



ECC Management Board Meeting Packet - 9/9/2024



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

Print date: 8/30/2024

Table of Contents

Agenda Item	Page
4.1) Productivity Report	3
4.2) Finance and Budget Reports	15
4.3) Technology and Building Reports	17
Technology Report.....	18
Building Report	20
4.4) Personnel Reports	21
ECC Staffing and Recruitment Report.....	22
Activity of FOIA and Research Unit.....	23
4.5) Training Program Reports	24
Academy Update	25
Professional Development Update.....	27
4.6) Commendations, Awards, and Press	29
100% Protocol Compliance Commendation.....	30
4.7) Previous Meeting Minutes	31
ECC Special Meeting – June 10, 2024	32
5) Committee Updates	35
ECC Facility Planning Committee Meeting Minutes – April 10, 2024.....	36
ECC Facility Planning Committee Meeting Minutes – May 16, 2024	38
ECC Facility Planning Committee Meeting Minutes – June 18, 2024	40
ECC Facility Planning Committee Meeting Minutes (Draft) – July 24, 2024.....	42



4.1

Productivity Report



Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report



Quarter 2 / April – June 2024

Contents

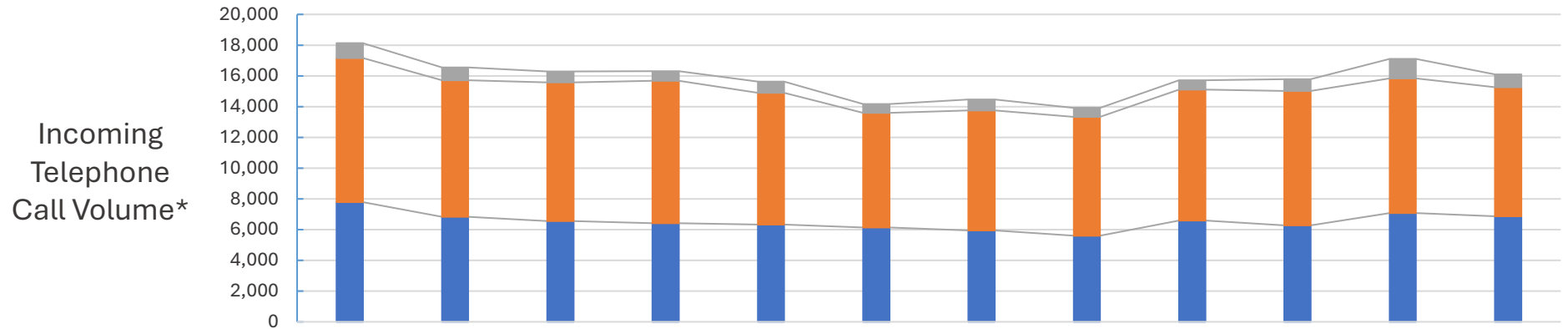
I.	Telephone System Statistics	2
II.	Alternative Communications Statistics	5
III.	Response Statistics.....	8
IV.	Agency Status	11

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.

Q2 2024: 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, the Agency Status area will reflect information and updates on current accreditations and certifications, protocol compliance, citizen survey responses through PowerEngage, and VCIN operations.

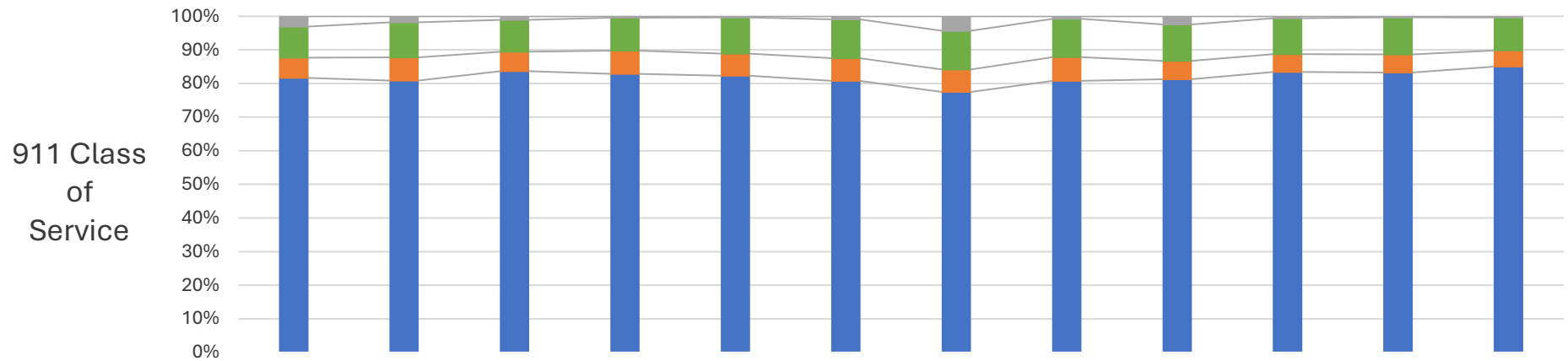
Telephone System Statistics



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Alarm & 10-digit Emerg.	967	845	698	638	734	567	717	584	615	761	1,280	831
Non-Emergency Number	9,376	8,873	9,021	9,258	8,562	7,460	7,802	7,730	8,524	8,745	8,756	8,406
Emergency 911	7,786	6,837	6,562	6,418	6,330	6,140	5,945	5,603	6,581	6,273	7,077	6,861

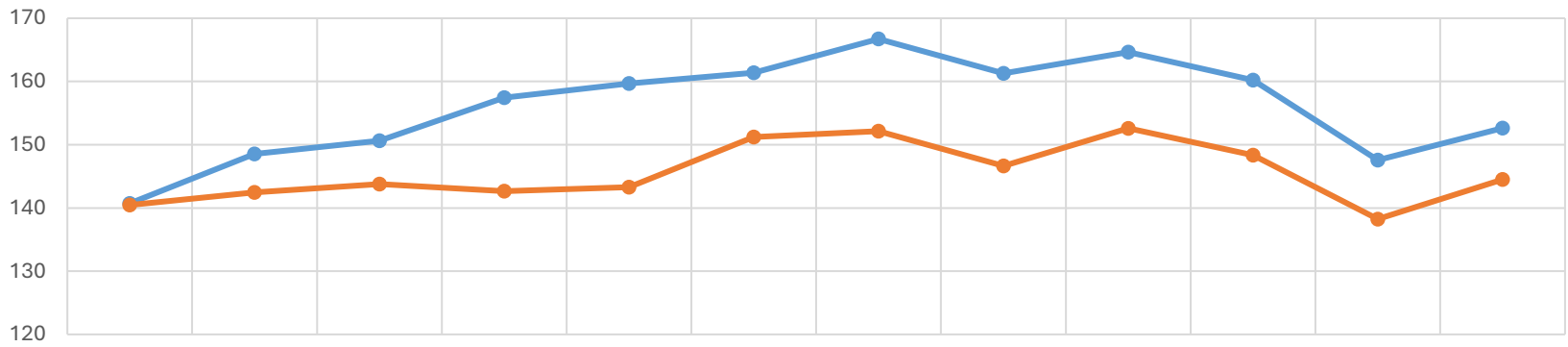
May 2024: Line issues forced common utilization of backup lines, generating an increase in the '10 digit' counts.

**Includes calls that disconnected from queue before being answered.*



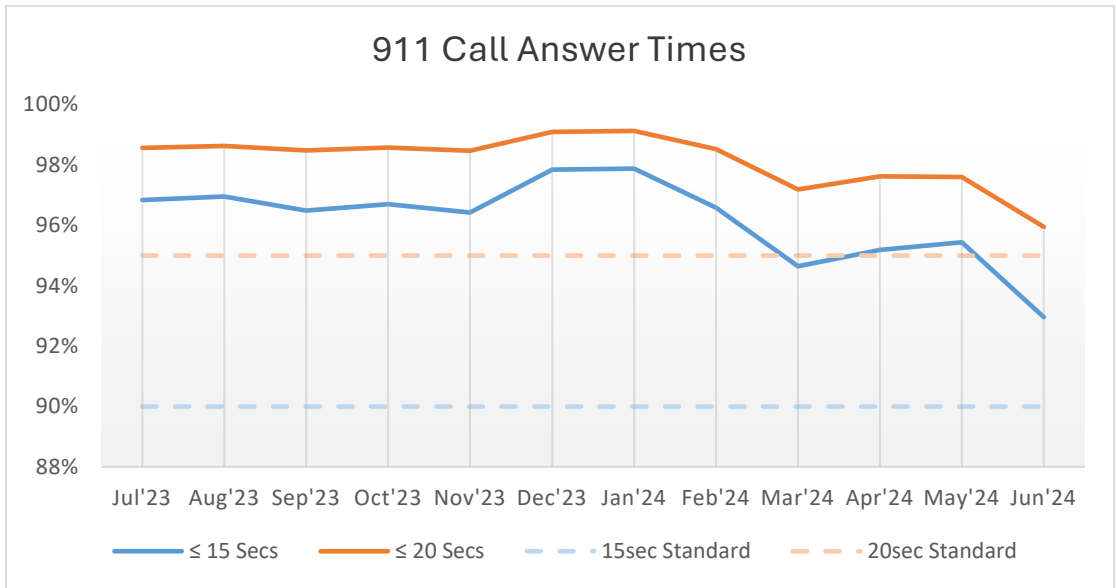
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
911 Unknown	242	121	69	28	21	55	258	41	160	38	23	26
911 VoIP	714	718	622	631	681	711	685	642	714	671	780	673
911 Wireline	469	469	380	440	416	416	397	396	359	328	383	329
911 Wireless	6,361	5,529	5,491	5,319	5,212	4,958	4,605	4,524	5,348	5,236	5,891	5,833

