/2016	LOB-80	<p>A policy regarding public comment on proposed zoning changes or amendments should be adopted. Currently there is too much emphasis and value placed on the intensity or loudness of public reaction to proposed changes. At some point in these discussions verifiable data should be required from both sides of the argument. The excessive importance placed on single anecdotes, generalizations and fervor is not helpful. While it may be easier to "give in" to "public opinion" it is not always the best course of action- or inaction.</p> <p>The Residential Studio Unit controversy is an example. Objections were vociferous in the face of a desperately needed product and the issue was shelved. This is not responsible governance. A policy of "public good" vs. "public opinion" should be established. Public opinion is important but it's long term value and relevance is not always so. History contains numerous examples of this fact.</p>
18	1/21/2016	LOB-84	Planning Commissioners should consider placing a greater value on verifiable data than hostile public reactions to proposed zoning modifications that could benefit the elderly, disabled or economic minorities, many of whom face all three situations.

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19	1/21/2016	LOB-100	Tax relief for seniors and people with disabilities should be far less restricted. Among other things, it should be extended to providers of housing to those individuals and include a greater range of disabilities. It should be recognized that providers of housing and often free services this group of people are filling a gap where Fairfax County has fallen short. The economic value of these contributions far outweighs the potential loss in revenue that these well deserved real estate tax rebates might produce.
20	1/23/2016	266	The LOB for Emergency and Crisis Services describes serious shortfalls in service, especially in availability of psychiatric beds in Northern Virginia, and in services at the Fairfax Detox Unit. What funding is needed above existing levels to meet existing needs?
21	1/25/2016	LOB-179	<p>There is a tremendous need for training and education in the area of mental illness for judges and other court personnel. The fact that 40% of the inmates in the Fairfax County Jail have a mental illness is an indication of the number of cases involving brain disorders.</p> <p>There are cases involving an individual who is so mentally impaired that they have a legal guardian, yet this situation is ignored and the case proceeds as if they were fully competent.</p> <p>It is true that judicial education is the role of the state. Unfortunately the education provided on mentally illness is severely lacking. It does not appear that the county is prohibited from providing such education and training.</p>
22	1/25/2016	LOB-193	This unit is severely understaffed. There is a need for a greater role for mental health professionals and for a system of bonding out mentally ill and otherwise mentally impaired individuals to various forms of treatment (also lacking). The Public Defender's office needs improved funding and other resources. Staff attorneys and others should be compensated on a scale equal to that of attorneys in the Commonwealth's Attorney's office.
23	1/25/2016	LOB-192	General District Court Judges and others should receive extensive mental health training. The prevalence of brain disorders in the court system is evidenced by the 40% of the individuals in the Fairfax County Jail have a mental illness. Many are there as a direct result of behavior caused by this condition. There are strong indications from other parts of the country that diverting such persons to treatment rather than incarceration can save a great deal of money.
24	1/25/2016	LOB-194	The State of Virginia does a much better job of training Probation officers in matters related to mental illness, addiction and other brain disorders. There is no reason that Fairfax County can't improve in this area. At the very least the widely used Mental Health First Aid class provided to others by Fairfax County should be made available.

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#	Date Received	LOB Reference (if provided)	Comment
25	1/28/2016	LOB-191	<p>While It is understood that the Commonwealth's Attorney is not an officer or employee of Fairfax County, the OCA does not operate in a vacuum, there is an intricate relationship with the Fairfax County Police Department and other local police departments, as well as the BOS and many other county agencies. The actions of the OCA often have a profound impact on the Fairfax County budget.</p> <p>The Fairfax County Police, Fire and Sheriff's Departments are making a concentrated effort toward Diversion Programs for individuals who have a mental illness and more gradually for those with drug abuse problems. The OCA will hopefully undertake all education and training programs needed to become full partners in this effort. It is understood that the OCA is not a social services agency but it is not helpful to view the prosecution of crime as the end of the story. Decisions made in the OCA can have far reaching social and economic implications for Fairfax County.</p> <p>A successful diversion program will require the full participation of the OCA as well as Judges, Defense Attorneys, Probation Officers and the Community Services Board. One hopes that concerns over the financial implications of a potential decrease in the number of felony charges brought by police officers will not dampen the enthusiasm of the OCA.</p> <p>Policies ignoring mental impairment in the prosecution of cases and the sometimes injudicious application of "intent to distribute" to low level drug charges should be reviewed.</p> <p>Should additional funding be required for important education and training on mental illness be required, the OCA should ask the Fairfax County Board of Supervisors for the funds.</p> <p>Hopefully in the future there will be metrics regarding the diversion of those with brain disorders to treatment.</p> <p>Ninety eight percent of those incarcerated return to society, and those with serious mental illness often return to society more traumatized than they were before.</p>

