

# DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS CALENDAR YEAR 2025 EQUITY IMPACT PLAN



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## **Departmental Equity Guiding Statement:**

The Department of Public Safety Communications promotes an inclusive organizational culture while reflecting the community members we serve. Regardless of race, ethnicity, cultural, or socioeconomic status, DPSC meets its mission by providing excellent customer service, fostering community outreach, and educational opportunities.

## **Context:**

The Fairfax County Department of Public Safety Communications (DPSC) provides an unparalleled public safety service to its community and public safety system. As the first of the first responders, DPSC routinely encounters callers expressing negative racial, political, and public safety viewpoints. These interactions provoke requirements to educate and empower its workforce on opportunities to address systemic equity issues. DPSC is the 10th largest Public Safety Answering Point (PSAP) in the United States with an annual call volume of 1.1 million. To maintain its 9-1-1 certification, DPSC is required to achieve call answering times of 90% of call volume within 15 seconds and 95% of call volume within 20 seconds. DPSC's Quality Assurance (QA) process ensures call processing and customer service benchmarks are achieved ensuring compliance of industry standards and establishes a service level expectation for Fairfax County Stakeholders.

DPSC partners with the following Fairfax County agencies to educate community members through outreach initiatives:

- Fairfax County Sheriff's Office
- Fairfax County Police Department
- Fairfax County Fire & Rescue Department
- Department of Emergency Management and Security

DPSC staff members focus concerted efforts in the community through outreach events, educational opportunities, and informational social media posts. Through state and local behavioral health initiatives, DPSC continues to support and lead enhanced Public Safety behavioral health responses to community members. Through a cross-agency collaboration

the Department of Public Safety Communications and the Fairfax- Falls Church Community Service Board (CSB) entered into an agreement that supports a public safety behavioral health response. A clinician is co-located at the 911 communication center as a Behavior Health Liaison (BHL). Frequent callers of the 911 system who may not require a public safety response, may speak to a BHL to assess resource needs or further behavioral health connections. DPSC & CSB are reviewing the program and data to ensure the resources are utilized appropriately by our public safety partners.

In 2024, DPSC achieved EIP benchmarks implementing the following agency and community initiatives:

- Fairfax County Behavioral Health Crisis System - Marcus Alert
- Fairfax County Public Safety Wellness Center
- Fairfax County Employee Wellness and Resiliency Program
- Fairfax County Community Outreach and Recruiting Events
- Leadership One Fairfax Equity Trainings

DPSC's primary focus is its employees' health and wellness and establishing proper recognition as Public Safety personnel. Partnering with a public safety behavioral health authority and active involvement with the 9-1-1 Saves Act spotlights these efforts. Appropriate classification with the US Office of Personnel Management will provide the public safety designation for 9-1-1 Telecommunicators. At this time, 911 Telecommunicators are observed Federally as clerical employees. Across the country Telecommunicator are not provided with the same public safety benefits. DPSC is working with Fairfax County Government Leaders to be properly recognized as Public Safety members in the County.

### **System-Level Infrastructure:**

DPSC will continue to foster collaborative relationships with the following agencies and efforts:

- Fairfax County Police Department (FCPD)
- Fairfax County Department of Animal Services (DAS)
- Fairfax County Fire and Rescue Department (FCFRD)
- Fairfax County Sheriff's Department (FCSO)
- Department of Emergency Management and Security (DEMS)
- Fairfax County Public Schools (FCPS)
- Fairfax County Board of Supervisors (BOS)
- Fairfax- Falls Church Community Service Board (CSB)
- Collective Bargaining Unit (CBA)
- Communities of Trust

- Department of Behavioral Health and Developmental Services (DBDHS)
- Federal and State Congressional Advocates
- Fairfax County Occupational Health Center
- Fairfax County Neighborhood Community Services (NCS)

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## DEPARTMENT GOALS

**Goal 1:** DPSC will increase awareness of the 911 Public Safety Telecommunicator system amongst community members, stakeholders, FCPS leaders, and special interest groups.

**One Fairfax Area(s) of Focus:**

- 7. A criminal justice system that provides equitable access and fair treatment for all people.
- 10. A health and human services system where opportunities exist for all individuals and families to be safe, healthy, and realize their potential through the provision of accessible, high quality, affordable and culturally appropriate services.

