



ECC Management Board Meeting Packet – 2/12/2025



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

Print date: 2/4/2025



4.1

Productivity Report



Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report



Quarter 4 / October – December 2024

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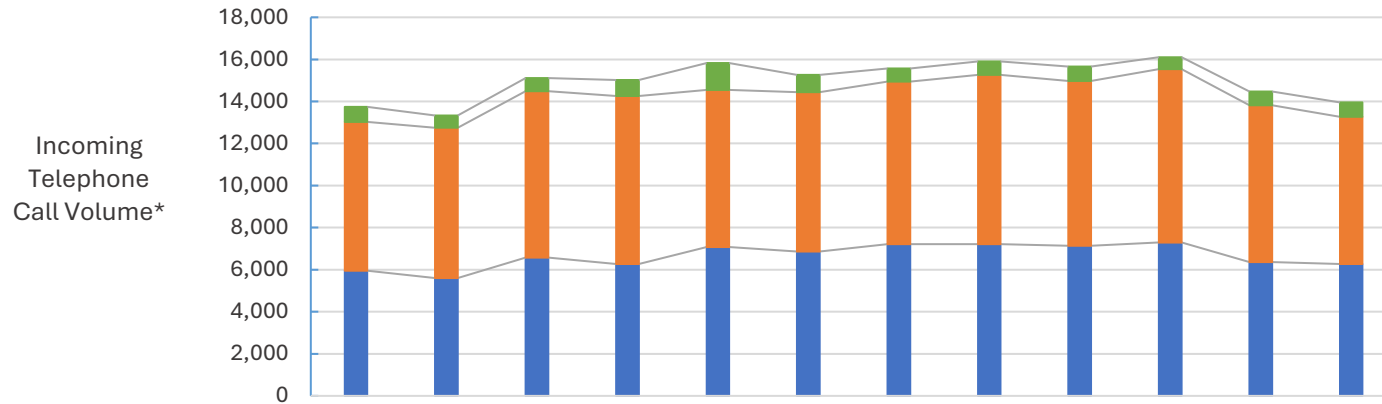
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About This Report

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.

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

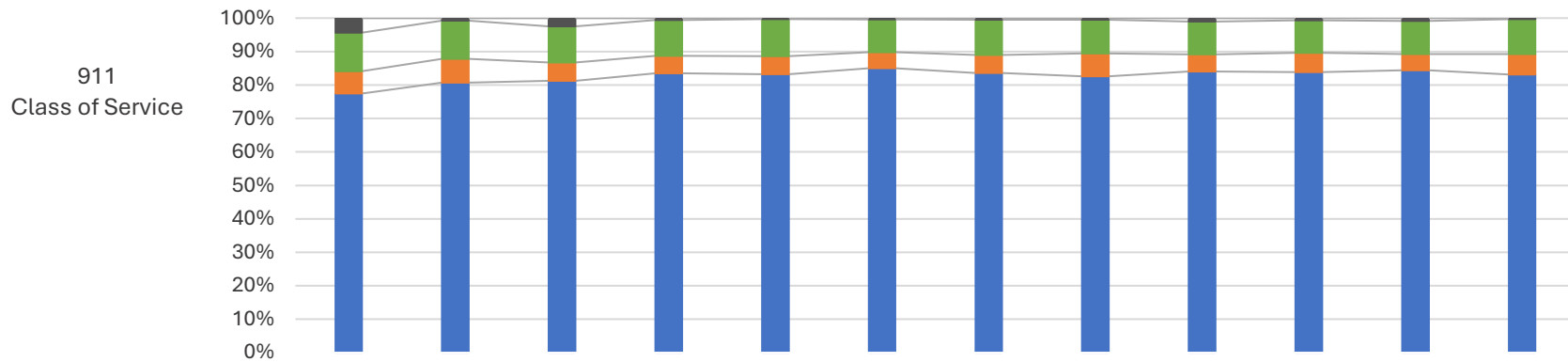


	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Alarm & 10-digit Emerg.	717	584	615	761	1,280	831	617	653	674	567	664	684
Non-Emergency Number	7,085	7,146	7,909	7,984	7,476	7,575	7,725	8,045	7,849	8,241	7,448	6,990
Emergency 911	5,945	5,603	6,581	6,273	7,077	6,861	7,220	7,212	7,131	7,296	6,364	6,275

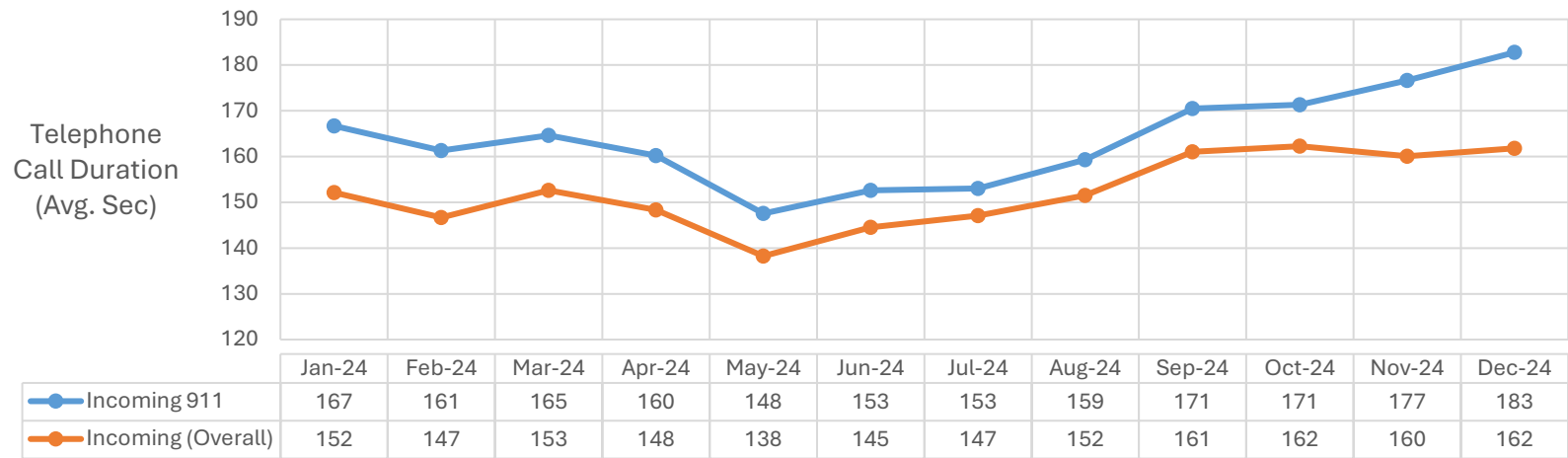
Q3 2024: Previously reported counts reflected alarm and 10-digit calls also reported within the Non-Emergency Number counts. This has been corrected and is reflected accurately for previous months.