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#	Date Received	LOB Reference (if provided)	Comment
26	1/28/2016	LOB-204	<p>There are two areas of concern with this LOB</p> <p>-First, this unit has a reputation for excessive use of SWAT style tactics and other aggressive behavior in low danger cases.</p> <p>-Second, the issue of practices and methods regarding the acquisition of confidential informants is sore spot in the community The apparently prevalent use of coercion, treats of the use of force and add on charges as a way to persuade low level users to become confidential informants is a widely held perception. Frequently this involves a low level user who has been arrested being required to persuade a friend or acquaintance to sell or give them some drug. Then the rules may change and more such actions may be required. Some of this might be understandable if it led to the apprehension of multi-kilo traffickers, that does not seem to be the case. A review of the news reports over the last eight years does not show any multi-kilo drug trafficking cases. From an outsider's point of view it just keeps the numbers up for this unit. The flow of drugs into Fairfax County has not decreased nor has drug use in general. The Silk Road example is further evidence the illegal drug marketplace is quite different than it used to be and that different methods may be needed.</p> <p>The unfortunate outcome is that little is gained and the reputation of the police department is damaged. Many teenagers and young people who are mentally ill and self medicating with drugs end up wrapped up in this system. As a result their underlying mental health issues are not addressed. Any individual who is engaged by this unit as a confidential informant should first receive a mental health assessment.</p> <p>The lack of metrics is also of some concern. Some data is included under LOB # 208- Patrol, but not all.</p> <p>For instance: 15 Gambling cases- what was the total amount of money and guns seized in each incident? Drug Trafficking: • what were the 10 largest drug seizures in 2015? What type of drug and how much was seized in each incident • was cash seized-how much? • Guns -how many and what type? What was the total amount of each type of drug seized in 2015, 2014, 2013 (street value is not particularly relevant- quantities matter more)</p> <p>Questions: Do officers in this unit have the option of diverting drug users to treatment? Do they have any tools to do this? Is there a procedure for mental health referrals</p>

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#	Date Received	LOB Reference (if provided)	Comment
27	1/29/2016	LOB-222	<p>The disturbingly high number of mentally ill inmates indicates an overwhelming need for significantly greater resources countywide to address this problem.</p> <p>This includes a determined effort to vastly improve and expand housing and mental health treatment/ support options.</p> <p>The need for housing for mentally ill individuals with any kind of criminal record is much higher than for any other subgroup in Fairfax County. The only exception might be housing for those who are so severely developmentally disabled that they can't live in the woods.</p> <p>The Sheriff needs every resource possible to deal with the problem of mental illness in the jail. Including the full cooperation of the Judiciary, the Commonwealth's Attorney, Magistrates, Police Departments, the Community Services Board and the Department of Family Services</p>
28	1/29/2016	192	<p>I'm pretty sure we're a unique office. We requires skills similar to a paralegal and process thousands of cases each day.I see more and more Mental Health cases and Protective Orders coming though the court. Please know that our citizens are our priority and we appreciate any support of the Clerk's Office so we can handle these increases in citizen requests. We strive to be accurate and timely despite the increase in demand and workload. It's important that we have continued support to help our public.</p>
29	1/29/2016	LOB #192 Operational Support for General District Court	<p>The volume of citizens we assist is tremendous. The General District Court is the first place many people come to for answers, whether they're in the right court or not. We're required to know so much in order provide the best assistance possible. I'm glad I can have such an impact on the lives of so many people.</p>
30	1/31/2016	LOB #192 Operational Support for General District Court	<p>It's a good feeling to serve our County citizens. I know they are appreciative of our work. Thank you for your support of our office. The court could not function without it!</p>
31	2/2/2016	192	<p>Sometimes members of the public thank me for my service to Fairfax County. I smile and say "You're welcome". I don't think they know that I work for the state since we're all in the Fairfax County Courthouse. In any case, I will continue to represent Fairfax well and hope you will continue supporting the General District Court. It's hard to imagine how many people I've served in the past month. The Fairfax courthouse is brimming with people each morning who need help finding their courtrooms, asking for information procedural information and help in general. I'm glad to be a part of it. Please consider how important our function is in helping the public. I'm pretty sure we're a unique office. We requires skills similar to a paralegal and process thousands of cases each day. We strive to be accurate and timely despite the increase in demand and workload. It's important that we have continued support to help our public.</p>
32	2/3/2016	LOB #192 Operational Support for General District Court	<p>New County initiatives such as e-summons increase the workload of the Clerk's Office at General District Court. Please consider the impact on the Clerk's Office when making these decisions. We want to continue to serve your constituents, but will need the continued support of the Board to do so!</p>