**Countywide Strategic Plan Community Outcome Area(s):** Safety Security (SS); Lifelong Education and Learning (LEL); Economic Opportunity (EO)

**Countywide Strategic Plan Strategies/Metric(s):**

- SS 3. Strengthening the partnership between Fairfax County schools and law enforcement in ways that focus on creating positive interactions and trust between students, families, staff and police; promote a safe learning environment from elementary grades through high school and provide readily available resources in the event of an emergency.
- SS 7. Implement proactive outreach programs in areas of the county identified as having the highest volume of calls and code violations.
- LEL 13. Expand county/community partnerships, including family support and interventions, to foster student (learner) social, emotional, behavioral and academic competencies.
- LEL 14. Promote career and technical education and associated career paths — including apprenticeship and internship programs — across schools, post-secondary institutions and workforce development organizations, ensuring accessibility and alignment with projected areas of job demand, and identifying and addressing common barriers.
- LEL 15. Increase the supply and improve the quality of career and technical education — including apprenticeship and internship programs — by expanding comprehensive public-private coalitions across schools, post-secondary institutions and workforce development programs.
- EO 19. Leverage the county's position as a large employer to build a diverse, representative workforce, continually developing the skills of existing employees; increasing internships and other work-based learning opportunities for youth; and providing access to key employment supports such as affordable housing, childcare and transportation.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
1a. Develop an internship opportunity for Fairfax County high school students enrolled in 9-1-1 Emergency to establish a career pathway.	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Fairfax County Public Schools (FCPS)</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- FCPS administration Internal &amp; external partner agencies</li> <li>- Volunteer/overtime</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Outreach Coordinator</li> <li>- DPSC Human Resources</li> <li>- DPSC Leadership</li> <li>- DPSC All Staff</li> <li>- FCPS Administration</li> </ul>	<ul style="list-style-type: none"> <li>Dec 2026</li> </ul>	<ul style="list-style-type: none"> <li>- Establish a defined number of FCPS internship positions</li> <li>- Number of FCPS students who apply to DPSC Internship program</li> <li>- Number of FCPS students who are</li> </ul>

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	<ul style="list-style-type: none"> <li>- Career Training and Education (CTE) programs</li> <li>- FCPS course attendees</li> <li>- FCPS/DPSC stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Fairfax County Community members</li> <li>- Fairfax County Board of Supervisors</li> <li>- NCS Leadership</li> <li>- Fairfax County Police Department</li> <li>- Fairfax County Fire and Rescue Department</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Faith Leaders</li> <li>- Civic Groups</li> <li>- NCS Leadership</li> <li>- Fairfax County Police Department</li> <li>- Fairfax County Fire and Rescue Department</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Outreach Coordinator</li> <li>- DPSC Human Resources</li> <li>- DPSC Leadership</li> <li>- DPSC All Staff</li> <li>- FCPS Academy</li> <li>- Administration</li> <li>- DPSC Equity team</li> </ul>	<ul style="list-style-type: none"> <li>- Dec 2027</li> </ul>	<ul style="list-style-type: none"> <li>- Number of outreach events in areas of vulnerability</li> </ul>	accepted in the DPSC Internship Program
<p>1b. Focus efforts in reaching and educating the communities who live in the higher vulnerability index areas of the county.</p>							

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**Goal 2:** Participate in activities to reclassify 911 - Public Safety Telecommunicators as First Responders (local, state, federal) to become eligible to receive benefits and incentives available to the First Responder community.

**One Fairfax Area(s) of Focus:**

18. Other

**Countywide Strategic Plan Community Outcome Area(s):** Effective and Efficient Government (EEG); Safety and Security (SS)

**Countywide Strategic Plan Strategies/Metric(s):**

EEG 3. Enhance communication and outreach to the community by using all available communication methods and tailoring messaging to individual needs.

EEG 13. Implement a workplace culture change effort to actively promote equity and inclusion, collaboration, excellence, innovation, customer service, transparency, accountability and trustworthiness.

SS 16. Create meaningful opportunities for the community to be involved in defining the role of law enforcement and other public safety personnel.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
2a. Engage with Fairfax County Board of Supervisors to officially recognize DPSC 911 Telecommunicators as First Responders (local)	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Fairfax County Special Interest Group</li> <li>- Fairfax County Public Safety system</li> <li>- Fairfax County Board of Supervisors</li> <li>- Fairfax County communities</li> <li>- Collective Bargaining</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- DPSC Staff</li> <li>- Internal &amp; external county partner agencies</li> <li>- Volunteer/overtime</li> <li>- Fairfax County Office of Public Affairs</li> <li>- Deputy County Executive of Public Safety</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Human Resources</li> <li>- DPSC Administrative Leadership</li> <li>- DPSC All Staff</li> <li>- Deputy County Executive of Public Safety</li> </ul>	Dec 2026	<ul style="list-style-type: none"> <li>- Number of tours with BOS members</li> <li>- Fairfax County Proclamation</li> </ul>
2b. Engage with community members, DPSC staff, and industry leaders to support 911 Saves Act legislation (state, federal)	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Fairfax County Special Interest groups</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- DPSC Staff</li> <li>- Internal &amp; external partner agencies</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Human Resources</li> <li>- DPSC Administrative Leadership</li> <li>- DPSC All Staff</li> </ul>	Dec 2026	<ul style="list-style-type: none"> <li>- Number of tours/sit-along, meetings with congressional leaders</li> <li>- Number of DPSC employees who</li> </ul>