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

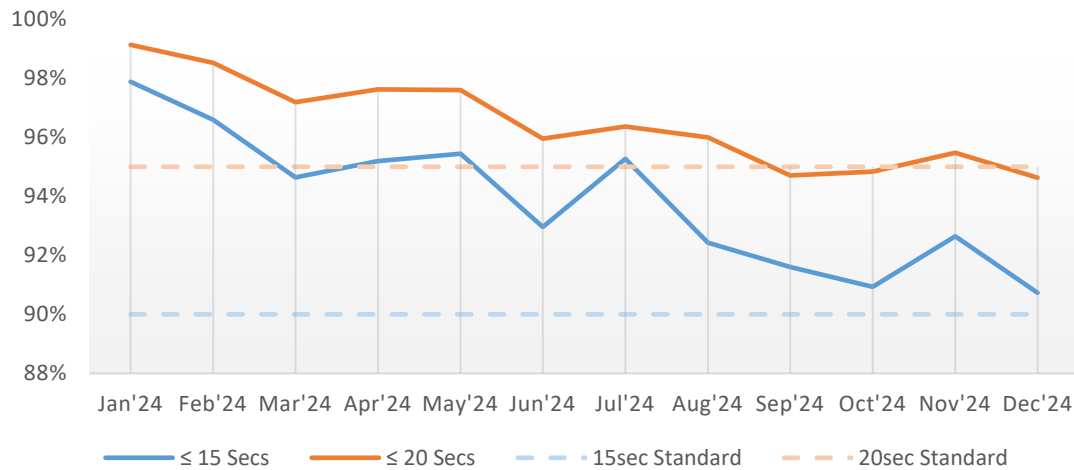
**Includes calls that disconnected from queue before being answered.*



	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
911 Unknown	258	41	160	38	23	26	35	33	70	48	54	20
911 VoIP	685	642	714	671	780	673	757	727	699	710	627	651
911 Wireline	397	396	359	328	383	329	385	492	368	421	314	387
911 Wireless	4,605	4,524	5,348	5,236	5,891	5,833	6,013	5,960	5,994	6,117	5,369	5,217

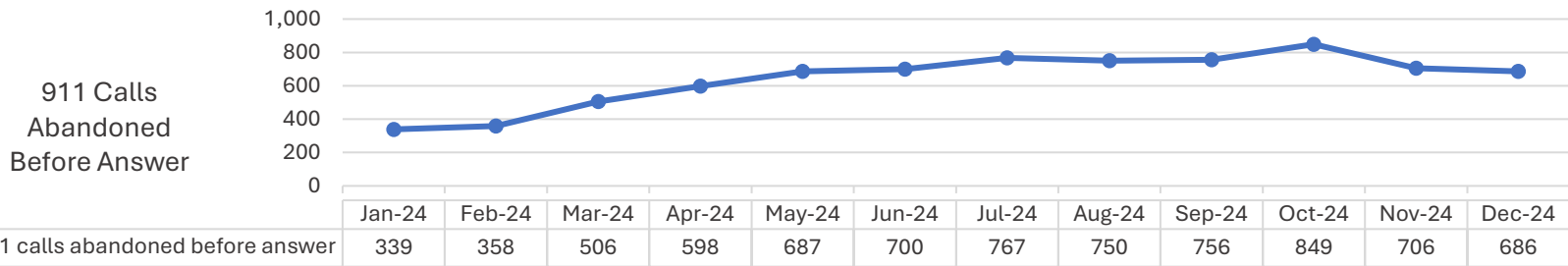


911 Call Answer Times

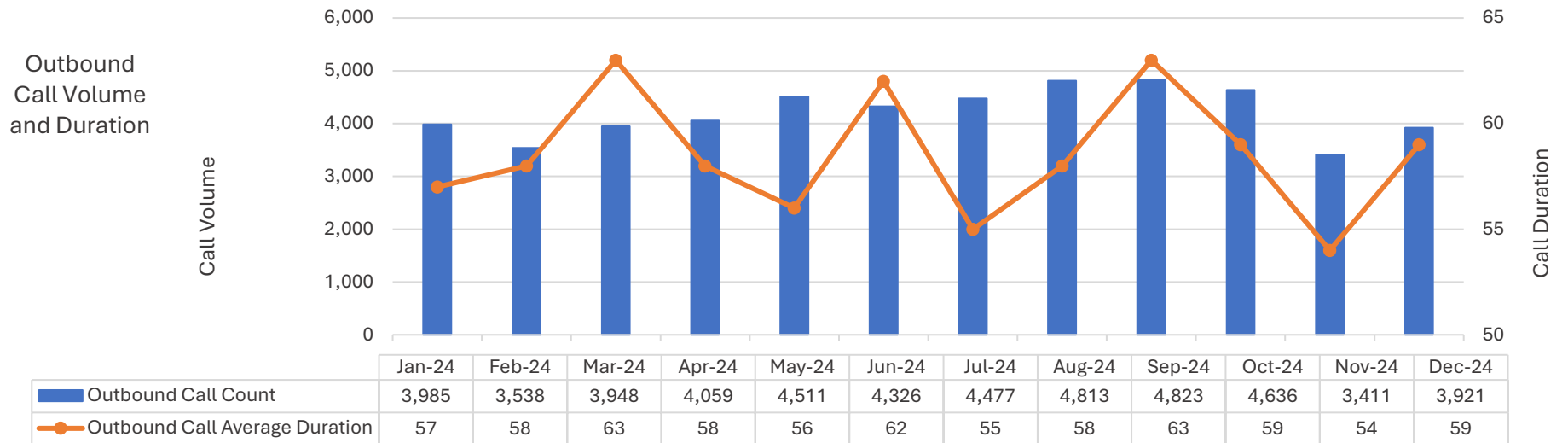
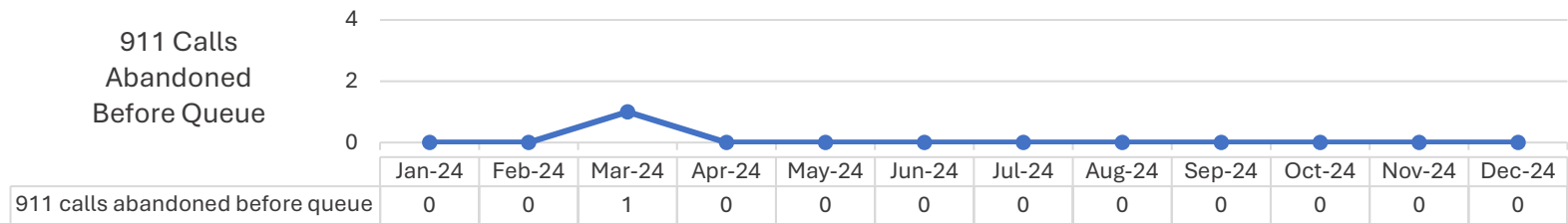


Q4 2024: Upon investigation by Intrado, ECaTS (Emergency Call Tracking System) is working as designed following ESInet cutover. Incoming emergency calls that ring for more than 40 seconds may generate an abandoned call record when rolling over to the next line, even if it is answered before the caller disconnects. Abandoned and additional call record ring times are also reflected within Call Answer Times data.