Telephone Call Duration (Avg. Sec)



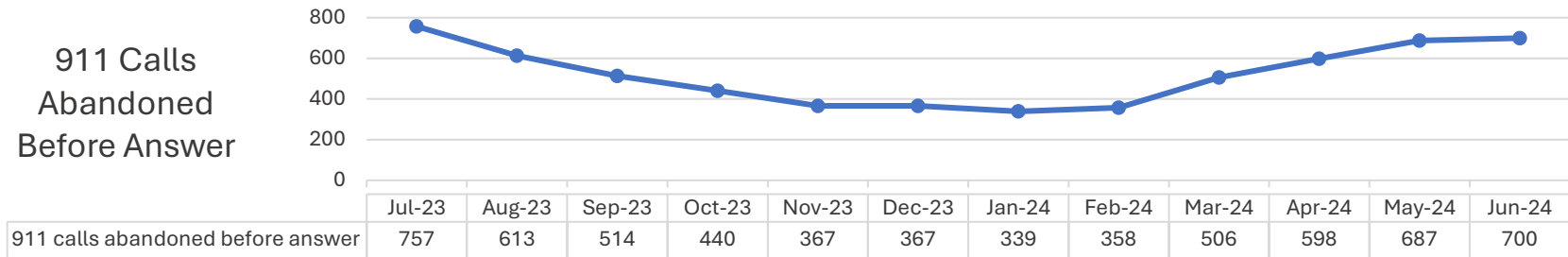
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
● Incoming 911	141	149	151	157	160	161	167	161	165	160	148	153
● Incoming (Overall)	140	142	144	143	143	151	152	147	153	148	138	145

911 Call Answer Times



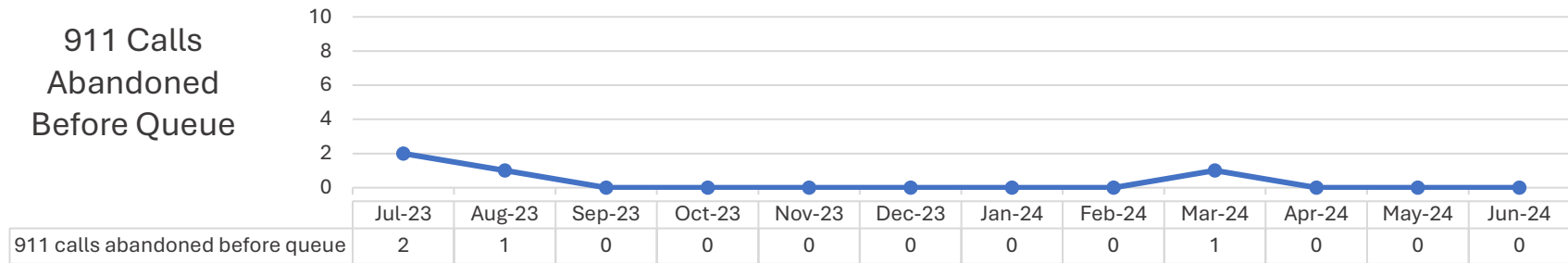
Standard	Met	Comments
Ninety percent of all 9-1-1 calls arriving at the PSAP SHALL be answered within fifteen seconds. <i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i>	☑	The ECC consistently meets and exceeds this standard, answering 92-98% of all 9-1-1 calls within fifteen seconds.
Ninety-five percent of all 9-1-1 calls SHOULD be answered within twenty seconds. <i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i>	☑	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

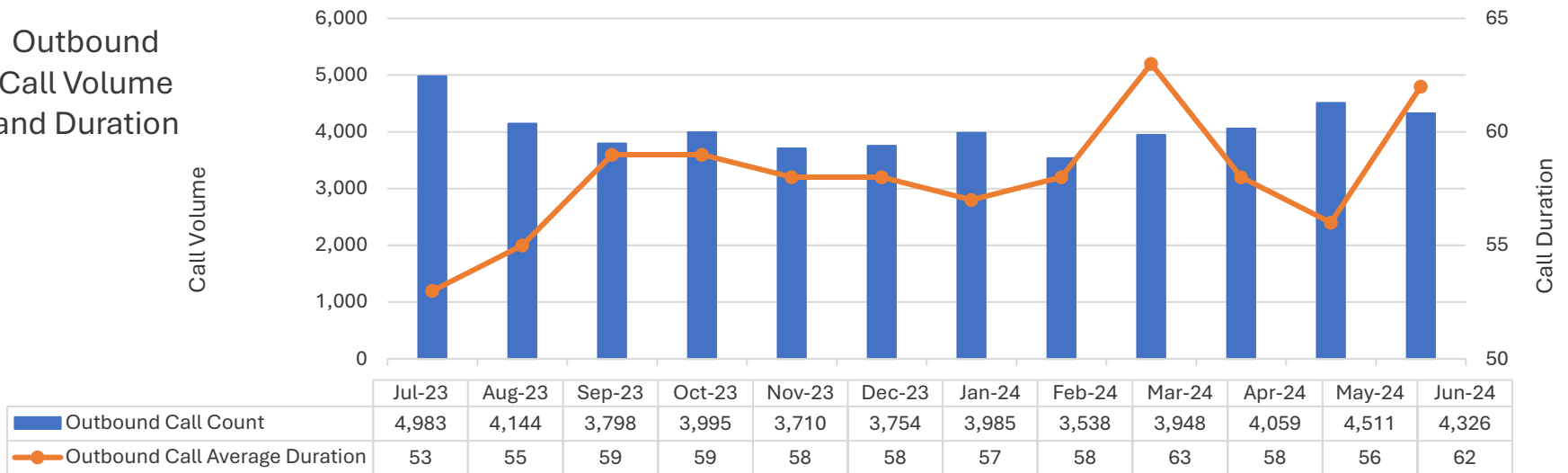


911 Calls Abandoned Before Answer call volumes have been identified as erroneously calculated by ECaTS (Emergency Call Tracking System). A support ticket has been escalated to a higher tier engineering team with Intrado to identify and correct the issue. Corrected abandonment rates will be made available.