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	<ul style="list-style-type: none"> <li>- Fairfax County Public Safety system</li> <li>- Fairfax County Board of Supervisors</li> <li>- Fairfax County communities</li> <li>- Collective Bargaining</li> </ul>	<ul style="list-style-type: none"> <li>- Volunteer/overtime</li> <li>- Deputy County Executive of Public Safety</li> </ul>	<ul style="list-style-type: none"> <li>- Deputy County Executive of Public Safety</li> </ul>	<ul style="list-style-type: none"> <li>- attend informational sessions</li> <li>- Number of community members who attend informational sessions</li> </ul>
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**Goal 3:** Educate staff and community members on the availability of public safety wellness and community behavioral health resources.

**One Fairfax Area(s) of Focus:**

- 10. A health and human services system where opportunities exist for all individuals and families to be safe, healthy and realize their potential through the provision of accessible, high quality, affordable and culturally appropriate services.
- 16. Intentional, focused recruitment efforts that bolster a diverse applicant pool; hiring and evaluation practices, and processes for employee feedback, to achieve and preserve a culture of equity and fairness for all employees.

**Countywide Strategic Plan Community Outcome Area(s):** Healthy Communities (HC)

**Countywide Strategic Plan Strategies/Metric(s):**

- HC 3. Identify barriers to accessing health services for residents in need and align county and community resources to address the underlying factors contributing to underutilization, and to eliminate gaps in services.
- HC 5. Explore innovative financing mechanisms to bolster the flexibility, scalability and sustainability of community health and wellness initiatives.
- HC 7. Foster individual and family resiliency to withstand, adapt to and recover from chronic stress and adverse experiences through early intervention, prevention and trauma-informed care.
- HC 8. Integrate the delivery of health services (physical, mental, oral and substance use) for those in need through co-locating services and redesigning care providers' practices and business processes.
- HC 14. Expand our capacity to effectively reach and engage residents in the design and implementation of health promotion initiatives through strategic partnerships and collaborations.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
3a. Rebrand the Behavioral Health Liaison (BHL) program	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- CSB Leadership</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Leadership</li> <li>- CSB Leadership</li> <li>- DPSC 911 Telecommunicators</li> </ul>	<ul style="list-style-type: none"> <li>- CSB Leadership</li> <li>- DPSC Administrative Leadership</li> </ul>	<ul style="list-style-type: none"> <li>December 2026</li> </ul>	<ul style="list-style-type: none"> <li>- Workload to BHL (number of CRT referrals made, reduction in Public Safety response, connection to behavioral health resources or referrals, etc.)</li> <li>- Workload to DPSC call takers</li> <li>- Workload for first responders</li> <li>- Number of educational sessions provided</li> </ul>

**Goal 4:** Establish and adapt new technology to optimize services to community members and visitors to Fairfax County.

**One Fairfax Area(s) of Focus:**

- 15. Digital access and literacy for all residents.

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**Countywide Strategic Plan Community Outcome Area(s):** Effective and Efficient Government (EEG)

**Countywide Strategic Plan Strategies/Metric(s):**

EEG 29. When building new county facilities and infrastructure, incorporate design that results in multi-use spaces, promotes efficient use of sites and maximizes return on investment.

Actions	Stakeholders	Resources/Supports	Responsible	Timeline	Performance Measures
4a. Secure Location for a Regional Alternate Call Center	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Fairfax County Government Stakeholders</li> <li>- Fairfax County DIT Regional Partner Agencies</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Fairfax County DIT</li> <li>- Prospective Vendor</li> </ul>	<ul style="list-style-type: none"> <li>- DPSC Administrative Leadership</li> <li>- Fairfax County Government Stakeholders</li> </ul>	January 2027	<ul style="list-style-type: none"> <li>- Working with regional partner agencies to identify and acquire physical location for Alternate Call center</li> <li>- Establishment of memorandums of understanding with regional partner agencies</li> </ul>

**Department Director's Signature:** 