Standard	Met	Comments
<p>Ninety percent of all 9-1-1 calls arriving at the PSAP SHALL be answered within fifteen seconds.</p> <p><i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i></p>		<p>The ECC consistently meets and exceeds this standard, answering 92-98% of all 9-1-1 calls within fifteen seconds.</p>
<p>Ninety-five percent of all 9-1-1 calls SHOULD be answered within twenty seconds.</p> <p><i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i></p>		<p>The ECC meets this standard the majority of the time, answering 94-99% of all 9-1-1 calls within twenty seconds.</p>

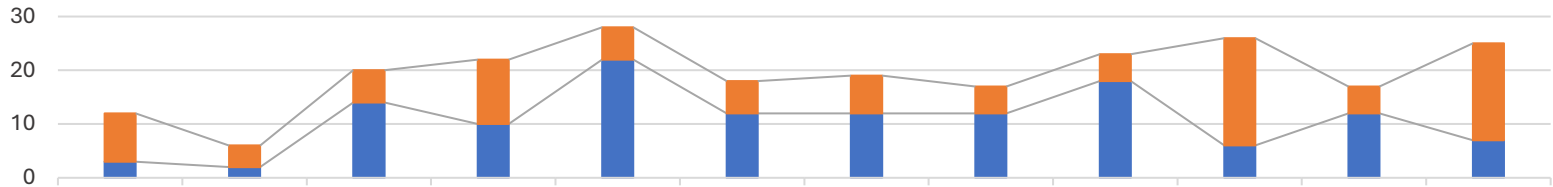


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Alternative Communications Statistics

Text-to-911
(Session Count)



	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
CUAEECC Response Only	9	4	6	12	6	6	7	5	5	20	5	18
Partner Agency Response	3	2	14	10	22	12	12	12	18	6	12	7

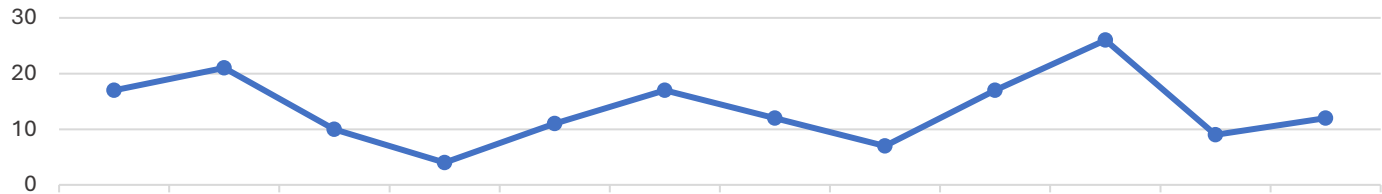
CUAEECC Response Only: Tests, accidental texts (including automatic smart device/ride share messaging), ongoing calls for service, and other community contact that did not require the dispatch of external resources.

Partner Agency Response: Sessions that necessitated dispatch or utilization of resources from partner agencies.

Q4 2024: Multiple text sessions in October by callers responding to apparent spam messages occurred. Multiple text sessions in December by single number with continual Apple Fall Detection updates over multiple hours occurred.

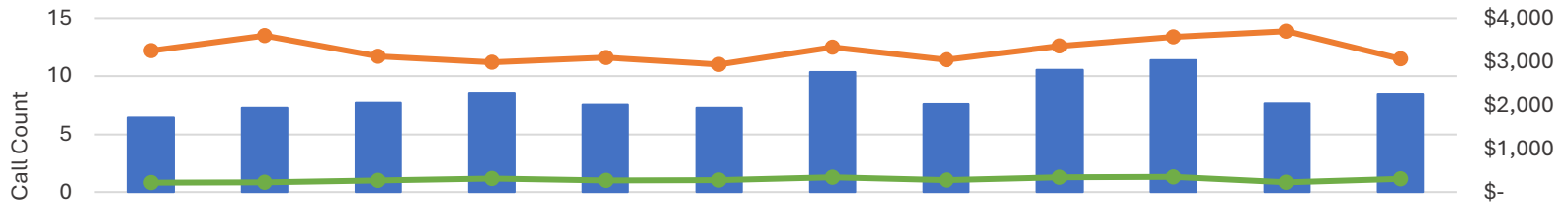
TTY/TDD
Utilization

Includes tests and open line challenges



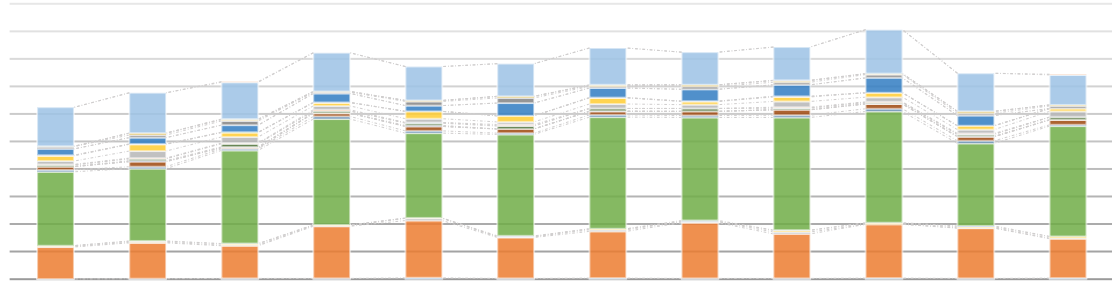
	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
TTY/TDD Utilization	17	21	10	4	11	17	12	7	17	26	9	12

Translation
Services:
Language Line



	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Language Line Charges	\$1,725	\$1,941	\$2,057	\$2,274	\$2,016	\$1,941	\$2,755	\$2,032	\$2,807	\$3,036	\$2,044	\$2,257
Avg. Call Length (mins)	12	14	12	11	12	11	13	11	13	13	14	12
Total Calls	217	221	270	314	270	274	340	275	343	351	227	305

