ECC Management Board Meeting Packet - 5/8/2024

Charlottesville-UVA-Albemarle County Emergency Communications Center
2306 Ivy Rd.
Charlottesville, VA 22903

Print date: 5/1/2024

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Productivity Report

Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report

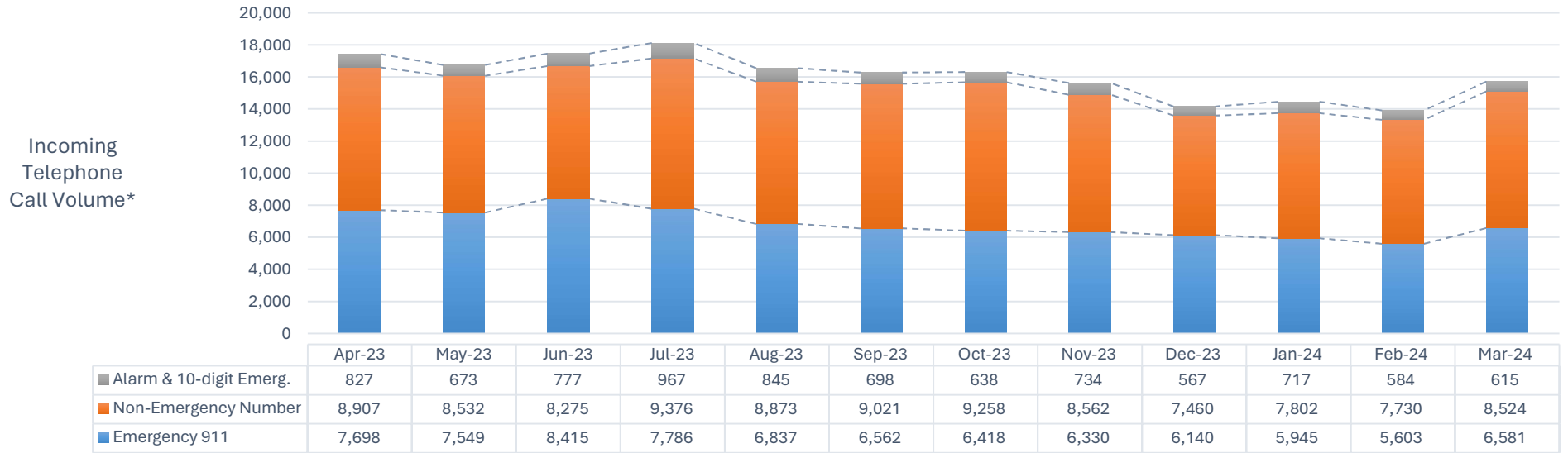Quarter 1 / January – March 2024

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About This Report

This report was developed to provide an ongoing summary of the workload activity and operations of the Charlottesville-UVA-Albemarle County Emergency Communications Center in serving residents, businesses, visitors, students, police, and fire/rescue agencies. It is continually being modified and improved to deliver the most accurate, actionable data.

Q3 2023: As the agency has expanded, this report has evolved to reflect the most relevant and applicable data associated with the agency's pursuit of excellence and continuous improvement. In this and subsequent Productivity Reports, Training Academy and Professional Development updates will be reflected in individual memos delivered by those functions. The Performance Improvement section will now reflect the agency's improvement in protocol compliance and operational performance. New or modified chart types and focuses may be included in this section in future reports.

Telephone System Statistics

Incoming Telephone Call Volume*

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
■ Alarm & 10-digit Emerg.	827	673	777	967	845	698	638	734	567	717	584	615
■ Non-Emergency Number	8,907	8,532	8,275	9,376	8,873	9,021	9,258	8,562	7,460	7,802	7,730	8,524
■ Emergency 911	7,698	7,549	8,415	7,786	6,837	6,562	6,418	6,330	6,140	5,945	5,603	6,581

Includes calls that disconnected from queue before being answered.

911 Class of Service

|	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
■ 911 Unknown	122	114	560	242	121	69	28	21	55	258	41	160
■ 911 VoIP	647	707	598	714	718	622	631	681	711	685	642	714
■ 911 Wireline	471	454	500	469	469	380	440	416	416	397	396	359
■ 911 Wireless	6,458	6,274	6,757	6,361	5,529	5,491	5,319	5,212	4,958	4,605	4,524	5,348
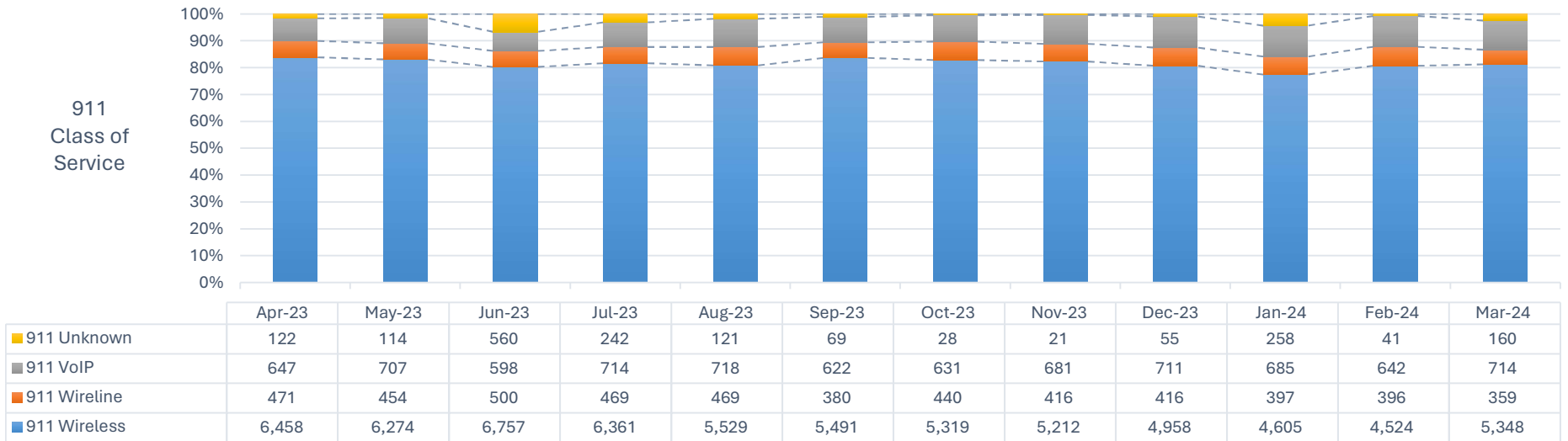
911 Unknown Class of Service Calls increased in June 2023 due phone vendor issue. See 911 Calls Abandoned Before Answer for further information.
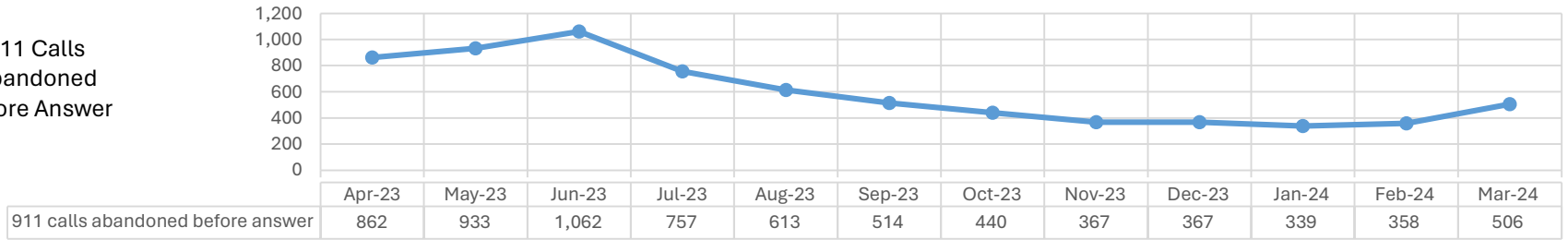
Telephone Call Duration (Avg. Sec)
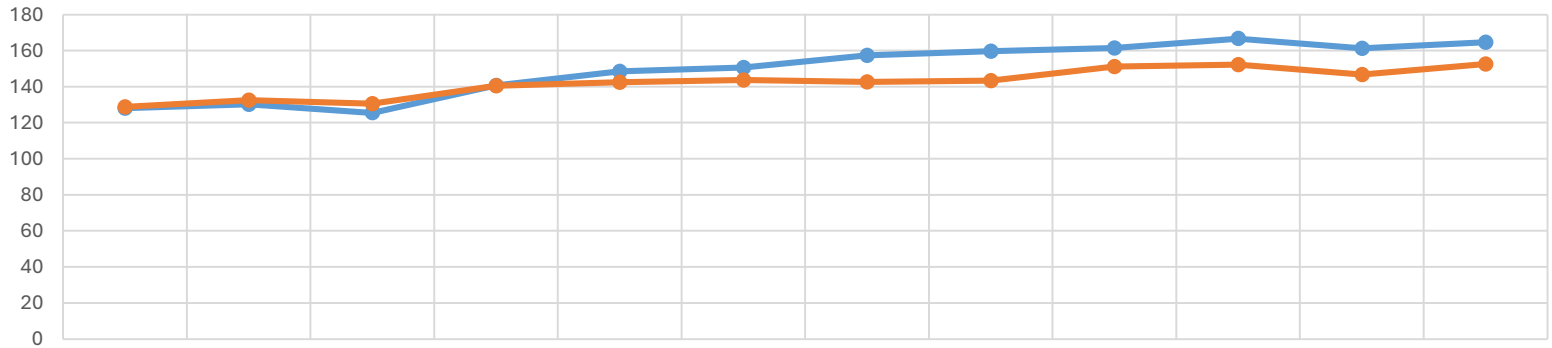
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Incoming 911	128	130	126	141	149	151	157	160	161	167	161	165
Incoming (Overall)	129	132	131	140	142	144	143	143	151	152	147	153

