

DEPARTMENT OF PUBLIC SAFETY COMMUNICATIONS (DPSC) CALENDAR YEAR 2024 EQUITY IMPACT PLAN



Leadership Sponsor: **Scott Brillman, Director**
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Equity Lead(s): **Jessica Daza, Communications Operations Manager**
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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. Compliance with 9-1-1 Telecommunications industry standards is met through quality assurance (QA) evaluations. The 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. In 2023, 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.

System-Level Infrastructure:

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

- Fairfax County Police Department (FCPD)
- 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

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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, be 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)

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

SS3, SS7, LEL13, LEL14, LEL15, EO19

SS 3. Strengthen 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 supports 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, postsecondary 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, postsecondary institutions and workforce development programs.

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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 Parties	Timeline	Performance Measures
<p>1. Develop an internship opportunity for Fairfax County high school students enrolled in 9-1-1 Emergency Telecommunicator Course to establish a career pathway.</p>	<ul style="list-style-type: none"> • DPSC Leadership • Fairfax County Public Schools (FCPS) • Career Training and Education (CTE) programs • FCPS course attendees • FCPS/DPSC Stakeholders 	<ul style="list-style-type: none"> • DPSC Leadership • FCPS Administration • Internal & external partner agencies • Volunteer / overtime 	<ul style="list-style-type: none"> • DPSC Outreach Coordinator • DPSC Human Resources • DPSC Leadership • DPSC All Staff • FCPS Administration • DPSC Equity Team 	<p>December 2025</p>	<ul style="list-style-type: none"> • Establish a defined number of FCPS internship positions • Number of FCPS student who apply to DPSC Internship program • Number of FCPS students who are accepted in the DPSC Internship Program

Goal 2:
Recruit prospective staff in all areas of Fairfax County

One Fairfax Area(s) of Focus:
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):
Economic Opportunity (EO); Lifelong Education and Learning (LEL)

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

EO 16. Facilitate improved connections between employers and qualified talent by increasing awareness of workforce services and incentives.

EO 17. Develop and execute a compelling marketing strategy to support efforts by Fairfax County businesses to recruit and retain talented employees, highlighting and promoting the competitive advantages of the county and the region.

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

EEG 4. Improve public participation and engagement opportunities to ensure all facets of the community are represented and have the physical, technological, and language access necessary to engage and participate in community discussions and decisions.

EEG 8. Improve the county's competitiveness as an employer to recruit, hire and retain a diverse, highly qualified workforce utilizing data to determine barriers and target strategies for marginalized groups.

EEG 16. Ensure diverse representation and inclusiveness in power and decision-making opportunities.

LEL 13. Expand county/community partnerships, including family supports 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, postsecondary institutions and workforce development programs.

LEL 16. Engage educators, business, government, and nonprofits, and involving youth and young adults, to align their resources and initiatives to create an education-to-career system that better connects Fairfax's youth ages 16-24 who are not in school or working (opportunity youth) to in-demand careers.

Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
2a. Engage community members on career/employment opportunities to address staffing needs	<ul style="list-style-type: none"> DPSC Leadership Fairfax County Public Schools (FCPS) Career Training and Education programs 	<ul style="list-style-type: none"> DPSC Leadership, FCPS Administration Internal & external partner agencies 	<ul style="list-style-type: none"> DPSC-Outreach Coordinator/Committee DPSC Human Resources DPSC Leadership 	December 2025	<ul style="list-style-type: none"> Number of DPSC career fair attendees Diversity breakdown of applicants if available