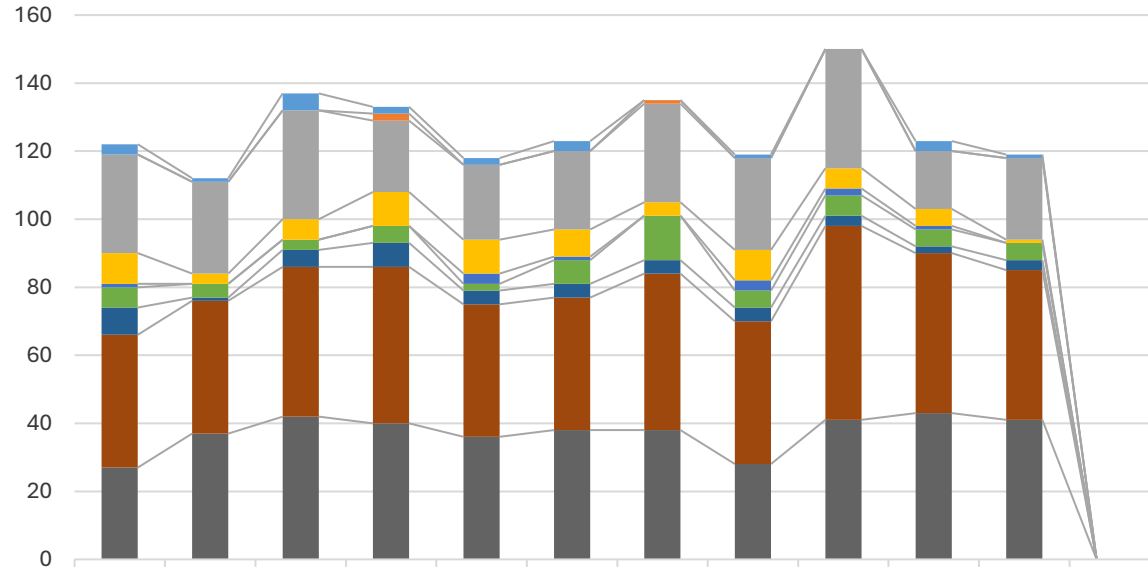
Calls Transferred to Other Entities



	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24
Albemarle County Fire/Rescue	0	0	2	0	0	0	0	0	0	0	0	2
Albemarle County Police Department	141	146	134	140	123	119	134	118	121	159	139	109
Albemarle County Sheriff's Department	1	0	1	0	0	0	1	0	0	1	0	0
Amherst Sheriff's Department	0	0	1	0	0	0	0	0	1	0	0	0
Augusta County Sheriff's Department	0	7	5	3	4	6	5	6	6	3	7	4
Buckingham County Sheriff's Department	9	10	15	5	15	18	6	10	9	12	8	9
City of Charlottesville Fire Department	0	0	0	0	0	0	0	0	0	0	0	0
City of Charlottesville Police Department	23	23	25	32	21	47	35	43	42	54	37	0
City of Charlottesville Sheriff's Office	0	0	1	0	0	0	0	0	0	0	0	0
Culpeper Sheriff's Department	2	1	0	1	0	0	1	2	2	0	0	0
Fluvanna County Sheriff's Department	19	25	17	12	26	22	22	11	17	16	14	11
Greene County Fire-Rescue and Sheriff's Department	12	25	22	14	14	9	16	14	21	17	14	21
Harrisonburg/Rockingham ECC	2	2	1	4	0	4	0	0	2	2	2	0
JADE/Terrorism Hotline	0	0	1	0	2	2	0	0	1	0	1	0
Louisa County Sheriff's Department	6	7	11	7	9	10	9	11	6	4	7	9
Madison County Sheriff's Department	0	4	2	0	3	0	2	0	0	1	1	0
Medcom	0	0	2	2	0	0	0	0	0	1	0	1
Medic 5	0	0	0	0	0	0	0	0	0	0	0	0
Nelson County Sheriff's Department	12	19	4	11	16	15	12	15	20	17	16	17
Orange County Fire-Rescue and Sheriff's Department	7	6	5	9	8	5	8	7	8	10	9	5
Other Agencies or Individuals	268	263	339	385	309	368	406	374	409	404	300	401
Poison Control	0	1	1	0	0	3	0	3	1	1	3	0
University of Virginia Police Department	3	4	4	2	1	1	4	2	6	5	3	6
Virginia Department of Transportation	2	2	3	3	8	2	5	3	6	0	2	2
Virginia State Police	116	130	118	189	208	149	170	202	162	195	182	143
Waynesboro Police Department	1	2	3	3	5	3	4	3	3	4	3	4

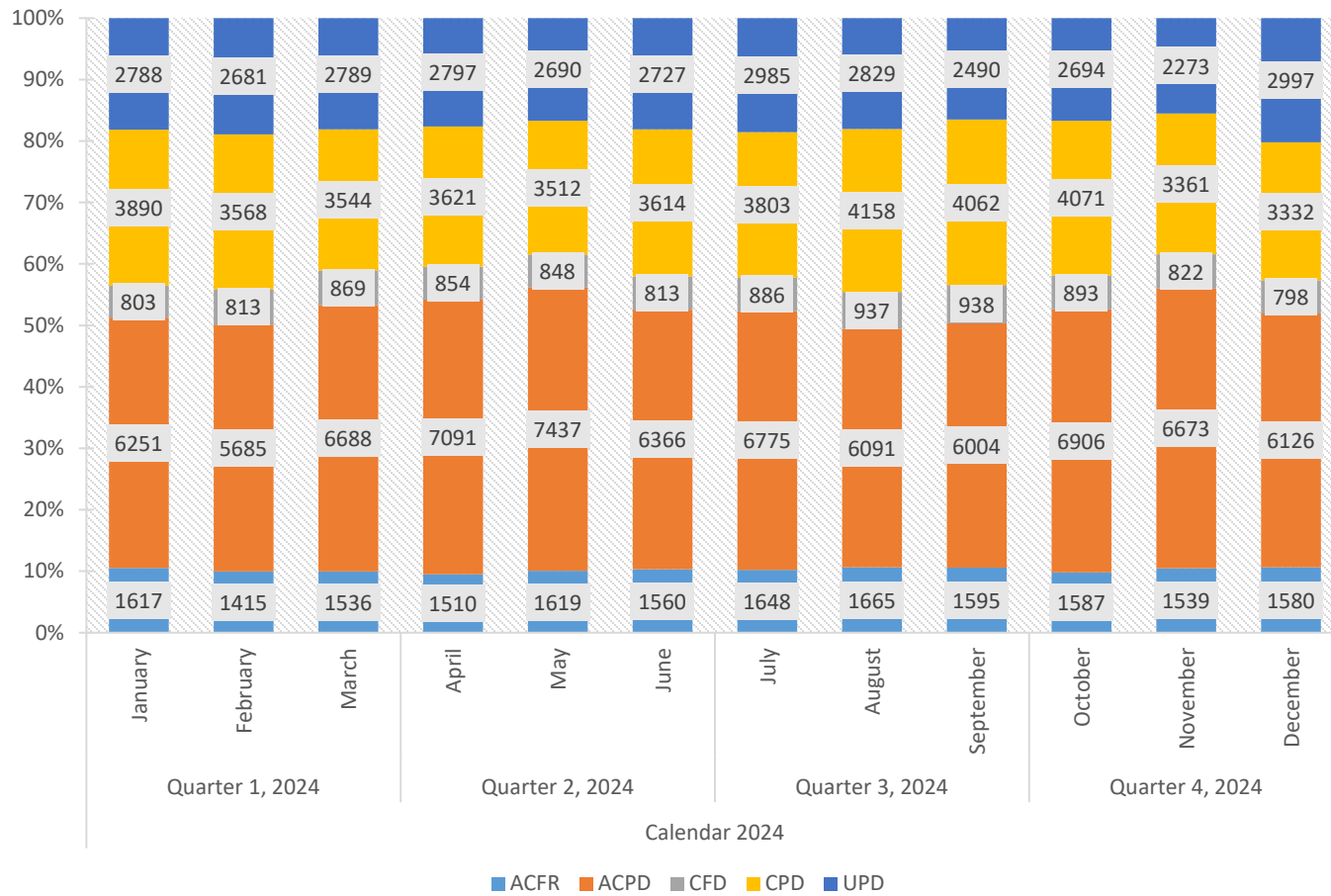
Response Statistics

Critical Life Threatening/Saving Events*



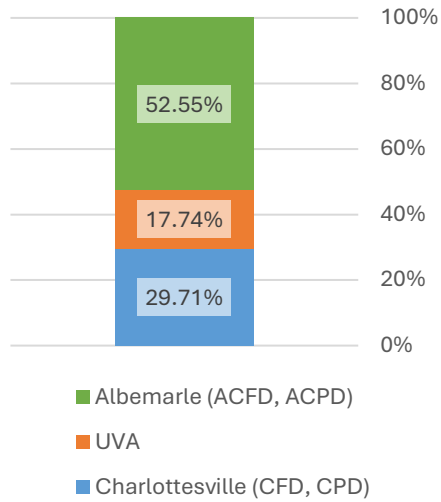
	Jan'24	Feb'24	Mar'24	Apr'24	May'24	Jun'24	Jul'24	Aug'24	Sep'24	Oct-24	Nov-24	Dec-24
Assault with Weapon	3	1	5	2	2	3	0	1	0	3	1	0
Bomb Threat	0	0	0	2	0	0	1	0	0	0	0	0
Cardiac Arrest	29	27	32	21	22	23	29	27	35	17	24	0
Choking	9	3	6	10	10	8	4	9	6	5	1	0
Drowning	1	0	0	0	3	1	0	3	2	1	0	0
OB/Pregnancy	6	4	3	5	2	7	13	5	6	5	5	0
Shooting/Stabbing	8	1	5	7	4	4	4	4	3	2	3	0
Stroke	39	39	44	46	39	39	46	42	57	47	44	0
Suicidal Ideations	27	37	42	40	36	38	38	28	41	43	41	0

