

# ECC Management Board Meeting Packet – 11/12/2025



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



## Productivity Report



# Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report



Quarter 3 / July – September 2025

## Contents

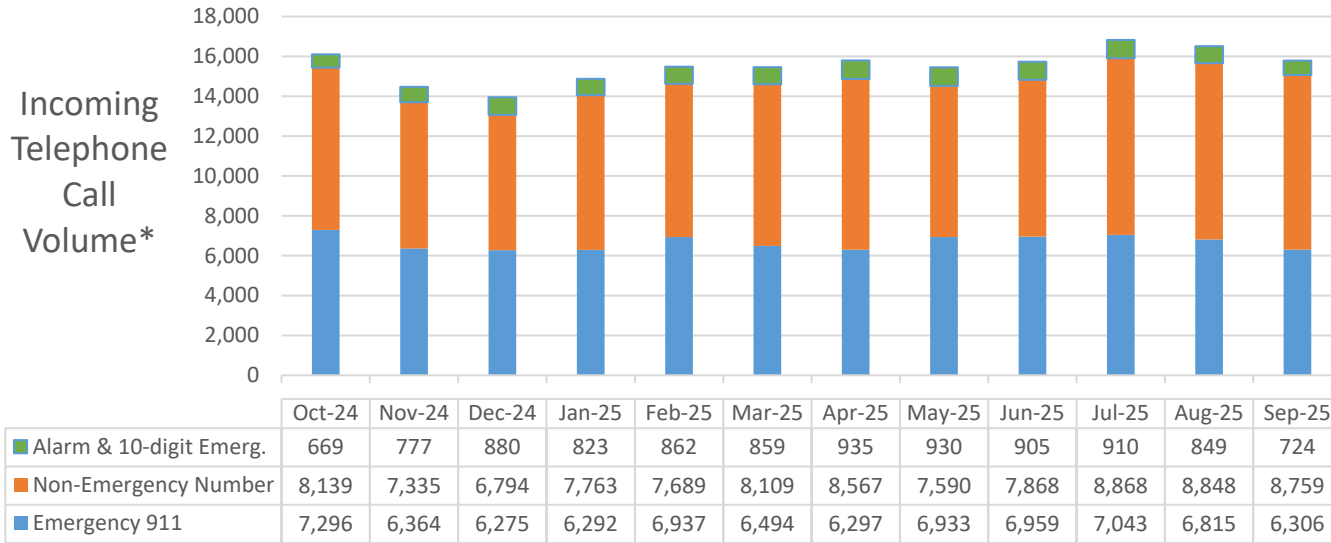
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### About This Report

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.

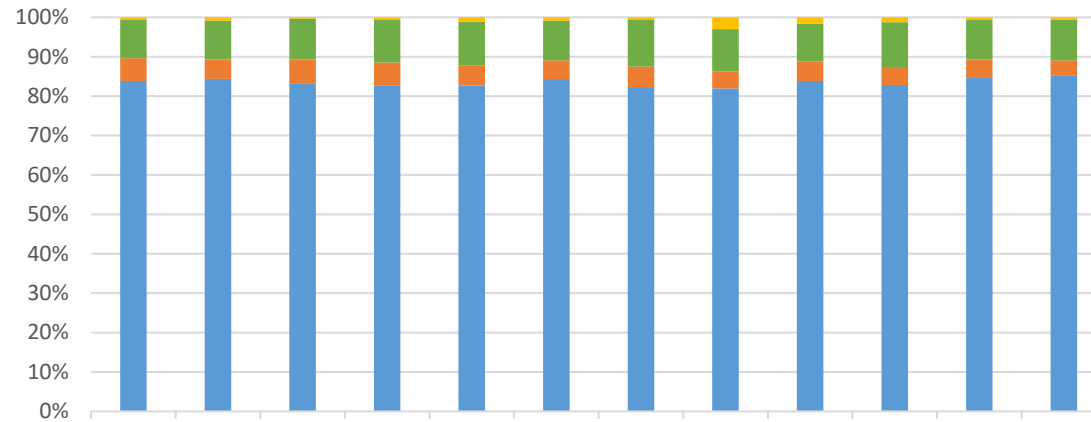
## Telephone System Statistics



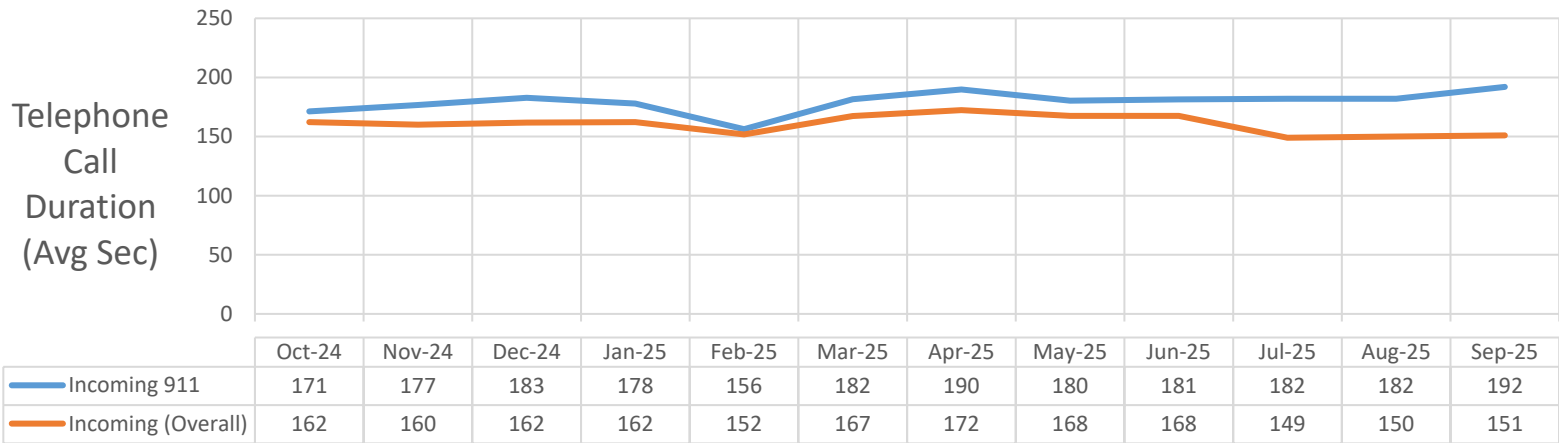
**May 2024: Line issues forced common utilization of backup lines, generating an increase in the '10 digit' counts.**