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	<ul style="list-style-type: none"> FCPS course attendees FCPS/DPSC Stakeholders Fairfax County Office of Public Affairs 	<ul style="list-style-type: none"> Volunteer / overtime, Fairfax County Office of Public Affairs DPSC social media platform 	<ul style="list-style-type: none"> DPSC All Staff FCPS Administration Fairfax County Office of Public Affairs 		
<p>2b. Hiring panels will be diverse and inclusive, reflects our community and DPSC diverse demographics</p>	<ul style="list-style-type: none"> DPSC Leadership 	<ul style="list-style-type: none"> DPSC Outreach Coordinator DPSC All Staff Internal & external partner agencies Volunteer / overtime 	<ul style="list-style-type: none"> DPSC Human Resources DPSC Leadership DPSC All Staff 	<p>Hiring Cycles:</p> <ul style="list-style-type: none"> April July November <p>(Or when an SSB position becomes available)</p>	<ul style="list-style-type: none"> Percentage of diversity on hiring panels Number of internal/external agencies participations
<p>2c. Establish new ways to recruit:</p> <ul style="list-style-type: none"> DPSC's current application process is open and closed throughout the year. In efforts to increase the application pool, DPSC will implement a rolling application process that will remain accessible throughout the year. DPSC will host at least one "open house" recruitment fair. Applicants will receive an overview of the position, submit an application through the online county application portal, undergo onsite assessments and interviews. 	<ul style="list-style-type: none"> DPSC Leadership Fairfax County Public Schools (FCPS) Career Training and Education programs FCPS course attendees FCPS/DPSC Stakeholders Fairfax County Office of Public Affairs Department of Human Resources 	<ul style="list-style-type: none"> DPSC Leadership FCPS Administration Internal & external partner agencies Volunteer / overtime Fairfax County Office of Public Affairs DPSC social media platform 	<ul style="list-style-type: none"> DPSC-Outreach Coordinator DPSC Human Resources DPSC Leadership DPSC All Staff FCPS Administration Fairfax County Office of Public Affairs 	<p>December 2025</p>	<ul style="list-style-type: none"> Number of applications submitted with new rolling application process Number of critical tests administered during open house/ rolling application process Number of applicants forwarded to polygraph from Open House recruiting events Number of applicants forwarded to polygraph from

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					rolling application process
<p>2d. Establish employment pipeline with FCPS.</p>	<ul style="list-style-type: none"> • DPSC Leadership • Fairfax County Public Schools (FCPS) • Career Training and Education programs • FCPS course attendees • FCPS/DPSC Stakeholders • Fairfax County Office of Public Affairs 	<ul style="list-style-type: none"> • DPSC Leadership • FCPS Administration • Internal & external partner agencies • Volunteer / overtime, • Fairfax County Office of Public Affairs 	<ul style="list-style-type: none"> • DPSC-Outreach Coordinator • DPSC Human Resources • DPSC Leadership • DPSC All Staff • FCPS Administration • Fairfax County Office of Public Affairs 	<p>December 2025</p>	<p>Number of students:</p> <ul style="list-style-type: none"> • Enrolled in CTE programs • Participating in externship program • Apply for the internship program • Apply for a position

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Goal 3:

Participate in activities to reclassify 911 - Public Safety Telecommunicators as First Responders (local, state, federal) in order 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)

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

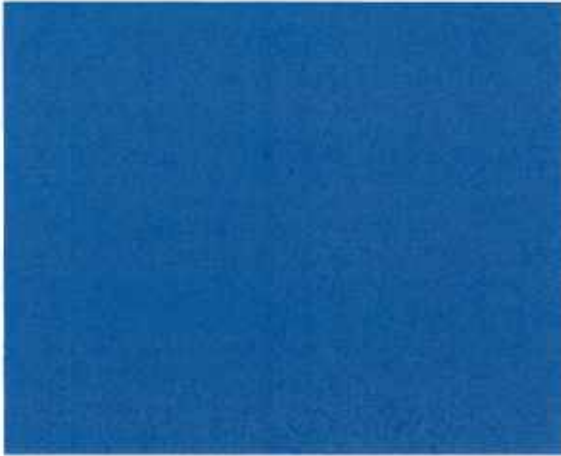
EEG 3. Enhance communication and outreach to the community by using all available communication methods and tailoring messaging to individual needs.