**Q4 2024: All data reflects critical life threatening/saving events presented in Tableau, accessible from the CUA911 website's Transparency page. Suicidal Ideations reflect CAD call types identified as Suicidal Subject. Most recent month of data is not available through Tableau.*

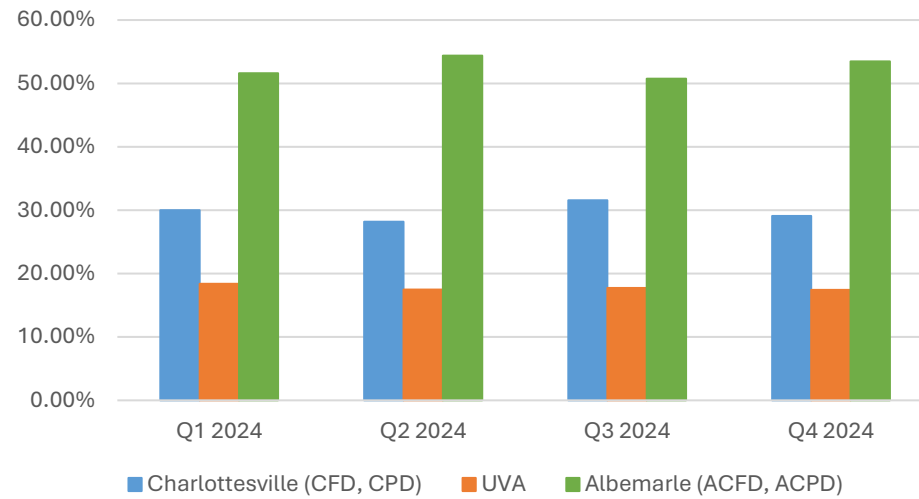


*Excluding a) canceled calls and b) test call types.

Annual



Total Calls for Service by Participant Over Time



Participant	Q1 2024*	Q2 2024*	Q3 2024*	Q4 2024*	Overall^
Charlottesville (CFD, CPD)	13,487 (30.01%)	13,262 (28.18%)	14,784 (31.54%)	13,277 (29.08%)	54,810 (29.71%)
UVA (UPD)	8,258 (18.38%)	8,214 (17.45%)	8,304 (17.72%)	7,964 (17.45%)	32,740 (17.74%)
Albemarle (ACFR, ACPD)	23,194 (51.61%)	25,583 (54.36%)	23,778 (50.74%)	24,411 (53.47%)	95,964 (52.55%)

*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 Quadrennial Recertification, Annual Assessments Currently in: Year 2 of 4 Next Assessment: September 12-20, 2025 2024 Assessment: 100% Compliance, No Issues ATPC (formerly P33) – On Track Triennial Certification Assessment submitted December 2024, additional proofs identified following initial review, resubmitted for evaluation VA OEMS – Continuing Triennial Reaccreditation, Annual Reporting Annual Report processed October 2024 	<ul style="list-style-type: none"> Determinant Drift – On Track Indicates if the dispatched response was ideal, an over-response (waste) or under-response (risk). October through December 2024 ACE: $\geq 95\%$ ideal Medical: 97% ideal Fire: 95% ideal Police: 99% ideal Protocol Compliance – In Progress Tracking since January 2022. October through December 2024 Partial Compliance: 8.03% (ACE: $\leq 10\%$) Low Compliance: 5.30% (ACE: $\leq 10\%$) Non-Compliance: 12.88% (ACE: $\leq 7\%$) High and Compliant Cases: 73.79% 										
PowerEngage Statistics	VCIN Operations										
<ul style="list-style-type: none"> Survey Response Rate Q4 2024 31.09%: 2,841 responses of 9,137 sent Citizen Positive Satisfaction Score 93% <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>74%</td> </tr> <tr> <td>Mixed</td> <td>5%</td> </tr> <tr> <td>Neutral</td> <td>12%</td> </tr> <tr> <td>Negative</td> <td>8%</td> </tr> </tbody> </table> </div>	Sentiment	Percentage	Positive	74%	Mixed	5%	Neutral	12%	Negative	8%	<ul style="list-style-type: none"> VCIN Audit – In Progress Triennial Inspection Next Audit: October-November 2027 Virginia State Police Liaison: Master Trooper Ben Jamerson Status: Agency Audit completed with 100% Compliance Multi-Factor Authentication Audit: Submitted December 2024 with compliance map and timeline. ECC IT staff are working to attain compliance. Users 59 Active VCIN/NCIC Certifications 8 administrative, 41 frontline coworkers
Sentiment	Percentage										
Positive	74%										
Mixed	5%										
Neutral	12%										
Negative	8%										



4.2

Finance and Budget Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Lily Gregg, Interim Executive Director

From: Josh Powell, Deputy Director-Support Services

Date: February 4th, 2025

Subject: FY2025 Budget Snapshot

All amounts are current as of January 29, 2025, as reported in and sourced from the Albemarle County Financial Transaction Files and AADR report.

FY2025 Budget Snapshot

Department	Current Budget*	Actual Expenditures**	Encumbrances	Balance	% Expended
32110 - ECC-Operations	\$10,084,673	\$5,534,832	\$493,310	\$4,058,531	59.8%
32120 - Regional Emergency Mgmt	\$450,455	\$358,938	\$21,713	\$69,804	84.5%
32130 - 800 MHZ Operations	\$348,643	\$113,186	\$100	\$235,357	32.5%
Grand Total	\$10,883,771	\$6,006,955	\$513,123	\$4,363,692	59.9%

* Includes supplemental appropriations, if applicable.

** 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: Josh Powel, Acting Clerk of the Board
From: Lily Gregg, Interim Executive Director
Date: January 22, 2025
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.

Call Handling Equipment Upgrades Budget: N/A Funded: Currently Unfunded	Scope: Upgrade or replace current Call Handling Equipment at the end of its maintenance cycle. Status: The current Call Handling Equipment is in year three of a five-year maintenance cycle. In preparation for upgrade or replacement, the ECC Technology Committee has been participating in demos of the latest CHE offerings. These cloud-based solutions offer flexibility and fully integrated translation and transcription services. Funding will be requested for FY26.
Fire/EMS Reporting Software Budget: N/A Funded: Currently Unfunded	Scope: The contract for the current software solution expires in 2025. This presents an opportunity to explore a replacement system with enhanced capabilities and will coincide with transitioning to new reporting standards. Status: A group of operational and technical SMEs from ACFR and CFD have started conversations about the upcoming transition from NFIRS reporting to NERIS, and pros/cons of moving to a new system as part of that transition. The delta between the new system and the existing system will be determined and included in FY26 budget planning, with replacement considered for spring of 2026.