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

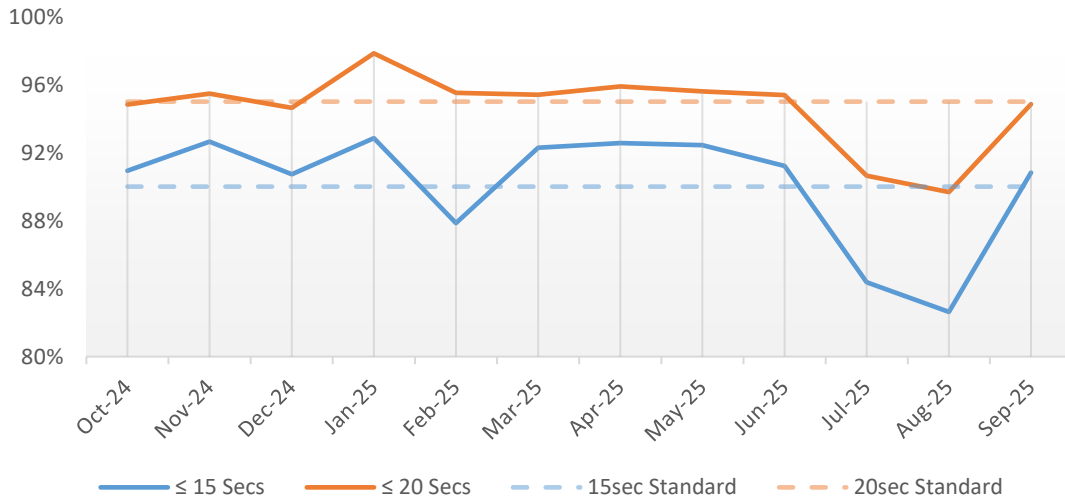
## 911 Class of Service



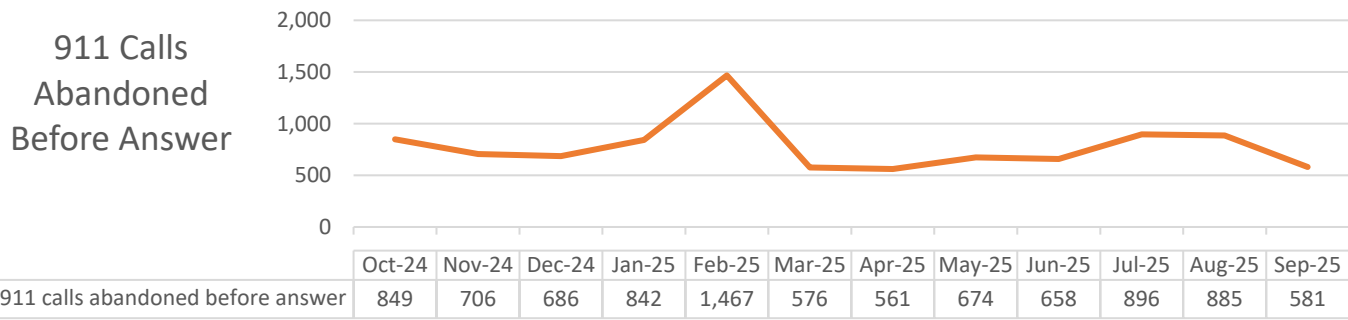
	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25
911 Unknown	48	54	20	33	75	54	42	206	114	87	46	36
911 VoIP	710	627	651	689	770	654	750	746	669	801	684	653
911 Wireline	421	314	387	364	353	308	330	301	342	322	304	248
911 Wireless	6,117	5,369	5,217	5,206	5,739	5,478	5,220	5,680	5,834	5,833	5,781	5,369



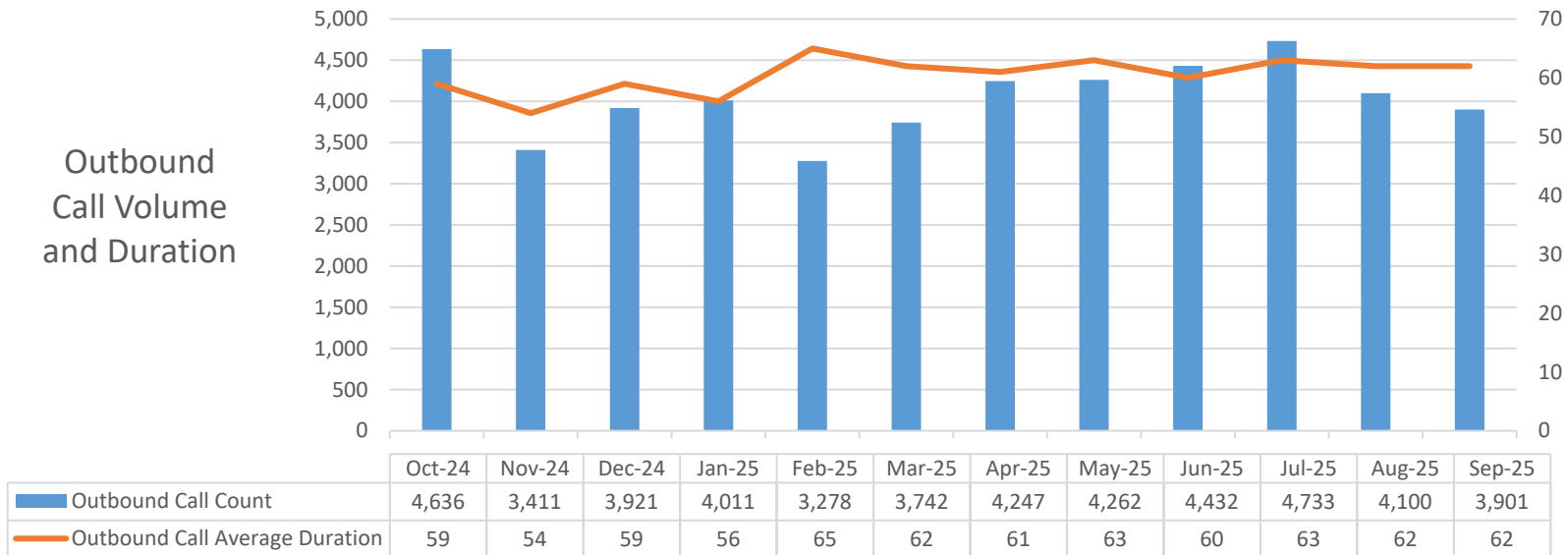
### 911 Call Answer Times



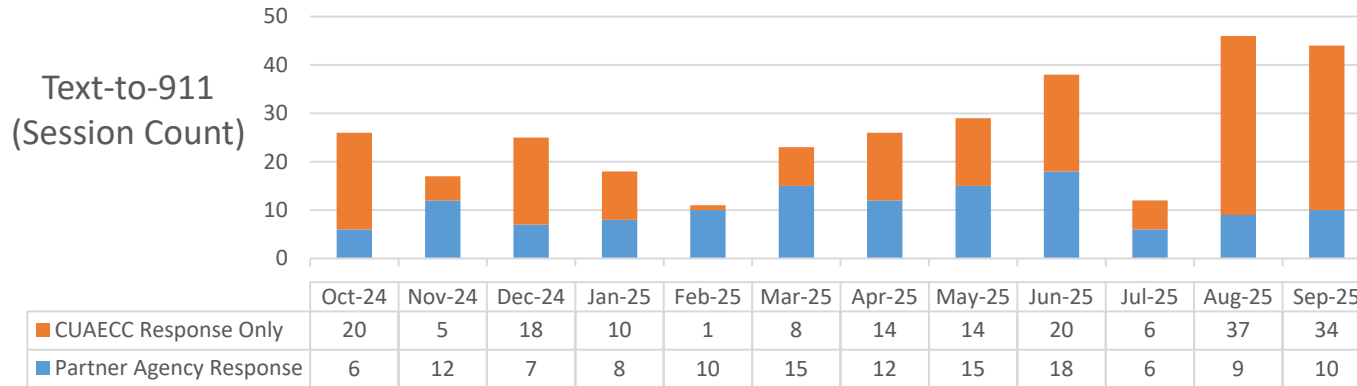
Standard	Met	Comments
<p>Ninety percent of all 9-1-1 calls arriving at the PSAP <b>SHALL</b> be answered within fifteen seconds.</p> <p><i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i></p>		<p>The ECC consistently meets and exceeds this standard, answering 92-98% of all 9-1-1 calls within fifteen seconds.</p>
<p>Ninety-five percent of all 9-1-1 calls <b>SHOULD</b> be answered within twenty 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 97-99% of all 9-1-1 calls within twenty seconds.</p>



**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.**

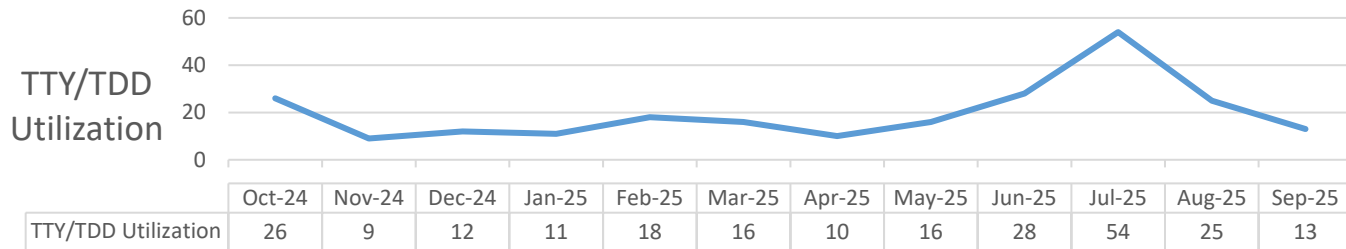


# Alternative Communications Statistics



\*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.