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33	2/3/2016	LOB #192 Operational Support for General District Court	New County initiatives such as e-summons increase the workload of the Clerk's Office at General District Court. Please consider the impact on the Clerk's Office when making these decisions. We want to continue to serve your constituents, but will need the continued support of the Board to do so. I work tirelessly to ensure Fairfax County residents are received with a friendly smile and that I'm efficient in conducting our business. Support of our operation is appreciated!
34	2/3/2016	General District Court Operations	That time I have worked for the GDC of Fairfax County has shown me the need for the public to be informed. In my division we handle a high volume of cases which all must be handled in a timely manner as well as provide the best possible customer service to the community. Although, I work for the state it is without saying that our primary goal is to serve the community of Fairfax. In addition, the funds provided also helps us assist our officers, attorneys, interpreters, etc., making the operations of the county run smooth and successful.
35	2/4/2016	192	I have served hundreds of Fairfax County citizens at the courthouse during my time here as a Deputy Clerk. Please know that Operational support funds legal counsel for our indigent clients. I'm glad to know that these citizens will have representation
36	2/4/2016	192 Operational Support for GDC	I have been with the Fairfax County GDC for nearly 3 years now, and have served hundreds of Fairfax citizens at the courthouse. Our operational support funds legal counsel for our indigent clients and I'm glad all those citizens have representation. We here at the clerk's office work hard to ensure we keep up with the pace of the Fairfax County PD's growth. This makes local support of our office paramount and necessary to help us do just that.
37	2/4/2016	#222 Safe and Secure Forensic Housing	The Diversion First project is an exciting and much needed program! I'm sure this will have a positive effect on the community but I'm also concerned of the effect on the Clerk's Office. Our involvement is a critical piece of the process. Please consider how this will affect our staff when deciding on Diversion First funding.
38	2/4/2016	Comment on LOB-158	<p>Supportive Housing is grossly underfunded, as is the entire Office to Prevent and End Homelessness. To continue to wait until the appropriate housing supply of is available is not fair or practical. Certainly not in the second wealthiest county in the United States.</p> <p>There are things that could be done now. Temporary portable housing that is pre wired and pre plumbed can be rapidly installed around the county</p> <p>http://www.theguardian.com/artanddesign/architecture-design-blog/2014/feb/14/richard-rogers-and-ymca-unveil-30k-flatpack-homes-for-homeless-people</p> <p>These buildings are easily to dismantle and relocate when the need changes</p>
39	2/7/2016	FCPS	Please fully fund our school budget.

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#	Date Received	LOB Reference (if provided)	Comment
40	2/8/2016	Comment on LOB-294	<p>Fairfax County should begin now to plan for the future, joining 41 states and more than 1,500 communities – including nine major U.S cities – to institute a pre-notification emergency response system. The County's adoption of such a program would bring greater peace of mind to at-risk older adults, parents of children with autism, and people with disabilities.</p> <p>A national database is now available providing 9-1-1 call takers and first responders with supplemental critical-care and rescue information that may be useful during an emergency. These additional details, offered voluntarily by residents, are entered on a website in the form of a Safety Profile. If a person in distress contacts 9-1-1 from a registered phone – either a land line or a cell – and the pre-notification service has been installed in that particular area, his or her Safety Profile is automatically displayed to the 9-1-1 dispatcher. First responders may not only be more accurately informed of the exact location of an individual being rescued (cell phones do not provide this information), but they would also have prior knowledge of the situation they were about to encounter.</p> <p>Many Fairfax County residents wear medical bracelets and pendants or place a notice on their refrigerators, hoping their rescuers might notice medical information specifically pertaining to them or their families. The additional safety net provided by pre-notification 9-1-1 and its 21st century technology could be the difference between a needless tragedy and a life-saving 9-1-1 response for this vulnerable group of people.</p> <p>Pre-notification 9-1-1's annual cost to Fairfax County is estimated at \$125,000. It is supported by both Fairfax County's Long-Term Care Coordinating Council and the Fairfax Area Disability Services Board.</p>
41	2/10/2016	LOB #192	<p>I work tirelessly to ensure Fairfax County residents are received with a welcoming smile and a positive experience here within the courthouse even though our reasons for interacting may be negative from the start. I always try and help to the best of my abilities in helping people understand the procedures and the time it takes to produce outcomes. During my time as a Deputy Clerk I have experienced a wide range of upset, emotional, and distraught citizens who are just seeking information and understanding of what is occurring in the legal system. Even though at times it is a thankless job due to the nature of our work, I enjoy knowing the fact that I am benefitting the people of Fairfax County.</p>
42	2/10/2016	LOB #192 Operational Support for General District Court	<p>Having worked in the Virginia courts for many years, I know how vital a service they provide to citizens. Yet, these employees often go unnoticed in the important work they do supporting so many other local agencies. I urge the County of Fairfax to make the investment to ensure that the General District Court is able to assist in making the county's initiatives a success.</p>
43	2/10/2016	LOB #192	<p>New County initiatives such as e-summons increase the workload of the Clerk's Office at General District Court. Please consider the impact on the Clerk's Office when making these decisions. We want to continue to serve your constituents, but will need the continued support of the Board to do so!</p>
44	2/10/2016	LOB #192	<p>Operational support is critical to our agency. The Clerk's Office works tirelessly to ensure that it keeps pace with the Fairfax County Police Department growth, making local support of the Clerk's Office paramount.</p>