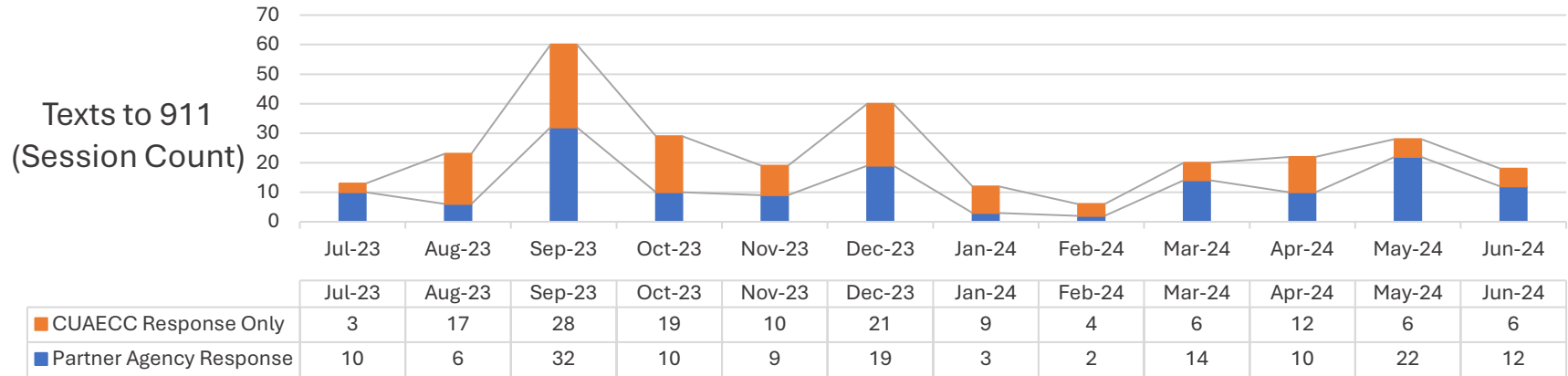
911 Calls Abandoned Before Queue



Outbound Call Volume and Duration

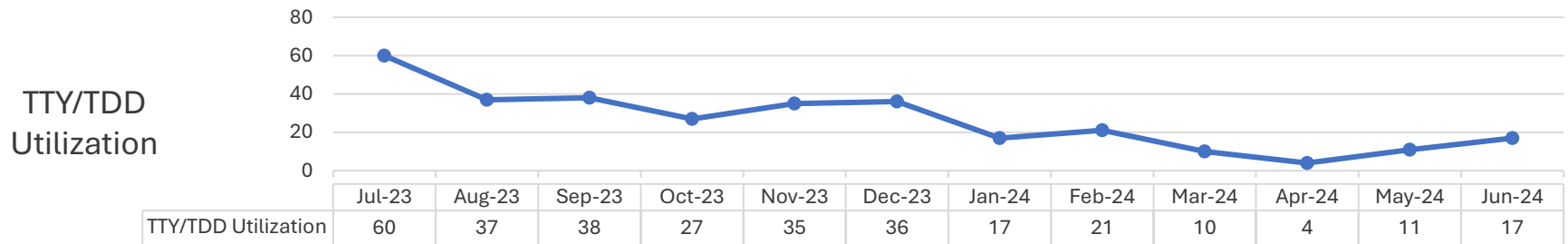


Alternative Communications Statistics



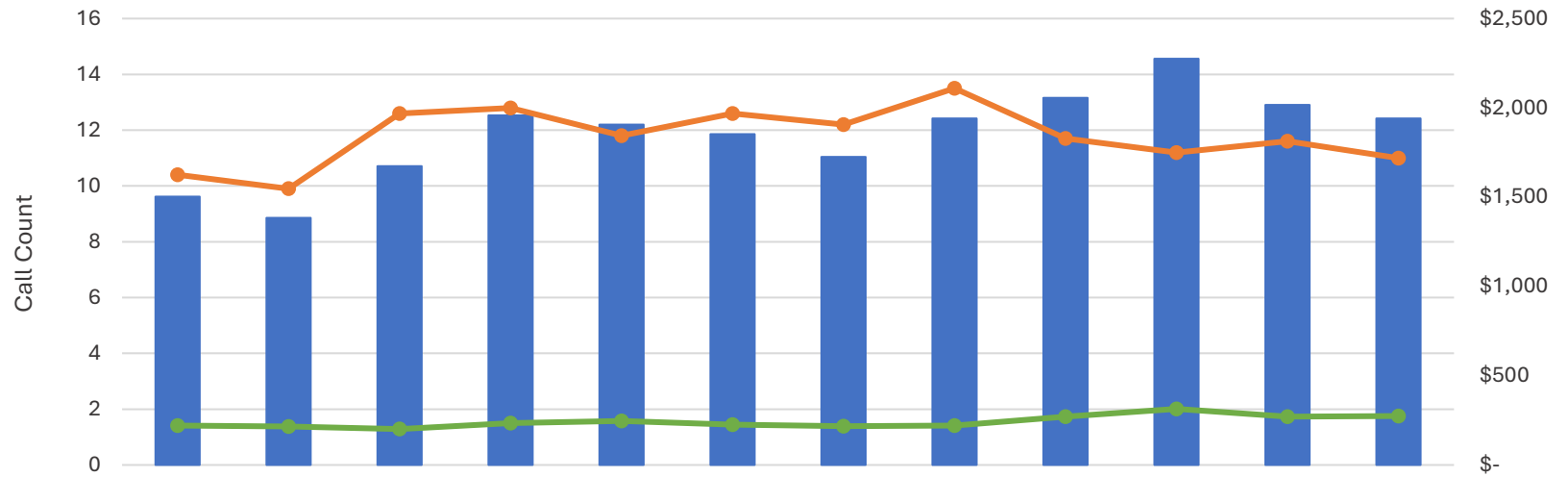
*These categories have been renamed as of Q3 2023 to more accurately reflect the type of data that is captured; the renaming of these categories does not change previous data counts.

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.



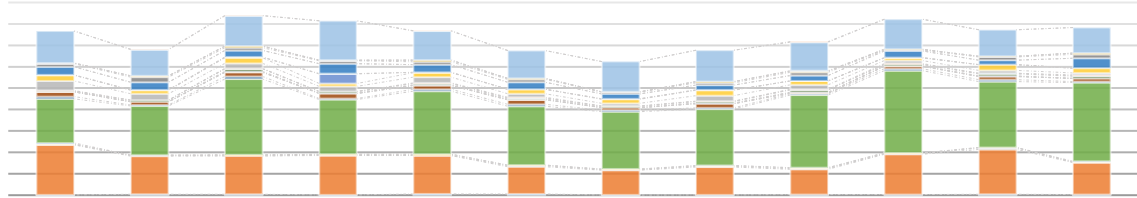
Includes Tests and Open Line Challenges

Translation Services - Language Line



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Language Line Charges	\$1,502	\$1,384	\$1,674	\$1,957	\$1,907	\$1,853	\$1,725	\$1,941	\$2,057	\$2,274	\$2,016	\$1,941
Avg. Call Length (mins)	10	10	13	13	12	13	12	14	12	11	12	11
Total Calls	220	215	201	234	247	225	217	221	270	314	270	274