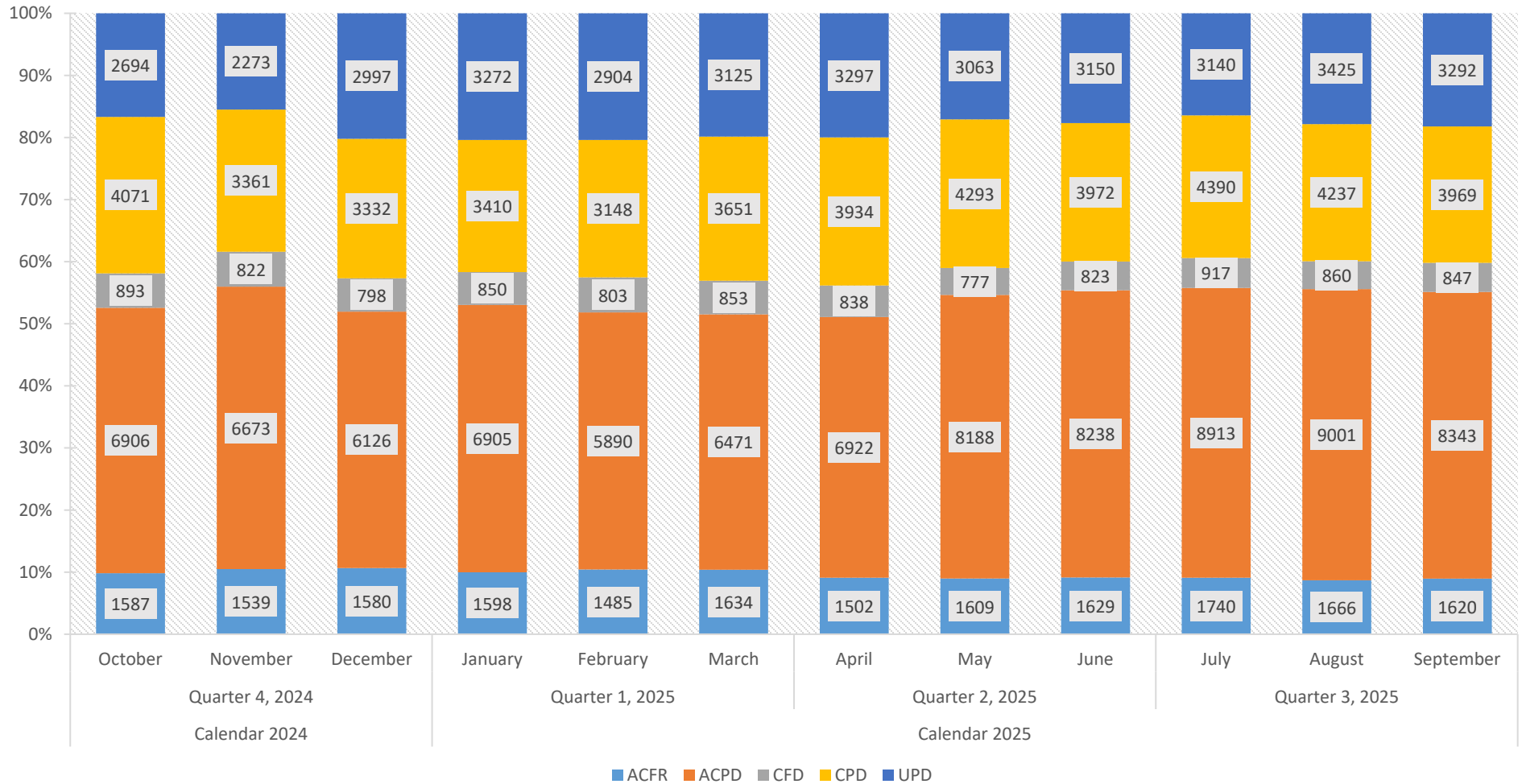
**CUAECC Response Only:** Previously listed as 'Tests', this category includes test sessions, accidental texts (including automatic smart device/ride share messaging), text sessions regarding an ongoing call for service, and other community contact that did not require the dispatch or utilization of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

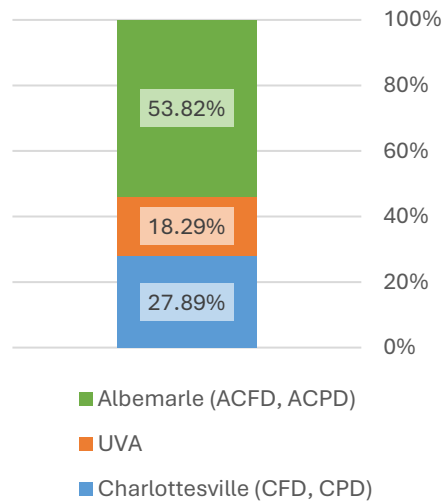


# Response Statistics

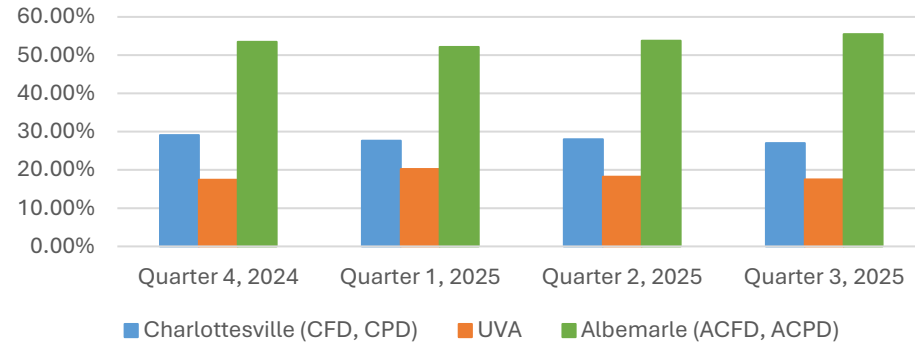


\*Excluding a) canceled calls and b) test call types.

### Annual



### Total Calls for Service by Participant Over Time



Participant	Q4 2024*	Q1 2025*	Q2 2025*	Q3 2025*	Overall^
<b>Charlottesville (CFD, CPD)</b>	13,277 (29.08 %)	12,715 (27.64%)	14,637 (28.02%)	15,220 (27.00%)	55,849 (27.89%)
<b>UVA (UPD)</b>	7,964 (17.45%)	9,301 (20.22%)	9,510 (18.21%)	9,857 (17.49%)	36,632 (18.29%)
<b>Albemarle (ACFR, ACPD)</b>	24,411 (53.47%)	23,983 (52.14%)	28,088 (53.77%)	31,283 (55.51%)	107,765 (53.82%)