911 Call Answer Times

Legend: ≤ 15 Secs, ≤ 20 Secs, 15sec Standard, 20sec Standard
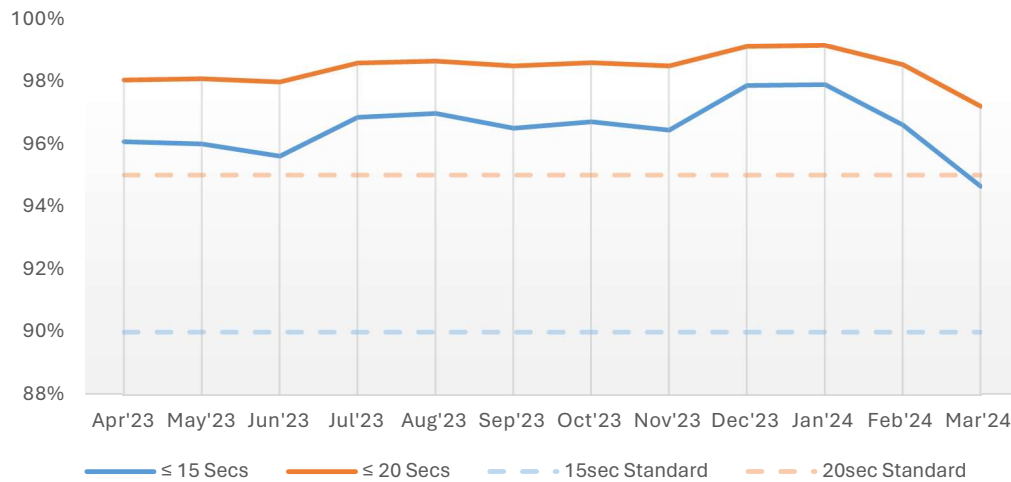
Standard	Met	Comments
Ninety percent of all 9-1-1 calls arriving at the PSAP **SHALL** be answered within fifteen seconds. *NENA-STA-020.1-2020, 9-1-1 Call Processing Standard*	☑	The ECC consistently meets and exceeds this standard, answering 95-98% of all 9-1-1 calls within fifteen seconds.
Ninety-five percent of all 9-1-1 calls **SHOULD** be answered within twenty seconds. *NENA-STA-020.1-2020, 9-1-1 Call Processing Standard*	☑	The ECC consistently meets and exceeds this standard, answering 97-99% of all 9-1-1 calls within twenty seconds.

911 Calls Abandoned Before Answer

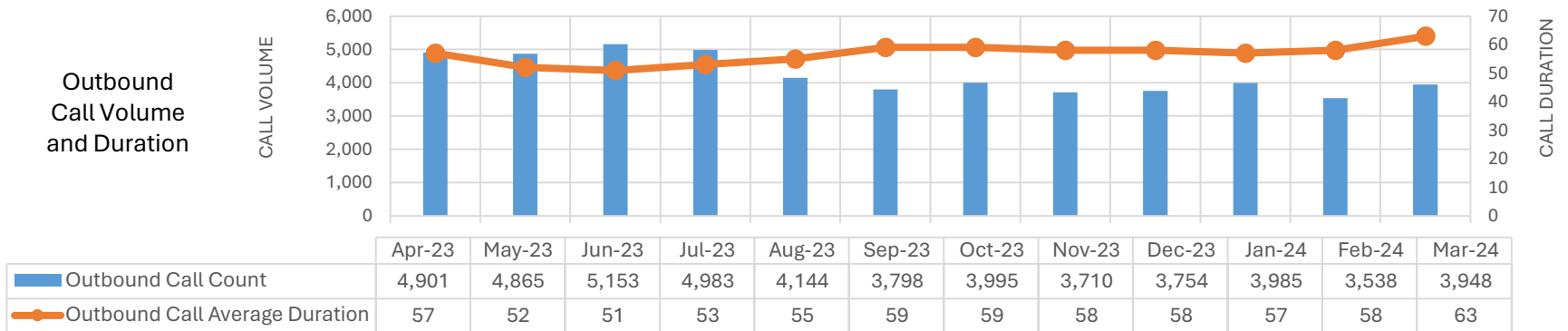|	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
911 calls abandoned before answer	862	933	1,062	757	613	514	440	367	367	339	358	506

*911 Calls Abandoned Before Answer increased throughout April, May, and June due to an operational anomaly with our mobile service providers' communication infrastructure. These 'tower calls' or 'ghost calls' are generated by cell towers with no actual callers on the line. The CUAECC IT department has pursued correction through the service providers and, since June 25th, 911 Calls Abandoned Before Answer have decreased to previously recorded ratios.

911 Calls Abandoned Before Queue

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
911 calls abandoned before queue	0	0	0	2	1	0	0	0	0	0	0	1
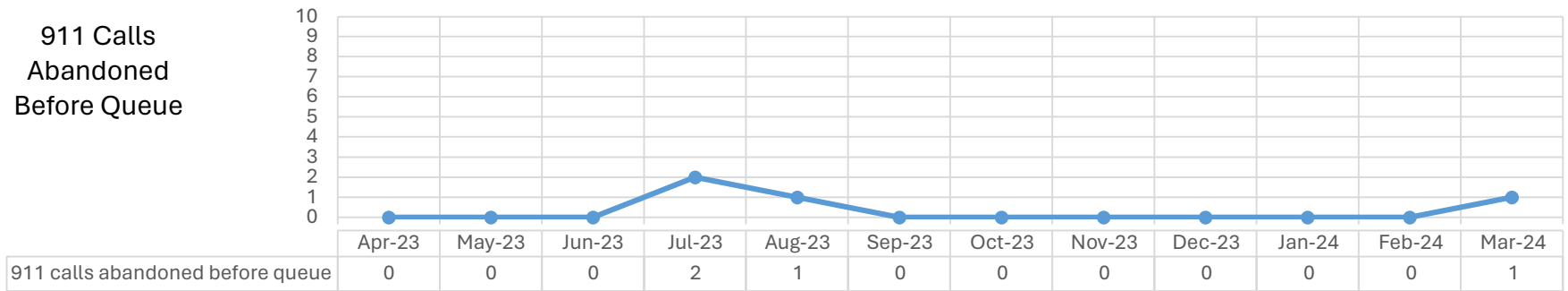
Outbound Call Volume and Duration

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Outbound Call Count	4,901	4,865	5,153	4,983	4,144	3,798	3,995	3,710	3,754	3,985	3,538	3,948
Outbound Call Average Duration	57	52	51	53	55	59	59	58	58	57	58	63

Alternative Communications Statistics

Texts to 911 (Session Count)