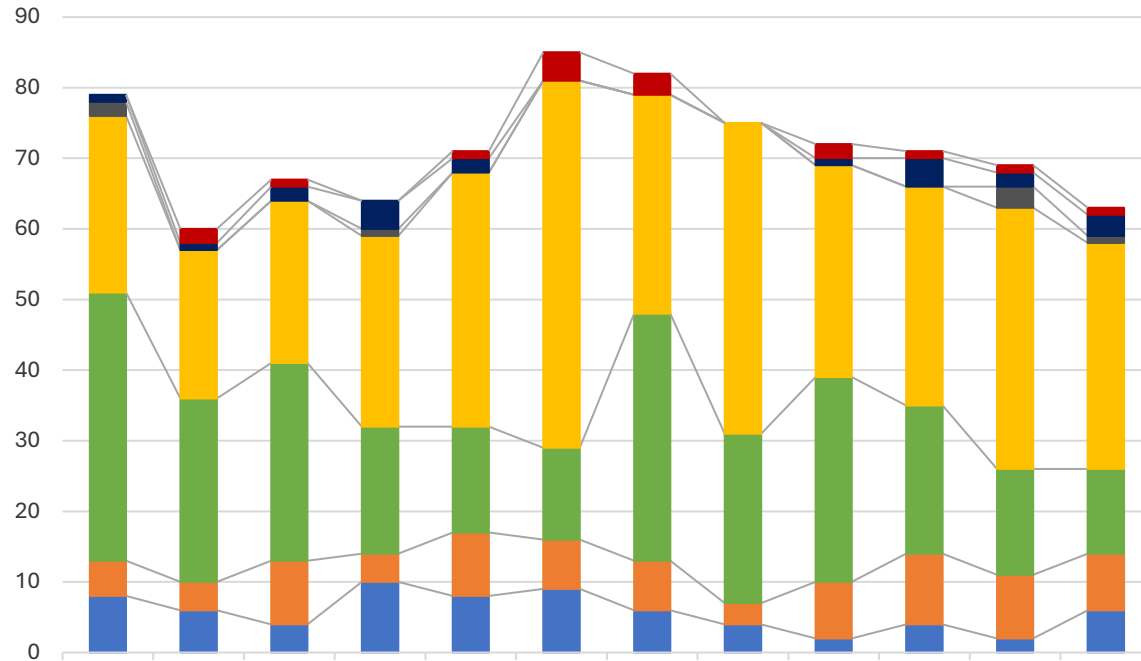
Calls Transferred to Other Entities



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Albemarle County Fire/Rescue	0	1	1	0	1	0	0	0	2	0	0	0
Albemarle County Police Department	150	122	142	183	136	129	141	146	134	140	123	119
Albemarle County Sheriff's Department	0	1	0	1	0	0	1	0	1	0	0	0
Amherst Sheriff's Department	1	0	0	1	0	0	0	0	1	0	0	0
Augusta County Sheriff's Department	2	5	7	2	8	5	0	7	5	3	4	6
Buckingham County Sheriff's Department	14	25	13	13	14	13	9	10	15	5	15	18
City of Charlottesville Fire Department	0	0	0	0	0	0	0	0	0	0	0	0
City of Charlottesville Police Department	38	36	31	46	35	33	23	23	25	32	21	47
City of Charlottesville Sheriff's Office	1	0	1	1	0	0	0	0	1	0	0	0
Culpeper Sheriff's Department	1	1	2	45	1	1	2	1	0	1	0	0
Fluvanna County Sheriff's Department	27	16	26	14	22	20	19	25	17	12	26	22
Greene County Fire-Rescue and Sheriff's Department	45	30	24	24	27	17	12	25	22	14	14	9
Harrisonburg/Rockingham ECC	2	0	1	0	2	3	2	2	1	4	0	4
JADE/Terrorism Hotline	0	0	1	0	1	1	0	0	1	0	2	2
Louisa County Sheriff's Department	3	7	12	7	7	5	6	7	11	7	9	10
Madison County Sheriff's Department	1	0	3	2	1	1	0	4	2	0	3	0
Medcom	0	0	1	0	0	2	0	0	2	2	0	0
Medic 5	0	0	0	0	0	0	0	0	0	0	0	0
Nelson County Sheriff's Department	22	15	19	23	18	21	12	19	4	11	16	15
Orange County Fire-Rescue and Sheriff's Department	10	5	12	5	9	8	7	6	5	9	8	5
Other Agencies or Individuals	206	230	355	256	294	276	268	263	339	385	309	368
Poison Control	5	0	0	0	0	0	0	1	1	0	0	3
University of Virginia Police Department	2	0	4	4	6	3	3	4	4	2	1	1
Virginia Department of Transportation	2	5	0	1	1	4	2	2	3	3	8	2
Virginia State Police	233	177	180	184	179	127	116	130	118	189	208	149
Waynesboro Police Department	2	5	4	2	6	6	1	2	3	3	5	3

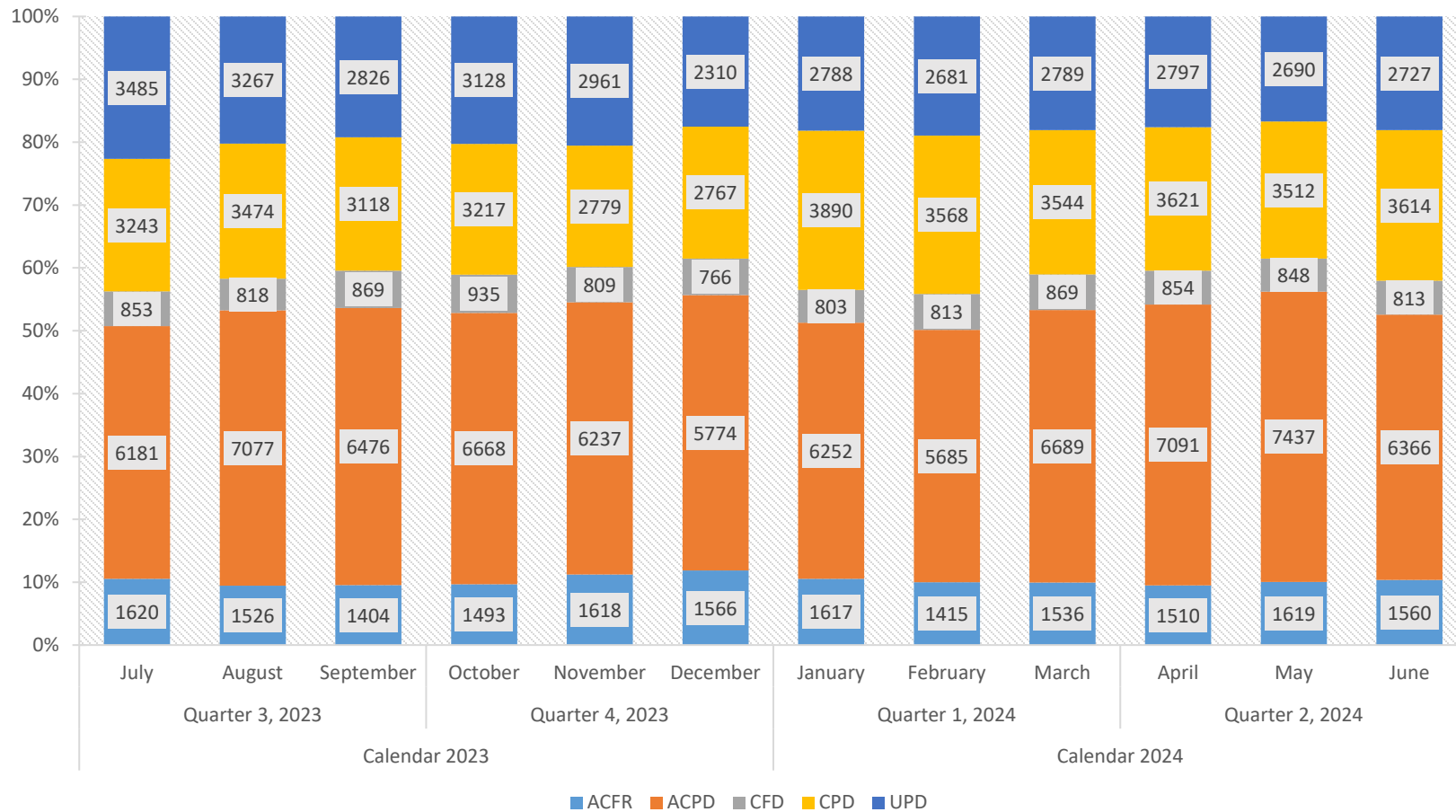
Response Statistics

Critical Life Threatening/Saving Events*

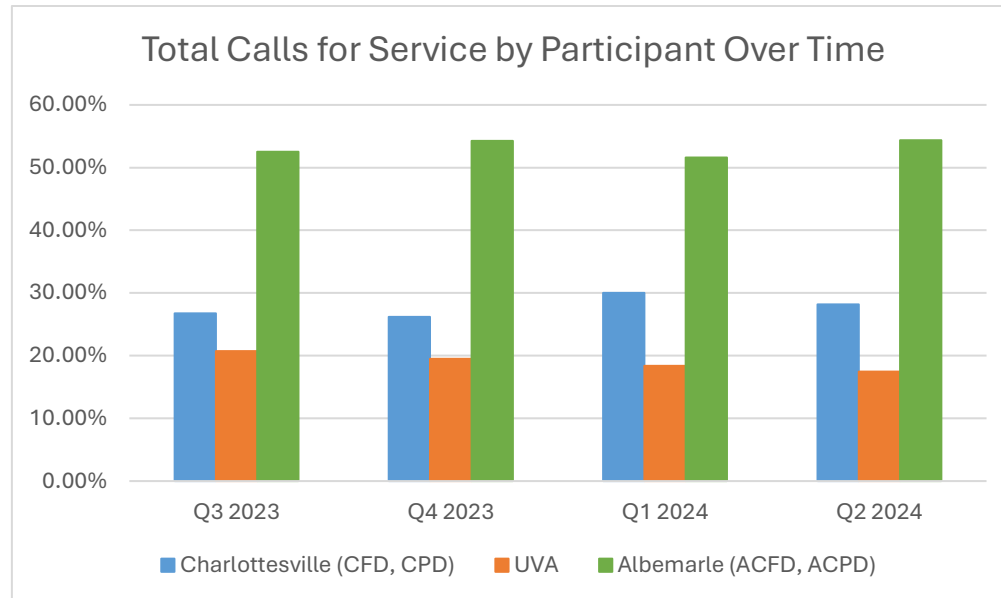
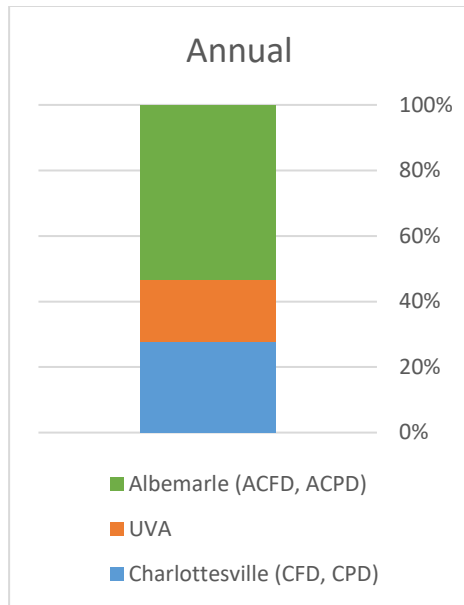


	Jul'23	Aug'23	Sep'23	Oct'23	Nov'23	Dec'23	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24
■ Stabbing Events	0	2	1	0	1	4	3	0	2	1	1	1
■ Shooting Events	1	1	2	4	2	0	0	0	1	4	2	3
■ Drowning Events	2	0	0	1	0	0	0	0	0	0	3	1
■ Suicidal Ideations	25	21	23	27	36	52	31	44	30	31	37	32
■ Cardiac Arrest Calls	38	26	28	18	15	13	35	24	29	21	15	12
■ Choking Events	5	4	9	4	9	7	7	3	8	10	9	8
■ Obstetric Calls	8	6	4	10	8	9	6	4	2	4	2	6

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



*Excluding a) canceled calls and b) test call types.