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45	2/10/2016	LOB #192	I appreciate that Fairfax County has thought carefully during budget times and I don't envy the Board of Supervisors having to make such tough decisions. I would ask that the Board continue to support General District Court funding since we are a key piece of the judicial puzzle
46	2/10/2016	LOB #192	I know my office processed close to 320,000 new cases last year. Please ensure that our operational support continues so that we can continue to manage the growth! Our goal is to keep up and we rely on the Board's support of the Clerk's Office.
47	2/10/2016	LOB #192	My office receives over 100,000 telephone calls from citizens each year. Please continue funding the Clerk's Office, especially with telecommunications funding. A lot of our citizens still need to talk to a human.
48	2/10/2016	LOB #192	I work tirelessly to ensure Fairfax County residents are received with a friendly smile and that I'm efficient in conducting our business. Support of our operation is appreciated!
49	2/10/2016	LOB #192	Some of our office serves Herndon and Vienna citizens, as well as Fairfax citizens, so we reach a large group of citizens. We appreciate any funding support to keep our operations going. It really does make a difference not only to us, but the communities we serve.
50	2/10/2016	LOB #192 Operational Support for General District Court	I love my job in the courthouse and the chance to help the public every day is something I enjoy. Any extra support the board can give us is welcome- it's good to know that our hard work and tireless efforts to serve are appreciated!
51	2/11/2016	Comment on LOB-123	I have used SACC services for 7 years now and expect to use it until my youngest child completes 6th grade in a couple of years. Putting my children in morning SACC has allowed me to continue to work and feel comfortable that they are in a safe and fun environment. I have been so pleased with the SACC program at my childrens' school and hope the county continues to provide this service for parents.
52	2/11/2016	LOB #222	There are a variety of budget requests that deserve consideration. One that stands out is support for the Diversion First initiative. Our office will be involved at some point and I hope the Board will support the work that we do in the General District Court when making decisions
53	2/11/2016	LOB#222	Please consider that County initiatives like Diversion First require all intercepts to be successful. Support of the General District Court Clerk's Office involvement will be critical.

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54	2/11/2016	Comment on LOB-123	<p>Child Care Services (SACC):</p> <p>I saw the LOB email earlier and reviewed the summary. Thought I'd also take advantage of the Comment opportunity here. We have two children in the SACC program at Forestville Elementary school and have been pleased with the program. Ms. Samantha does an outstanding job overseeing this.</p> <p>We were though very disappointed with a specific program change implemented this year. In the past, when FCPS announced delayed school openings children participating in afternoon SACC programs could take advantage of SACC in the morning. This was an extremely helpful benefit of SACC. We were informed a couple of weeks ago, prior to the snow storm, that this benefit had been eliminated. I would strongly encourage that the SACC program reinstate this benefit. Alternatively if a budget matter, make this a 'pay as you go' option with an incremental fee charged as necessary. I look forward to your feedback on this matter.</p>
55	2/11/2016	192	<p>My office processes hundreds of thousands of cases all while answering phones and helping the public too. There is never a free second in our office. We need as much support as we could get because without the clerks, people would not be able to get justice in a swift manor.</p>
56	2/11/2016	Comment on LOB-123	<p>The School Age Child Care (SACC) program is a terrific line of business. My child attends both before and after school SACC and she thoroughly enjoys it. The staff is attentive and the activities organized for the kids are top notch. Perhaps the greatest benefit of SACC is that it is open on teacher work days. This is by far the most valuable service/program to me as a Fairfax County resident. I also like that SACC is at my child's school. The whole process for her formal education and care is at one location which makes everything seamless</p>
57	2/15/2016	LOB #192 operational support GDC	<p>My office receives 100k telephone calls each year requesting assistance from a live person, we find that a lot of people prefer not to use automated systems when help is needed. Please continue funding the Clerks office especially with telecommunications funding.</p>
58	2/16/2016	Comment on LOB-265	<p>A positive next step would be if there were outreach teams, in addition to PATH, who could go to the homes of individuals who are too disabled or unwilling to come to a CSB location for an initial screening. Even if the individual is unresponsive, information and education can be provided to the family caregivers of that person. This could go a long way toward crisis prevention and eventual treatment.</p>
59	2/16/2016	Comment on LOB-271	<p>A mental health professional should be included when DFS Child and Adult Protective Services make home visits to assess a situation. There were about 2400 for Child Protective Services and over 1000 Adult home visits conducted by DFS last year. It is not uncommon to find that the situation involves a person who has a serious mental illness or substance abuse problem. In situations involving elder abuse, one national statistic is that at least 38% of the abusers have a serious mental illness. In almost all these cases the elderly parent is the caregiver of an adult son, daughter or other family member who has been ill for a very long time.</p>
60	2/16/2016	Comment on LOB-279	<p>This program needs far more funding and support than it currently receives.</p>

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61	2/16/2016	Comment on LOB-263	<p>A partnership between CSB Adult(and Youth) Outpatient Services and DFS Adult(and Child) Protective Services as well as Domestic Violence would be a big improvement.</p> <p>Many cases that involve one of these agencies also involve another within the same family. It would be much better if there was a formalized system of collaboration between them.</p> <p>All too often the agencies work independently without any such collaboration. Better yet would be an integrated system of service delivery that crosses agency boundaries.</p>
62	2/16/2016	Comment on LOB-261	<p>The next time LOBs are done, an additional LOB perhaps called "Outreach" would be welcome. This might address the need to reach the many seriously mentally ill individuals and their families who are unable or unwilling to come to a CSB office for the initial appointment. Having a way to reach the elderly who may have dementia, Alzheimer's or a mental illness as well as people who are too ill to come in or don't think they are sick would be great. Often a single contact by an Adult Outpatient worker which includes information and educational materials is enough to give the family hope and eventually get the individual the treatment they need.</p>
63	2/17/2016	#192	<p>As having worked in the General District Court for over 30 years, I have seen the case load increase year after year. The clerk's office not only handles the face-to-face clients, but also handles over 1,920 telephone calls a week. We all work at the fastest and most efficient pace possible, but still manage to greet each person with a smile and "how can I help you". We have lost over 20 employees this past year for various reasons, but the majority reason is the low pay. We need the Board of Supervisors to support the General District Funding so we can continue to serve the citizens of Fairfax County.</p>
64	2/18/2016	Comment on LOB-117	<p>It would be very helpful if Adult Protective Services investigations included clinicians from CSB Adult Outpatient Services in investigations and home visits.</p> <p>Numerous cases of elder abuse involve a family member, most often an adult child, with an untreated serious mental illness(or other mental impairment) who is the perpetrator.</p> <p>Often these individuals are also financially and socially dependent on the elderly parent. It is not uncommon for the situation to have existed fro decades.</p>
65	2/22/2016	LOB #192 Operational Support for General District Court	<p>Sometimes members of the public thank me for my service to Fairfax County. I smile and say "You're welcome." I know they are appreciative of our work, but I don't think they know that I work for the state since we're all in the Fairfax County Courthouse. I will continue to represent Fairfax well and hope you will continue supporting the General District Court. I thank you for your support of our office.</p>