Charlottesville-UVA-Albemarle County Emergency Communications Center



<p>Public Safety Software Budget: N/A Funded: Currently Unfunded</p>	<p>Scope: ECC continues to optimize the current Public Safety Software platform.</p> <p>Status: Enhancements to the records platform are still being discussed with the provider. An update to include timelines and costs is expected soon.</p>
<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: GPS implementation recommendations are under review and a formal change order proposal is expected by the end of January. The new consultant has been instrumental in providing expert advice and bringing the project closer to completion.</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: Cutover to the new services has been initiated. County IT is working with ECC IT to ensure access to systems is maintained and email forwarding remains in place during the transition.</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 and will be sequenced after the email services cutover is complete.</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: Josh Powell, Acting Clerk of the Board
From: Lily Gregg, Interim Executive Director
Date: January 22, 2025
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.

LED Retrofitting

Several fluorescent fixtures in the conference room of the ECC failed, and the ballasts required to repair them are no longer available. All fixtures were retrofitted with dimmable LED lights. The total cost for this project was just over \$5,500. Other fluorescent fixtures around the building are also starting to fail and additional retrofitting with LED lights as these failures occur will continue. A project to preemptively replace all fluorescent fixtures on the dispatch floor is being quoted.

Access Control and Surveillance System

The current access control and surveillance system is over ten years old and needs to be replaced. The new system will include upgraded control systems, increased surveillance coverage, and the ability to expand for future needs. This project was included in the approved FY25 budget.

Window Tinting

In an effort to provide enhanced security, and regulate temperatures, window tinting will be added to all second-floor windows. This project is still being quoted.



4.4

Personnel Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: File
From: Josh Powell, Deputy Director-Support Services
Date: February 4, 2025
Subject: ECC Staffing and Recruitment Report

Staffing, Organizational Strength, and Recruitment

The ECC's current overall vacancy rate stands at 20%, equivalent to 13.8 Full-Time Equivalents (FTEs). Of note, we have a 30% vacancy of the authorized Communications Officer positions. Recruitment efforts are in progress for all vacancies.

Organizational Strength [2/2025]	Authorized	Actual		Vacant	% Vacant
		Full-time	Part-time		
Operational	54	41.20		12.80	24%
Public Safety Communications Officers ¹	40	26	2.2	11.80	30%
PSCO I		6	0.1		
PSCO II		9			
PSCO III		11	2.1		
Public Safety Communications Supervisors	8	7		1	13%
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	6.00		1	13%
Executive Director*	1	0		1	100%
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	54.20		13.8	20%

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¹ Authorized count does not include overhire (0/3 positions filled). One part-time PSCO position working variable hours (PRN) is reflected in this report as 0.1 FTE.

*Salaried

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



Charlottesville-UVA-Albemarle County Emergency Communications Center

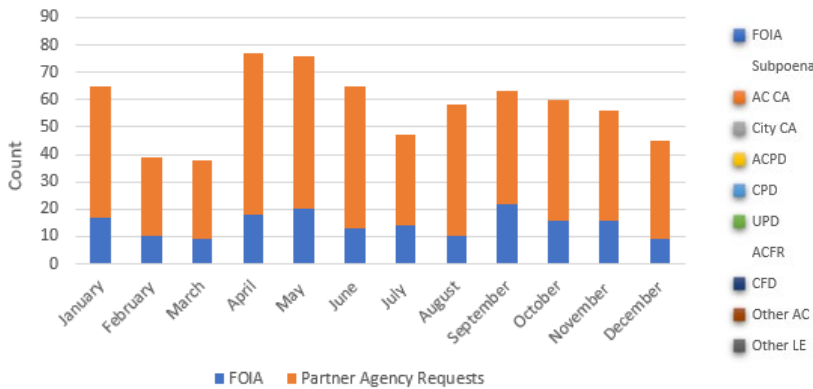


To: Lily Gregg – Interim Executive Director
From: Celeste Baldino – Deputy Director of Operations
Date: January 22, 2024
Subject: Activity of FOIA and Research Unit Q4 2024

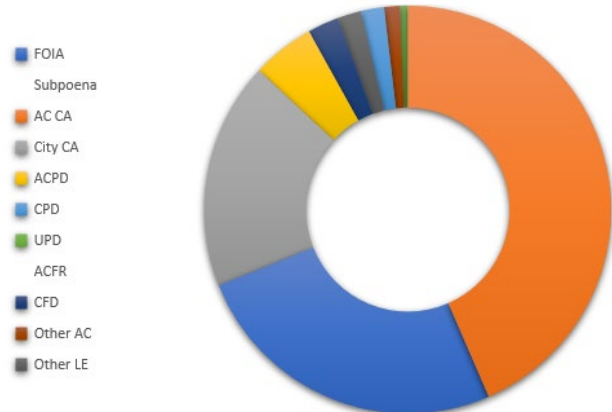
Release of Information and Other Research

For the fourth quarter (October-December) 2024 the ECC’s FOIA and Research Unit handled 120 research requests from our partner agencies, with an average work time spent of 73 minutes per request, as well as 41 Freedom of Information Act requests, with an average work time spent of 93 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.

Total Activity of FOIA and Research Unit 2024



Request Count October-December 2024



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 Q4, we received nineteen submissions from the public: thirteen were referred to the appropriate partner agency, five were positive feedback about their interaction with the ECC call-taker, and one was a complaint that is captured below in the complaint analysis. We also received six feedback forms from field responders: five were dispatch questions (two were found to be correct and explained and three were found to include areas of improvement where corrective actions were taken), the sixth was a paging configuration question that was resolved.

Complaints

During Q4, the ECC received six complaints, five of which were from callers/members of the public and one was from a partner agency. In all cases, complaints were researched by supervisory personnel and/or an Operations Manager. Five complaints were deemed to be unfounded, one of which was passed onto a partner agency for their review, and one was deemed founded. If the complaint was founded, appropriate remediation, and/or corrective actions were taken. In all cases follow up with the original complainant was handled if requested.

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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: 1/21/2025

Subject: Academy Update

Fall 2024 Graduation

On January 9th, we proudly celebrated the graduation of the Fall 2024 Call-Taking Academy with a luncheon attended by ECC administrative and operational staff, along with representatives from our partner agencies. The graduating students completed comprehensive training in CAD, geography, policy, hands-on practical skills, and community and cultural competency. All graduates excelled, achieving final exam scores above 90%. Since graduation, they have continued their on-the-job training in a POD structure under the guidance of lead supervisors.

Student Awards:

<i>Top Graduate:</i>	Kay Lowry
<i>GOLDEN Award:</i>	Kay Lowry
<i>GOLDEN Honorable Mention:</i>	Jenny Rosenfeld
<i>Perfect Attendance:</i>	William Ruis



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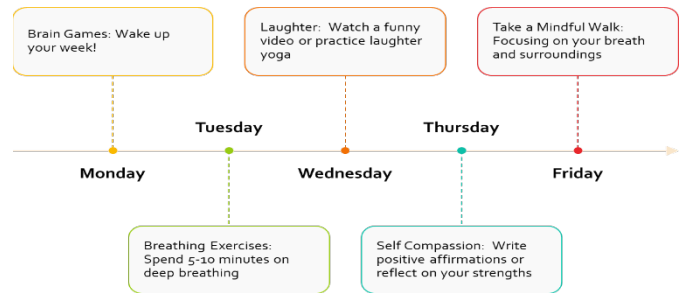


Charlottesville-UVA-Albemarle County Emergency Communications Center



Classroom Wellness Initiative:

We maintained our daily wellness initiative throughout this academy, providing our new team members with tools to prioritize their well-being and additional ways to manage the pressures of the job.



