



Charlottesville-UVA-Albemarle County Emergency Communications Center



FY26 Budget Request New Initiatives

FY26 budget request is focused on maintaining existing service delivery, which includes a funding mechanism change of approximately \$0.9M for 800 MHz radio expenses that are to be operationalized in correspondence with capitol project close. In consultation with all members of the ECC Leadership Team, there were four new initiatives identified as a priority to address unmet needs and/or provide service enhancements. Below is a summary of those additions to the FY26 budget request, listed in order of priority. Budget impact is included for each item.

Wellness and Resiliency Coordinator FTE

The physical and mental well-being of ECC team members is cornerstone to their ability to serve the community. To support our “first, first responders” and public safety workforce, the Wellness & Resiliency Coordinator will lead initiatives that provide proactive mental health resources and confidential assistance.

This role will promote behavioral health and wellness services tailored to the unique challenges of public safety work, aiming to reduce the need for and instances of employee crisis intervention. The program aims to:

- Mitigate the impact of exposure to potentially traumatic events.
- Enhance coping skills and resilience.
- Address daily life challenges that could compound work-related stress.

Budget impact: \$89,043 (salaries and benefits)

Professional Development Certification Courses

Professional and career development of tenured coworkers has been identified as a critical need. The FY2026 budget requests includes resources for:

- Meeting local, state, and federal requirements for emergency telecommunicators.
- Meeting training and certification requirements for CALEA, APCO, NENA, IAED, and other industry accreditations.
- Increased opportunities for coworker-lead professional development in specialized areas of training (e.g. tactical dispatch, crisis intervention, and critical incident response).

These changes aim to:

- Improve employee job satisfaction and retention.
- Improve service delivery.
- Mitigate risk by building knowledge of industry best practices.

Budget impact: \$18,639

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



LIFESCAN Wellness

Public Safety Physicals from LIFESCAN provide health status assessments of both the individual and the department. The vendor explains, “The medical evaluation is intended to identify whether an individual is physically and mentally able to perform essential job duties without undue risk of harm to self or others, monitor acute and long-term effects of the working environment of uniformed personnel, detect patterns of disease in the workforce that might indicate underlying work-related health concerns, provide quantifiable medical information on the entire workplace, and inform uniformed personnel of their occupational hazards and health status.” Additionally, LIFESCAN incorporates behavioral wellness screening and resources.

Studies have shown that 9-1-1 telecommunicators “experience a number of the same stressors facing law enforcement officers in patrol.” And that, “[these] stressors, combined with the sedentary nature of the job, could result in long-term, chronic health problems,” including PTSD, cardiovascular disease, hypertension, metabolic syndrome, and sleep disorders. (Perez, Rodolfo A et al. “The Chronic Health Effects of Work-Related Stressors Experienced by Police Communications Workers.” [pmc.ncbi.nlm.nih.gov/articles/PMC8430437/](https://pubmed.ncbi.nlm.nih.gov/articles/PMC8430437/); Turner, Kimberly D., "Effects of Stress on 9-1-1 Call-Takers and Police Dispatchers: A Study at the San Jose Police Department" scholarworks.sjsu.edu/etd_theses/4562)

Budget impact: \$50,820

Radio Technician FTE

Once the Regional P25 Public Service and Public Safety radio system has been accepted, additional technical help will be required to maintain both the infrastructure and the subscriber equipment. This work is currently being performed as part of implementation by the vendor, but task responsibility will be transferred to the ECC upon project close. Possible alternatives include contracting these services or delaying this hire until FY27.

Budget impact: \$94,640 (salaries and benefits)