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66	2/23/2016	95 Library -- Senior Services	The description and funding indicate that the library primarily or exclusively serves seniors through its Access Services program, but this is clearly inaccurate. Many seniors borrow books, get help with technology, and attend programs directed to their interests at branches throughout the county. Why were these services omitted in the description?
67	2/23/2016	93 Library - Early Lit & School Svc	Library service to middle school and high school students is inadequately described in this LOB. Readers advisory, homework help, teen programs, and teen volunteer opportunities are actively supported in each branch. Efforts to improve and expand coordination between schools and libraries in support of homework needs are in progress and should be reflected here.
68	2/23/2016	Comment on LOB-343	On page 1 of LOB-#343 it is interesting that the volunteer section is written: "Provides volunteer opportunities for over 800 volunteers, engendering further responsible..." etc. and then on page 4 only the "value and # of hours provided by the Master Gardeners..." are calculated and included. Why aren't the volunteer hours and value of the nature center volunteers included in this section? Seems to me that they are just as valuable as the Master gardeners.
69	2/23/2016	Comment on LOB-345	These facilities need to receive more money for maintenance sooner than later or else the maintenance problems will get out of control, just like the infrastructure problems in the federal government. It does not look like the budget for these historical places has increased during the past several years.
70	2/23/2016	Comment on LOB-341	Natural Resource Management is not receiving the amount of funds needed in a county that is able to spend so much money on other less important issues. The "Trends and Challenges" paragraph says it all on LOB#-341- Fairfax County is spending only \$148.31/acre when we should be spending \$3,000-\$6,000/acre!! The last line of that paragraph also states the obvious - we need to maintain the natural resources that are currently being over stressed in this overly urbanized county. Concrete and asphalt should not be replacing natural areas such as creeks, wetlands, forests, etc. Our children and future generations deserve better! Our natural capital cannot be replaced - no amount of mitigation will restore it! This shortfall of maintenance and resource management money is unconscionable.
71	2/29/2016	LOB#194 Community Supervision Services (Pre-trial and Post-trial Probation)	Please know that we are supervising adults effectively despite the trying circumstances. Our office is critical in ensuring safety in the community and we are grateful for the support of the Board of Supervisors.
72	2/29/2016	LOB#194 Community Supervision Services (Pre-trial and Post-trial Probation)	Our office collected over \$300,000 in restitution last year alone. We impact not only probationers but victims as well. Support of community supervision is a must for the County.
73	2/29/2016	LOB#194 Community Supervision Services (Pre-trial and Post-trial Probation)	Community supervision helps our clients. Without it, they would spend a lot of time in jail. It's important that the Board continue to fund our community supervision programs

Online Comments Received on the Lines of Business

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74	2/29/2016	LOB#194 Community Supervision Services	The Court Services Department of General District Court is a lean operation. On a given day, I supervise around 100 clients. We count on the Board to support this LOB for the Probation Officers and for the defendants who would otherwise be incarcerated.
75	2/29/2016	LOB#194	Our office serves J&DR and Circuit Court in addition to General District Court. Funding for our department is critical so I appreciate the Board's funding of this program.
76	2/29/2016	LOB#194 Community Supervision Services (Pre-trial and Post-trial Probation)	Our Veterans are appreciative and grateful for the Fairfax County Board of Supervisors for helping ensure they get the services they need.
77	3/3/2016	#92 Community Services (Fairfax County Public Library)	This LOB for some reason doesn't include information staff (librarians and para-librarians), who provide "direct public service interacting with customers" about half of their time at work, like their colleagues at library circulation desks.
78	3/3/2016	#95 Senior Services (50+) (Fairfax County Public Library)	Providing services to seniors is an important part of the job of the information staff at library's branches, which is not reflected in this LOB.

