

ECC Management Board Meeting Packet – 6/15/2026



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 2 2026 / June 2025 – May 2026
NOTE: MAY 2026 DATA INCOMPLETE

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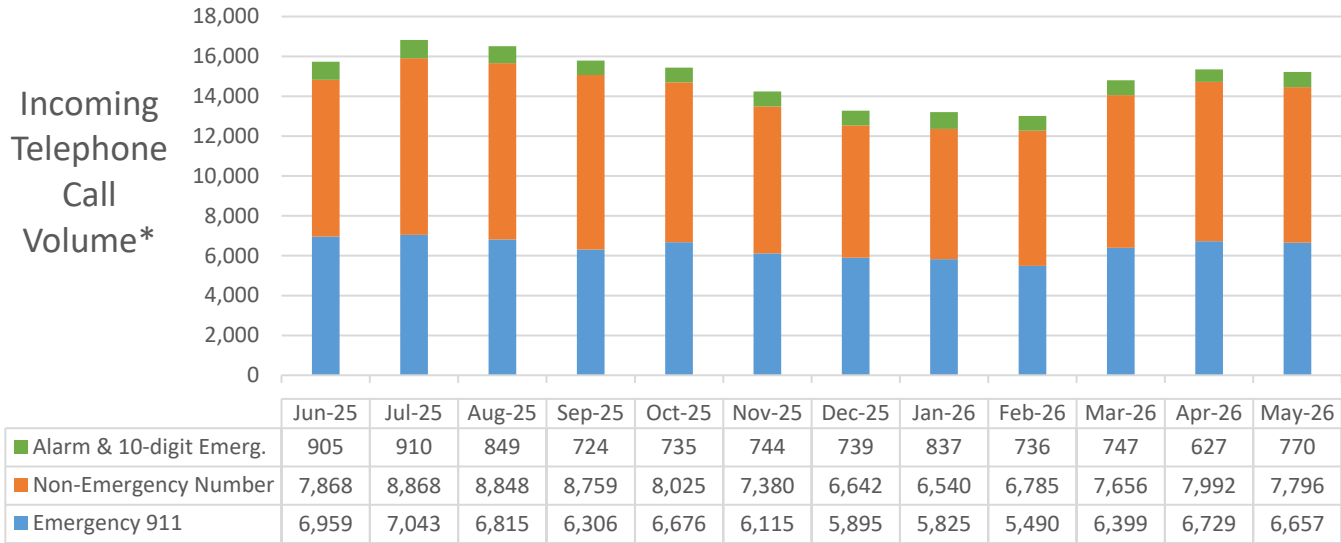
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About This Report

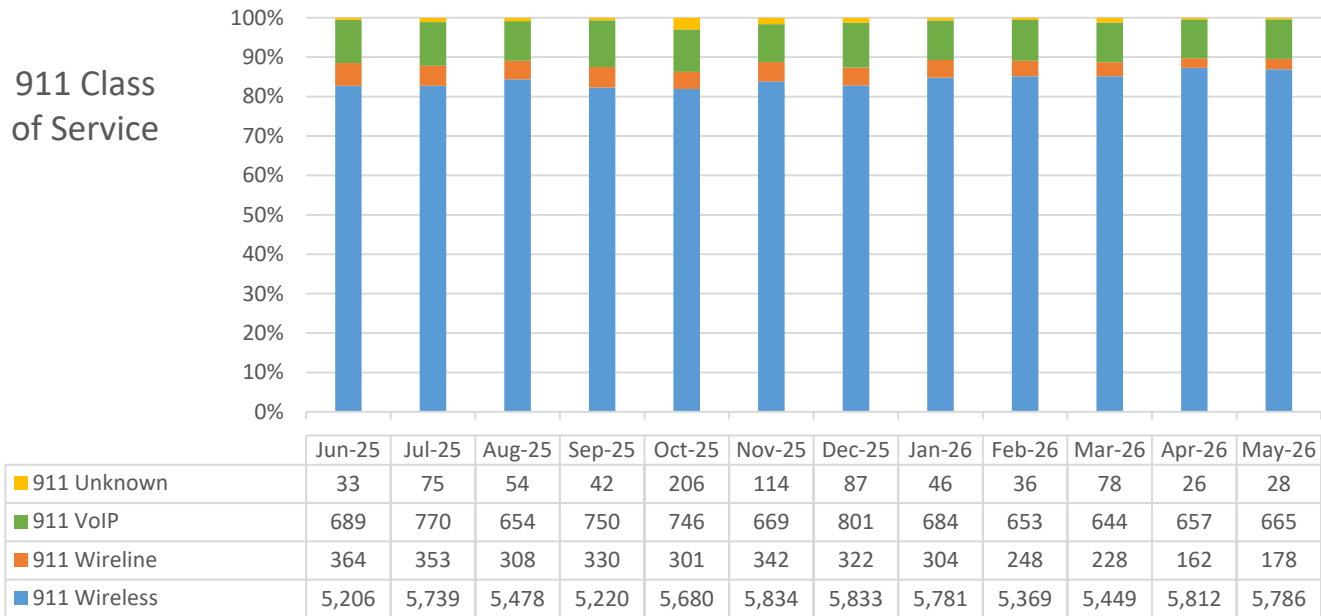
This report was developed to provide an ongoing summary of the workload activity and operations of the Charlottesville-UVA-Albemarle County Emergency Communications Center in serving residents, businesses, visitors, students, police, and fire/rescue agencies. It is continually being modified and improved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