Participant	Q2 2023*	Q4 2023*	Q1 2024*	Q2 2024*	Overall^
Charlottesville (CFD, CPD)	12,375 (26.76%)	11,273 (26.20%)	13,487 (30.01%)	13,262 (28.18%)	50,397 (27.80%)
UVA (UPD)	9,578 (20.71%)	8,399 (19.52%)	8,258 (18.38%)	8,214 (17.45%)	34,449 (19.00%)
Albemarle (ACFR, ACPD)	24,284 (52.52%)	23,356 (54.28%)	23,194 (51.61%)	25,583 (54.36%)	96,417 (53.19%)

*Percentages displayed are calls per participant per quarter

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

Agency Status

Current Accreditations and Certifications	Protocol Compliance / ACE Accreditation										
<ul style="list-style-type: none"> CALEA – On Track <i>Quadrennial Recertification, Annual Assessments</i> Currently in: Year 1 of 4 Next Assessment: September 13-21, 2024 Assessor: Philip Potter ATPC (formerly P33) – On Track <i>Triennial Certification</i> Assessment submission anticipated Mid-November VA OEMS – On Track <i>Annual Certification</i> Certification submission anticipated by October 1, 2024 	<ul style="list-style-type: none"> Determinant Drift – On Track <i>Indicates if the dispatched response was ideal, an over-response (waste), or an under-response (risk). April through June 2024</i> <i>ACE: ≥ 95% ideal</i> Medical: 96% ideal Fire: 95% ideal Police: 99% ideal Protocol Compliance – In Progress <i>Tracking since January 2022. April through June 2024</i> Partial Compliance: 8.45% (ACE: ≤10%) Low Compliance: 5.26% (ACE: ≤10%) Non-Compliance: 13.88% (ACE: ≤7%) High and Compliant Cases: 72.54% 										
PowerEngage Statistics	VCIN Operations										
<ul style="list-style-type: none"> Survey Response Rate Q2 2024 32.64%: 3,076 responses of 9,423 sent Citizen Positive Satisfaction Score 93.34% <div data-bbox="275 1052 924 1360"> <p>Sentiment Summary via automated keyword detection</p> <table border="1"> <caption>Sentiment Summary Data</caption> <thead> <tr> <th>Sentiment</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Positive</td> <td>77%</td> </tr> <tr> <td>Mixed</td> <td>4%</td> </tr> <tr> <td>Neutral</td> <td>9%</td> </tr> <tr> <td>Negative</td> <td>10%</td> </tr> </tbody> </table> </div>	Sentiment	Percentage	Positive	77%	Mixed	4%	Neutral	9%	Negative	10%	<ul style="list-style-type: none"> VCIN Audit – In Progress <i>Triennial Inspection</i> Next Audit: October-November 2024 Virginia State Police Liaison: Master Trooper Ben Jamerson <p>Notes: Post-FY25 budget, new audit requirement of multi-factor authentication for all VCIN/NCIC connected terminals was issued. ECC IT staff are working to attain compliance. Trp. Jamerson has been consulted for assistance.</p> <ul style="list-style-type: none"> Users 51 Active VCIN/NCIC Certifications 8 administrative, 43 frontline coworkers
Sentiment	Percentage										
Positive	77%										
Mixed	4%										
Neutral	9%										
Negative	10%										



4.2

Finance and Budget Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director

From: Josh Powell, Deputy Director-Support Services

Date: August 30th, 2024

Subject: FY2025 Budget Snapshot

All amounts are current as of August 30, 2024, as reported in and sourced from the Albemarle County Financial Transaction Files and AADR report.

FY2024 Budget Snapshot

Department	Current Budget*	Actual Expenditures**	Encumbrances	Balance	% Expended
32110 - ECC-Operations	\$9,297,856	\$1,220,791	\$583,985	\$7,493,081	19.4%
32120 - Regional Emergency Mgmt	\$407,942	\$22,333	\$263,244	\$122,365	70.0%
32130 - 800 MHZ Operations	\$348,643	\$33,277	\$-	\$315,366	9.5%
Grand Total	\$10,054,441	\$1,276,400	\$847,229	\$7,930,812	21.1%

* Includes supplemental appropriations, if applicable. FY24 to FY25 re-appropriations are in progress and are not yet reflected.

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



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: August 20, 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.

<p>Regional P25 Project Budget: \$18,808,000 Funded: FY16 8 year duration</p>	<p>Scope: Replace end of life Motorola 800 MHz SmartZone radio system infrastructure with L3Harris P25 system.</p> <p>Status: Radio programming fixes have been completed. L3Harris GPS implementation recommendations are 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.</p>
<p>Public Safety Software Optimization Budget: \$119,000 Funded: FY22</p> <p>Budget \$281,878 Funded FY23 Duration pending</p>	<p>Scope: After discontinuing the RFP process, the ECC continues to optimize the current Public Safety Software platform.</p> <p>Status: Software upgrades to version 2024.1 SP1 were completed on July 22.</p> <p>Regional Decision Support Server training is scheduled for mid-October.</p> <p>Enhancements to the records platform are being discussed with the provider.</p>



Charlottesville-UVA-Albemarle County Emergency Communications Center



<p>Electronic Dispatch Protocol Updates Budget: n/a 6 month duration</p>	<p>Scope: Review, update, and add EMD and EFD call types in CAD which better align with ProQA determinant codes.</p> <p>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.</p>
<p>Email Services Budget: \$21,400 Funded: FY 23 3 month duration</p>	<p>Scope: Transition from County provided email services to ECC owned services. ECC to procure independent licensing, hosting, and email addressing.</p> <p>Status: With the assistance of County IT, the data migration process has kicked off.</p>
<p>Cloud Phone System Budget: \$5,000 Funded: FY 23 3 month duration</p>	<p>Scope: Transition administrative office wire lines to flexible cloud-based solution.</p> <p>Status: Licensing has been procured. Configuration and implementation is ongoing.</p>
<p>Rave Smart911 and Links Budget: \$28,000 Funded: FY 23 3 month duration</p>	<p>Scope: Implement Smart911 safety profile capabilities for community members to be able to provide information to 911 call-takers. Implements Links to automatically send proximity-based alerts to specific recipients based on call types.</p> <p>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. Installation of Links is complete and initial testing is underway. Collaboration to decide recipients and triggers will begin once testing is complete.</p>



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director
From: Lily Gregg, Deputy Director – Information Technology
Date: August 20, 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.

Console Cleaning

Annual preventative maintenance and detailed deep cleaning of dispatch console furniture has been procured and will be scheduled in the coming weeks.



4.4

Personnel Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton
From: Josh Powell, Deputy Director-Support Services
Date: August 30, 2024
Subject: ECC Staffing and Recruitment Report

Staffing, Organizational Strength, and Recruitment

The ECC's current overall vacancy rate stands at 14%, equivalent to 9.7 Full-Time Equivalents (FTEs) or 24% of the authorized Communications Officer positions. Recruitment efforts are in progress for all vacancies, and seven (7) contingent offers have been extended for a September start date.

	Authorized	Actual		Vacant	% Vacant
		Full-time	Part-time		
Operational	54	44.30		9.70	18%
Public Safety Communications Officers ¹	40	28	2.3	9.70	24%
PSCO I		10	0.1		
PSCO II		10	0.1		
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		0	0%
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		0	0%
Overall	69.00	58.30		9.7	14%

--

¹ Authorized count does not include overhire (0/3 positions filled). Two (2) part-time PSCO positions working variable hours (PRN) are reflected in this report as 0.1 FTE, each.