\*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"> <li> <b>CALEA – On Track</b>  <i>Quadrennial Recertification, Annual Assessments</i>                      Currently in: Year 3 of 4                      Next Assessment: September 11-19, 2026                      Notes: See Memorandum                 </li> <li> <b>ATPA (formerly P33) – In Action</b>  <i>Triennial Accreditation</i>                      Currently in: Year 1 of 3                      Next Accreditation November 2027                 </li> <li> <b>VA OEMS – On Track</b>  <i>Annual Certification</i>                      Currently in: Year 3 of 3                      Next Accreditation October 2026                 </li> </ul>	<ul style="list-style-type: none"> <li> <b>Determinant Drift – On Track</b>  <i>Indicates if the dispatched response was ideal, an over-response (waste), or an under-response (risk). April through June 2024</i>                      ACE: <math>\geq 95\%</math> ideal   <b>Medical:</b> 96% ideal  <b>Fire:</b> 95% ideal  <b>Police:</b> 99% ideal                 </li> <li> <b>Protocol Compliance – In Progress</b>  <i>Tracking since January 2022. April through June 2024</i>   <b>Partial Compliance:</b> 8.45% (ACE: <math>\leq 10\%</math>)  <b>Low Compliance:</b> 5.26% (ACE: <math>\leq 10\%</math>)  <b>Non-Compliance:</b> 13.88% (ACE: <math>\leq 7\%</math>)  <b>High and Compliant Cases:</b> 72.54%                 </li> </ul>										
PowerEngage Statistics	VCIN Operations										
<ul style="list-style-type: none"> <li> <b>Survey Response Rate Q2 2024</b>                      32.64%: 3,076 responses of 9,423 sent                 </li> <li> <b>Citizen Positive Satisfaction Score</b>                      93.34%                 </li> </ul> <div data-bbox="273 1071 924 1380"> <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>Negative</td> <td>10%</td> </tr> <tr> <td>Neutral</td> <td>9%</td> </tr> <tr> <td>Mixed</td> <td>4%</td> </tr> </tbody> </table> </div>	Sentiment	Percentage	Positive	77%	Negative	10%	Neutral	9%	Mixed	4%	<ul style="list-style-type: none"> <li> <b>VCIN Audit – In Progress</b>  <i>Triennial Inspection</i>                      Next Audit: October-November 2024                      Virginia State Police Liaison: Master Trooper Ben Jamerson                 </li> </ul> <p><b>Notes:</b> 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"> <li> <b>Users</b>                      51 Active VCIN/NCIC Certifications                      8 administrative, 43 frontline coworkers                 </li> </ul>
Sentiment	Percentage										
Positive	77%										
Negative	10%										
Neutral	9%										
Mixed	4%										

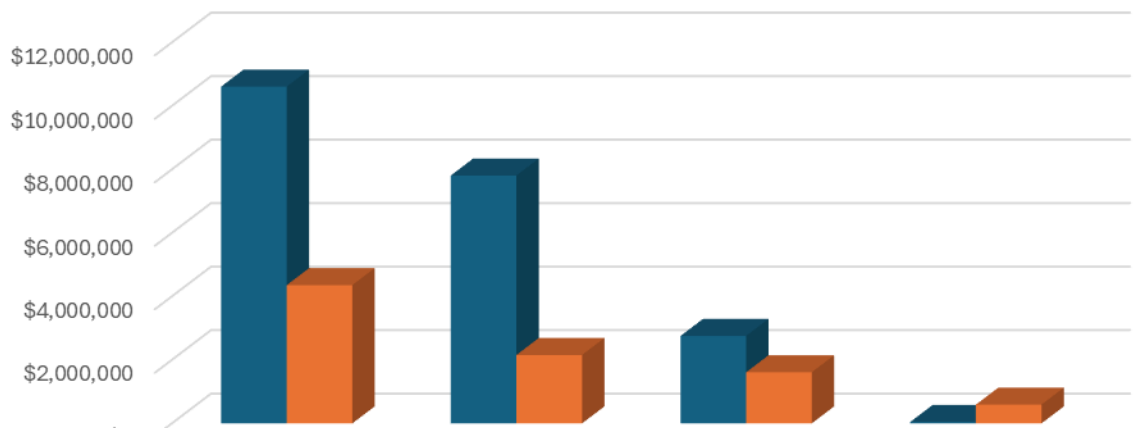


## Finance and Budget Reports

**FY26 Total Budget per Tyler FMS AADR as of 10/28/2025**

Dept	Appropriations	Encumbrances	Expenditures	Balance	Paid/Obligated
32110 - Operations	\$ 10,606,671.30	\$ 1,400,508.06	\$ 2,953,846.35	\$ 6,252,316.89	41.05%
32120 - Regional EM	\$ 442,323.00	\$ 0.09	\$ 330,607.30	\$ 111,715.61	74.74%
32130 - 800 MHZ Ops	\$ 384,753.00	\$ 2,842.90	\$ 71,400.44	\$ 310,509.66	19.30%
<b>Totals</b>	<b>\$ 11,433,747.30</b>	<b>\$ 1,403,351.05</b>	<b>\$ 3,355,854.09</b>	<b>\$ 6,674,542.16</b>	<b>41.62%</b>

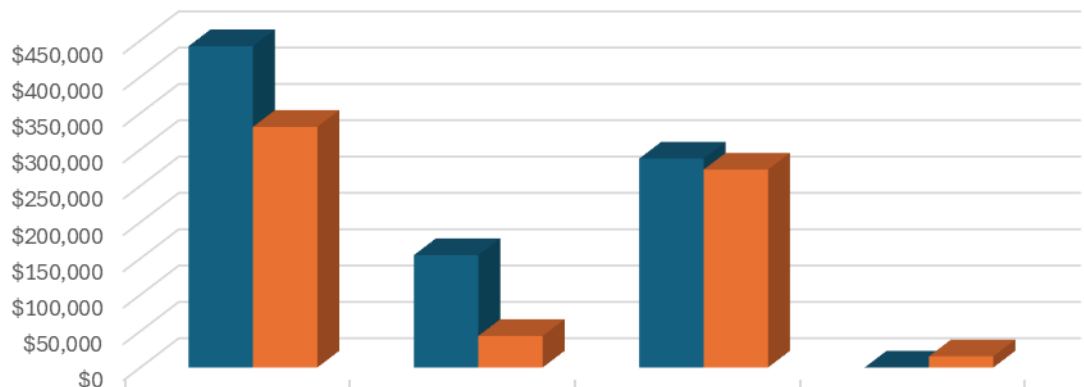
### ECC Operations Budget



	Budget vs YTD Spend	Salaries and Benefits	Operating Expenses	Capital Project Costs
<b>FY26 Budget</b>	\$10,606,671	\$7,807,572	\$2,753,913	\$45,186
<b>Expenditures/Encumbrances</b>	\$4,354,804	\$2,154,411	\$1,610,078	\$590,316

■ FY26 Budget ■ Expenditures/Encumbrances

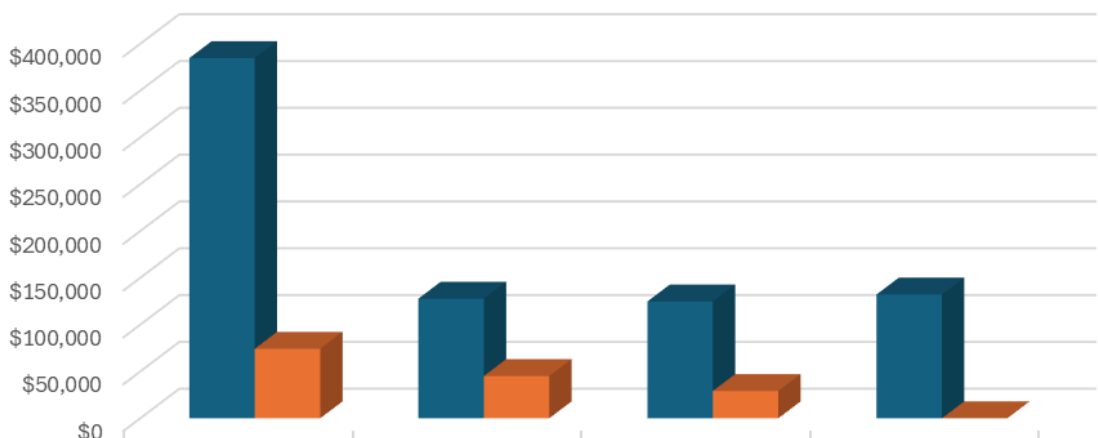
### Emergency Management Budget



	Budget vs YTD Spend	Salaries and Benefits	Operating Expenses	Capital Project Costs
<b>FY26 Budget</b>	\$442,323	\$154,739	\$287,584	\$0
<b>Expenditures/Encumbrances</b>	\$331,234	\$43,425	\$272,370	\$15,439

■ FY26 Budget ■ Expenditures/Encumbrances

### 800 MHz Communications Budget



	Budget vs YTD Spend	Salaries and Benefits	Operating Expenses	Capital Project Costs
<b>FY26 Budget</b>	\$384,753	\$127,784	\$124,788	\$132,181
<b>Expenditures/Encumbrances</b>	\$74,290	\$45,104	\$29,186	\$0

■ FY26 Budget ■ Expenditures/Encumbrances



## Accreditation and Compliance Report



# Charlottesville-UVA-Albemarle County Emergency Communications Center



**To:** Lily Gregg, Interim Executive Director

**From:** Jae Lohr, Performance Improvement and Accreditation Supervisor

**Date:** November 11, 2025

**Subject:** Accreditation and Compliance Update

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During the leadership transition, established accreditation workflows were disrupted. We stabilized operations, cleared this year's CALEA review, and are actively addressing identified gaps. We are also maintaining CJIS compliance in close coordination with Virginia State Police.