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 Parties	Timeline	Performance Measures
3a. Engage with Fairfax County Board Of Supervisors to officially recognize DPSC 911 Telecommunicators as First Responders	<ul style="list-style-type: none"> DPSC Fairfax County Special Interest Groups Fairfax County Public Safety system Fairfax County Board of Supervisors Fairfax County communities Collective Bargaining 	<ul style="list-style-type: none"> DPSC Leadership DPSC Staff Internal & external partner agencies Volunteer / overtime Fairfax County Office of Public Affairs Deputy County Executive of Public Safety 	<ul style="list-style-type: none"> DPSC Human Resources DPSC Leadership DPSC All Staff Deputy County Executive of Public Safety 	December 2026	<ul style="list-style-type: none"> Number of meetings with BOS members Number of tours with BOS members
3b. Engage with community members, DPSC staff, and industry leaders to support 911 Saves Act legislation.	<ul style="list-style-type: none"> DPSC Fairfax County Special Interest Groups 	<ul style="list-style-type: none"> DPSC Leadership DPSC Staff Internal & external partner agencies 	<ul style="list-style-type: none"> DPSC Human Resources DPSC Leadership DPSC All Staff 	December 2026	<ul style="list-style-type: none"> Number of events DPSC employees attended Number of tours/ sit-alongs,

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- Fairfax County Public Safety system
- Fairfax County Board of Supervisors
- Fairfax County communities
- Collective Bargaining
- Volunteer / overtime
- Deputy County Executive of Public Safety
- Deputy County Executive of Public Safety
- meetings with congressional leaders
- Number of DPSC employees who attend informational sessions
- Number of community members who attend informational sessions

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Goal 4:

Educate DPSC staff and community members on available Wellness 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, be 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)

Relationship to 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.

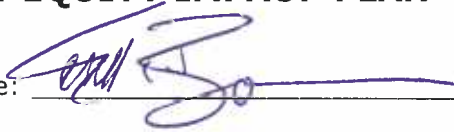
Actions	Stakeholders	Resources/ Supports	Responsible Parties	Timeline	Performance Measures
4a. Increase opportunities and programs for health and wellness of DPSC Employees.	<ul style="list-style-type: none"> DPSC Fairfax County Occupational Health Center Fairfax-Falls Church Community Services Board 	<ul style="list-style-type: none"> DPSC Employee Wellness and Resiliency Program (EWARP) 	<ul style="list-style-type: none"> DPSC EWARP work group Fairfax County Occupational Health Center Fairfax-Falls Church 	December 2025	<ul style="list-style-type: none"> Number of Wellness events provided to employees Attendee participation in wellness events

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		<ul style="list-style-type: none"> Fairfax County Occupational Health Center Fairfax-Falls Church Community Services Board 	Community Services Board		<ul style="list-style-type: none"> Number of opportunities available to the different shifts
4b. Expansion and education of the Behavioral Health Liaison (BHL) program	<ul style="list-style-type: none"> DPSC Fairfax-Falls Church Community Services Board Fairfax County Board of Supervisors 	<ul style="list-style-type: none"> DPSC Fairfax-Falls Church Community Services Board Diversion First Fairfax County Police Department 	<ul style="list-style-type: none"> DPSC Fairfax-Falls Church Community Services Board 	Bi-annual review	<ul style="list-style-type: none"> Number of behavioral health events reviewed by the BHL Number of behavioral health and resource consults provided to Public Safety Number of behavioral health referrals provided Number of Police roll calls attended
4c. Expansion and education of the Marcus Alerts/ 988/ Electronic Health Profile	<ul style="list-style-type: none"> DPSC Fairfax-Falls Church Community Services Board Fairfax County Board of Supervisors Virginia Department of Behavioral Health and Developmental Services (DPDHS) 	<ul style="list-style-type: none"> HopeLink Behavioral Health DPSC Fairfax-Falls Church Community Services Board Diversion First Public Safety System Network 	<ul style="list-style-type: none"> DPSC Fairfax-Falls Church Community Services Board Fairfax County Board of Supervisors Virginia Department of Behavioral Health and Developmental Services 	December 2025	<ul style="list-style-type: none"> Quarterly Marcus Alert/988 (Regional Crisis Center) Data submission to DPDHS Number of community Outreach events where DPSC behavioral health initiatives are educated

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Department Director's Signature: _____

A handwritten signature in blue ink, appearing to be "John S.", is written over a horizontal line. The signature is stylized and cursive.