



Nov. 6, 2017

### **Assessing and Improving the County's Customer Service**

Successful companies, non-profits and governments have made customer service a priority and hallmark of their operations for years. Our residents should expect and receive no less from their local government. At our September meeting, the Board approved my motion to have County agencies identify if and how they set, measure, and provide customer service feedback and to look for opportunities to improve our customer service processes; they will report back to the Board before the end of the fiscal year.

### **Formation of a Sports Tourism Task Force**

While the County has some world class sports facilities available to its residents and sports teams and has been able to capitalize on a number of sports tourism opportunities (most recently the World Police and Fire Games), there has not been a coordinated effort to address the sports tourism market. This past summer, the Board approved my motion to form a Sports Tourism Task Force to address these opportunities.

### **Battling the Opioid Public Health Crisis**

Below is an update on my ongoing efforts to battle the Opioid public health crisis. There have been several successes including the opening of the County's first Drug Take Back Box at the West Springfield District Police Station, the passage of Delegate Tim Hugo's bill HB 1885 addressing the prescription of opioids and \$2.5 M in funding set aside at carryover to address the crisis.

### **Lee Highway Widening Agreement Approved**

The Board approved an agreement to move forward the widening of Lee Highway (Route 29) between Buckleys Gate Drive and Union Mill Road. Relief for this 1.5 mile bottleneck is long overdue but still a ways away.

## **Other Happenings - Full Details Below**

- Transportation Priorities Plan: Your Feedback is Needed!
- Fairfax Connector Proposed Route Changes & New Express Route
- Rolling Road Widening Project Public Information Meeting
- Design Public Hearings Scheduled for Transform I-66 Outside the Beltway
- Help Pack Meals for Those Affected by Hurricanes

### **Assessing and Improving the County's Customer Service**

Successful companies, non-profits and governments have made customer service a priority and hallmark of their operations for years. Today you cannot purchase something on Amazon, visit your doctor at INOVA, or buy groceries or hardware at local stores without being asked how their customer service or product was. Our residents should expect and receive no less from their local government. At our September meeting, the Board approved my motion to have County agencies identify if and how they set, measure, and provide customer service feedback and to look for opportunities to improve our customer service processes; they will report back to the Board before the end of the fiscal year.

While customer surveys and follow ups have been around for years, technology has significantly reduced the cost and changed how the data is accumulated and used. Typically, customer service measures involve at least four steps - setting expectations, training, measuring and providing feedback. Gathering information from our residents and customers on how we are performing is critical in assessing whether we are meeting our objective of providing customer service excellence. Feedback obtained from this data-gathering is critical for both the employees and the managers allowing them to recognize and reward good customer service while also identifying areas where service can be improved.

Based on my informal discussions with county staff and managers we currently have some tools we use in some agencies but no consistent county wide effort to set and measure customer service. Surrounding jurisdictions use everything from comment cards to annual surveys of all residents. County residents are our customers and providing quality services to them is at the core of what we do and we need to be measuring how we are doing. My hope is that this review and assessment will lead to improved service to our residents across all County agencies.

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While the County has some world class sports facilities available to its residents and sports teams and has been able to capitalize on a number of sports tourism opportunities (most recently the World Police and Fire Games), there has not been a coordinated effort to address the sports tourism market. This past summer, the Board approved my motion to form a Sports Tourism Task Force to address these opportunities.

The task force is made up of representatives from the Board of Supervisors, the School Board, the Park Authority, Fairfax County Public Schools, Neighborhood and Community Services, Visit Fairfax, the business community, local universities, and the Athletic Council. The task force just had its second meeting and it is clear that other jurisdictions are approaching sports tourism strategically to benefit both their bottom lines and their local sports communities. There are some great examples around the country and in Virginia to look at. The approach they are taking in [Chesterfield County](#) seems to be a model that makes good sense.

At its second meeting, the Task Force looked at our existing facilities and current planned facilities and approved the following as the goals and objectives of the Task Force:

"The Sports Tourism Task Force shall look at the value of potential sports/athletics tourism opportunities and partnerships, outline what investments the County may be expected to make to achieve these goals, policies that may need to be changed, enacted or eliminated to achieve these goals, and the economic impact models that can be used to determine positive impacts in our community."

1. Identify and document potential sports tourism facilities and opportunities for facility development.
2. Identify and document community sports facility needs and potential community impacts.
3. Identify and document sports tourism opportunities.
4. Identify and document potential funding sources for sports tourism facilities.
5. Evaluate and recommend sports tourism opportunities that should be pursued.
6. Evaluate and recommend an economic impact model to evaluate sports tourism opportunities.
7. Evaluate regional sports tourism resources, competition and opportunities to partner.
8. Evaluate the need for a sports governance structure and make a recommendation as to whether Fairfax County should form a sports commission.
9. Make recommendation for any fiscal, operational and policy changes that are need to take advantage of sports tourism opportunities.

It is my hope that the Task Force can complete its work by summer.

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### **Battling the Opioid Public Health Crisis**

I wanted to provide you with an update on my ongoing efforts to battle the Opioid public health crisis. There have been several successes, including the opening of the County's first drug take back box at the West Springfield District Police Station, the passage of Delegate Tim Hugo's bill HB 1885 addressing the prescription of opioids and \$2.5 M in funding set aside at carryover to address the crisis. While the numbers in Fairfax appear to be holding steady or even improving, the number of deaths in Virginia has risen from 3 per day to 4 per day - higher than fatalities caused by car accidents each day in the Commonwealth.

