



2016 LOB Presentation Meeting Recap

Friday, February 5, 2016

Board Members Present:

Jeff McKay, Lee District, Budget Committee Chair
Sharon Bulova, Chairman
Penelope Gross, Mason District (Vice Chairman)
John Cook, Braddock District
John Foust, Dranesville District
Pat Herrity, Springfield District
Catherine Hudgins, Hunter Mill District
Kathy Smith, Sully District
Linda Smyth, Providence District
Daniel Storck, Mount Vernon District

Office of Emergency Management (David McKernan, Roy Shrout, Diane Hansen)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g9393-ppt.pdf>

- Community outreach work done by volunteers.
- Have 9-10 total Emergency Operations Center (EOC) activations each year.
- Supervisors commented on volunteers and complimented HEROs and Student Tools for Emergency Planning (STEP) Program. Suggested that there should be efforts to keep volunteers engaged
- There was discussion regarding the sustainability of grant funding.
 - Staff commented that the office has been using grants for several years and there is support to continue.
 - However there is consideration being given to shifting some recurring costs to localities to enable grant funding to address new threats (ie, Zika).
 - Urban Areas Security Initiatives (UASI) funding mentioned.
- Staff would like to involve Board in an exercise soon.
- A suggestion was made that new Board members tours the emergency operation center.
 - There was a discussion regarding the Citizen Corps which includes groups like Neighborhood Watch.
- Discussion regarding how OEM staffing changed over the last 10 years took place.
 - Staff explained that positions associated with Watch Center were eliminated due to insufficient resources.
 - There is a Duty Officer that provides some activities, but limited.
 - Watch Center “looked” for information.
 - E-911 does not have capacity to proactively look for info.
 - Post Derecho there were efforts to work more closely with the E-911 center to provide Watch Center-like duties.
 - Discussion took place regarding adequacy of current efforts and how after hours work is handled.
 - ⌚ Staff suggested that situational awareness be approached regionally since no one jurisdiction has resources to address alone.
- Discussion took place regarding Fairfax Alerts and efforts of FRD.
 - ⌚ Staff will look into coordinating with Fairfax Alerts and HERO Program (FRD) more closely.
 - Discussion took place regarding the STEP Program.
 - ✦ Partnership with schools that depends largely on each school, principal, and testing.
 - ✦ Staff trains the teachers and then present to teachers as time allows.
 - ✦ Staff looking to develop more resources with business to fund outreach.
 - ✦ It was suggested that efforts need to be made to engage families that do not speak English as their primary language.

- ? Supervisor Herrity – How does the Office of Emergency Management’s spending per capita and reliance on grant funding compare to other jurisdictions?
- Discussion took place regarding public affairs support of information dissemination during emergencies.
 - Staff explained reliance on OPA, but will be assuming responsibility for social media work.
 - Issues will be raised again during Office of Public Affairs LOBs presentation.
 - Discussion focused on what public information staff in the agency when there is not an emergency taking place.

E-911 (Steve Souder, Cyndi Bird Shrou, Roy Oliver, Eric Mills)

<http://www.fairfaxcounty.gov/dmb/lob/2016/e-911-ppt.pdf>

- Public Safety Communication Center handles approximately 1,000,000 calls annually.
- Fully funded by the E911 and telephone utility taxes.
- Recognized as one of the top 10 911 centers in the country in 2015.
- Staff turnover was a major issue in the past. Currently, almost fully staffed, due to significant efforts.
- Training academy is now 20 weeks long, up from 5 weeks, reflecting increasing complexity of work.
- ⌚ Consider alternative approaches to provision of free training provided to CIA and Integrated Emergency Operations Center.
- Diversity of community requires ability to provide language translation services.
 - Provided 12,018 times annually.
 - 51 different languages.
- New technologies complicate E911 system thus next generation 911 system is vital.
- Everything will change within the next 5 years regarding E911.
- How does the county acquire the next generation network.
 - Working through COG to push the use of UASI funding to acquire.
 - Localities would then fund the maintenance.
- Texting capability only one in region but utilization not that high.
- Work impacted by demographic changes (ie, population growth, diversity, aging population)
- Discussion took place regarding the implications of Next Generation 911 on personnel.
 - Staff responded that not much is yet known.
 - Addition of video, photos etc will complicate call taker’s job. Will likely require trauma support.
- Records must be kept for 10 years, but staff would like to research more cost effective and efficient storage options.
- Discussion took place regarding task assignment when a caller may be on longer calls (ie, hostage negotiation).
 - Requires backup in the center.
 - Unpredictability of emergencies complicates staffing.
- ? Supervisor Storck – Please provide a breakdown of the various types of emergency calls.
 - Discussion centered on how calls are allocated and if call taker skills are considered.
 - Staff responded that all staff are cross trained and able to fulfill the entire range of requirements.
 - Discussion took place regarding use of technology to funnel different types of calls.
- ? Supervisor Herrity – What is the E911 Center spending per capita compared to other jurisdictions?
- County Executive complimented agency as being an asset for County as well as the entire region.

Circuit Court (John Frey, Gerarda Culipher)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g8080-ppt.pdf>

- Largest circuit court in Virginia.
- Streamlining processes to reduce number of trips to courthouse and provide better service.
- Expungements up (2015 triple the 2014 rate).
- Seeing an increase in cases with no lawyer which take longer (ie, HOT lane violations). Impacts work of court.
- Maintenance costs for technology consume a significant portion of the budget (46%).
- Losing staff to Federal courts and other judicial organizations due to pay.
- Discussion took place regarding the allocation of state positions in light of increased workloads.
 - Staff explained that state positions have been lost due to reduction in land record activity and workload measures.
 - State Compensation Board assigns points by type of case to determine each locality’s staffing.

