

Department of Cable and Consumer Services CY 2023 Equity Impact Plan



Leadership Sponsor:

Rebecca L. Makely, Director

Equity Lead(s):

Rebecca L. Makely, Director (Acting Equity Lead)

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.

Long-term Outcome(s):

- | | |
|---|---|
| <input type="checkbox"/> Cultural and Recreational Opportunities | <input type="checkbox"/> Health |
| <input checked="" type="checkbox"/> Economic Opportunity | <input type="checkbox"/> Housing and Neighborhood Livability |
| <input checked="" type="checkbox"/> Efficient and Effective Government | <input type="checkbox"/> Lifelong Education and Learning |
| <input type="checkbox"/> Empowerment and Support for Residents Facing Vulnerability | <input checked="" type="checkbox"/> Mobility and Transportation |
| <input type="checkbox"/> Environment | <input checked="" type="checkbox"/> Safety and Security |

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.

DEPARTMENT OF CABLE AND CONSUMER SERVICES CALENDAR YEAR 2023 EQUITY IMPACT PLAN

Goals	One Fairfax Area of Focus	Actions	Stakeholders	Timeline	Resources and Supports	Responsible Parties	Performance Measures
1. DCCS will identify possible equity gaps within the County where additional outreach could be targeted.	6, 15, 18	DCCS will use geographic data associated with the department's consumer education and outreach efforts to address equity gaps.	County departments, non-profit organizations	1/1/2022 through 12/31/2026	Staff time	DCCS Leadership Team	Percent of outreach events in equity areas identified.
2. DCCS will publish videos in multiple languages.	1, 5, 10	DCCS will publish videos in multiple languages produced by Channel 16 that can be accessed through our dedicated Foreign Languages video-on-demand web page.	County Language Access Coordinators; Public Information Officers, Director of Immigrant Community Affairs	1/1/2022 through 12/31/2026	Staff time	Director, Communications Productions	Number of videos posted; number of languages available; video-on-demand viewership data.

Director's Signature: Rebecca L. Maskey 3/29/2023