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# EQUITY IMPACT PLAN ANNUAL REPORT

## CALENDAR YEAR 2024

### BACKGROUND INFORMATION

Department Name: Department of Public Safety Communications

Equity Lead(s): Jessica Daza & Aiyah Khan

Date: March 31, 2025

### EQUITY IMPACT PLAN REPORT

#### DEPARTMENTAL GOALS

##### **Goal 1:**

**DPSC will increase awareness of the 911 Public Safety Telecommunicator system amongst community members, stakeholders, FCPS leaders, and special interest groups.**

##### **Goal 1 Progress:**

As DPSC continues its partnership with Fairfax County Public Schools (FCPS), we had the opportunity to educate students about the 911 Telecommunications profession and the broader public safety system. In 2024, DPSC provided an overview of the job to over 400 students, highlighting the vital role 911 plays in public safety.

DPSC is also collaborating with FCPS to develop an internship program. After discussions with FCPS administration, we have arranged for students to earn academic credit upon completion of the internship program. We plan to start with one intern in 2025 with the aim of expanding the program to offer additional opportunities in 2026.

In 2024, we hosted 20 Special Interest groups at our facility allowing members of the community to tour our operation center. This gave them a deeper understanding of how the 911 system works and the essential work that we do.

##### **Goal 2:**

**Recruit prospective staff in diverse areas of Fairfax County for increased representation of the community we serve.**

##### **Goal 2 Progress:**

DPSC remains engaged in the community by attending events to build strong relationships with residents and stakeholders. In 2024, DPSC took part in 35 outreach events to inform the public of 911 services and 7 recruiting events. These efforts allowed us to connect with diverse communities throughout the county, leading to a significant increase in applications for 911 Telecommunicator

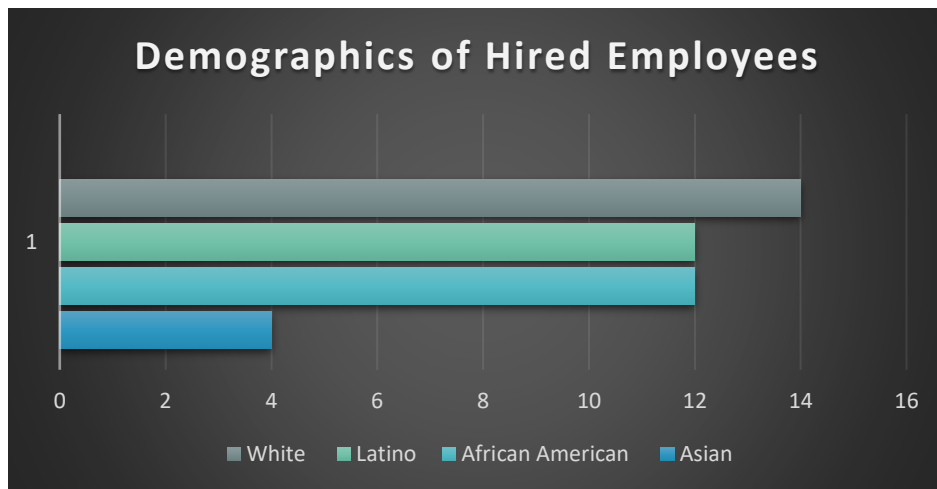
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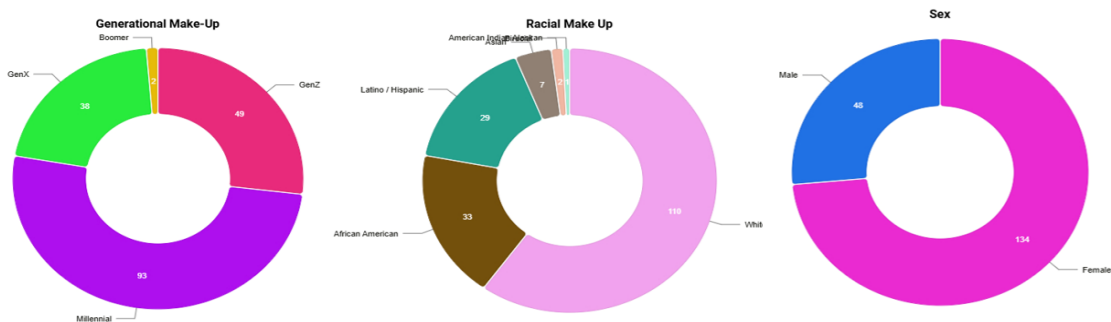
positions. We received a total of 2,296 applications and administered 285 CritiCall tests, ensuring that only the most qualified candidates moved forward.

Out of those applicants, 121 were selected to take the polygraph test. Additionally, DPSC conducted 14 hiring panels this year, inviting external participants to ensure diverse input in the selection process. A total of 8 external participants contributed to our hiring panels.

Below you will see the demographics of our hired employees for 2024:



This has allowed our agency to become more diverse:



Fairfax County: 48.6% white / 20.1% Asian / 17.7% Latino - Hispanic / 9.65% Black

### DPSC By Numbers - Who We Are

#### Demographics

We did not plan an open a house this year due to projections of having vacancies filled by 2025.

**Goal 3: Participate in actions to reclassify 911- Public Safety Telecommunicators as Frist Responders**

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### **Goal 3 Progress:**

As a government agency, DPSC cannot directly participate in certain outreach efforts, but it can educate its employees and stakeholders. In 2024, a member of the Board of Supervisors visited our McConnell Public Safety Transportation Operations Center, along with staff members. During the visit, we showcased the important work we do, helping to highlight why 911 Telecommunicators should be recognized as an essential part of Public Safety.

DPSC has also begun working toward having the Fairfax County Government officially recognize 911 Telecommunicators as First Responders within the Public Safety ecosystem. Through ongoing correspondence and discussions, we are hopeful that in 2025, the Board will formally acknowledge our role and the crucial work we perform as First Responders.

### **Goal 4: Provide education to DPSC employees and community members regarding Behavioral health resources**

#### **Goal 4 Progress:**

DPSC continues its support of Virginia's Marcus Alert Legislation, requiring public safety and behavioral health agencies to coordinate responses to behavioral health emergencies and divert individuals to behavioral health care when feasible.

Our 911 Operations staff comply with this requirement through self-awareness and provide community education on the availability of 988. This resource connects anyone anywhere in the United States to behavioral health care and support inclusive of mental health & substance use assistance.

Additionally, all DPSC staff members may participate in wellness services through the Fairfax County Public Safety Wellness Center. Updated information on available services is routinely socialized for staff awareness.

DPSC submitted 988 data to the Virginia Department of Behavioral Health Developmental Services. For the year 2024, DPSC transferred 557 calls. With proper screening, DPSC has been able to educate the community of additional services.

To assist DPSC employees, we have partnered with Fairfax County Public Safety Wellness Center and advertised opportunities held at various locations throughout Fairfax County. This allows DPSC employees to maintain awareness of available resources.

### COUNTYWIDE GOALS

***Not applicable***

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## OTHER EQUITY-RELATED WORK

In 2024, DPSC held its first annual DPSC- FCPS Public Safety exercise. This exercise was held at West Potomac High School in April 2024, where 50 students participated in hands on experience. The DPSC, Fairfax County Fire, Rescue, Fairfax County Sheriff's Office, and Fairfax County Police Department all assisted in the exercise. This provided real world exposure to the Fairfax County Public Safety system. Students demonstrated skills obtained through a yearlong classroom coursework.