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#	Date Received	LOB Reference (if provided)	Comment
79	3/6/2016	Comment on LOB-381 (Transportation)	<p>Fairfax County should take a closer look at its \$14.3 million annual subsidy of the MetroAccess paratransit system providing transportation for people with disabilities. Is the taxpayer's dollar being wisely spent for this WMATA program? (See Attachment from 3/6/16 Washington Post. <i>NOTABLE TO BE INCLUDED WITH COMMENT</i>)</p> <p>I have been a member of the Long-Term Care Coordinating Council's (LTCCC) Mobility and Transportation Committee for three years and have listened to numerous complaints from MetroAccess riders who attend our meetings. They perceive MetroAccess as a faceless bureaucracy unresponsive to their needs.</p> <p>Among the comments expressed:</p> <ul style="list-style-type: none"> • Vans often fail to show up, leaving riders stranded. • Riders are assigned lengthy and circuitous routes. • Communication with MetroAccess dispatchers is sometimes deficient. • Visually-impaired passengers are not informed that their van has arrived. <p>A few of these problems have been resolved but many still remain:</p> <ul style="list-style-type: none"> • No same-day service. Appointments must be scheduled by 4:30 p.m. the previous day. • Riders are assessed demerits when they cancel within two hours of pick-up. • The 30-minute arrival time window places a severe burden on those using mobility devices in inclement weather. • Services are offered only within a 3/4-mile corridor around existing fixed-schedule routes. • Automated phone messages notifying a rider of a van's arrival are not guaranteed. • Trips can get overbooked, resulting in a journey that may take much longer than expected. <p>MetroAccess experienced a \$106 million funding shortfall in 2013. Only \$8 million of revenue was generated from fares that year. Today, the average cost of MetroAccess service is estimated at \$50 per ride and this figure is expected to rise. At the same time, the number of older adults and riders with disabilities is also increasing.</p> <p>Fortunately, Transportation Network Companies (TNCs) have emerged on the scene. The TNCs should by no means be considered a panacea but they do offer ambulatory individuals (70% of MetroAccess passengers) new options for getting safely from Point A to Point B. According to WMATA's own estimates, TNC partnerships could reduce paratransit costs by 50%.</p> <p>I therefore request that Fairfax County explore TNCs as an adjunct to MetroAccess. Doing so may not only give riders greater convenience and flexibility but may also reduce costs. The resulting savings might then be used for other pressing human services needs.</p>

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#	Date Received	LOB Reference (if provided)	Comment
80	3/9/2016	192	I support the effort by the General District Court to add a full 15% COLA to the salaries of the deputy clerks. It's nearly impossible to live on the salary the deputy clerks are paid as it is. They quickly leave the Fairfax County Court system for better paying positions in other counties such as Arlington, or in one case, in the D.C. Superior Court. The inability of the Court to adequately pay and thus keep its deputy clerks (who can take months to train) severely and adversely impacts the court's ability to process filings, handle public matters at the counter and ultimately, delays justice to all users of the courthouse and legal system.
81	3/9/2016	194	I write in support of increased funding for Fairfax County Probation Officer positions. I understand that the current probation officer positions are severely underfunded and the P.O.'s are overworked, handling far more cases than was ever envisioned. The additional positions sought, if filled, would enable the probation department to better provide and manage community supervision of individuals, both pre-trial and post-trial and provide some an alternative to incarceration. . The request as I understand it is for funding for 2 additional probation officers in the range of \$205,000. It would seem to be money well spent to provide supervision of those convicted or even charged with certain crimes, and who need to be closely monitored to insure the safety of our communities.

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82	3/28/2016	LOB-246/Fairfax Alert's Functional Needs Registry	<p>Critical health data collected by the Office of Emergency Management's (OEM) Fairfax Alerts should be shared with Fairfax County's 9-1-1 call center. Currently, these two emergency response programs are administered separately and do not communicate well with each other. As a result, many County residents are exposed to unnecessary risks when they call 9-1-1 because their vital personal information maintained by the OEM is not transmitted to 9-1-1 responders.</p> <p>The purpose of the Fairfax Alerts Functional Needs Registry is to geographically identify individuals who may require special attention from rescue personnel in the event of a natural disaster. Accordingly, 15,237 individuals have thus far (as of 2/8/16) signed up for the Registry, believing that it might contribute to their safety in the event of an area-wide emergency. Following is a list of the twelve special needs categories and the number assigned to each:</p> <ol style="list-style-type: none"> 1. Vision Impairment/Blind (1,226) 2. Mental/Cognitive Condition (1,261) 3. Homecare Assistance (1,277) 4. Language Interpreter Needed (1,197) 5. Supplemental Oxygen Required (1,199) 6. Dialysis Required (1,152) 7. Hearing Impairment (1,401) 8. Speech Impairment (1,184) 9. Refrigerated Medicine Required (1,415) 10. Service Animal Required (1,181) 11. Mobility Impairment (1,524) 12. Life-Sustaining Equipment Required (1,220) <p>Fairfax County has experienced 16 federally-declared natural disasters since 1953, or one major incident every four years. However, Fairfax County's 9-1-1 center receives nearly one million emergency calls each year. Is it reasonable to assume that those on the Functional Needs Registry are much more likely to make a 9-1-1 call than be threatened by a hurricane, flood, blizzard, or earthquake?</p> <p>The Functional Needs Registry is flawed because the information collected by the contractor, Everbridge, is proprietary. Consequently, the critical health and medical needs of more than 15,000 Fairfax County residents is not able to be transmitted to EMT responders following a 9-1-1 call. The Registry serves mainly as a data warehouse, with each of its fifteen thousand participants pigeon-holed on twelve different shelves organized by disability and location. Because this information is archived and not instantaneously accessible, it is essentially useless in a 9-1-1 emergency.</p> <p>Fairfax County's adoption of pre-notification 9-1-1 would alleviate this problem. A leading provider now serves 41 states and more than 1,500 communities. These include major metropolitan areas such as Atlanta, Denver, Chicago, Seattle, Nashville, Honolulu, Long Island NY, and Washington, D.C.</p> <p>In this particular program, participants voluntarily join a database that provides 9-1-1 call takers and first responders with supplemental critical-</p>