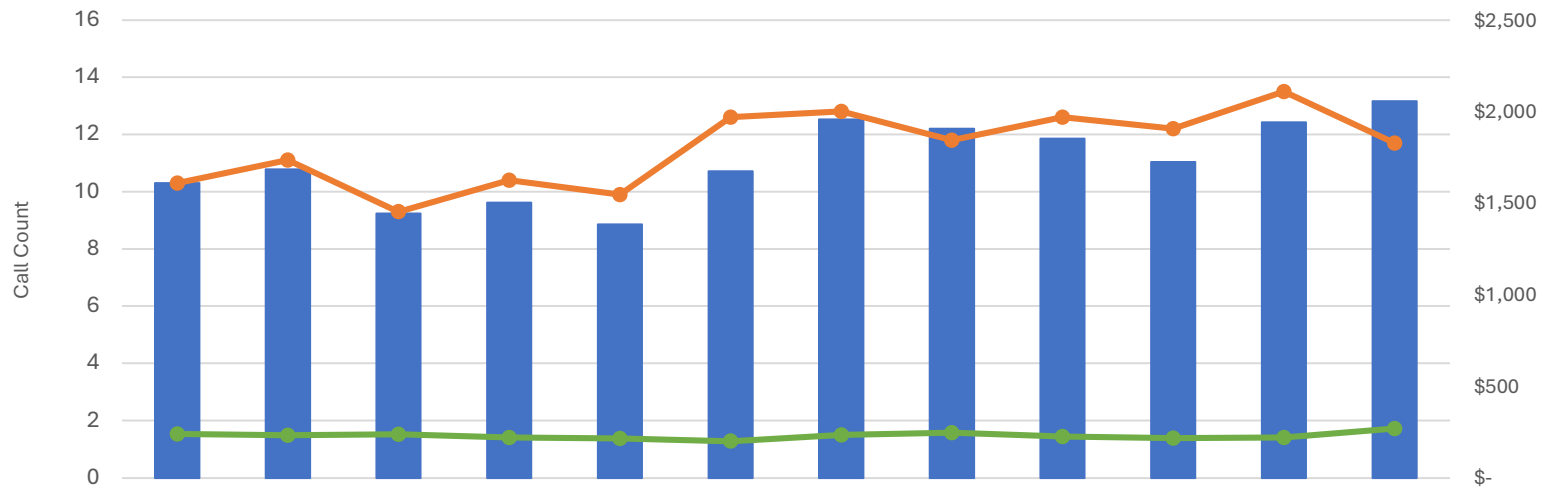|	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
CUAECC Response Only	5	11	13	3	17	28	19	10	21	9	4	6
Partner Agency Response	9	9	5	10	6	32	10	9	19	3	2	14
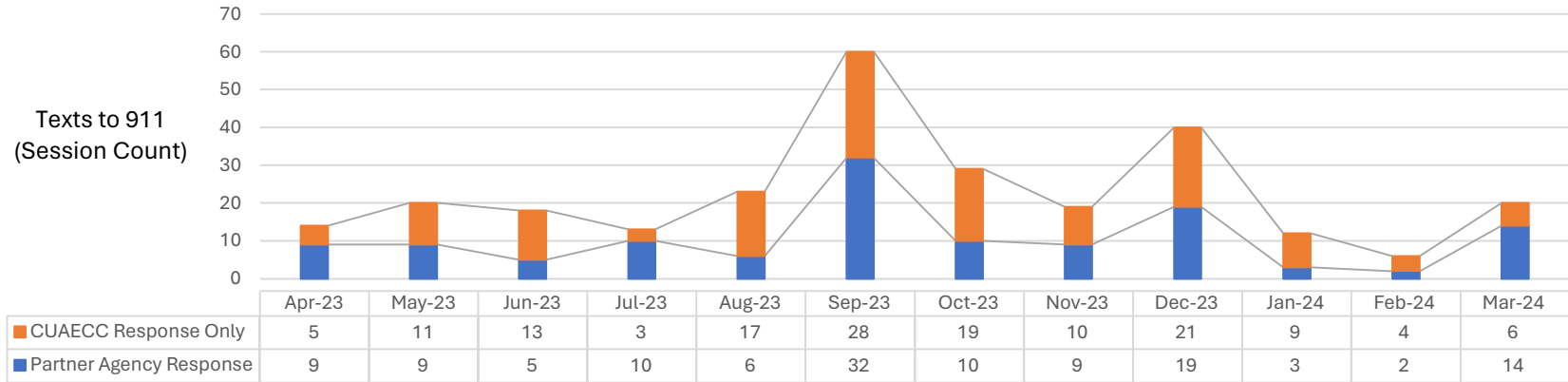
*These categories have been renamed as of Q3 2023 to more accurately reflect the type of data that is captured; the renaming of these categories does not change previous data counts.

CUAECC Response Only: Previously listed as 'Tests', this category includes test sessions, accidental texts (including automatic smart device/ride share messaging), text sessions regarding an ongoing call for service, and other community contact that did not require the dispatch or utilization of resources outside of the CUAECC. **Partner Agency Response**: Previously listed as 'Emergencies', this category includes any text session that necessitated dispatch or utilization of resources from partner agencies.

TTY/TDD Utilization (Includes Tests and Open Line Challenges)

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
TTY/TDD Utilization	41	31	31	60	37	38	27	35	36	17	21	10
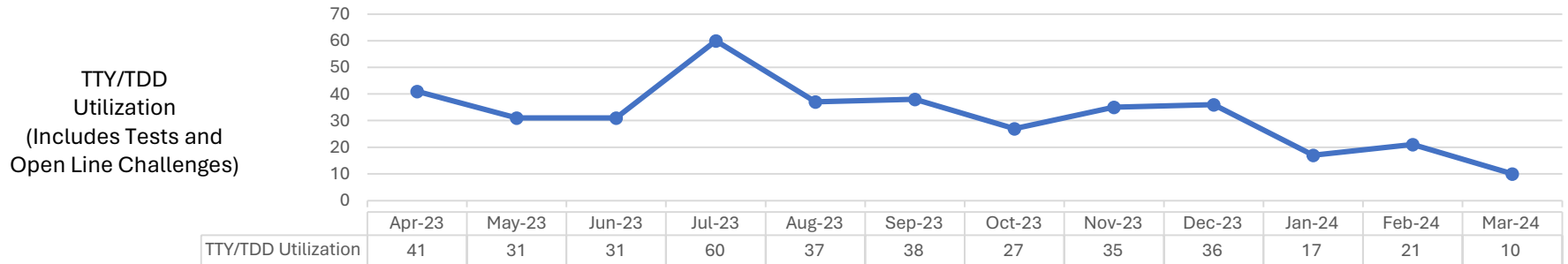
Translation Services - Language Line

	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Language Line Charges	$1,608	$1,685	$1,444	$1,502	$1,384	$1,674	$1,957	$1,907	$1,853	$1,725	$1,941	$2,057
Avg. Call Length (mins)	10	11	9	10	10	13	13	12	13	12	14	12
Total Calls	239	232	238	220	215	201	234	247	225	217	221	270

