SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: Friday, April 3, 2026.** Please include this submission form as the first page of your electronic entry. Contact **Gage Harter** with any questions.

PROGRAM INFORMATION

County: Fairfax County

Program Title: 911 Artificial Intelligence

Program Category: Criminal Justice & Public Safety

CONTACT INFORMATION

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Bryan Hill

Title: County Executive

Signature: DocuSigned by: Bryan Hill 5CFC69274C2440E...

AI Assistive Technology for 9-1-1 Operations

Executive Summary

Fairfax County transformed its 9-1-1 operations by implementing AI Assistive Technology to eliminate language barriers and reduce non-emergency call volume, significantly improving response times and system efficiency. Serving a diverse population where more than 170 languages are spoken, the County introduced real-time AI translation and automated non-emergency call triage to address longstanding delays in service delivery.

This innovative solution enables immediate communication with callers and is projected to manage over 600,000 non-emergency calls annually, allowing call-takers to focus on life-threatening emergencies. By integrating AI into its Computer-Aided Dispatch (CAD) system, Fairfax County has modernized emergency communications while improving equity, operational performance, and public safety outcomes. This scalable and replicable model provides a framework for jurisdictions nationwide seeking to enhance emergency service delivery.

The Challenge

Fairfax County operates one of the largest 9-1-1 centers in the United States, serving a highly diverse population where more than 170 languages are spoken. Historically, language barriers created delays of up to 10 minutes while waiting for interpreter services, posing risks to limited-English-proficiency callers and impacting emergency response times.

At the same time, approximately 60% of incoming calls were non-emergency in nature, contributing to extended wait times, sometimes up to 20–30 minutes, and limiting the availability of call-takers for urgent, life-threatening situations.

Traditional solutions, such as increasing staffing or relying solely on interpreter services, were not sustainable at the required scale. The County needed a transformative, technology-driven solution to improve response times, reduce system strain, and ensure equitable access to emergency services.

Program Description & Implementation

Fairfax County implemented AI Assistive Technology in 2025 as a multi-phase initiative designed to modernize emergency communications and improve service delivery. The program introduced two primary components:

- Real-Time AI Language Translation:

  Automatically detects and translates more than 170 languages in near real-time, eliminating delays associated with third-party interpreter services.
- AI-Powered Non-Emergency Call Handling:

  Integrated with the County's Computer-Aided Dispatch (CAD) system, this platform triages and manages non-emergency calls, providing immediate assistance without requiring a live call-taker.

The program was developed, tested, and refined over approximately one year using Fairfax County operational data to ensure accuracy and reliability. Fairfax County led implementation in collaboration with private technology partners, ensuring seamless

integration with existing public safety systems. This approach ensures that AI enhances, not replaces, human decision-making, allowing trained professionals to focus on complex emergencies.

Award Criteria

Fairfax County's AI Assistive Technology program represents a fundamental shift in how 9-1-1 services are delivered, modernizing a system that has remained largely unchanged for decades. Rather than relying solely on traditional, reactive approaches, the County implemented an innovative, assistive AI solution within a live emergency communications environment to address two persistent challenges: language barriers and high volumes of non-emergency calls.

The program's innovation lies in its integrated, dual-impact design. Real-time AI translation eliminates delays that previously hindered communication with limited-English-proficiency callers, allowing call-takers to immediately understand and respond to emergencies. At the same time, AI-driven non-emergency call handling reduces system congestion by diverting routine calls away from 9-1-1 professionals. Together, these capabilities create a more proactive and efficient system, one that improves response times, enhances operational performance, and ensures more equitable access to emergency services for all residents.

This initiative was made possible through strong collaboration between Fairfax County and private technology partners, who worked together to design, test, and integrate AI capabilities into the County's existing Computer-Aided Dispatch (CAD) system. The

program also strengthens coordination across public safety agencies by improving real-time data flow and situational awareness, enabling more informed and effective responses to incidents.

Importantly, this program is not only innovative but also highly scalable and replicable. By leveraging existing infrastructure and integrating adaptable AI technologies, Fairfax County has created a model that can be implemented by jurisdictions of varying sizes and resource levels. The approach allows other localities to tailor the solution based on their specific needs, including call volume, population diversity, and available systems.

Through this combination of innovation, collaboration, and practical application, Fairfax County has developed a forward-thinking model for modernizing emergency communications, one that other local governments can adopt to improve efficiency, equity, and public safety outcomes in their own communities.

Results

The implementation of AI Assistive Technology has significantly improved the speed, accessibility, and effectiveness of Fairfax County's emergency communications system. Where language barriers once introduced delays of up to 10 minutes, communication with callers now begins almost immediately, enabling faster dispatch of emergency services and more accurate information gathering.

By diverting non-emergency calls through an AI-powered platform, the County has reduced strain on call-takers and improved overall system capacity. The system is projected to manage more than 600,000 non-emergency calls annually, allowing trained

professionals to focus their attention on life-threatening situations where time is most critical.

These improvements have strengthened operational performance while also enhancing working conditions for staff, who are now better positioned to handle complex emergencies rather than routine inquiries. Most importantly, the program has advanced equity in service delivery by ensuring that residents with limited English proficiency can access emergency services without delay.

Overall, Fairfax County has created a more responsive, efficient, and inclusive 9-1-1 system, one that better meets the needs of its diverse community while setting a new standard for modern public safety communications.