



At the end of our 2018 year, we sent a 10 question survey to all FAS participants about their experience in our program! Below are the most common topics that we received questions and comments about. The purpose of this document is to inform our customers about our policies and procedures regarding each topic.

Field Maintenance and Lights: The Fairfax County Park Authority owns the fields and maintains the fields Monday, Wednesday and Fridays. We know that quality fields are important to each of you for a positive on the field experience. So, FAS has a maintenance staff of our own that supplements the days FCPA does not prep the fields. FAS staff maintains fields on Tuesdays, Thursdays and Sundays. When you or your manager reports the scores of your games, there is a place for comments. Please let us know if there were any issues with your fields (holes, divots, jock box imperfections etc.), so that we can forward them to the correct person to get it taken care of. Lights are also scheduled by FCPA based on the sunset. They come on a few minutes before the sun sets and in most cases, are turned off at 11:00pm. There are light curfews throughout the entire county FCPA mandates and we cannot do anything about it, unfortunately. We have attempted to approach them for extra time to no avail so we hope you understand FAS has to work with what we have in regards to the light issue no matter how frustrating it can be.

Rainline: The Fairfax County Park Authority determines if the fields are to be opened or closed by 3:00pm Monday through Friday. FAS has no control during this time. After they decide, we then update our rainline no later than 3:30pm with any necessary updates. If it rains after the Park Authority has deemed the fields to be playable, (between 3:00-game time) we have to wait to get eyes on our fields. Having over 20 fields, it is impossible for staff to drive to each field to determine this. Therefore, we have to wait for our umpires to get to the field to determine if it will be safe to play on. We update the line as often as we can during this time but we understand how frustrating it can be. Many people suggested we follow the radar and while that's a great suggestion and we do follow the weather and radar, we can't cancel and reschedule games based on what might happen. We are proactive by sending our field crew out on days that they are not scheduled to help FCPA prep the fields if there is a chance to get games played.

If you do not receive **text alerts**, please sign up by visiting: <https://rainoutline.com> and creating an account. Then go to the homepage and type "Fairfax Adult Softball" in the search box and click on our name. On the left hand side, click email and text alerts. You can then get the app or sign up for emails or text message alerts.

Forfeits: We understand how frustrating it can be when you get to a field and the team does not show up. With nearly 300 teams per season, it is bound to happen every once in a while. If you know in advance that your team is short or needs to forfeit, please email or call the FAS office so that we can notify the opposing team and umpire. Your only responsibility is to let our staff know so that we can immediately inform the opposing team. If you are forfeited to, your scheduled field is available to your team if you would like to practice until the lights go out or the next set of games is scheduled to start. After 2 sets of games are forfeited, staff contacts the team to discuss the issue and see what can be done. While it doesn't happen often, if you have any suggestions on how to remedy excessive forfeits or no call, no shows, please contact us.

Division Placement: Each league has a seeding committee that meets after all applications are submitted. They do the best possible job at seeding teams based on their past records and application requests. If you do well in a division, you will likely be moved up and vice versa if you don't do well. Please understand we now take field location requests into consideration when making the divisions for 300 teams a season. If you weren't happy with your placement for a season, we will do our very best to make sure you have a better experience next season.

Tournaments: We received several questions about why we do not host tournaments. We do! We host one tournament a month from April through October and they are ALL Open Tournaments. We encourage all teams to participate and if you want to see a specific type, please let us know. We are open to hearing and hosting any tournament that will get our customers on the ball field. If the comments were geared toward "division post season tournaments", we used to have them and are looking into bringing them back for the future. Suggestions on how to best make this successful are welcome.

Game Times: Some players mentioned the need for later or earlier game times. While we completely understand NOVA traffic and the difficulty of getting to and home from games, unfortunately, there is nothing we can do about this unless we shorten the length of the games. If we make game times earlier, certain people wouldn't be off work in time to make it. If we make them later, we wouldn't get all the games in before the lights cut off. We added the location request to the application a few years ago to help with this issue. Teams get to choose which location is closest for them and while these are just requests most of the time, their preferences are met. Again, we are open to suggestions on how to make game times more efficient.

OTHER:

- ✓ Please notify us immediately if umpires are not checking for illegal or altered equipment before your games. It is a requirement that must be done for safety.
- ✓ We offer softball seven days a week and you are welcome to play as many nights as you would like. The only restriction is you may not play on two teams in the same division. We can also host an entire division for your company if you have 6 teams.
- ✓ Available Leagues: Corporate Coed, 5 men and 5 women coed, 7 men and 3 women coed, men's, women's, women's fast pitch, seniors (50+), masters (35+), Church
- ✓ Join the Board! All staff, board members and executive committee members are PLAYERS in this league and we understand your frustrations. If you have suggestions on how to improve this league in regards to things we, as an organization, can control, please send them to us or join our board! These volunteers impact our league and vote on rules and this is your chance to make change!