*Salaried

**Custodian recruitment paused during trial of contracted services; excluded from vacancy.



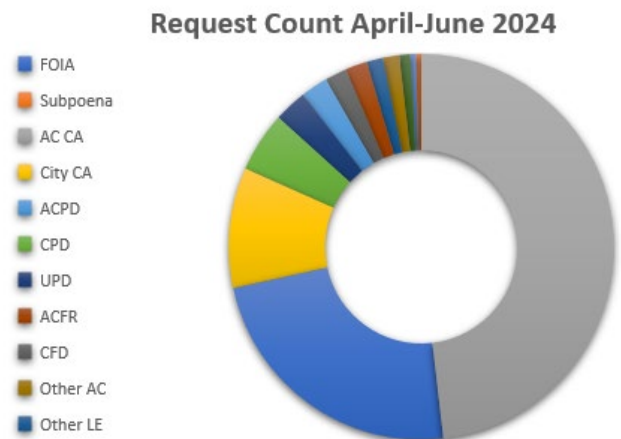
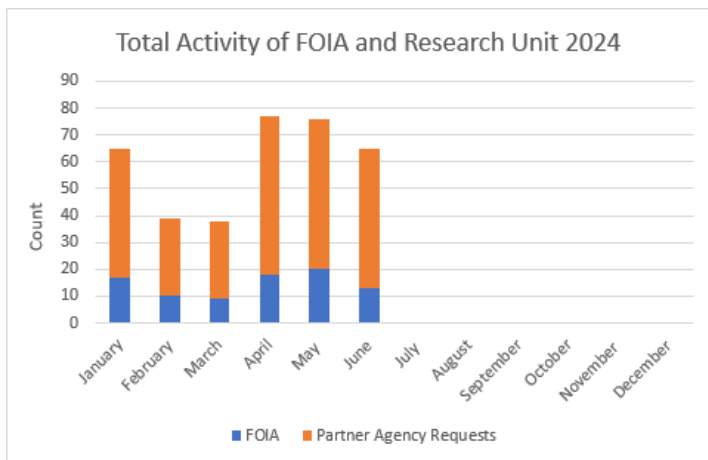
Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton – Executive Director
From: Celeste Baldino – Deputy Director of Operations
Date: August 21, 2024
Subject: Activity of FOIA and Research Unit Q2 2024

Release of Information and Other Research

For the second quarter (April-June) 2024 the ECC’s FOIA and Research Unit handled 167 research requests from our partner agencies, with an average work time spent of 90 minutes per request, as well as 51 Freedom of Information Act requests and Subpoena’s, with an average work time spent of 51 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 3.5 days. Average response time for partner agency requests was 3 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 Q2, we received twenty-one submissions from the public: Fifteen were referred to the appropriate partner agency, four were positive feedback about their interaction with the ECC call-taker, one was information on a hazard which we confirmed had been dispatched on, and one was a question about Emergency Alerts handled by our in-house teams. We also received five feedback forms from field responders: four were dispatch questions (one was found to be correct per CAD programming, two were CT input errors, and the other one was correct per protocol but further discussed at DRC), the fifth was a compliment of ECC dispatchers during heavy storm and high call volume.

Complaints

During Q2, the ECC received seven complaints, four of which were from callers/members of the public and three were from partner agencies. In all cases, complaints were researched by supervisory personnel and/or an Operations Manager. Four 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.

2306 Ivy Road · Charlottesville, VA 22903 · (434) 970-1098 · Fax (434) 971-1767

“A CALEA Nationally Accredited Communications Center”



4.5

Training Program Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Josh Powell, Deputy Director-Support Services

From: Nicole Lewis, Academy & Outreach Manager

Date: 8/20/2024

Subject: Academy Update

Spring / Summer 2024 Graduation

On July 18th, we proudly celebrated the graduation of the Spring/Summer 2024 call-taking academy. We were honored to have Chief Thomas, Chief Kochis, ECC administrative staff, and Shift Supervisors join us for the occasion. Throughout the nearly seventeen-week academy, students completed 648 instructional hours covering topics such as CAD, Geography, Policy & Procedure, Hands-On Skills, Cultural and Community Competency, among others. Each student successfully earned their IAED certifications in ETC, EMD, EFD, and EPD, with a remarkable 100% pass rate. Everyone finished strong, with final exam scores exceeding 90%. These seven new team members began their tethered on-the-job training on July 20th.

Student Awards

Top Graduate: Tyler Alexander

GOLDEN Award: Courtney Wells

GOLDEN Honorable Mention: Shayla Grady

Perfect Attendance: Brittany Martell



2306 Ivy Road · Charlottesville, VA 22903 · (434) 970-1098 · Fax (434) 971-1767

"A CALEA Nationally Accredited Communications Center"
"APCO Project 33 Certified Training Program"



Charlottesville-UVA-Albemarle County Emergency Communications Center



Summer/Fall Academy

The Summer/Fall academy commenced on June 17th, 2024, and for the first month, ran alongside the Spring/Summer academy. Two new coworkers joined us, with one bringing valuable previous dispatch experience that will benefit them as they continue their career with CUA911. This training is being conducted with an adaptable approach to accommodate the small class size and the varying levels of experience and certifications each new coworker brings to their role. Their graduation date is yet to be determined.



Students Mel and Logan work on an interactive geography exercise to draw the service area and place Fire/EMS station icons in their proper location



Students Mel and Logan in the back-up center practicing initiating text and video sessions using Carbyne.

Upcoming Academy

Preparations are underway for the upcoming Fall/Winter academy. The tentative start date is September 23rd with graduation in mid-January 2025.

Cultural & Community Competency

Our academy's continued mission is to deepen our understanding of how to serve all community members, with a particular focus on underserved populations and those at risk. I am committed to ensuring that each new group of coworkers receives this crucial material. Currently, we feature 13 guest speakers and presenters in our academy. Our newest additions include CRI: Trauma Informed Training through Region10 and Resiliency training presented by the ACPD Chaplain. My sincere goal is to expand this roster further, equipping our students with even more skills to effectively serve our diverse community.

2306 Ivy Road · Charlottesville, VA 22903 · (434) 970-1098 · Fax (434) 971-1767

*"A CALEA Nationally Accredited Communications Center"
"APCO Project 33 Certified Training Program"*



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: ECC Management Board
From: Jan Farruggio, Professional Development Manager
Date: August 20, 2024
Subject: Update from the Professional Development Division

The months of April through June are some of our busiest for training and conference attendance and this year proved no different. In April we sent 4 coworkers to the IAED Navigator Conference, we were able to utilize this conference to assist a few coworkers receive additional training that will support them in their daily call taking duties. In May, coworkers attended the Virginia NENA/APCO conference, with TJ Bateman receiving the Virginia APCO Information Technologist of the Year. In late June we were able to send several new coworkers along with seasoned staff to the NENA International conference. These sessions covered a range of topics essential to our work, ensuring that we remain at the forefront of industry trends and best practices.

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. During the second quarter we began having one on one “Spark” conversations with our coworkers to look at how we can assist them in identifying goals and creating a plan with an achievable timeline. To date, I have met with 81% of coworkers and will continue to meet with our entire staff to create their plan and follow up with next steps. Some of the takeaways are: 11% are showing an expressed desire to enhance their current skill set, by pursuing their ENP certification. From our frontline supervisors, 22% have requested improvement in communication, teamwork and leadership training, to enhance their ability to better lead their direct reports.

These insights provide a valuable foundation for shaping our professional development programs and initiatives. By aligning our efforts with the aspirations of our coworkers, we can foster a motivated, skilled and engaged workforce.

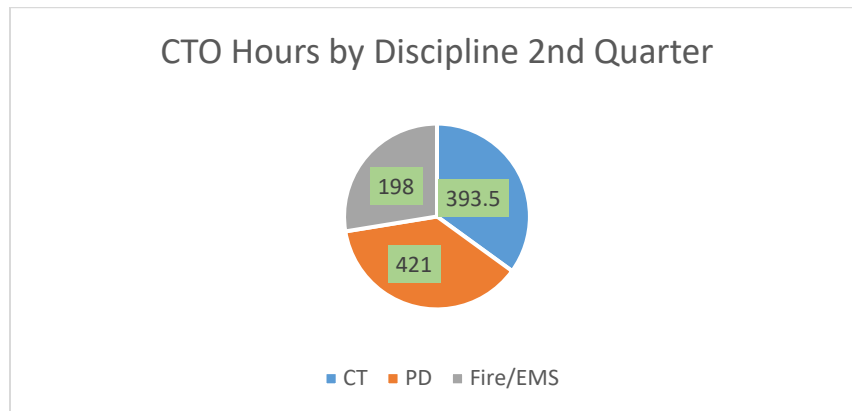
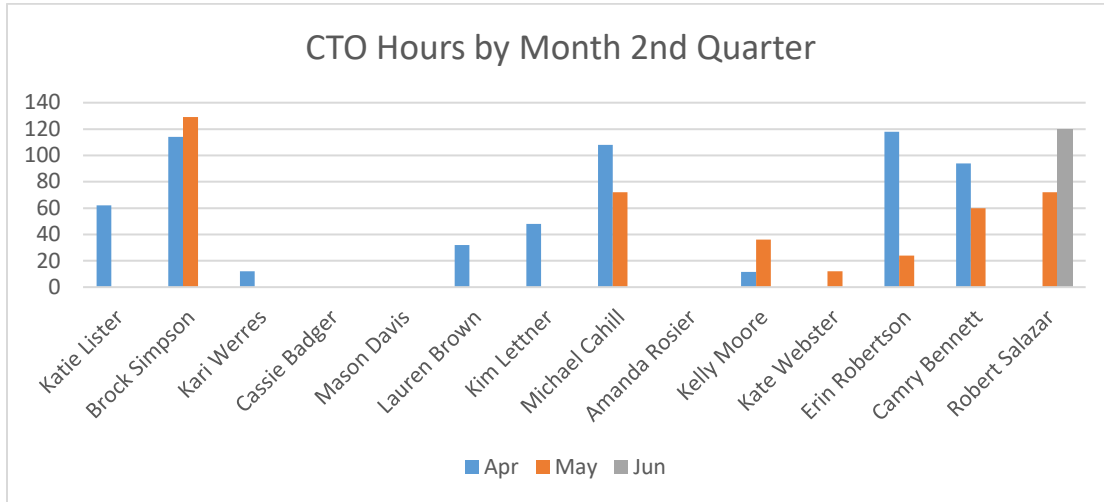
We continually track the duration our Communication Training Officers (CTOs) spend mentoring the new co-workers, for on-the-job training (OJT). Our CTOs continue to play a pivotal role in ensuring successful OJT by imparting essential communication skills and bridging the transition between classroom and real-world scenarios. Their guidance continues to empower our new co-workers to navigate emergency calls while fostering confidence and compliance to policy and protocol. Our CTOs continue to dedicate substantial time during the 2nd quarter.