## In Progress

- Proof audits: Ongoing review continues to surface deficiencies—both from prior changes and from deeper evidence checks. Each item is being logged and prepared for assignment.
- SOP revisions: Draft updates are underway; interim controls are preserving compliance until ownership, training, and effective dates are set.
- Evidence discipline: Rebuilding the proof library with clear traceability (standard → SOP clause → proof) and restoring routine internal control checks.
- CJIS posture: Continuing user vetting, access reviews, and documentation in concert with VSP.

## Org-Chart Dependency

Responsibility shifts and accreditation task assignments will be finalized once the new organizational chart is adopted. At that point, we will designate standard owners, confirm review cadences, and communicate training and effective dates.

## Key Partnerships

County HR: Alignment is needed on background checks, credential/position documentation, and record retention to harden accreditation-linked workflows.



## Personnel Reports



# Charlottesville-UVA-Albemarle County Emergency Communications Center



## Staffing Report

The ECCs current overall vacancy rate is 25%, up from the 14% as of the last report, equivalent to 18.4 FTEs. Recruitment for vacant Public Safety Communications Officers is in progress. Of the 36.6 actual PSCOs, 25% are still in training.

	Authorized	Actual	Vacant	% Vacant
<b>Operations</b>	<b>51</b>	<b>40.6</b>	<b>10.4</b>	<b>20%</b>
Public Safety Communications Officers*	43	36.6	6.4	15%
<i>PSCO I</i>		15		
<i>PSCO II</i>		7.1		
<i>PSCO III</i>		14.5		
Public Safety Communications Supervisors	8	4	4	50%
<b>Administration and Support</b>	<b>23</b>	<b>15</b>	<b>8</b>	<b>35%</b>
Executive Director	1	0	1	100%
Deputy Directors	3	1	2	67%
Regional Emergency Management Liaison	1	1	0	0%
Operations Managers	2	1	1	50%
HR Manager	1	0	1	100%
Professional Development Manager	1	1	0	0%
Academy and Outreach Manager	1	1	0	0%
Behavioral Health Liaison**	1	1	0	0%
Wellness and Resiliency Coordinator	1	0	1	100%
Public Safety PI & Accreditation Supervisor	1	1	0	0%
ECC Database Engineer	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%
Payroll and Benefits Specialist	1	1	0	0%
Senior FOIA Specialist	1	1	0	0%
Accountant II	1	1	0	0%
Administrative Assistant	1	1	0	0%
Lead Custodian	1	0	1	100%
<b>Overall</b>	<b>74</b>	<b>55.6</b>	<b>18.4</b>	<b>25%</b>

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\* Authorized count includes overhire (0/3 positions filled). Actual count includes FTEs still in training.

\*\* This position is currently grant funded and is not included in the authorized count.

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## Charlottesville-UVA-Albemarle County Emergency Communications Center



### **Release of Information and Other Research**

For the third quarter (July through September) 2025 the ECC's FOIA and Research Unit handled 167 research requests from our partner agencies, with an average work time spent of 74 minutes per request, as well as 55 Freedom of Information Act requests, with an average work time spent of 58 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.

### **Feedback and Complaints**

The ECC accepts feedback from members of the public, field responders, and ECC employees via a form on our website ([cua911.gov/feedback](http://cua911.gov/feedback)). Recent changes in management has slowed the collection of data for Q3. These statistics will be ready for the next quarterly board meeting.

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## Training Program Reports



## Charlottesville-UVA-Albemarle County Emergency Communications Center



**To:** Lily Gregg, Acting Executive Director  
**From:** Brock Simpson, PLDM  
**Date:** October 22, 2025  
**Subject:** Professional Learning and Development Update

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This has been an exceptionally productive quarter for the training department. We have drastically increased training across the board ranging from leadership, call-taker skills, empathy, and ethics among many other topics of study.

From May 1<sup>st</sup>, 2025, through July 20<sup>th</sup>, 2025, our Communications Training Officers (CTO's) have demonstrated exceptional dedication and effort in supporting the development of our new coworkers. During this period, CTOs have logged 1097 hours of Call Taking training, 654 hours of Police Dispatch training, and only 11 hours of Fire-Rescue Training. The low number for Fire training comes from a saturation of Fire PSCO-II employees, and an increased need for Police dispatchers. In this period, we have had 1 fully released PSCO-II, one fully released PSCO-I, and several untethered employees in both call taking and radio dispatching who should be fully released within the upcoming weeks. In the time of the last board meeting, there was a shortage of CTOs on the floor. Due to several factors, including my constant trust-building and increased overall excitement with the training program, we have gained several new CTOs, which helps keep other employees refreshed, allows for supervisors to avoid constant training, and opens availability for radio training. We now have a total of 13 working CTOs without including supervisors and administrators. 3 are part-time employees and 10 are full-time employees. 2 of these new CTOs are for call takers only.

We are remaining committed to the fulfillment of essential training requirements that support operational excellence and compliance. Mandatory training courses recently completed by our coworkers include Priority Dispatch Protocol Continuing Dispatch Education (CDEs), NCMEC, Workplace Safety Training, and specialized ADA and ProQA recertifications. There have been a multitude of recertifications assigned and completed within my short tenure, including CPR, CTO, DCJS General Instructor, and others. Two employees are attending Basic Communication at the Weyers Cave academy currently at the time of this document to fulfill DCJS requirements. In addition, we continue to promote a culture of continuous learning by sharing professional development opportunities through our monthly newsletter and internal communications. These efforts ensure that all team members have access to relevant resources that support their own professional development.

Within the past quarter we have purchased an online training system called Pryor Plus Learning, which is an incredibly wonderful resource. In the time since the initial purchase, 1056 training courses have been assigned throughout the center to all employees including administration, IT, and other positions not related to positions. These courses have been targeted to address specific areas related to job duties including leadership and interpersonal skills for supervisors, empathy and active listening for call takers, business ethics for every employee, and many others. We have also instituted mandatory training for callers in crisis, which is provided by Priority Dispatch in preparation for the launch of Protocol 41 within the near future.

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## Charlottesville-UVA-Albemarle County Emergency Communications Center



In addition to our internal training efforts, several team members have had the valuable opportunity to attend a professional development conference or off-site training courses within this time. 8 ECC employees attended the ACPO National Conference in late July, which provided great knowledge such as mentoring, training, cybersecurity, and crisis intervention to each employee. While at the conference, a program that contains each recorded session was purchased. I have used this program to send out some of the sessions to the employees, so they can receive the same knowledge and experience. Another 3 employees attended the CIT Conference in August and have brought back wonderful knowledge for crisis callers. 2 employees attended a Leadership extended course in September, which helps them prepare for transition to leadership in the future. 6 ECC employees attended a Basic Crisis Negotiations course in October, which was provided by NTOA. 3 of the employees that attended that course had their registration paid by Charlottesville Police Department, and the opportunity is greatly appreciated. 2 more employees attended an Advanced CISM course in Chesterfield provided by Virginia State Police in October. There are a multitude of conferences and off-site training courses being held within the next month, which will be detailed in the next board meeting. This increase in specialized training will continue to be a priority in the upcoming year.

The previous leadership assigned the QA and Accreditation departments to this position, beginning in early September. I have worked hard to understand both of those areas, as they were previously unknown due to my very brief time in this office. While working on the dispatch floor for years, I did not have any interaction with the back ends of these programs, so it has been a crash course to ensure competent leadership and supervision regarding the new responsibilities and direct report. I will be attending the CALEA conference in November to further develop knowledge about the needs of accreditation. The addition of these new responsibilities has been a major burden, committing nearly double of the workload needed in the work week, but training has not suffered from it, and I have still found the time to assist floor operations, averaging 15 hours a week working on a radio, training, or providing relief.