Weekly Huddles

Weekly huddles were conducted on the first day of each week in class. During these huddles, a PowerPoint presentation was used to review important information, including the student leader of the week, a daily overview of planned activities, any updates or changes to the syllabus, and a dedicated time for students to ask questions. Although the class syllabus was always available for students to reference, these huddles proved valuable in fostering open communication. They ensured students stayed informed, felt prepared, and had a clear understanding of what to expect, creating a more organized and collaborative classroom environment.

Student Leader of the Week

Each week in the classroom, one student was chosen to serve as the leader of the week. This role came with additional tasks and responsibilities that encouraged the co-worker to take initiative and demonstrate leadership skills. It also provided an excellent opportunity to practice our GOLDEN values in a meaningful and practical way. The role was designed to help students build confidence and develop qualities essential for success in their future roles. At the end of each week, the current leader had the responsibility of selecting the next student leader. This peer-selection process not only gave the class a sense of ownership over the activity but also fostered mutual respect and camaraderie. By empowering students, the exercise helped create a supportive classroom environment where everyone felt valued and involved in the Academy's success.

"The Learning Ledger"

I'm thrilled to announce a new collaboration between the Academy and Professional Development: a monthly newsletter titled *The Learning Ledger*. This monthly publication is shared with all ECC coworkers to provide updates on the Academy and highlight professional development, training and scholarship opportunities.

Spring 2025 Academy

Efforts are already underway for the next academy, slated to begin in April 2025. Stay tuned for more!

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4.6

Commendations, Awards, and Press



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: File

From: Josh Powell, Deputy Director-Support Services

Date: February 4, 2025

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:

- **1/22/25:** "Smartphone feature aids local first responders in detecting serious car crashes" ([CBS19](#))
- **2/4/25:** "Charlottesville-UVA-Albemarle County Emergency Communications Center Receives APCO Agency Training Program Certification" (APCO International)

Social Media

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

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FOR IMMEDIATE RELEASE

February 4, 2025

CONTACT: Lisa Inkley

(571) 312-4400

inkleyl@apointl.org

**Charlottesville-UVA-Albemarle County Emergency Communications Center
Receives APCO Agency Training Program Certification**

Alexandria, VA – Charlottesville-UVA-Albemarle County Emergency Communications Center has received Agency Training Program Certification, a Project 33® Initiative, from the [Association of Public-Safety Communications Officials \(APCO\) International](http://www.apointl.org).

Public safety agencies use the APCO International Agency Training Program Certification as a formal mechanism to ensure their training programs meet APCO American National Standards (ANS). Initial and continuing training for public safety telecommunicators is important as they provide essential services to the public in an expanding and rapidly changing environment.

Training is the foundation of any effective and successful emergency communications center,” said APCO International President Stephen Martini. “Proving their public safety telecommunicator training program aligns with an American National Standard through APCO’s Agency Training Program Certification illustrates this agency’s commitment to their team members to consistently protect citizens and coordinate seamlessly with their fellow responders.”

Charlottesville-UVA-Albemarle County Emergency Communications Center will be recognized during the Food for Thought Luncheon taking place as part of [APCO’s 91st Annual Conference and Expo](http://www.apointl.org) in Baltimore, MD, July 27-30, 2025.

For more information about the Agency Training Program Certification process, visit apointl.org/atpc.

###

APCO International® (www.apointl.org)

APCO International is the world’s oldest and largest organization of public safety communications professionals and supports the largest U.S. membership base of any public safety association. It serves the needs of public safety communications practitioners worldwide - and the welfare of the general public as a whole – by providing complete expertise, professional development, technical assistance, advocacy and outreach.



Charlottesville-UVA-Albemarle County Emergency Communications Center



MEMORANDUM

To: Tom Berta, Operations Manager
From: Michael Cahill, PSCS-L
Date: 11-25-2024
Subject: Commendation – Brochu, Brianna PSCO-III

On Monday, November 25th, 2024, at approximately 10:15pm, PSCO-III Brochu handled a phone call from a citizen reporting suspicious activity on Broad Crossing Road (CFS #91698). The caller reported people parked near a church, outside their vehicle, yelling and screaming at each other.

The incident was especially concerning to the caller as it has been an ongoing issue in recent weeks, and the caller wanted police to check the on the people involved. The first officer arrived on scene less than ten minutes from the time the call was created, and ultimately was cleared by APD units without incident.

PSCO-III Brochu provided exemplary customer service to the caller, displaying a high level of empathy for her concern, and accurately/efficiently documented all information to get a quick response from APD. Brochu's level of service left such an impact on the caller that she provided a compliment stating Brochu was excellent, did a wonderful job, and that she further loved and appreciated the work Brochu did while acknowledging the demanding schedule Brochu probably works while still performing at an amazing level. This echoes the thoughts and sentiment we all share as teammates with the privilege of working alongside Brochu each day.



Charlottesville-UVA-Albemarle County Emergency Communications Center



MEMORANDUM

To: Dan Shumard PSCOI
From: Celeste Baldino – Deputy Director - Operations
Date: 11-18-2024
Subject: Commendation

Dan, I wanted to pass along feedback we received reference a call you took on 11/15/2024 for a disorder/road rage incident on Ivy Rd.

The caller stated “Everyone wants to give feedback when a place does something wrong, this is not the case. I called the non-emergency number, and they treated me like I really did matter. Asked me all kinds of questions to make sure the police knew what was going on and didn't rush me at all. I have had people rush me off the phone and be very rude with me when I have called ... for something different. Keep up the good work. Don't have a good day have a great day.”

Thank you for your continued professionalism and the care you provide to the communities we serve. Keep up the great work!



Certificate of Commendation

PRESENTED TO

Cassie Badger

on this Nineteenth day of December, 2024

for delivering patient and kind service. Despite the caller's difficult report, she remained composed, empathetic, and focused on reassuring the caller help was on the way while providing the right assistance. This level of service not only reflects her strong communication skills but also her commitment to excellence in public safety.

CUA 911 thanks you for your commitment to our GOLDEN Values.

Charlottesville - UVA - Albemarle Emergency Communications Center
2306 Ivy Road Charlottesville, VA 22903





4.7

Previous Meeting Minutes

Emergency Communications Center Management Board

Regular Meeting Minutes – November 13, 2024 – 9:00am

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

Members Present

<u>Chair</u> Ms. Ashley Marshall	<u>Vice Chair</u> Mr. Trevor Henry	<u>Secretary</u> Chief Tim Longo
Chief Michael Thomas	Mr. John DeSilva	Dr. Bill Brady
DC Heather Childress (Designee for Chief Dan Eggleston)		

Members Absent

Chief Michael Kochis	Chief Sean Reeves	
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Others Present

Mr. Sonny Saxton	Mr. Josh Powell	Ms. Lily Gregg
Ms. Amanda Farley	Ms. Jessica Rice	Ms. Tiffany Caldin
Members of the Public		

(1) Call to Order

Ms. Marshall called the meeting to order at 9:05am.

(2) Roll Call

Mr. Powell confirmed a quorum of members were present during roll call. In accordance with the Board’s remote participation policy, Ms. Marshall advised that she was participating remotely from Tampa, FL due to her distance from the physical meeting place.