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Calls Transferred to Other Agencies or Individuals
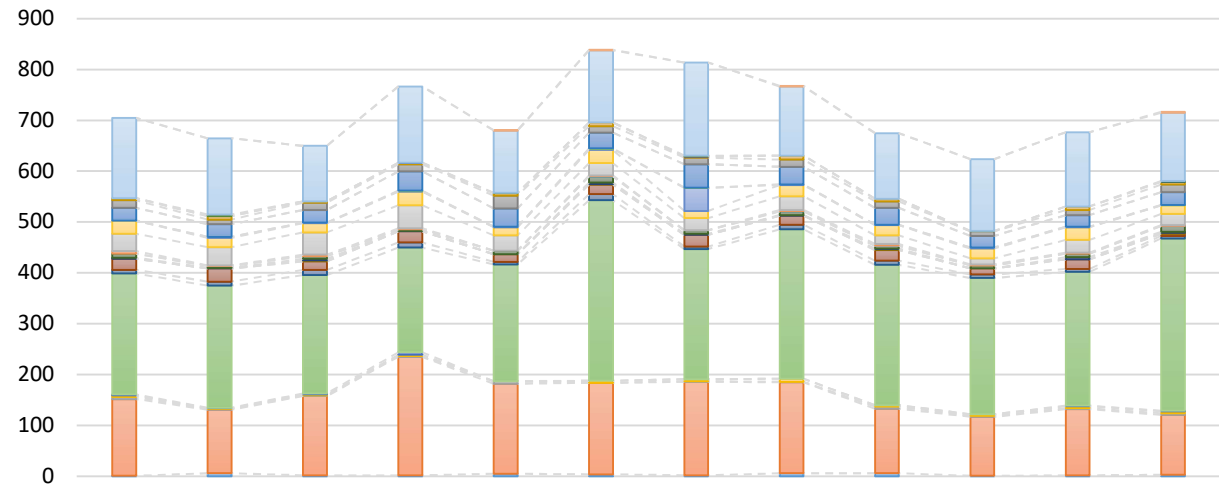
	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Albemarle County Fire/Rescue	0	0	0	0	1	1	0	1	0	0	0	2
Albemarle County Police Department	158	150	109	150	122	142	183	136	129	141	146	134
Albemarle County Sheriff's Department	0	3	0	0	1	0	1	0	0	1	0	1
Amherst Sheriff's Department	0	0	0	1	0	0	1	0	0	0	0	1
Augusta County Sheriff's Department	4	7	3	2	5	7	2	8	5	0	7	5
Buckingham County Sheriff's Department	15	9	14	14	25	13	13	14	13	9	10	15
City of Charlottesville Fire Department	0	0	0	0	0	0	0	0	0	0	0	0
City of Charlottesville Police Department	25	25	25	38	36	31	46	35	33	23	23	25
City of Charlottesville Sheriff's Office	0	0	0	1	0	1	1	0	0	0	0	1
Culpeper Sheriff's Department	0	2	1	1	1	2	45	1	1	2	1	0
Fluvanna County Sheriff's Department	26	18	18	27	16	26	14	22	20	19	25	17
Greene County Fire-Rescue and Sheriff's Department	34	36	44	45	30	24	24	27	17	12	25	22
Harrisonburg/Rockingham ECC	5	1	3	2	0	1	0	2	3	2	2	1
JADE/Terrorism Hotline	0	0	0	0	0	1	0	1	1	0	0	1
Louisa County Sheriff's Department	8	4	5	3	7	12	7	7	5	6	7	11
Madison County Sheriff's Department	2	1	3	1	0	3	2	1	1	0	4	2
Medcom	0	0	2	0	0	1	0	0	2	0	0	2
Medic 5	0	0	0	0	0	0	0	0	0	0	0	0
Nelson County Sheriff's Department	22	26	17	22	15	19	23	18	21	12	19	4
Orange County Fire-Rescue and Sheriff's Department	7	8	10	10	5	12	5	9	8	7	6	5
Other Agencies or Individuals	238	240	233	206	230	355	256	294	276	268	263	339
Poison Control	2	1	2	5	0	0	0	0	0	0	1	1
University of Virginia Police Department	3	1	2	2	0	4	4	6	3	3	4	4
Virginia Department of Transportation	4	2	1	2	5	0	1	1	4	2	2	3
Virginia State Police	151	125	156	233	177	180	184	179	127	116	130	118
Waynesboro Police Department	1	6	2	2	5	4	2	6	6	1	2	3

Response Statistics

Critical Life Threatening/Saving Events*

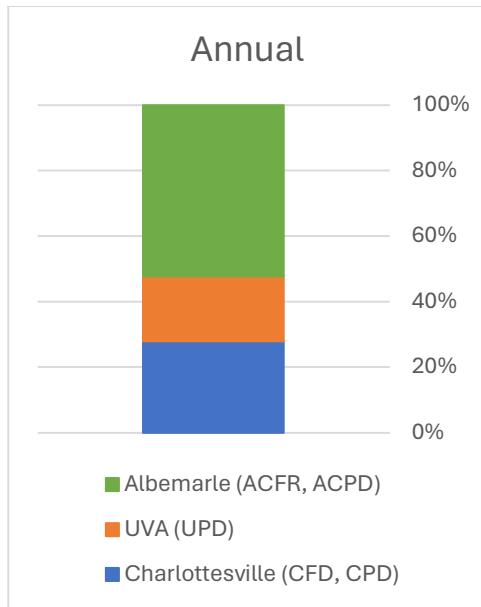|	Apr'23	May'23	Jun'23	Jul'23	Aug'23	Sep'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24
■ Stabbing Events	2	3	1	0	2	1	0	1	4	3	0	2
■ Shooting Events	0	4	4	1	1	2	4	2	0	0	0	1
■ Drowning Events	0	1	1	2	0	0	1	0	0	0	0	0
■ Suicidal Ideations	40	36	30	25	21	23	27	36	52	31	44	30
■ Cardiac Arrest Calls	31	31	36	38	26	28	18	15	13	35	24	29
■ Choking Events	7	2	6	5	4	9	4	9	7	7	3	8
■ Obstetric Calls	9	18	11	8	6	4	10	8	9	6	4	2

Statistics are based on remarks entered in CAD and final event types.

'Suicidal Ideations' label and definition has been updated as of Q4 2022 to include any call where field responders were dispatched for expressed suicidal ideations and attempted or completed suicides.
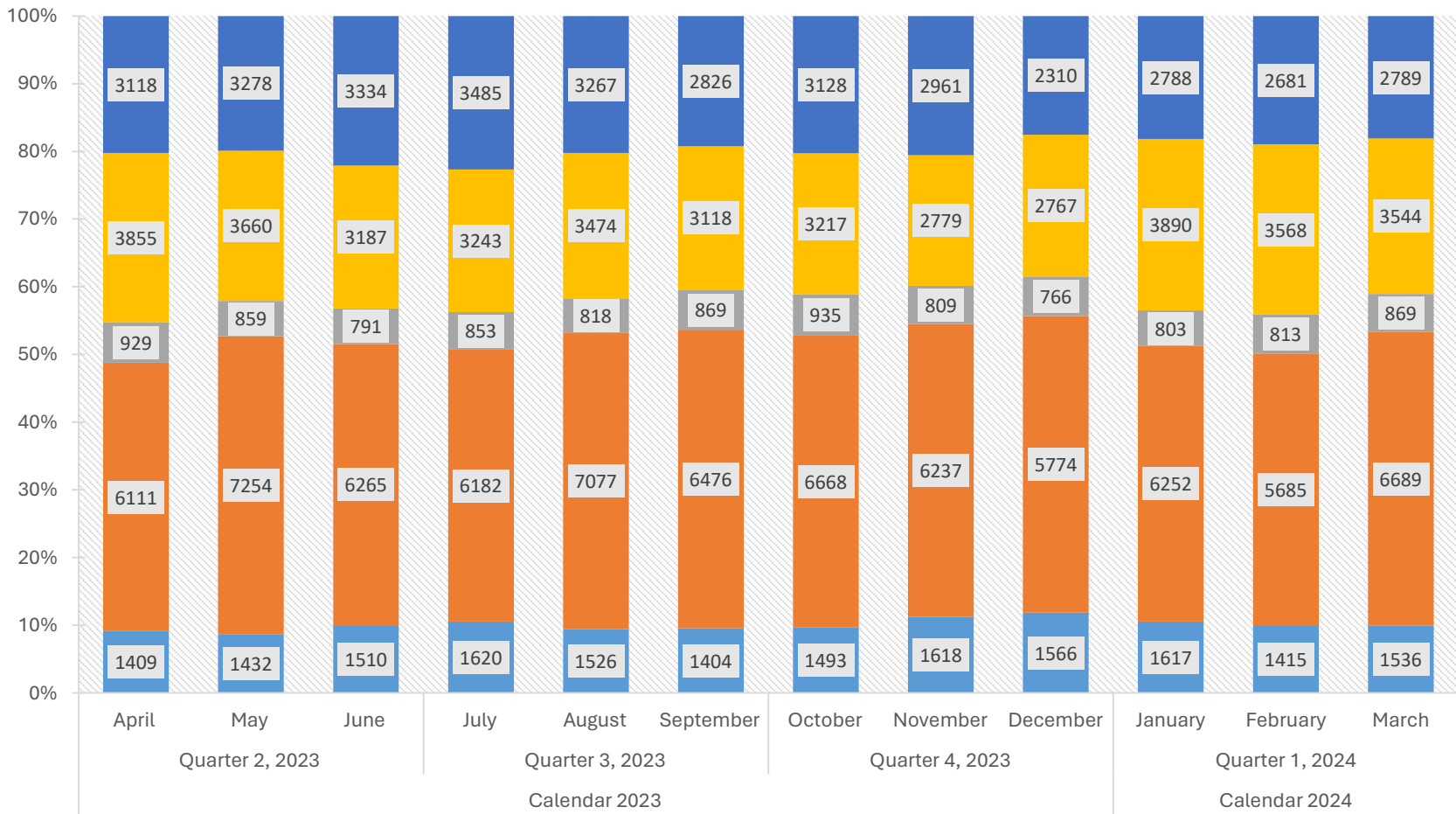
Excluding a) canceled calls and b) test call types.