There are many individual and on-line training courses that have occurred within this past quarter which cannot be detailed within this report to remain concise. The online courses and CDEs will continue to be assigned each month, in addition to other training opportunities that arise. Training and development are key components to the rebuilding of the ECC and are highly treasured.

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# Charlottesville-UVA-Albemarle County Emergency Communications Center



**To:** Lily Gregg, Interim Executive Director

**From:** Nicole Lewis, Academy & Educational Outreach Manager

**Date:** 11/1/2025

**Subject:** Academy Update

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## **Congrats To Academy 10 Graduates!**

On Thursday, October 30th, members of the ECC gathered to celebrate the graduation of four members of Academy 10. This milestone marks the completion of their classroom training and the beginning of their next chapter on the floor with their CTOs.

A tenured coworker also joined the academy for portions of the class, sharing his experience and perspective with the group. His contributions and positive example were recognized with a special GOLDEN Award during the ceremony.

We are incredibly proud of the dedication, growth, and teamwork shown by everyone involved and wish our newest graduates continued success as they transition to floor training.

### **Student Awards**

*GOLDEN Award – Hannah Akard*

*Top Graduate – Katelyn Godfrey*

*Special GOLDEN Recognition – Dan Shumard*

## **Welcome To Academy 11!**

On October 20th, we proudly welcomed three new coworkers to the ECC, joined by our new Behavioral Health Specialist, as they began their 12-week academy journey. This marks the start of an exciting chapter filled with learning, teamwork, and growth.

Over the coming weeks, the class will be immersed in hands-on lessons, simulations, and certifications designed to build a strong foundation in emergency communications. From mastering call-handling skills to understanding our service area and partner agencies, they'll be working hard to prepare for the transition to floor training.

We encourage everyone to stop by the ECC to introduce yourselves and welcome our newest teammates aboard. Your encouragement and support mean a lot as they take on the challenges and rewards of this profession. Keep an eye out for the save-the-date to join us in celebrating their graduation in January!

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"APCO Project 33 Certified Training Program"*



# Charlottesville-UVA-Albemarle County Emergency Communications Center



## Building Skills Together



*Academy 11 students put their training into action as they demonstrated their newly acquired CPR skills under the guidance of Instructor Jenny Rosenfeld, PSCO II.*



*Students worked together to map the service areas and place. Fire and EMS station logos in their correct locations. This strengthens their understanding of local geography and response resources.*

## Coming Soon: Academy 12!

Planning is already underway for Academy 12, which is set to begin on February 9th! Preparations are in full swing to welcome our next group of new coworkers as they begin their journey in public safety communications. Stay tuned for updates as we introduce our newest teammates and share their progress throughout the academy.

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"APCO Project 33 Certified Training Program"



## Emergency Management Liaison Reports



## Previous Meeting Minutes

# Emergency Communications Center Management Board

## Regular Meeting Minutes – August 13, 2025 – 9:00am

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

**Members Present**

<u>Chair</u> Mr. Trevor Henry	<u>Vice Chair</u> Chief Tim Longo	<u>Secretary</u> Ms. Ashley Marshall
Deputy Chief Joe Phillips (Proxy for Chief Michael Thomas)	Mr. John DeSilva	Col. Sean Reeves
DC Emily Pelliccia (Proxy for Chief Dan Eggleston)	Major Steve Knick (Proxy for Chief Michael Kochis)	

**Members Absent**

Dr. Bill Brady		
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**Others Present**

Ms. Heather Hilliard	Ms. Lily Gregg	Ms. Celeste Baldino
Ms. Lauren Bohdan	Ms. Sadé Stanton	Ms. Tiffany Caldin

**(1) Call to Order**

Mr. Henry called the meeting to order at 9:00am.

**(2) Roll Call**

Ms. Gregg confirmed a quorum of members were present during roll call.

**a. Approval of the Agenda**

**Chief Longo made motion, seconded by Ms. Marshall, to approve the agenda as presented. The motion carried on a voice vote.**

**(3) Matters from the Public**

No public comments were received.

**(4) Consent Agenda**

With no items removed from the consent agenda for further discussion, **Ms. Marshall made motion, seconded by DC Pelliccia, to approve the consent agenda as presented (“Previous Meeting Minutes” for May 14, 2025, May 15, 2025, June 3, 2025, and June 6, 2025). The motion carried on a voice vote.**

**(5) Directors Report**

Ms. Hilliard introduced staff in attendance and then thanked Ms. Gregg for her time as Interim Director. She opened the floor to the Board to say a few words as well. Ms. Hilliard provided an update on staffing and shared an engagement survey recently completed and had a 62% response rate. In her first three weeks, Ms. Hilliard met individually with 95% of staff. Ms. Hilliard initiated “Tuesday Tidbits,” a weekly internal communication for transparency. There have been two resignations, one due to training practices that caused additional stress that have already been

adjusted. The other was a management staff member. A new class of five recruits has just started, two are laterals who will move to the floor sooner. During her first thirty days Ms. Hilliard also conducted one-on-one meetings with board members. Several ECC employees received commendations for exceptional performance and lifesaving actions. Going forward, commendation certificates will be co-signed by the Board Chair and Executive Director. Being that we are only six weeks into the new fiscal year, Ms. Hilliard did not have budget updates to report but will provide more details as the fiscal year continues. Regional Emergency Management expenditures have been higher due to hurricane season preparations and training activities. Quality remains high, even with short staffing. The employee of the month had 99.4% compliance rate achieved of the 14 reviewed cases. 29 team members exceeded the compliance average. Ms. Hilliard was not able to provide the compliance standard, or the FTE count to provide context for the 29 team member statement. ECC continues to pursue accreditation ACE standards for Police, Fire, and EMS. ECC received new accreditation for its training program. The annual CALEA audit is scheduled for September 12–20; no board participation is required. Ms. Hilliard advised of continuing issues with the telephone system causing false “abandoned call” readings (vendor bug identified). Work is underway to address interoperability and signal dead zones, particularly in mountainous areas. Coordination with regional partners (Nelson and Greene Counties) for improved radio coverage is planned. Redundant communications for telephone systems is planned. For the FirstDue contract, Ms. Hilliard is reviewing and negotiating that contract, including limiting cost increases. VDEM grant funds have been awarded for telephonic system improvements. That project is proceeding as planned. The ECC responded to road washouts and telecommunication outages. Ms. Hilliard is monitoring upcoming storm threats and coordinating with local and regional partners. Collaboration with the County PIO to expand community education on ECC services (use of video call features) is planned in the future. The ECC will host a regional JIC to help align messaging moving forward. There will be an upcoming 29 News feature to highlight public safety awareness for new UVA students. Ms. Hilliard noted an increase in FOIA requests. Ms. Hilliard provided updates to Board requested items. A new Board of Supervisors has been appointed and informed the ECC of an annual report that needs to be filed in two weeks; staff is preparing that submission. In LEPC meetings regional trainings are discussed and will be shared so that efforts are not duplicated. The Regional Emergency Management Liaison is restarting the CERT Program adopted under ECC management. Staff attended FEMA EMI “Train-the-Trainer” and “Program Manager” courses. Ms. Hilliard reported that the most recent draft of the MAC agreement is being reviewed and updated this year. A consultant is no longer being engaged to do that work. There is no longer a Regional EOP, but the ECC will update their operations EOP, or Continuity of Operations which will not require Board approval.

Chair Henry noted that it would be helpful going forward to have statistical information and other data provided. Additional information regarding reasons for staff resignations would also be helpful.