2306 Ivy Road · Charlottesville, VA 22903 · (434) 970-1098 · Fax (434) 971-1767

“A CALEA Nationally Accredited Communications Center”



Charlottesville-UVA-Albemarle County Emergency Communications Center



2306 Ivy Road · Charlottesville, VA 22903 · (434) 970-1098 · Fax (434) 971-1767

"A CALEA Nationally Accredited Communications Center"



4.6

Commendations, Awards, and Press



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Josh Powell, Deputy Director of Support Services

From: Jae Lohr, Performance Improvement and Accreditation Supervisor

Date: August 1, 2024

Subject: Quarter 2 2024 Kaizen Commendation Memo

For the period of April to July 2024, I am excited to update our Kaizen Commendation record for coworkers with 100% protocol compliance within our quality assurance program over three rolling months! We value and celebrate their dedication, experience, and leadership in protocol excellence. Their occurrences for the duration of the commendation program are also included.

Well done!

Coworker	Rank	Number of Occurrences <i>(since May 2023)</i>
Cassie Badger	PSCO II	1
Camry Bennett	PSCS	7
Corie Brown	PSCO III	1
Michael Cahill	PSCS	2
Kim Lettner	PSCS	2
Christine Lightner	PSCS	1
Katie Lister	PSCO III	1
Kelly Moore	PSCS	4
Mandy Moore	PSCO III	2
Erin Robertson	PSCS	7
Kristin Schwartz	PSCO II	3
Brock Simpson	PSCS	6
Scott Via	PSCO III	2
Rachel Walton	PSCO III	2



4.7

Previous Meeting Minutes

Emergency Communications Center Management Board

Special Meeting Minutes – June 10, 2024 – 10:00am

Location: ECC Conference Room, 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

<u>Chair</u> Chief Tim Longo	<u>Vice Chair</u> Ms. Ashley Marshall	<u>Secretary</u> Chief Sean Reeves
Chief Michael Thomas	Mr. John DeSilva	Dr. Bill Brady
Mr. Trevor Henry	Chief Dan Eggleston	Chief Michael Kochis

Members Absent

<i>None</i>		
-------------	--	--

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 2:01pm.

(2) Roll Call

Mr. Powell confirmed a quorum of members were present during roll call. Consistent with the Remote Participation Policy of the ECC Management Board, Ms. Marshall advised that she was participating remotely from an off-site location in the County of Albemarle, due to illness.

(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 Dr. Brady, 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. Ms. Marshall made motion, seconded by Mr. DeSilva, to approve consent agenda item 4.7, Previous Meeting Minutes. The motion carried on a voice vote.**

(5) Board Officer Elections

Chief Longo made motion, seconded by Chief Eggleston, that the ECC Management Board elect Ms. Marshall as Board Chair, Mr. Henry as Board Vice Chair, and Chief Longo as Board secretary for FY2025. The motion carried on a voice vote.

(6) Committee Updates

Mr. Powell advised that the Facility Planning Committee had held two meetings since the last meeting of the ECC Management Board, with additional meetings upcoming. Mr. Powell stated that, if the Board had any questions related to that work, they were welcome to pass them to Director Saxton or himself, or to speak directly with the members on that committee.

(7) Director's Report

Mr. Saxton provided an update on the ongoing work of the Dispatch Review Committee, and the formation of the new Callers in Crisis taskforce. Mr. Saxton expressed gratitude to the regional public safety partners for their resourcing of and participation in that taskforce.

Mr. Saxton introduced Holden Shepard, Regional Emergency Management Liaison, as a new member of the ECC team.

Mr. Saxton thanked the Board for their assistance with getting proclamations from the regional partners in recognition of Public Safety Telecommunicator's Week and the ECC's 40th anniversary.

(8) FY2025 Budget Approval

Mr. Saxton presented an overview and history of the ECC's FY2025 budget request and answered questions from the members. After discussion, **Chief Kochis made motion, seconded by Dr. Brady, to approve the FY 2025 Budget, as written or otherwise described by the director, for submission to the Participant agencies and for appropriation by the Albemarle County Board of Supervisors. The motion carried on a voice vote.**

(9) Closed Session

At 2:39pm, **Chief Kochis made motion, seconded by Chief Thomas, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board go into a closed meeting as authorized by the Virginia Freedom of Information Act, section 2.2-3711(A) of the Code of Virginia under Subsection 29: to discuss and consider the project delays and scope and terms of Contract 2017-14 between L3Harris and the ECC (Albemarle County as fiscal agent), a public contract involving the expenditure of public funds, the discussion of which in open session would adversely affect the negotiating strategy of the ECC; and under Subsection 8 to consult with and receive legal advice from ECC counsel regarding Contract 2017-14; and under Subsection 1 to discuss and consider the annual performance evaluation of the ECC director. The motion carried on a voice vote.**

(10) Certify Closed Session

At 3:59pm, **Chief Kochis made motion, seconded by Dr. Brady, to certify that, to the best of his knowledge, only public business matters lawfully exempted from open meeting requirements under this chapter and only such public business matters as were identified in the closed meeting motion were heard, discussed or considered in the closed meeting. The motion carried unanimously on a roll call vote – Thomas: Aye; DeSilva: Aye; Brady: Aye; Reeves: Aye; Longo: Aye; Marshall: Aye; Henry Aye; Eggleston Aye; Kochis Aye.**

(11) Regional Public Safety Radio System

Chief Longo advised that the Board had exhausted their discussion of this item.

(12) ECC Executive Director Annual Performance Evaluation

Chief Longo expressed on behalf of the Board his appreciation for Director Saxton’s ongoing work and commitment to service in the role. **Chief Kochis made motion, seconded by Mr. DeSilva, to approve a 5% cost of living adjustment and 3% merit increase for the Executive Director. The motion carried on a voice vote.** Mr. Saxton thanked the Board for their support and thanked the ECC team for their work.

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

Mr. Powell advised that a conflict had been identified for the next regularly scheduled meeting and that he would work with the members’ offices to find an alternative date.

(14) Adjourn

With no further business to come before the Board, the meeting was adjourned at 4:03pm.

DRAFT



5

Committee Updates

Emergency Communications Center Management Board ECC Facility Planning Committee

Meeting Minutes – April 10, 2024 – 1:00pm

Location: ECC Conference Room, 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

Mr. Steven Hicks	Mr. Chris Peper	Mr. Ryan Davidson
DC Chris Easton	Mr. Lance Stewart	

Members Absent

Mr. Chris Cullinan		
--------------------	--	--

Others Present

Mr. Sonny Saxton	Mr. Josh Powell	Ms. Lily Gregg
Ms. Celeste Baldino	Ms. Lisa Shorter	Mr. Doug Perry
Mr. Pat McFeely	Mr. Doug Henley	

(1) Call to Order

Mr. Steven Hicks was selected to serve as acting chair. Mr. Hicks called the meeting to order at 1:09pm.

(2) Welcome and Introductions

Committee members, ECC staff, and consultants from Mission Critical Partners and SCHRADERGROUP introduced themselves.

(3) Facility Planning Work Session

Mr. Sonny Saxton provided an overview of the history and prior needs assessment for expanding the ECC facility, with needs that surpassed the prior 20-year projections within 6 years, and a current building that was designed before mobile phones became commonplace and before modern security standards were developed for “soft targets.” The ECC currently processes around a quarter million calls, texts, and video requests for public safety services, requiring expanded facilities and IT support. Mr. Saxton advised that the ECC’s current facility was constrained for space and does not meet current or projected needs for the growing communities served.