Prescription Drug Take Back Box Pilot in West Springfield Police Station - In January, the Board approved my motion to investigate permanent Drug Take Back Boxes in each of our district police stations. These boxes, sponsored by CVS, have been successful in Loudoun, Virginia Beach, Northumberland County, and the Town of Herndon. I am pleased to report that the first Fairfax County Drug Take Back Box is finally open at the West Springfield District Police station, located in the main lobby just outside of my office. The box will be in the lobby for any person to anonymously and safely dispose of their prescription medications 24/7/365 - no questions asked. If the pilot proves as successful as it has in other jurisdictions, these boxes will be rolled out in each of the police stations throughout Fairfax County. A Drug Take Back Box is also located at the Town of Herndon Police Station (397 Herndon Parkway, #300) and a number of other locations in the County searchable at this link: [controlled substance public disposal locations](#). Over 75% of heroin users start with prescription drugs - once hooked, they go to heroin when they are unable to afford the expensive pills. For example, a single Oxycodone pill can garner up to \$80 on the street or school hallways. It is important to get unused medicines, especially opioids, out of our medicine cabinets to prevent accidental or illicit use.

Prescription Monitoring Bill HB 1885 - Last legislative session, I worked with Delegate Tim Hugo to address the overprescribing of opioids. Together we crafted HB 1885 which passed the General Assembly and was signed into law. It directs doctors prescribing opioids for longer than 7 days to contact the Prescription Drug Monitoring Program (PMP) which allows the doctor to see the patient's medical history to help prevent overprescribing and keep pills off the street.

\$2.5 M at Carryover to Address the Opioid Problem - The entire Board now recognizes the opioid crisis as a public health crisis and approved \$2.5 M in funding to address the crisis. We will be addressing how to best use the funding at our next public safety meeting.

Addressing Barriers to Treatment Programs - At the July 25th Board of Supervisors meeting, I asked staff to look into barriers to the establishment of treatment programs as there is a shortage of residential treatment programs in the county. Most insurance and addiction treatment is currently designed to address alcohol and non-opiate drug addiction. Opiate addiction is very different and the treatment needs to be different. I am hoping the Board's legislative agenda will address some of these issues.

Other Efforts to Address the Crisis - In addition to the response to my July 25th question on treatment programs, the Board received a full update on the County's efforts to address the opioid crisis including my request for more information on the model used at the Chesterfield County Jail. The full response can be found [here](#).

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**Lee Highway Widening Agreement Approved**

The Board approved the agreement to move forward the widening of Lee Highway (Route 29) between Buckleys Gate Drive and Union Mill Road. Relief for this 1.5 mile long bottleneck is long overdue but still a ways off. I will work to see if we can shorten the current schedule. The current project schedule is as follows:

Begin plan design: Early 2018

Public information meeting: Late spring 2018

Design public hearing: Late 2018

Design approval: Early spring 2019

Begin right of way acquisition: Fall 2019

Advertise for construction: Spring 2022

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### **Transportation Priorities Plan: Your Feedback is Needed!**

The Fairfax County Department of Transportation has provided a [list of unfunded transportation projects](#) and is asking for residents' input regarding which ones should be prioritized for funding in the coming years. Some items up for consideration in the Springfield District include widening Braddock Road between Ox Road and the Fairfax County Parkway, improving the dangerous hill on Lee Chapel Road between Ox Road and the Fairfax County Parkway, adding a turn lane from Hillside Road onto Old Keene Mill Road, improvements to Gambrill Road between Goins Street & Pohick Road, and walkways for Burke Road, Westbrook Drive, Maritime Lane, and many more. Residents are also invited to suggest new projects to be considered.

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### **Fairfax Connector Proposed Route Changes & New Express Route**

Visit the [Fairfax Connector Website](#) for information and to provide your comments regarding changes to the Gambrill/Pentagon Express Route and the establishment of a new express route from the Fairfax County Government Center into Downtown D.C.

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### **Rolling Road Widening Project Public Information Meeting**

VDOT will be hosting a meeting to update the public on the project to widen Rolling Road between Old Keene Mill Road and the Fairfax County Parkway on Thursday, November 30th from 6:30-8:30 p.m. at Rolling Valley Elementary School located at 6703 Barnack Drive in Springfield.

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### **Design Public Hearings Scheduled for Transform I-66 Outside the Beltway**

VDOT has set three public hearings for residents to attend concerning the design for the I-66 Express Lanes project outside the Beltway. Each hearing will take place from 6:00 p.m. until 8:30 p.m. with a formal presentation beginning at 7 p.m., followed by a public comment period. (Comments can be oral or written but should be submitted by November 29, 2017.)

**Monday, November 13, 2017**

for project segment 3 from Route 50 to I-495

Oakton High School Cafeteria  
2900 Sutton Road, Vienna, VA 22181

**Tuesday, November 14, 2017**

for project segment 2 from Route 29 in Centreville to Route 50

Stone Middle School Cafeteria

5500 Sully Park Drive, Centreville, VA 20120

**Thursday, November 16, 2017**

for project segment 1 from Gainesville to Route 29 in Centreville

Piney Branch Elementary School Cafeteria/Gym

8301 Linton Hall Road, Bristow, VA 20136

For more information, visit the [project website](#).

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### **Help Pack Meals for Those Affected by Hurricanes**

On Nov. 14, GMU invites you to join community members, students, staff and others help pack over 40,000 meals to benefit those areas devastated by hurricanes this year. You do not need to bring anything, just a willingness to help. The event starts at 7 and ends at approximately 9 p.m. and will be held at the University's HUB Ballroom located at 4400 Rivanna River Way. This event is part of Hunger and Homelessness Action Week at GMU. For more information, e-mail [Pastor@arisegmu.org](mailto:Pastor@arisegmu.org)