Chair Henry invited Lauren Bohdan to share what she has learned regarding the ECC Bylaws and Joint Powers Agreement. Chair Henry shared in his review he found there is some ambiguity around Management Board direction and expectation of the Executive Director. There is an Ad Hoc Bylaws committee that could be seated to take up the work of updating the Bylaws. Lauren Bohdan shared in her review she found some areas where the JPA and the Bylaws are not in sync. There are some duties that the Board is able to delegate to the Executive Director according to the JPA. Some of those delegations are clear in the Bylaws, others have been done historically but not clearly stated. The Bylaws are from 1984 and should be reviewed more frequently, even if changes are not required. Bylaws can be updated by way of a vote by the ECC Management Board. There are two ways to go about making these updates, one is to seat the ad hoc committee which would require public notice

and public hearing, the other is to direct Ms. Hilliard to start a workgroup to work on edits and bring them back to the Board for review and vote. Chief Longo stated his preference would be to let Ms. Hilliard and staff members create an initial document, take them to lawyers for review, and one all three jurisdictions are comfortable, bring it back to the full Board. Chief Longo stated he wants a document that empowers the Executive Director to run the ECC, with guardrails, and clear direction.

**Deputy Chief Pelliccia made motion, seconded by Ms. Marshall to direct the Executive Director to form a workgroup at the staff level to do a revision of the bylaws with review from City and County attorneys before bringing it back to the full Board. The motion carried on a voice vote.**

Mr. DeSilva asked where we were regarding the Zehmer Hall agreement. Chair Henry indicated that agreement has been rescinded. There is a Mutual Aid Agreement, different from the Zehmer Hall agreement, that has been drafted and will be approved by all governing boards soon. That agreement has been updated to include Emergency Management.

#### **(6) Closed Session**

At 10:00am, **Chief Longo made motion, seconded by Mr. DeSilva, 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 to discuss the following matter:**

**Under Subsections 6, 7, 8, and 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 to consult with and receive legal advice from ECC counsel regarding Contract 2017-14.**

**The motion carried on a voice vote, with Ms. Marshall abstaining from voting and recused herself from the closed meeting.**

#### **Certify Closed Session**

At 10:23am, **Chief Longo made motion, seconded by Mr. DeSilva, 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 on a roll call vote – Phillips: Aye; Pelliccia: Aye; Marshall: Abstain; Henry Aye; Knick: Aye; Reeves: Aye; DeSilva: Aye; Longo: Aye.**

#### **(7) Other Matters Not Listed on the Agenda from the Board**

Chair Henry shared that Ms. Hilliard will be providing a report at the Board of Supervisors meeting. Ms. Marshall will be introducing Ms. Hilliard at the next City Council meeting. Chair Henry shared with the Board a question was brought up coming into the meeting if we should continue the practice of recording meetings. Ms. Hilliard shared a concern that meeting minutes and meeting recordings could be contradictory. Chief Longo indicated he believes all public meetings should be recorded and if minutes reflect a different interpretation, the recording would be the best evidence. The Board agreed that meeting recordings will continue.

#### **(8) Adjourn**

With no further business to come before the Board, the meeting was adjourned at 10:35am.

**Emergency Communications Center Management Board  
Executive Committee**

Meeting Minutes – August 21, 2025 – 10:30am

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

**Members Present**

Chief Tim Longo	Ms. Ashley Marshall	Mr. Trevor Henry
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**Members Absent:** None

**Others Present:** Ms. Heather Hilliard, Ms. Lily Gregg, Ms. Lauren Bohdan, Ms. A Ruege, Ms. Jessica Rice, Mr. Matthew Lawson, Ms. Andrea Ruege

**(1) Call to Order**

Mr. Henry called the meeting to order at 10:45am. Ms. Gregg recorded the minutes.

**(2) Closed Session**

At 10:45am, Chief Longo made motion, seconded by Ms. Marshall, the Charlottesville-UVA-Albemarle County Emergency Communications Center Executive Committee of the 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 to discuss the following matter:

Under Subsections 1, and 8, for discussion and consideration of assignment, appointment, promotion, performance, demotion, salaries, disciplining or resignation of employees of the public body and consultation with legal counsel employed or retained by a public body regarding specific legal matters requiring the provision of legal advice by such counsel. The motion carried on a voice vote.

**(3) Certify Closed Session**

At 12:09pm, Chief Longo made motion, seconded by Ms. Marshall, 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 on a roll call vote: *Chief Tim Longo – yes; Mr. Trevor Henry – yes; and Ms. Ashley Marshall – yes.*

**(4) Other Matters Not Listed on the Agenda from the Committee**

None.

**(5) Adjourn**

The meeting was adjourned at 12:10pm.

# Emergency Communications Center Management Board Executive Committee

Meeting Minutes – September 8, 2025 – 8:00am

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

## Members Present

Chief Tim Longo	Ms. Ashley Marshall	Mr. Trevor Henry
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**Members Absent:** None

**Others Present:** Ms. Heather Hilliard, Ms. Lily Gregg, Ms. Lauren Bohdan, Ms. A Ruege, Ms. Jessica Rice, Ms. Andrea Ruege

### (1) Call to Order

Mr. Henry called the meeting to order at 8:08am. Ms. Gregg recorded the minutes.

### (2) Closed Session

At 8:09am, Chief Longo made motion, seconded by Ms. Marshall, the Charlottesville-UVA-Albemarle County Emergency Communications Center Executive Committee of the 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 to discuss the following matter:

Under Subsections 1, and 8, for discussion and consideration of assignment, appointment, promotion, performance, demotion, salaries, disciplining or resignation of employees of the public body and consultation with legal counsel employed or retained by a public body regarding specific legal matters requiring the provision of legal advice by such counsel. The motion carried on a voice vote.

### (3) Certify Closed Session

At 9:02am, Chief Longo made motion, seconded by Ms. Marshall, 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 on a roll call vote: *Chief Tim Longo – yes; Mr. Trevor Henry – yes; and Ms. Ashley Marshall – yes.*

### (4) Other Matters Not Listed on the Agenda from the Committee

None.

### (5) Adjourn

The meeting was adjourned at 9:03am.

Emergency Communications Center Management Board

Special Meeting Minutes – October 15, 2025 – 9:00 am

Location: Zoom

**Members Present**

Chair	Vice Chair	Secretary
Mr. Trevor Henry	Chief Tim Longo	Vacant
Chief Sean Reeves	Mr. John DeSilva	Chief Michael Kochis
Chief Michael Thomas	Mr. Sanders	Chief Dan Eggleston
Dr. Bill Brady		

**Members Absent**

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**Members of the Public and Others Present**

Ms. Lauren Bohdan	Ms. Andrea Ruege	Ms. Jessica Rice
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**(1) Call to Order**

Chair Henry verified that a quorum existed and requested Ms. Bohdan to complete roll call.

**(2) Roll Call**

Ms. Bohdan completed roll call. Mr. Henry confirmed that a quorum was present and stated that an agenda was sent out for the special meeting and thanked the members present for being available for the meeting. He also welcomed Mr. Sanders who has joined the ECC Management Board following some organizational adjustments within the City Manager’s Office and Ms. Marshall has moved into a different role. Mr. Sanders is joining the Board as the ex-officio seat of the Charlottesville City Manager.

**(3) FY2026 ECC Management Board Officer Re-Election**

Chair Henry moved on to Agenda item number 3 which concerned Ms. Marshall moving off the management board and resulting in an open secretary position on the Executive Committee. Mr. Henry outlined the makeup of the Board and then stated that he had moved into the Chair role as of July 1, 2025, Chief Longo in Vice Chair role, and that the

secretary position now needed to be filled. Mr. Henry then asked Mr. Sanders if he would be willing to serve as Secretary for the remainder of the fiscal year or whether he wanted to put another individual into that role.

Mr. Sanders replied that it was his intention to have someone else serve, and that at this point he wasn't sure how long it would be him but that he thought it would be until the first of the year.

Mr. Henry then stated that the nomination and approval of an individual for the secretary position would be appropriate and asked the City representatives if there was anyone willing to do that. Mr. Sanders then designated Chief Thomas to fill the role until it was otherwise filled. Chief Thomas then asked if he needed to contact Ashley Marshall to see what the role entailed.

Chief Longo moved that Chief Thomas be appointed Secretary of the ECC Executive Committee Board. The motion was seconded by Dr. Bill Brady.