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			<p>care and rescue information that may be useful during any emergency – NOT just natural disasters. These additional details, offered voluntarily and before an incident occurs, then become part of a Safety Profile. This information is updated every six months. When a person in distress contacts 9-1-1 from a registered phone – either landline or cellular – and the service has been installed in that area, his or her Safety Profile is automatically displayed to the nearest 9-1-1 dispatcher. (See Attachment.)</p> <p>Adoption of pre-notification 9-1-1 would bring greater peace of mind to older adults and those with special needs, including the more than 15,000 individuals listed with Fairfax Alert’s Functional Needs Registry. For first responders, it would mean advance warning of specific situations they were about to encounter.</p> <p>The additional safety net offered by this 21st century technology could be the difference between a needless tragedy and a life-saving 9-1-1 response. It would also be a vast improvement over the paper “File of Life” medical warning and emergency contacts packet now attached to thousands of Fairfax County refrigerators.</p> <p>ATTACHMENT:</p> <p>Pre-Notification 9-1-1 (Smart911) The Missing Piece in Public Safety</p> <p>Description. Smart911 is a national database providing 9-1-1 call takers and first responders with supplemental critical-care and rescue information that may be useful during an emergency. These additional details, offered voluntarily by residents, are entered on the Smart911 website in the form of a Safety Profile. If a person in distress contacts 9-1-1 from a registered phone -- either a land line or a cell -- and the Smart911 service has been installed in that area, his or her Safety Profile is automatically displayed to the nearest 9-1-1 dispatcher. (See Smart911.com)</p> <p>Smart911 is being introduced nationwide. It now serves 41 states and more than 1,500 communities – including Atlanta, Chicago, Denver, Seattle, Nashville, Charleston, Honolulu, Long Island, and Washington, D.C. Its annual cost is \$125,000. There is no charge to the individual participant.</p> <p>Current Status. A “consideration item” for a pre-notification 9-1-1 program, part of the 50+ Community Action Plan previously approved by the Fairfax County Board of Supervisors, was appended to the fiscal year 2015 budget. Funding of the project is pending.</p> <p><u>How Will This Initiative Help Protect Older Adults and People With Disabilities?</u></p> <p>A Smart911 Safety Profile must first be created. This is a display of key facts which, if known to members of an emergency response team, allows them to address the specific needs of an individual or a family. It usually includes personal medical information, but it is also capable of</p>

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			<p>electronically distributing photographs of family members missing from their homes.</p> <p>Smart911 gathers vital information without relying solely on verbal communications. Data is obtained before an emergency takes place. The service is provided by Rave Mobile Safety, founded in 2004 and headquartered in Framingham, MA.</p> <p><u>Who Could Benefit?</u></p> <ul style="list-style-type: none">• Senior Adults• Caregivers of the Elderly• People With Physical Disabilities• Families With Autistic Children• Deaf and Hard of Hearing People• Visually-Impaired Individuals• Individuals Suffering from Allergies• People Suffering From Chronic Medical Conditions or Disorders• Non-English speakers <p><u>Seniors and Elderly Care.</u> A senior adult living alone can list medications, health conditions, and emergency contacts in her Smart911 Safety Profile. This will assist first responders if she calls 9-1-1. Those caring for a loved one can also create a Safety Profile for that individual. If the caretaker is absent, she will have peace of mind that her family member will face less exposure to risk if anything should happen.</p> <p><u>Alzheimer's Disease.</u> A person's name, physical description, photograph, and medical data can be entered in his Smart 911 Safety Profile. In the event that he calls 9-1-1 and cannot remember specific information, the 9-1-1 call taker will have it readily available. If he wanders from home and a listed caretaker contacts 9-1-1, the missing person's picture will be displayed to responders in the field, thus assisting a search.</p> <p><u>Diabetes.</u> An individual with diabetes can experience rapid changes in insulin levels. He may be able to dial 9-1-1 but not effectively communicate the nature of his emergency. However, if he has previously noted his condition within his Smart911 Safety Profile, it will allow call takers to dispatch an appropriate response team. It will also give responders a better understanding of his situation as they arrive on the scene.</p> <p><u>Allergies.</u> If someone is allergic, a notification can be placed in his Smart911 Safety Profile. If he then calls 9-1-1 and is unable to speak, 9-1-1 will have important background information readily available. If the individual becomes unconscious, responders will be aware of medications he is sensitive to and will avoid using them during rescue.</p> <p><u>Limited Mobility.</u> Some individuals cannot easily evacuate their homes in an emergency. If 9-1-1 has been previously made aware of this, rescuers will make it a priority to seek out and assist these persons. If special equipment is needed, responders will arrive with that equipment, saving precious time.</p>