(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. Henry made motion, seconded by Mr. DeSilva, to approve the consent agenda as presented (“Productivity Report,” “Finance and Budget Reports” “Technology and Building Reports,” “Personnel Reports,” “Training Program Reports,” “Commendations, Awards, and Press,” “Previous Meeting Minutes,” and “ECC Board 2025 Regular Meeting Schedule”). The motion carried on a voice vote.**

(5) Committee Updates

Ms. Marshall advised that the Executive Committee had met to discuss a personnel matter, with additional information to be discussed later on in this meeting of the full Board.

(6) Directors' Reports

Ms. Gregg provided an update on the regional public safety software, including the need for a full price proposal from Tyler Technologies for the enterprise records system upgrade. She explained that Tyler had delayed the upgrade for several years, and the ECC is now looking to prioritize the move to the enterprise records system. Ms. Gregg mentioned that the ECC will need to do a deep dive with Tyler to understand the full scope and cost of the project. Members of the Board asked questions about the vendor delays and expressed frustration with the product and service level provided by Tyler Technologies.

Mr. Saxton advised that there was a closed session on the agenda to discuss the regional radio system, but that the vendor had not yet provided the information that was to be reviewed in that session. Ms. Farley advised that there was not any legal advice that she could render without that information, so she did not believe a closed session discussion was warranted. Mr. Saxton advised that the ECC team had met with L3Harris two weeks prior and performed a line-by-line analysis of the contracts and asked the vendor to provide their best resolution for GPS functionality. He advised that another meeting would be occurring in two weeks, with the vendor expected to provide that information at that time.

Ms. Gregg provided a brief on the new federal mandate of multi-factor authentication for terminals using criminal justice data, noting the cost of just under \$22,000 for the first three years and an additional \$3,000 in recurring costs. She stated that the ECC has identified funding through operational savings to cover these expenses.

Mr. Saxton discussed the ECC's hurricane response, highlighting the effectiveness of the statewide ESInet and the ECC's mutual aid efforts. He noted that the ECC's 9-1-1 system remained active and operational throughout the storm, but there were challenges with phone service in the community. Mr. Saxton mentioned that the ECC responded to a statewide call for mutual aid, sending telecommunicators to support 9-1-1 centers in Southwest Virginia and North Carolina that were offline. Mr. Saxton advised that the mutual aid was coordinated with the local fire chiefs and that federal reimbursement was expected for incurred costs.

Mr. Saxton advised that there was a cardiac arrest save, with a recognition event including the survivor and responding personnel planned for November 14th.

Mr. Saxton provided an update on the ECC's facility needs and planning. He mentioned that the ECC currently has a lease with the city for downtown office space, but that lease has a time limit. Mr. Saxton stated that the ECC needs to start looking for additional space to accommodate the growing staff and operations. Mr. Saxton reported that the ECC has reached out to UVA about potential lease opportunities. He noted that the UVA Police Department is expected to move out of a building adjacent to the ECC's current location, as well as a modular trailer adjacent to the ECC, sometime in the summer or fall of next year. Mr. Saxton expressed that these UVA properties could be a good fit for the ECC over the next 3-5 years, while the ECC continues to work on long-term funding and facility plans. Mr. Saxton advised that the ECC has had promising initial conversations with UVA about potentially leasing these spaces. Mr. Saxton emphasized that the ECC needs to find additional space soon, as the current downtown lease has a time limit, and the ECC is already running out of room for its workforce and operations. He said the ECC is hoping to provide more updates to the Board in the coming months as discussions continue with UVA.

Mr. Henry noted that the ECC team had been involved for several months in election planning and preparation and expressed his appreciation for the support.

(7) Executive Director Recruitment

Ms. Marshall advised that Director Saxton would soon be leaving his role at the ECC to take on a new role in Texas and expressed her appreciation for his service during his tenure. Ms. Marshall expressed her gratitude that there were several individuals from the ECC who submitted letters of interest reference serving as Interim Director, all of whom had the qualifications to serve. Ms. Marshall said that the Executive Committee's decision to select an interim director was not made lightly and encouraged any and all applicants who may be interested in the permanent position to submit themselves for consideration as part of the upcoming process. Ms. Marshall announced the appointment of Lily Gregg as the ECC's Interim Executive Director, effective Saturday, November 16th, 2024. She noted that Ms. Gregg had accepted the offer and would be stepping into the role during the transition that followed Mr. Saxton's resignation.

The Board discussed options for executive director recruitment, including in-house searches and using an executive recruiter. Albemarle County Human Resources Director Jessica Rice and ECC HR Manager Tiffany Caldin provided a decision brief, highlighting the benefits of a hybrid approach that combines the expertise of a recruiter with the involvement of the internal team.

The Board agreed on a hybrid recruitment model, allowing for both internal and external candidates to apply. Ms. Rice and Ms. Caldin were tasked with developing a project timeline and identifying potential recruitment firms to assist with the process.

The Board requested that the Executive Committee review the draft Executive Director job description and provide any necessary edits. Board members were asked to submit any feedback on the job description to the chair by the first week of December.

(8) Board Resolution

Mr. Henry read the following Board resolution:

WHEREAS Executive Director Sonny Saxton has served with excellence the Charlottesville-UVA-Albemarle Emergency Communications Center (ECC) since 2019, leading the agency through significant advancements and achievements; and

WHEREAS Executive Director Saxton guided the ECC team in implementing major enhancements, including real-time video-to-911 support, International Academies of Emergency Dispatch protocols, PulsePoint Respond to promote bystander CPR, and the ESInet Next Generation 911 upgrade, each enhancing the agency's ability to serve the community; and

WHEREAS the ECC achieved its fifth and sixth CALEA re-accreditations, Virginia Office of EMS Emergency Medical Dispatch accreditation, and APCO Accredited Training Program Certification under Executive Director Saxton's leadership; and

WHEREAS Executive Director Saxton worked collaboratively with the ECC Board to oversee and implement strategic planning and the recommendations from a workforce optimization study, resulting in structural improvements to the agency, further advancing service standards; and

WHEREAS Executive Director Saxton has fostered a collaborative spirit within the ECC, promoting mental health, wellness, and a strong support network for all team members; and

WHEREAS Executive Director Saxton’s advocacy at local, state, and federal levels has brought crucial resources to the ECC and the industry at large, including state-funded recognition payments and efforts to recognize emergency communications personnel as first responders.

NOW, THEREFORE, BE IT RESOLVED BY THE MANAGEMENT BOARD OF THE CHARLOTTESVILLE-UVA-ALBEMARLE EMERGENCY COMMUNICATIONS CENTER, that this resolution is adopted as an expression of appreciation to Sonny Saxton for his dedication, leadership, and the legacy of resilience and continuous improvement he leaves behind. The members of the ECC Management Board hereby extend our gratitude for his service and best wishes for his future endeavors. His contributions will continue to benefit the ECC, and the communities served, for years to come.

Motion was made by Chief Longo, seconded by Mr. DeSilva, to adopt the resolution as read. The motion carried on a voice vote.

(9) Closed Session and 10) Certify Closed Session

The agenda was amended to remove these items; the Board did not enter closed session during this meeting.

(11) Other Matters Not Listed on the Agenda from the Board

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

(12) Adjourn

With no further business to come before the Board, the meeting was adjourned at 10:15am.