Vote: All ayes, none opposed. The motion passed unanimously.

Mr. Henry then stated he would follow up with Chief Thomas at a later time, about his appointment as Secretary.

#### **(4) Closed Meeting**

Mr. Henry then suggested that the Board go into closed meeting.

Vice Chair Longo then moved that the Board to go into closed meeting, reading the following motion into the record:

I move that the Charlottesville/UVA/Albemarle County ECC 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 subsections 1 and 8 to discuss and consider the employment, performance, discipline and/or resignation of an employee and to consult with legal counsel employed or retained by the ECC regarding specific legal matters related to such employee requiring the provision of legal advice by such counsel.

Dr. Brady seconded the motion. The Board then voted on the motion – all ayes, none opposed. The motion passed unanimously.

Mr. Henry then requested the Board members to close out of the zoom link as the meeting was being moved to Microsoft Teams for the closed meeting session.

The Board then adjourned into closed session. (around 6:30 on the recording)

#### **(5) Certify Closed Meeting**

Chief Longo then made the following motion after closed session:

I move to certify that to the best of my 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.

Seconded by Mr. DeSilva

Chief Longo then read the roll:

Chair Henry yes, Vice-Chair Longo yes, Mr. Saunders yes, Mr. DeSilva yes, Chief Eggleston yes, Chief Reeves yes, Secretary Thomas yes, Dr. Brady yes

**(6) Other Matters not Listed on the Agenda from the Board**

Chair Henry then requested Ms. Bohdan for assistance with a specific motion. Ms. Bohdan then advised Chair Henry that there were two proposed motions for his review in his email. Ms. Bohdan then stated if the motions met with his approval, that they be read into the record and seconded, followed by a vote of the full Board. A minor spelling adjustment was made to the motions after Chair Henry's review.

Chair Henry then read the following motions into the record:

I move that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board (Management Board) authorize Albemarle County's Department of Human Resources to undertake investigations of human resources complaints for the Executive Director.

I further move that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board terminate the Executive Director without cause and pursuant to Va. Code § 15.2-1510.1 pay all severance due under her contract dated June 25, 2025. I further move that the Chair be authorized to appoint Lily Gregg the interim Executive Director.

Motion seconded by Mr. DeSilva.

Vote: all ayes, none opposed.

The Motion passed unanimously.

Mr. Henry then stated that there would be follow-up action needed by the Chair and the Vice Chair and suggested another meeting of the Management Board be set. The Chair will work with the other Board members to schedule that meeting .

Dr. Brady then exited the meeting for another commitment. Chair Henry thanked him for his attendance.

Chief Eggleston asked if there were any other actions that needed to be taken as a result of the interim position appointments that needed to be addressed. Chair Henry stated none that he was aware of and then requested advice from legal counsel. Ms. Bohdan stated that there was nothing she was aware of at this time. Chair Henry then informed the board that this was the second virtual meeting of the year and therefore the next meeting would need to be held in person.

**(7) Adjourn**

Chair Henry then moved to adjourn the meeting. Vice Chair Longo seconded the motion. Motion passed unanimously.

With no further business to come before the Board, the meeting was adjourned at \_\_\_\_\_ a.m.

# Emergency Communications Center Management Board

## Special Meeting Minutes – October 29<sup>th</sup>, 2025 – 11:00am

Location: O’Neil Hall, 445 Rugby Road, Charlottesville, Virginia 22903

### Members Present

<u>Chair</u>	<u>Vice Chair</u>	<u>Secretary</u>
Mr. Trevor Henry		Mr. Samuel Sanders (virtual)
Chief Michael Thomas	Mr. John DeSilva	Col. Sean Reeves
Chief Dan Eggleston		

### Members Absent

Dr. Bill Brady	Chief Tim Longo	Chief Michael Kochis
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### Others Present

Ms. Lily Gregg	Ms. Lauren Bohdan	Ms. Sadé Stanton
Ms. Jessica Rice		

#### (1) Call to Order

Mr. Henry called the meeting to order at 11:02 am. Ms. Gregg recorded the minutes. Mr. Sanders advised that he was attending virtually from Charlottesville, VA, due to illness. Pursuant to the ECC Management Board’s adopted Remote Participation Policy, **Chief Thomas made motion, seconded by Chief Eggleston, to accept Mr. Sanders remote participation in the meeting. The motion carried unanimously on a voice vote.** Ms. Stanton completed roll call and confirmed a quorum of members was present.

#### (2) Staffing Update

Ms. Gregg shared a staffing update. For the operations staff, there is an authorized FTE count of 51, including three over hire positions and there are currently 10 positions vacant. Recruitment is currently underway with an anticipated start date of February 9<sup>th</sup>. A class of three recruits will be graduating on October 30<sup>th</sup> and continuing training for the next several months, and another class of three recruits started in the academy on October 27<sup>th</sup>. While numbers look good for filling vacant positions, Ms. Gregg shared that when not counting PSCOs that are still in training, the vacancy rate jumps from 20% to 42%. This is causing staff to work excessive overtime and is leading to burnout. Ms. Gregg shared a request to increase incentive pay that is triggered when signing up for an overtime shift. The current incentive rate of \$10.00 per hour started during COVID and is still in place. The request is to increase to \$15.00 and provide clear thresholds for when incentive pay would return to \$10.00 per hour, and for when it would be removed altogether. To enact this Ms. Gregg requested a one-time fund balance transfer in the amount of \$98,878.00 to cover the remainder of the fiscal year, with the hope that staffing would improve and

the increased amount would not be needed that long. Mr. Henry asked what the current amount in the fund balance and Ms. Gregg indicated it is around 2 million. In addition to this increased incentive pay, other ways overtime is being addressed include asking certified amin staff to pick up at least one shift a month, preferably on weekends, and exploring the possibility of light-duty officers covering PD radios. Chief Thomas inquired about the application pool for the class of three graduating on October 30. Ms. Gregg indicated there were around 70 applicants, and only 5 selected. The hiring process is being conducted differently than it was for the last two recruitments with the help of County HR.

**Mr. DeSilva made motion, seconded by Chief Eggleston, to move \$98,878.00 from fund balance and increase incentive pay to \$15.00 effective November 1, 2025 through June 30, 2026. The motion carried unanimously on a voice vote.**

### **(3) Closed Session**

**At 11:15 am, Chief Eggleston 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 to discuss the following matters:**

**Under Subsection 1 for discussion and consideration of assignment, appointment, promotion, performance, demotion, salaries, disciplining or resignation of the Interim Executive Director.**

**Under Subsections 1, and 8, for discussion and consideration of assignment, appointment, promotion, performance, demotion, salaries, disciplining or resignation of employees of the public body and consultation with legal counsel employed or retained by a public body regarding specific legal matters requiring the provision of legal advice by such counsel.**

**Under Subsections 6, 7, 8, and 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 to consult with and receive legal advice from ECC counsel regarding Contract 2017-14.**

**The motion carried unanimously on a voice vote.**

### **(4) Certification of and actions resulting from closed session**

**At 12:15 pm, Chief Eggleston made motion, seconded by Chief Thomas, 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 on a roll call vote: *Chief Michael Thomas – yes; Chief Dan Eggleston – yes; Mr. Sam Sanders – yes virtual; Mr. Trevor Henry – yes; Col. Sean Reeves – yes; Mr. John DeSilva – yes.***

**Chief Eggleston made motion, seconded by Mr. DeSilva, to give Ms. Jessica Rice and Ms. Lily Gregg authority to review employment decisions made by the prior Executive Director and take any action to ensure the decisions comply with existing policy and authority under the Joint Powers Agreement in consultation with the Chair. The motion carried unanimously on a voice vote.**

**Chief Eggleston made motion, seconded by Col. Reeves, to give Chair Henry the authority to execute Interim Executive Director's interim contract. The motion carried unanimously on a voice vote.**

Chair Henry noted for the record the long record of support to the ECC Management Board from Chief Eggleston and thanked him for his service.

**(5) Adjourn**

The meeting was adjourned at 12:18 pm.

DRAFT