Chart legend: ACFR, ACPD, CFD, CPD, UPD

Month	Quarter	Calendar
April	Quarter 2, 2023	Calendar 2023
May		
June		
July	Quarter 3, 2023	
August		
September		
October	Quarter 4, 2023	
November		
December		
January	Quarter 1, 2024	Calendar 2024
February		
March		

Data values by month:

Month	ACFR	ACPD	CFD	CPD	UPD
April	1409	6111	929	3855	3118
May	1432	7254	859	3660	3278
June	1510	6265	791	3187	3334
July	1620	6182	853	3243	3485
August	1526	7077	818	3474	3267
September	1404	6476	869	3118	2826
October	1493	6668	935	3217	3128
November	1618	6237	809	2779	2961
December	1566	5774	766	2767	2310
January	1617	6252	803	3890	2788
February	1415	5685	813	3568	2681
March	1536	6689	869	3544	2789

Annual

- Albemarle (ACFR, ACPD)
- UVA (UPD)
- Charlottesville (CFD, CPD)

Total Calls for Service by Participant Over Time

- Charlottesville (CFD, CPD)
- UVA
- Albemarle (ACFD, ACPD)

Participant	Q2 2023*	Q2 2023*	Q4 2023*	Q1 2024*	Overall^
Charlottesville (CFD, CPD)	13,281 (28.26%)	12,375 (26.76%)	11,273 (26.20%)	13,487 (30.01%)	50,416 (27.82%)
UVA (UPD)	9,729 (20.70%)	9,578 (20.71%)	8,399 (19.52%)	8,258 (18.38%)	35,965 (19.85%)
Albemarle (ACFR, ACPD)	23,981 (51.03%)	24,285 (52.52%)	23,356 (54.28%)	23,194 (51.61%)	94,816 (52.33%)

Percentages displayed are calls per participant per quarter

^Percentages displayed are calls per participant over the course of four consecutive quarters

CALEA: The Commission on Accreditation for Law Enforcement Agencies

Successful CALEA Accreditation has been an established accomplishment for the agency since November 18, 2006. The standards presented by the Commission allow for the agency to maintain and exceed benchmark expectations in all aspects of emergency telecommunications. Continual pursuit of improvement and properly identifying development opportunities gives the agency the ability to rise to the expectations of the community and field responders. Through policy creation and maintenance, agency structure, performance measurements, and operational procedures, the entire ECC team works together to overcome both new and ongoing challenges. Accreditation allows us to quantify that success and continue moving forward positively.

The agency was awarded CALEA Accreditation on November 18, 2023, its sixth award. CALEA requires annual review by remote assessors to ensure continued compliance; our assessment dates have been identified by the Commission:

Year 1	September 13-21, 2024
Year 2	September 12-20, 2025
Year 3	September 11-19, 2026
Year 4	May 21-29, 2027
Anticipated Accreditation Award	November 2027

Retaining our CALEA Accredited status while pursuing continuing growth is directly in line with our agency vision:
To be locally and nationally recognized for providing exception service.

4.2

Finance and Budget Reports

To: Sonny Saxton, Executive Director

From: Josh Powell, Deputy Director-Support Services

Date: May 1st, 2024

Subject: FY2024 Budget Snapshot

All amounts are current as of May 1, 2024, as reported in and sourced from the Albemarle County Financial Transaction Files and AADR report.

FY2024 Budget Snapshot

Department	Original Budget	Current Budget*	Actual Expenditures**	Encumbrances	Balance	% Expended
32110 - ECC-Operations	$7,632,391	$9,331,657	$7,088,354	$481,750	$1,761,552	81.1%
32120 - Regional Emergency Mgmt	$344,792	$571,218	$281,238	$18,852	$271,128	52.5%
32130 - 800 MHZ Operations	$457,423	$442,085	$151,593	$105,575	$184,917	58.2%
Grand Total	$8,434,606	$10,344,960	$7,521,185	$606,178	$2,217,597	78.6%

Includes supplemental appropriations.
*** Does not include pending transactions (e.g. scheduled check payments, purchase card payments not yet reconciled).*

FY2024 Revenues Update

The items below are additional revenues* above initial budgeted amounts, totaling $147,152.97, which ECC staff are recommending for the Albemarle County Board of Supervisors to appropriate to FY2024 expenditure accounts.

Object	Account Code	Revenue Budgeted	Revenue Received	Received over Budget
150101-Interest on Bank Deposits	3-4100-32100-315000-150101-9999	$50,000	$79,417.89	$29,417.89
150207-SALE OF SALVAGE/SURPLUS	3-4100-32100-315000-150207-9999	$0	$11,191.00	$11,191.00
190380-COVID RECOVERY	3-4100-32100-319000-190380-9999	$0	$55,056.32	$55,056.32
240055-DEPT. OF EMERGENCY SERVIC	3-4100-32100-324000-240055-9999	$0	$51,487.76	$51,487.76
				$147,152.97

Includes new grant revenues, reimbursements, and unbudgeted items including additional earned interest and monies from surplus/salvage.

CUAECC Regional Funding Shares & Incident Data

Quarterly Comparison to Prior-year CFS Allocation – FY25 Look-Back

The following charts have been developed for the Regional ECC Calls for Service and Funding Model Review Committee, for the purpose of illuminating trends in the proportionality of call for service counts by each regional Participant, so as to allow their respective budget offices additional insight into future year cost for services. Graphs of the following counts are included in Section II ("CAD System Statistics") of the Productivity Report, published quarterly for each regular meeting of the ECC Management Board.

Participant	FY24 Budget Alloc. (Q4 2021-Q3 2022)	Q4 2022			Q1 2023			Q2 2023			Q3 2023			FY25 Budget Alloc.		
		#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ
Albemarle	55.1695%	23,515	52.1200%	↓ -3.0495%	25,371	52.8001%	↓ -2.3694%	23,983	51.0320%	↓ -4.1375%	24,289	52.5247%	↓ -2.6448%	97,158	52.1214%	↓ -3.0481%
Fire/Res		4,834			4,091			4,351			4,550			17,826		
Police		18,681			21,280			19,632			19,739			79,332		
Charlottesville	25.0991%	12,033	26.6707%	↑ 1.5716%	12,909	26.8652%	↑ 1.7661%	13,282	28.2620%	↑ 3.1629%	12,375	26.7608%	↑ 1.6617%	50,599	27.1444%	↑ 2.0453%
Fire		2,753			2,376			2,579			2,540			10,248		
Police		9,280			10,533			10,703			9,835			40,351		
UVA	19.7314%	9,569	21.2093%	↑ 1.4779%	9,771	20.3346%	↗ 0.6032%	9,731	20.7060%	↗ 0.9746%	9,579	20.7145%	↑ 0.9831%	38,650	20.7342%	↑ 1.0028%
Police		9,569			9,771			9,731			9,579			38,650		

Quarterly Comparison to Prior-year CFS Allocation – FY26 Look-Forward

This data details call-for-service counts by Participant entity on a quarterly basis, beginning with the first quarter that follows the allocation determined for the FY25 budget, per Addendum #2, dated 1/1/2013, to the 1984 Regional Agreement (hereafter, "current funding formula")[1]. The YTD column updates as call-for-service data becomes available for each successive quarter. Once four quarters of data are available, the YTD column will reflect the budget allocation percentages for the FY25 budget as called for by the current funding formula.

