



DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS STRATEGY MAP REVISED JULY 2012



Mission

We at the Fairfax County Department of Public Safety Communications are the first of the first responders. We are committed to answering all 9-1-1 and non-emergency calls with professionalism, integrity and compassion while efficiently dispatching police, fire and emergency medical services. Customer service is essential to our success, so we treat each caller with empathy and respect. Our dedicated and highly trained professionals routinely offer life-saving medical instructions in addition to providing accurate public safety information.

Vision

We at the Fairfax County Department of Public Safety Communications strive to provide world class public safety services; optimizing every aspect of our agency in partnership with our stakeholders to continue the growth and development process to be the nation's leader in the 9-1-1 industry.

Fairfax County 9-1-1...always there, always ready...24/7/365