- \$2.6 million comes from state, no consideration given to technology costs, accounting support, etc.
- Funding formula changed during latest economic crisis.
- **?** Supervisor Gross – Please provide a comparison of functions and funding sources between the General District and Circuit Courts.
- Discussion took place on fees that court can charge.
 - Staff explained that can charge \$5 on electronic land record activity.
 - Do not charge because would dis-incentivize electronic access.
 - Electronic access is less work for the Circuit Court.
- Discussion took place regarding conversion of other systems to electronic filing (ie, Supreme Court) given immense savings in staff time.
 - Technology is integral in realizing productivity gains.
 - Need to identify new vendor.
- ⌚ The Circuit Court may want to consider looking into some reimbursement for cases associated with HOT lane violations.
 - Important as HOT lanes become more prevalent (ie, I-66, I-395).
- Monthly charges for access to electronic land records were discussed.
 - Approximately \$50,000 generated each month with ½ going to Court and ½ to the County for its support of the Court.
 - If want to view in person at courthouse, access is free.
 - Cannot make available electronically for free.
- Discussion took place regarding Virginia Code restrictions on services that can be offered at satellite offices and on Saturdays.

Commonwealth Attorney (Ray Morrogh, Casey Lingan)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g8282-ppt.pdf>

- Mr. Morrogh thanked the Board for the support provided last year to get additional positions.
- Benchmarks on slide #10 indicate higher per prosecutor metrics than comparators.
- Electronic case management system in the process of being implemented. Complimented partnership with DIT.
- Rules of evidence not evolving with technology.
- Commonwealth Attorney thanked Office of Public Affairs for assistance provided on some high profile issues.
- Working on Diversion First to divert people from court system to treatment.

General District Court (Honorable Michael Cassidy, Eric Barr, Colin McDonald, Emelin Beach, Cheryl Anderson)

<http://www.fairfaxcounty.gov/dmb/lob/2016/g8585-ppt.pdf>

- Revenues reflects court fines that are remitted to the Court, not necessarily revenues of the Court.
- Most staff are funded by the state (94)
- Discussion regarding staff turnover.
 - Staff responded that turnover is high and increasing.
 - Was 35% in 2015.
 - Hiring 2-3 staff each month which is a workload issue (recruitment and training time).
 - Takes 4-6 weeks to recruit a staff member and then there is a minimum of 6 months for training.
- Discussion regarding the increase in mental health commitments took place.
 - Language translation services are paid by the state.
- Discussion regarding the increase of 0.1 FTE in state positions since 1990 took place.
 - Staff responded that state looks at caseload and type of cases, to determine number of positions, but the General Assembly must allocate additional funding.
 - State study indicated a shortage of 12 positions.
- ⌚ What are the costs and benefits associated with reducing recidivism?

Human Services, Parks and Libraries Context (Patricia Harrison, David Rohrer, David Molchany, Rob Stalzer)

<http://www.fairfaxcounty.gov/dmb/lob/2016/human-services-libraries-op3-parks-overview-ppt.pdf>

- Discussion took place regarding the possible disaggregation of data presented on slides 15 and 16 by human services region.
 - Staff indicated that many of the data elements are not collected to allow that disaggregation.
 - Working on community profiles though will help address the unique characteristics of each area in the county.
- Possible duplication in the metric data was pointed out.
- ? Supervisor Gross – Please describe what the Health Department’s environmental inspections entail.
- Discussion regarding focusing metrics on outcomes took place.
 - Staff responded that the Community Report Card will include more outcome focused metrics.
- ⌚ Suggestion was made to consider if the new services being demanded by library patrons are provided elsewhere or if libraries should be the primary provider.
 - Staff responded that this is an important point to consider as the future of the library is shaped.
- ? Supervisor Herry – What is the Library spending per capita compared to other jurisdictions?
- ⌚ Suggestion was made to also consider library-specific metric to ensure that each community’s unique needs are being addressed.
- ? Supervisor Smyth – Please describe the door count metric used by the Libraries?
- ⌚ Provide update on the issue of making library hours (community versus regional) consistent across the County.
- ? Supervisor Gross - Is there a decline in the number of qualified applicants for library jobs due to change in skill requirements?
- Extensive discussion regarding the philanthropy in Fairfax County took place.
 - Discussion took place regarding past study that showed low levels of giving in Fairfax County.
 - ✦ Possibility that efforts not being captured as companies and individuals are doing a lot in Fairfax County.
 - OP3 helps focus the “ask” so that community priorities addressed in more coordinated way.
 - Staff pointed out that much of the giving locally goes to national efforts versus local needs, thus we do trail national averages in terms of giving.
 - Perception as wealthy county works against efforts to increase giving to local programs.
 - ⌚ More comprehensive look at giving is needed with a focus on how it can be expanded.
 - Comment was made that many residents give their time (versus money) and it is more difficult to measure.
 - ✦ Question was asked regarding the inclusion of Board, Authority and Commission (BAC) volunteer hours in the County’s new volunteer management system, Staff responded that BACs will be incorporated.
 - ✦ Differences between OP3 and Volunteer Fairfax were discussed.
- Discussion regarding how OP3 works with the partnership office at FCPS took place and will be addressed more fully as part of OP3’s LOBs presentation.
- ? Supervisor Herry - Where is the County relative to the 10% goal for park acreage both with and without other partners?