Participant	FY25 Budget Alloc. (Q4 2022-Q3 2023)	Q4 2023			Q1 2024			Q2 2024			Q3 2024			YTD		
		#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ	#	%	Budget Alloc. Δ
Albemarle	52.1214%	23,357	54.2820%	↑ 2.1606%	23,240	51.6582%	↓ -3.5113%							46,597	52.9409%	↑ 0.8195%
Fire/Res		4,678			4,568									9,246		
Police		18,679			18,672									37,351		
Charlottesville	27.1444%	11,273	26.1986%	↓ -0.9458%	13,488	29.9813%	↑ 4.8822%							24,761	28.1321%	↑ 0.9877%
Fire		2,510			2,485									4,995		
Police		8,763			11,003									19,766		
UVA	20.7342%	8,399	19.5194%	↓ -1.2148%	8,260	18.3605%	↓ -1.3709%							16,659	18.9270%	↓ -1.8072%
Police		8,399			8,260									16,659		

[1] https://cua911.gov/wp-content/uploads/2022/06/ECC-Agreement-with-addenda.pdf

CUAECC Regional Funding Shares & Incident Data
Quarterly Incident-Level Detail – FY26 Look-Forward

Responsive to an ECC Management Board request, the following chart has been developed to illuminate some of the workload performed by regional public safety agencies other than the primary funding partners of the ECC (ACFR, ACPD, CPD, CFD, UPD).

Participant	Q4 2023		Q1 2024		Q2 2024		Q3 2024		YTD	
	#	%	#	%	#	%	#	%	#	%
Albemarle	689	1.26%	656	1.18%					1,345	1.22%
Sheriff*	69		57						126	
CHO Airport	5		13						18	
Scottsville Police	607		575						1,182	
PVCC	8		11						19	
Charlottesville	52	0.10%	55	0.10%					107	0.10%
Sheriff*	52		55						107	
UVA	0	0.00%	0	0.00%					0	0.00%
N/A	0		0						0	
Total	54,534		55,575						110,109	
All other incidents	53,793	98.6%	54,864	98.7%					108,657	98.7%

* Sheriff Incidents/Calls for Service do not currently impact Participant share proportions due to their association with separate ORIS

Note:

A) Due to data and software reporting limitations, it is not currently possible to collect this information from the Calls for Service dataset. This data is a count of unique <u>Incidents</u> based on responding units, which are not directly comparable or equivalent to *Calls for Service* numbers. Multi-agency responses to a single Call for Service, such as a police and fire dual response or a mutual aid response, will generate multiple unique incident numbers.

B) These counts are <u>not</u> a measure of all public safety activities performed by the listed agencies. These counts reflect only those activities which are recorded in the Regional CAD system, as managed by the CUAECC.

4.3

Technology and Building Reports

Charlottesville-UVA-Albemarle County

Emergency Communications Center

To:	Sonny Saxton, Executive Director
From:	Lily Gregg, Deputy Director – Information Technology
Date:	April 10, 2024
Subject:	ECC Technology Report

Executive Summary

The information technology department within the ECC is leading or participating in multiple ongoing technical projects for the ECC and the Region. The major projects include Regional P25 Project, Public Safety Software Optimization, and ongoing system updates. A full list of projects with a brief scope and current status for each is contained below.

Regional P25 Project Budget: $18,808,000 Funded: FY16 7 year duration	**Scope**: Replace end of life Motorola 800 MHz SmartZone radio system infrastructure with L3Harris P25 system. **Status**: Fixes to the original programming are being installed in all radios and should be complete in May. L3Harris project completion proposal is under review. Once the system is in a final state, including GPS settings, a thirty day evaluation period will commence, followed by final system acceptance.
Public Safety Software Optimization Budget: $119,000 Funded: FY22 Budget $281,878 Funded FY23 Duration pending	**Scope**: After discontinuing the RFP process, the ECC continues to optimize the current Public Safety Software platform. **Status**: Enhancements to IBR logic for Field Reporting were deployed to the production environment on March 11, 2024. Regional response plan training was held on March 26th-27th. Software upgrades to version 2024.1 SP1 are planned for Thursday, May 23 for the Test environment, and Monday, July 22 for the Production environment. System downtime is expected during the upgrade.

Electronic Dispatch Protocol Updates Budget: n/a 6 month duration	**Scope**: Review, update, and add EMD and EFD call types in CAD which better align with ProQA determinant codes. **Status**: Work continues on updates to fire call types and programming. In addition to call type updates, all protocols are being updated to a newer version, which will be compatible with the new Carbyne interface.
Email Services Budget: $21,400 Funded: FY 23 3 month duration	**Scope:** Transition from County provided email services to ECC owned services. ECC to procure independent licensing, hosting, and email addressing. **Status:** The ECC has been approved to use providers gov cloud services. Configuration, implementation, and data migration are upcoming.
Cloud Phone System Budget: $5,000 Funded: FY 23 3 month duration	**Scope:** Transition administrative office wire lines to flexible cloud-based solution. **Status:** Licensing has been procured. Configuration and implementation is ongoing.
Rave Smart911 Budget: $28,000 Funded: FY 23 3 month duration	**Scope:** Implement Smart911 safety profile capabilities for community members to be able to provide information to 911 call-takers. **Status:** Installation and testing of the Smart911 interface has been completed. Initiatives to inform community members about the capabilities will be kicked off in the coming months.
PC Replacements Budget: $30,000 Funded: FY 24	**Scope:** Ongoing replacements of end of life our out of warranty PCs. **Status:** PCs have been purchased and configuration and installation will be completed once the equipment is received.
CPE Maintenance & On-Site Support Budget: $10,450 Funded: FY 24 3 month duration	**Scope:** Acquire maintenance and support for 9-1-1 and non-Emergency Call-Processing Equipment (CPE). **Status:** The current vendor providing maintenance and on-site support for the CPE sent notice that they are terminating the existing agreement effective May 13, 2024, due to the company's divestiture. A new vendor has been identified to provide this support, and procurement is ongoing.

To:	Sonny Saxton, Executive Director
From:	Lily Gregg, Deputy Director – Information Technology
Date:	April 10, 2024
Subject:	ECC Building Report

Executive Summary

Along with managing the technical systems for the ECC and the region, the information technology department helps oversee required maintenance or repairs for the building. Interior issues are serviced by City of Charlottesville Facilities Maintenance. Exterior issues are serviced by University of Virginia or contracted vendor in conjunction with UVA. Several ongoing building items, and their status, are contained below.

Parking Lot Updates

The upper and lower lots of the ECC will be resealed and striped.

Window Tinting

In an effort to provide enhanced security, and regulate temperatures, window tinting will be added to all second-floor windows.

Roof Repairs

City Public Works will be using drones and infrared scanning to inspect the roof and detect any moisture under the roof coverings. Further mitigation efforts will depend on the outcome of the inspection.

Fire Suppression System

The backflow prevention assembly was found to be in non-compliance during annual testing. The leaking valve was rebuilt, and the assembly was retested to address the violation. This work was completed under an emergency procurement to avoid water service termination. The total amount for this work was $2,822.00.

HVAC Repairs

The HVAC system that serves the data center rooms at the Ivy Road ECC location has failed on several occasions over the last 6 months. The zone panel was found to be obsolete, and the system has several failing dampers. The ECC is moving forward with an emergency procurement to replace the current zone control system and dampers so that repairs will be completed before extended heat arrives. The total amount for this work is $11,365.00.

4.4

Personnel Reports

Charlottesville-UVA-Albemarle County Emergency Communications Center

To: ECC Management Board

From: Josh Powell, Deputy Director-Support Services

Date: May 1, 2024

Subject: ECC Staffing and Recruitment Report

Staffing, Organizational Strength, and Recruitment

The current overall vacancy rate stands at 10%, equivalent to 6.3 Full-Time Equivalents (FTEs). Recruitment efforts are in progress for all vacancies.

