

DEPARTMENT OF CABLE AND CONSUMER SERVICES
CALENDAR YEAR 2024 EQUITY IMPACT PLAN



Leadership Sponsor:

Rebecca L. Makely, Director

Equity Lead(s):

Rebecca L. Makely, Director

Departmental Equity Guiding Statement:

DCCS promotes equity in the workplace and in our community through the purposeful commitment of our organization in the delivery of media, oversight, and outreach.

Context:

The Department of Cable and Consumer Services is the umbrella agency for three distinct functions: Consumer Services, Communications Policy and Regulation, and Communications Productions. Consumer Services includes Consumer Affairs, Regulation and Licensing, Meeting Space Management and Event Support, and Administrative Services. Consumer Affairs investigates and mediates consumer complaints, tenant-landlord disputes, and cable television issues; provides an advice line for consumers to speak directly to staff about consumer issues; and provides education to the community by conducting presentations and distributing educational information on a variety of consumer topics. Staff also supports the Consumer Protection Commission and Tenant-Landlord Commission. Regulation and Licensing is responsible for issuing licenses, permits, certificates, or registrations to taxicab operators, taxicab drivers, canvassers, peddlers, solicitors, vendors, promoters, massage establishments and therapists, pawn brokers, precious medal and gem dealers, going out-of-business sales, solicitors representing charitable organizations, trespass tow operators, and shared mobility devices for hire operators. Staff also conducts taxicab inspections, investigates complaints, and provides staff support to the Trespass Towing Advisory Board. Meeting Space Management and Event Support provides reservation and scheduling services and meeting support for spaces throughout the Government Center Campus, supporting the Fairfax County Board of Supervisors; Fairfax County boards, authorities, and commissions; County agencies, and non-profit organizations. Administrative Services provides budget, fiscal, procurement, human resources, and information technology services to the department.

Communications Policy and Regulation negotiates cable franchise agreements and is responsible for the regulatory oversight of the County's three franchised cable television providers. Staff ensures that cable operators provide quality customer service, safe cable system construction and operation, access to PEG programming, and emergency information.

Communications Productions operates Fairfax County Government Channel 16 and the Fairfax County Training Network. Channel 16 televises and streams meetings of the Board of Supervisors, Planning Commission, and Board of Zoning Appeals; County Executive projects; Board-directed special programming; town meetings; Board of Supervisors district programs; and informational shows highlighting the services of County agencies.

DCCS does not observe inequalities or marginalization trends in the services we provide to the public or in the inquiries received by the department. Through the department's

equity impact plan, we endeavor to ensure that our provision of services avoids inequities or marginalization and that our staff is committed to this standard of performance.

System-Level Infrastructure:

Actions to advance equity identified by the Department of Cable and Consumer Services Equity Impact Plan remain within the control of the department.

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DEPARTMENT GOALS

Goal 1: Digital Equity and Inclusion – While the Department of Cable and Consumer Services (DCCS) has no regulatory role or authority as it relates to digital equity, access, and inclusion; we do serve on the County Digital Equity Coordination Team. DCCS produces programming in the form of public service announcements, promotionals, and event coverage in support of this issue.

One Fairfax Area(s) of Focus:

15. Digital access and literacy for all residents.

Countywide Strategic Plan Community Outcome Area(s):

Lifelong Education and Learning (LEL)

Relationship to Countywide Strategic Plan Strategies/Metric(s):

Access to Quality Technology LEL 6

Identify and eliminate barriers to digital access through partnerships with local businesses and digital service providers.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
1a. DCCS continues to serve on the County Digital Equity Coordination Team.	County staff Residents	Staff time.	DCCS Equity Lead	1/1/2024- 11/30/2024	
1b. DCCS continues to participate in the development of the County Digital Equity Action Plan.	County staff Residents	Staff time.	DCCS Equity Lead	1/1/2024- 11/30/2024	Approval of Digital Equity Action Plan

Department Director's Signature: _____

DocuSigned by:

Rebecca L. Makely

3/21/2024

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