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			<p><u>Deaf or Hard of Hearing.</u> An individual who cannot easily communicate may enter this fact in her Profile. That way, 9-1-1 will be alerted to her condition and will understand that the caller is actually a person in need. Without Smart911, the dispatcher may think that he has only received a dropped or “open air” call and would not provide assistance.</p>
			<p><u>Developmental Disabilities.</u> Responding to this person may require specific actions, depending on the situation. Has the individual wandered? Is he in the midst of a medical or behavioral emergency? The precise nature of his condition can be provided beforehand. If a person dials 9-1-1 but does not have the ability to clearly relay specific information -- such as his name, address or details of his emergency -- that data can easily be stored in Smart911.</p>
			<p><u>House Fire.</u> If evacuation is required, responders need to know important details such as the number of residents, if anyone has a mobility limitation, where bedrooms are, how to access your residence, and whether pets are present. Photographs of family members on your Smart911 Safety Profile can confirm who is being rescued. Other details that may be included are gate codes and the location of gas shut-off valves.</p>
			<p><u>Blindness.</u> Vocal cues must be used in this instance. If the person is in her own home, the layout and bedroom locations can be provided beforehand. The presence of a service animal that needs to accompany her can also be noted.</p>
			<p><u>Vehicle Accident.</u> Most automobile accidents are reported by cell phone. Response can be much quicker if 9-1-1 knows the make, model, and color of a car as well as one’s location. When photographs of family members have been entered beforehand in a Smart911 Profile, responders can more easily identify individuals. This is particularly important if anyone is unconscious or unable to communicate.</p>
			<p><u>Missing Child.</u> Every second counts when a child is missing. By providing a photo and physical description, Smart911 can forward these vital details to responders in the field immediately upon receiving a call. A search can begin within minutes.</p>
			<p><u>Child Reporting A Home Accident.</u> While you can never predict an accident, you can also never predict who will actually be calling 9-1-1. If your child is making the call, she may be asked questions she is unable to answer. This problem can be solved by entering the necessary details about you and your home ahead of time. Relying on your child is no longer necessary. Your Smart911 Profile will provide the information needed.</p>
			<p><u>Frequently-Asked Questions:</u></p>
			<p><u>1. How can I control who sees my Smart 911 information?</u> Your Safety Profile will only be displayed to a 9-1-1 call taker if you place a 9-1-1 call from a phone confirmed with your account, and the 9-1-1 center receiving your call participates in the Smart911 program. You are in full control of the information you enter and the phone numbers you choose to associate with your Safety Profile.</p>

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2. Is my information kept private? Yes. Information is made available ONLY to 9-1-1 call takers and responders and ONLY in the event you call 9-1-1. In some areas, you can choose to allow Smart911 to share your profile with Emergency Managers as they prepare for and respond to emergencies.

3. Is my information secure? The program employs the highest standards in physical and computer security technologies and conducts regular audits to ensure that all information held in Smart911 is kept private. It will only be made available to 9-1-1 and emergency responders who are planning for emergencies. Smart911 is secured and powered by Norton and VeriSign.

4. Will Smart911 sell my e-mail address or spam me? No. Smart911 will not sell your e-mail address to any person or company. It will only use your e-mail address when notifying you that it is time to update or verify your Safety Profile. Smart911 is funded by communities, not through advertising.

5. Does Smart911 sell subscriber data? No. It does not sell or share any information from a Safety Profile to third parties or marketing organizations. Your information is always locked in secure facilities until it is delivered to participating 9-1-1 centers when you dial 9-1-1.

6. Can 9-1-1 operators access my Smart911 information even if I do not call 9-1-1? No. Information is only made available to 9-1-1 call takers when you dial 9-1-1 from a phone that has been verified from your Safety Profile.

7. Who enters and maintains my Smart911 information? You do. Smart911 users decide what they want to include in their Safety Profile. This allows them to protect their family in the way that best meets their needs. You may change, add, and remove items whenever you choose to do so. However, it is your responsibility to keep the information up-to-date.

8. Why do I have to update or confirm my Smart911 information every 6 months? It is important that emergency responders have current data. That way, they can provide the fastest and most accurate response. Outdated information can direct responders to a wrong address or supply incorrect details about the person in need.

9. How long will my information remain available to Smart911? It will remain until you delete your account. However, your Safety Profile is only active and available to 9-1-1 for six months after you log in to your account. If you have not logged in to your account for six months, your Smart911 Safety Profile will be suspended and no information will be delivered to 9-1-1. (You will be reminded, close to the expiration date, to update or confirm your personal information.)

Miscellaneous.

Cell phones account for more than 70% of emergency calls in Fairfax

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			<p>County. When dialing from a landline, your specific location is identified by the address connected with your phone number. However, when you call from a mobile phone, the call taker can see your incoming phone number but can only estimate your location to within 50 meters, expressed as a latitude and longitude. This can be a problem in our densely-populated suburb with multi-storied buildings.</p>
			<p>Adoption of Smart911 would bring greater peace of mind to older adults and those with special needs. First responders would not only be better informed of exact locations but also have greater knowledge of specific types of situations they were about to encounter.</p>
			<p>Many at-risk individuals now wear medical bracelets and pendants or place the paper "pocket file of life" on their refrigerators, hoping their rescuers might notice them. The additional safety net provided by Smart911 and its 21st century technology could be the difference between a needless tragedy and a life-saving 9-1-1 response for this vulnerable group of people.</p>