Organizational Strength [5/2024]	Authorized	Actual Full-time	Part-time	Vacant	% Vacant
Operational	50.4	45.10		5.30	11%
Public Safety Communications Officers [1]	**36.4**	**29**	**2.1**		
PSCO I		14		5.30	15%
PSCO II		7			
PSCO III		8	2.1		
Public Safety Communications Supervisors	8	8		0	0%
Public Safety PI & Accreditation Supervisor	1	1		0	0%
Professional Development Manager+	1	1		0	0%
Academy and Outreach Manager+	1	1		0	0%
Operations Manager+	2	2		0	0%
Deputy Director - Operations+	1	1		0	0%
I.T.	6	6		0	0%
Deputy Director - IT+	1	1		0	0%
ECC Sr. Systems Analyst/DBA+	1	1		0	0%
Sr. / Systems Engineer+	2	2		0	0%
Public Safety Applications Analyst+	1	1		0	0%
Public Safety Communications Technician	1	1		0	0%
Emergency Management	1	1		0	0%
Regional Emergency Management Liason+	1	1		0	0%
Administration	8	7.00		1	13%
Executive Director+	1	1		0	0%
Deputy Director-Support Services+	1	1		0	0%
HR Manager+	1	1		0	0%
Payroll and Benefits Specialist	1	1		0	0%
Senior FOIA Specialist	1	1		0	0%
Accountant II	1	1		0	0%
Administrative Assistant	1	1		0	0%
Lead Custodian	1	0		1	100%
Overall	**65.40**	**59.10**		**6.3**	**10%**

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[1] *Authorized count does not include overhire (0/3 positions filled).*
+*Salaried*

Charlottesville-UVA-Albemarle County
Emergency Communications Center

To: Sonny Saxton – Executive Director
From: Celeste Baldino – Deputy Director of Operations
Date: April 18th 2024
Subject: Activity of FOIA and Research Unit Q1 2024

Release of Information and Other Research

For the fourth quarter (Jan-March) 2024 the ECC's FOIA and Research Unit handled 106 research requests from our partner agencies and subpoena's, with an average work time spent of 72 minutes per request, as well as 36 Freedom of Information Act requests, with an average work time spent of 66 minutes per request. A standard estimated average administrative time is assigned to each request, which includes time for notarization, copying, and delivery. Research time includes processing email requests; CAD research, download and redaction; audio review, download and redaction; documentation of tasks; development of written communication; and time spent traveling to and appearing in court for subpoenas. 100% of FOIA requests were responded to within the allotted 5 days, with an average response time of 3.25 days. Average response time for partner agency requests was 2.5 days.

Feedback

The ECC accepts feedback from members of the public, field responders, and ECC employees via a form on our website (cua911.gov/feedback). During Q1, we received twenty-four submissions from the public: Fourteen were referred to the appropriate partner agency, seven were positive feedback about their interaction with the ECC call-taker, one was a question about citizen connect and one was a question about Emergency Alerts both handled by our in-house teams, and one was a complaint (included below in the complaint analysis). We also received six feedback forms from field responders: four were dispatch questions (one was a call taker input error and the other three were by protocol), one was a complaint of incorrect dispatch (included below in complaint analysis), and one was garbled radio traffic that was passed onto the ECC PS Radio System Coordinator.

Complaints

During Q1, the ECC received nine complaints, two of which were from callers/members of the public and seven were from partner agencies. In all cases, complaints were researched by supervisory personnel and/or an Operations Manager. Six complaints were deemed to be unfounded and three were deemed founded. If the complaint was founded, appropriate remediation, follow up with original requestor, and/or corrective actions were taken.

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4.5

Training Program Reports

To: Josh Powell, Deputy Director-Support Services

From: Nicole Lewis, Academy & Outreach Manager

Date: 4/10/2024

Subject: Academy Update

Current Academy

Our current call-taking academy commenced on March 25th, welcoming seven new coworkers. Among them, two possess prior experience in public safety communications, enhancing their roles at CUA911. Last week, our students successfully obtained their Emergency Telecommunications (ETC) certification, and notably all received honors distinction (achieving a final score of 98% or higher) on their certificates. Over the next two weeks, the class will acquire their Emergency Medical Dispatch (EMD), Emergency Fire Dispatch (EFD), and Emergency Police Dispatch (EPD) certificates. As the academy progresses, they will develop the competencies necessary to transition to the on-the-job portion of their training.

Students at their workstations in the new classroom space.

Students in ETC class. Instructed by Rebecca Conners.

Shayla, one of our new co-workers, keeps score during Jeopardy.

Cultural Competency Integration

Our academy's ongoing mission is to deepen our understanding of serving all community members, especially underserved populations, and those at risk. I am committed to broadening this effort by introducing new presenters to enhance the cultural awareness of our students. Currently, we feature ten (10) guest speakers in our academy. In this current classroom session, my goal is to expand this roster, providing our students with additional skills to effectively serve our diverse community.

Save the Date!

The current academy is scheduled to graduate on July 18th @ 18:00. We would be honored to have you join us to celebrate the success of our newest co-workers.

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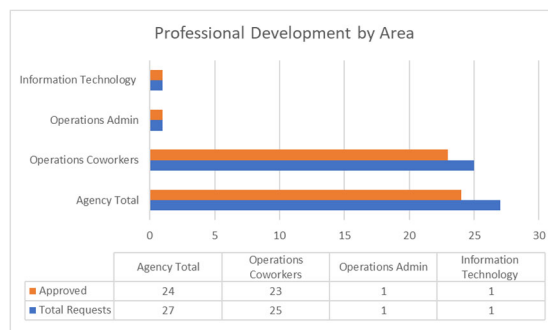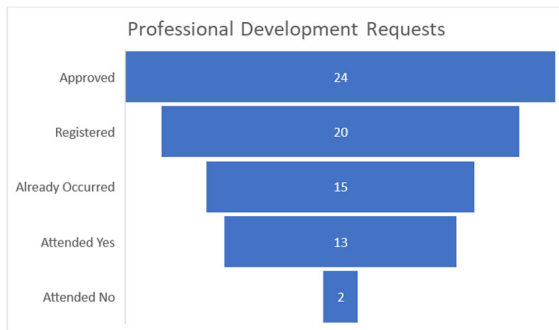*"APCO Project 33 Certified Training Program"*

To: ECC Management Board
From: Jan Farruggio, Professional Development Manager
Date: April 15, 2024
Subject: Update from the Professional Development Division

In January, three coworkers had the opportunity to represent our Agency at the "Be the Difference Conference" in Knoxville, TN. This conference is in its infancy, and we were tasked with vetting the overall experience as well as receiving focused training sessions that are tailored for the 9-1-1 industry and leadership strategies. In February, we were represented at the APCO Wellness Summit where a member of our Agency spoke about the importance of Peer Support Teams within the ECC.

The Professional Development Division has initiated efforts aimed at enhancing training opportunities for co-workers, empowering them to become more confident and delivering a higher level of service to our partners and community. In the first quarter we began tracking the approval rate of training requests and identified the originating teams within ECC for these requests.

Professional Development Requests

Stage	Value
Approved	24
Registered	20
Already Occurred	15
Attended Yes	13
Attended No	2

Professional Development by Area

	Agency Total	Operations Coworkers	Operations Admin	Information Technology
Approved	24	23	1	1
Total Requests	27	25	1	1

We continually track the duration our Communication Training Officers(CTOs) spend mentoring the new co-workers, for on-the-job training (OJT). A CTO plays a pivotal role in ensuring successful OJT by imparting essential communication skills and bridging the transition between classroom and real world scenarios. Their guidance empowers new co-workers to navigate emergency calls while fostering confidence and compliance to policy and protocol. Our CTOs have dedicated substantial time during the 1st quarter yielding significant success.

CTO Hours by Month 1st Quarter
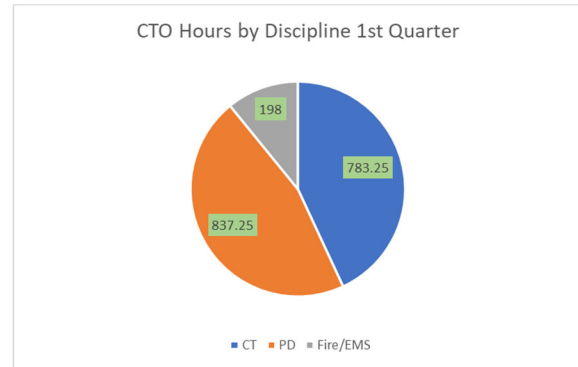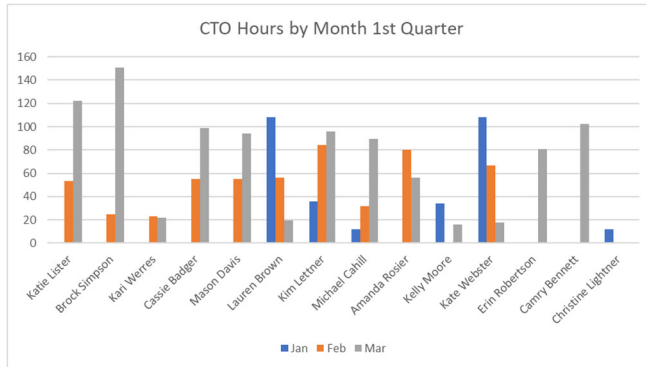
CTO Hours by Discipline 1st Quarter