Ms. Lisa Shorter from Mission Critical Partners and architects with SCHRADERGROUP presented some of the draft results of the ongoing facility programming study that had been in progress for the past year, which included stakeholder interviews with all Participants, meetings with realtors and developers, a threat assessment, and conversations with internal and external partners to identify space needs for current and future operations. Ms. Shorter additionally referenced the ECC’s 2022

Workforce Optimization Study, which identified employee wellness, environmental improvements, and dedicated training space as key areas for improvement.

Mr. Pat McFeely discussed public safety facility design criteria and the process for site selection, programming spaces, and feasibility analysis.

Mr. Doug Perry presented potential sites that were analyzed, including the possibility of renovating the existing facility location. A schematic layout and conceptual massing render was shown for how a new facility could fit on the existing site. Early estimates of approximately \$40 million for construction costs, not including land acquisition, were discussed. Auxiliary programming considerations like regional resources for public safety childcare, wellness, and training were discussed.

Questions and discussion items from staff and members of the committee, included:

- A recent emergency situation during which the 9-1-1 call volume increased over 400% due to wildfires and the ECC being unable to answer all calls received, despite recalling staff, with every console occupied.
- Acreage requirements for a new site, with estimates provided of 5-10 acres for a 60,000 sqft two-story building. Additional site considerations included accessibility, infrastructure, zoning, security, and environmental impact.
- Prioritizing redundancy and resilience to ensure the ECC's ability to remain operational during disasters.
- Ensuring cost estimates are transparent and providing options for minimum requirements versus desirable upgrades, as initial high numbers can introduce challenges in gathering understanding and support.
- Considerations of ongoing maintenance and operating costs for future years after construction.
- Potential project timeline. Mr. Saxton advised of the goal to finalize a budget recommendation by Summer.
- Exploring additional property and location options.
- Learning from other regional emergency communication centers' best practices and efficiencies, potentially through interviews and/or site visits.

(4) Next Meeting

The committee and consultants discussed expectations of having a completed draft of the Mission Critical Partners report within the following two weeks. The committee expressed consensus to meet again on May 16th at 2:30pm to review the report and discuss next steps.

(5) Adjourn

With no further business to come before the Committee, the meeting was adjourned at 2:44pm.

Emergency Communications Center Management Board

ECC Facility Planning Committee

Meeting Minutes – May 16, 2024 – 2:30pm

Location: ECC Conference Room, 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

Mr. Chris Cullinan	Mr. Chris Peper	Mr. Ryan Davidson
Mr. Lance Stewart		

Members Absent

Mr. Steven Hicks	DC Chris Easton	
------------------	-----------------	--

Others Present

Mr. Sonny Saxton	Mr. Josh Powell	Ms. Lily Gregg
Ms. Celeste Baldino	Ms. Lisa Shorter	

(1) Call to Order

Mr. Peper was selected to serve as acting chair. Mr. Peper called the meeting to order at 2:38pm. Mr. Powell completed roll call and confirmed that a quorum was present.

(2) Approval of Minutes

Mr. Cullinan noted a correction to the draft minutes for the April 10th, 2024 meeting of the ECC Facility Planning Committee. **Mr. Peper made motion, seconded by Mr. Davidson, to approve the minutes as amended. The motion carried.**

(3) Facility Planning Work Session

Mr. Saxton provided an overview of the facility planning work and discussions from the last meeting. Ms. Shorter from Mission Critical Partners also provided an update. Discussion items included:

- A test fit layout was presented showing a potential renovation and expansion of the existing primary ECC facility at 2306 Ivy Rd. Stormwater management for potential future parking expansion was addressed. Ms. Shorter noted the consultants had considered stormwater mitigation in their designs.
- Questions were raised about the feasibility of conducting construction while the facility remains occupied. Backup facility limitations and capacity constraints were also discussed, with concerns about relying on the current backup center for an extended period due to space and system constraints, including backup electricity.
- Potential pros and cons of renovating the current facility were discussed. Benefits identified included reuse of the existing radio tower and other infrastructure, as well as the possibility for additional space adjacent to the current lot, following the relocation of the UVA Police Department, if approved by the University. Cons included that the property was leased.

- Mr. Stewart asked about the availability of project management for the build.
- Mr. Davidson asked about the technology cost estimates provided by Mission Critical Partners, seeking clarity on opportunities to reuse existing equipment. Ms. Shorter provided details on what types of infrastructure upgrades were included in the budget.
- Project timeline and costs were discussed with considerations for the Participants' project, budget, and funding cycles. Mr. Saxton advised that a phased approach and value engineering efforts could help reduce costs and tighten up the schedule. Members also discussed the charter and timeline for the committee work.
- Setting up site visits to other emergency operations centers was discussed as an opportunity to potentially help stakeholders better understand the project elements and the functional benefits of a consolidated Emergency Operations Center and Public Safety Answering Point.

(4) Next Meeting

Potential dates in June were proposed for the next meeting to continue discussions. Mr. Powell advised he would send out a meeting poll to the committee members.

(5) Adjourn

With no further business to come before the Committee, the meeting was adjourned at 3:51pm.

Emergency Communications Center Management Board ECC Facility Planning Committee

Meeting Minutes – June 18, 2024 – 2:00pm

Location: ECC Conference Room, 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

Mr. Chris Cullinan	Mr. Chris Peper	Mr. Ryan Davidson
Mr. Lance Stewart	Mr. Steven Hicks	DC Chris Easton

Members Absent

<i>None</i>		
-------------	--	--

Others Present

Mr. Sonny Saxton	Mr. Josh Powell	Ms. Lily Gregg
Mr. Pat McFeely	Ms. Lisa Shorter	

(1) Call to Order

Mr. Peper was selected to serve as acting chair. Mr. Peper called the meeting to order at 2:05pm. Mr. Powell completed roll call and confirmed that a quorum was present.

(2) Approval of Minutes

Mr. Cullinan made motion, seconded by Mr. Hicks, to approve the draft minutes. The motion carried.

(3) Charter and Purpose

Mr. Saxton and Ms. Gregg presented a draft charter document for the Committee, based on a charter document already developed for another committee of the ECC Management Board. Members of the committee provided feedback, edits, and additions. Ms. Gregg made edits to the draft as they were being discussed. Following approximately thirty-five minutes of work, **Mr. Cullinan made motion, seconded by Mr. Stewart, to approve the draft charter for submission to the ECC Management Board. The motion carried.**

(4) Facility Planning Work Session

Mr. Saxton introduced the draft facility programming report that had been produced by Mission Critical partners. Mr. Saxton summarized some of the key components of the report, and advised that the consultants and architects would be available at the Committee’s next meeting to answer the member’s questions after every had sufficient time to review the report. Members of the committee discussed current and desired capabilities for the ECC’s backup and primary centers. Discussion topics included cost factors, building specifications, and sequencing to ensure continuity of operations during construction.

(5) Next Meeting

Members suggested that the Committee find a date and time that would work on a recurring schedule, for ease of planning and calendar management. Mr. Powell advised that he would work to schedule that and send out a meeting poll to the members.

(6) Adjourn

With no further business to come before the Committee, the meeting was adjourned at 3:31pm.

Emergency Communications Center Management Board
ECC Facility Planning Committee
Meeting Minutes – July 24th, 2024 –1:00pm

Location: ECC Conference Room, 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

Mr. Chris Cullinan	Mr. Chris Peper	Mr. Ryan Davidson
Mr. Lance Stewart	Mr. Steven Hicks	

Members Absent

DC Chris Easton		
-----------------	--	--

Others Present

Mr. Sonny Saxton	Mr. Josh Powell	Ms. Lily Gregg
Mr. Pat McFeely	Ms. Lisa Shorter	Mr. Brian Melcer
Ms. Stacy Banker		

(1) Call to Order

Mr. Hicks called the meeting to order at 1:04pm. Mr. Powell completed roll and confirmed that a quorum was present.

(2) Approval of Minutes

Mr. Cullinan made motion, seconded by Mr. Stewart, to approve the draft minutes from June 18, 2024. The motion carried.

(3) Draft Report Question / Answer

Ms. Shorter from Mission Critical Partners and Mr. McFeely presented a brief overview of the recommendations in the draft report and answered questions from the committee. Topics of discussion included:

- Clarification on grossing factor calculations in the draft facility program
- Whether the architect and construction contractors needed to have specialized experience in public safety critical infrastructure; Mission Critical and Schradergroup both recommended use of a construction firm that has previously completed a hardened facility and/or public safety building
- Items included in the cost estimate (i.e. architectural fees, site preparation)
- Impact of building standard on grant eligibility
- Construction management

(4) Next Meeting

The committee expressed consensus to meet again on September 25th.

(5) Adjourn

With no further business to come before the Committee, the meeting was adjourned at 1:59pm.

DRAFT