4.6

Commendations, Awards, and Press

Charlottesville-UVA-Albemarle County Emergency Communications Center

To: ECC Management Board

From: Josh Powell, Deputy Director-Support Services

Date: May 1, 2024

Subject: ECC Press and Social Media Update

ECC in the News

Since our last report, local news stories and press releases involving the Charlottesville-UVA-Albemarle County Emergency Communications Center and/or its co-workers include:

- **4/18/24**: "Meeting the heroes behind the headsets at the Charlottesville-area ECC" (29news.com)
- **4/4/24**: "You're invited: NPSTW 2024 9-1-1 Open House" (CUA911.gov)
- **3/21/24**: "Charlottesville-UVA-Albemarle ECC Appreciates Community Assistance and Patience During High Workload Due to Red Flag Day Fires" (CUA911.gov)
- **3/4/24**: "AccessSOS aiming to make text to 911 more accessible" (CBS19News.com)
- **2/22/24**: "Cell service restored for Charlottesville-area AT&T customers" (Dailyprogress.com)

Social Media

The ECC continues to maintain and grow its presence on social media, including Facebook, X (formerly Twitter), NextDoor, Instagram, and LinkedIn. Initiatives include recruitment, community engagement, and public education.

To: File
From: ECC Awards, Recognitions, and Celebrations Committee
Date: 4/2/24
Subject: ECC 2024 Annual Awards

GOLDEN COWORKER OF THE YEAR: Kelly Moore
"Presented in recognition of your devotion to ECC's GOLDEN values. You are a true inspiration."

TELECOMMUNICATOR OF THE YEAR: Rachel Walton
"Presented in recognition of your dedication to excellent customer service and consistent quality. You are a true asset."

CALL TAKER OF THE YEAR: Mason Davis
"Presented in recognition of your exceptional service with all call taking duties. You are a true representation of excellent customer service."

TRAINER OF THE YEAR: Kim Lettner
"Presented in recognition of your dedication to improving the workplace through superior training and mentoring. You are a key contributor to a bright future."

SUPERVISOR OF THE YEAR: Michael Cahill
"Presented in recognition of your strong leadership and interpersonal skills. You are a true visionary and an inspiration for progress."

INFORMATION TECHNOLOGIST OF THE YEAR: TJ Bateman
"Presented in recognition of your excellence in information technology duties. Your dedication to the frameworks of our center is acknowledged and appreciated."

ADMINISTRATIVE EXCELLENCE AWARD: Lily Gregg
"Presented in recognition of your excellent leadership and professionalism. You are the essence of a great workplace and a true inspiration."

RISING STAR: Hailey Morris
"Presented in recognition of your ambition, dedication, and motivation to become a leader. Your devotion to progress is exemplary and appreciated."

CAROLYN GROOMS DEDICATION TO SERVICE AWARD: Jae Lohr
"Presented in recognition of your commitment and devotion to service to the center. Your dedication to transcending expectations is admired and celebrated."

Charlottesville-UVA-Albemarle County Emergency Communications Center

To: Josh Powell, Deputy Director of Support Services

From: Jae Lohr, Performance Improvement and Accreditation Supervisor

Date: April 1, 2024

Subject: Quarter 1 2024 Kaizen Commendation Memo

For the period of January to March 2024, I am excited to award the following Public Safety Communications Officers with a Kaizen Commendation for 100% protocol compliance within our quality assurance program! We value and celebrate their dedication, experience, and leadership in protocol excellence.

Well done!

- Cassie Badger, PSCO II with two occurrences.
- Camry Bennett, PSCS with two occurrences.
- Corie Brown, PSCO III with one occurrence.
- Lauren Brown, PSCO II with one occurrence.
- Kim Lettner, PSCS with one occurrence.
- Kara Lugar, PSCO III with one occurrence.
- Mandy Moore, PSCO III with three occurrences.
- Erin Robertson, PSCS with three occurrences.
- Kristin Schwartz, PSCO II with three occurrences.
- Rachel Walton, PSCO III with three occurrences.

4.7

Previous Meeting Minutes

Emergency Communications Center Management Board
Regular Meeting Minutes – February 14, 2024 – 9:00am
Location: ECC Conference Room, 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

Chair Chief Tim Longo	Vice Chair Ms. Ashley Marshall	Secretary Chief Sean Reeves
Chief Mike Rogers *(Designee for Chief Michael Thomas)*	Mr. John DeSilva	Chief Michael Kochis
Mr. Trevor Henry	Chief Dan Eggleston	Dr. Bill Brady

Members Absent

None		

Others Present

Mr. Sonny Saxton	Mr. Josh Powell	Ms. Lily Gregg
Ms. Nicole Lewis	Ms. Celeste Baldino	Ms. Amanda Farley

(1) Call to Order
Chief Longo called the meeting to order at 9:00am.

(2) Roll Call
Mr. Powell confirmed a quorum of members were present during roll call.

(3) Matters from the Public
No public comments were received, either in person or electronically.

(4) Consent Agenda
With no items removed from the consent agenda for further discussion, **Mr. DeSilva made motion, seconded by Chief Eggleston, to approve consent agenda item 4.7, Previous Meeting Minutes. The motion carried on a voice vote. Mr. Henry made motion, seconded by Ms. Marshall, to approve consent agenda item 4.8, Strategic Plan Update. The motion carried on a voice vote. Mr. DeSilva made motion, seconded by Ms. Marshall, to approve consent agenda items 4.1 through 4.6 as presented ("Productivity Report," "Finance and Budget Reports" "Technology and Building Reports," "Personnel Reports," "Training Program Reports," and "Commendations, Awards, and Press"). The motion carried on a voice vote.**

(5) Committee Updates
Mr. Saxton advised the Board that the Budget and Finance Committee had met on December 14th and January 8, and had recommended a budget to be put forth before the ECC Management Board, which he would overview in an upcoming agenda item.

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(6) Director's Report & Updates

Academy and Outreach Presentation

Mr. Saxton and Mr. Powell introduced Ms. Nicole Lewis, Academy and Outreach Manager, to present on recent improvements made to the ECC's new hire training program. Ms. Lewis highlighted that ensuring effective training and integration of new hires is vital given national staffing crises in 911 centers, with national studies showing vacancy rates as high as 50%, 60%, or 70% in some centers. She noted the ECC's graduation rates have increased significantly, from approximately 20% to an average of 93.7%, since implementing a formal classroom academy in 2022.

Success stories from ECC academy graduates were shared, including Lauren Brown receiving a Lifesaver Award for her quick response and lifesaving CPR instructions to a caller within two months of graduation.

Board members asked questions about attrition rates, average time from start of Academy to release on the floor, and experiential learning activities. Ms. Lewis invited the Board to the upcoming graduation ceremony on February 21.

FY2025 Recommended Budget Presentation

Mr. Saxton presented the proposed FY25 budget. Highlights included alignment with the ECC's strategic plan, focusing on workforce stabilization, professional development, tools/technology, and facilities. The proposed budget allocated funding for cost-of-living adjustments, benefit and wellness initiatives, technology upgrades, and 3.6 additional FTEs to manage call volume growth.

Board members discussed staff compensation and affordability for partner agencies. Discussion also ensued around accounting for calls from agencies like the airport, and evaluating the funding formula, last updated in 2012.

Members of the Board expressed consensus that more information on the status of the Participant budgets was needed before voting to adopt the ECC's budget, and that the Board would revisit the budget at an upcoming meeting once this information was available.

(7) ECC Executive Director Annual Performance Evaluation

Chief Longo introduced the ECC's newly-developed appraisal form and recommended it be used to conduct the ECC Executive Director's annual performance evaluation. Chief Longo requested that Mr. Powell email an electronic copy of the form and Executive Director job description to all Members, who were then requested to return their comments to Chief Longo as Board Chair within the following two weeks. Chair Longo advised he would then complete the form on behalf of the Members, and the Board could then have a meeting to report back on the evaluation.

(8) Other matters Not Listed on the Agenda from the Board

There were no other matters not listed on the agenda from the Board.

(9) Adjourn

Ms. Marshall moved to adjourn the meeting, seconded by Mr. Henry, at 10:20am. With no further business to come before the Board, the meeting was adjourned.

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