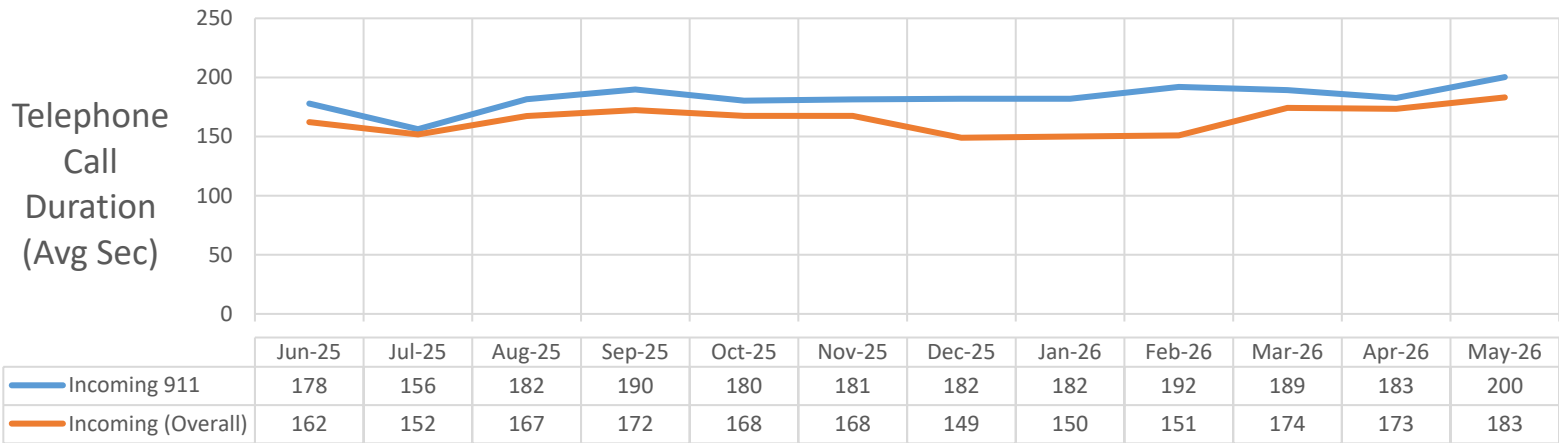
Q2 2024: As the agency has expanded, this report has evolved to reflect the most relevant and applicable data associated with the agency's pursuit of excellence and continuous improvement. In this and subsequent Productivity Reports, the Agency Status area will reflect information and updates on current accreditations and certifications, protocol compliance, citizen survey responses through PowerEngage, and VCIN operations.

Telephone System Statistics

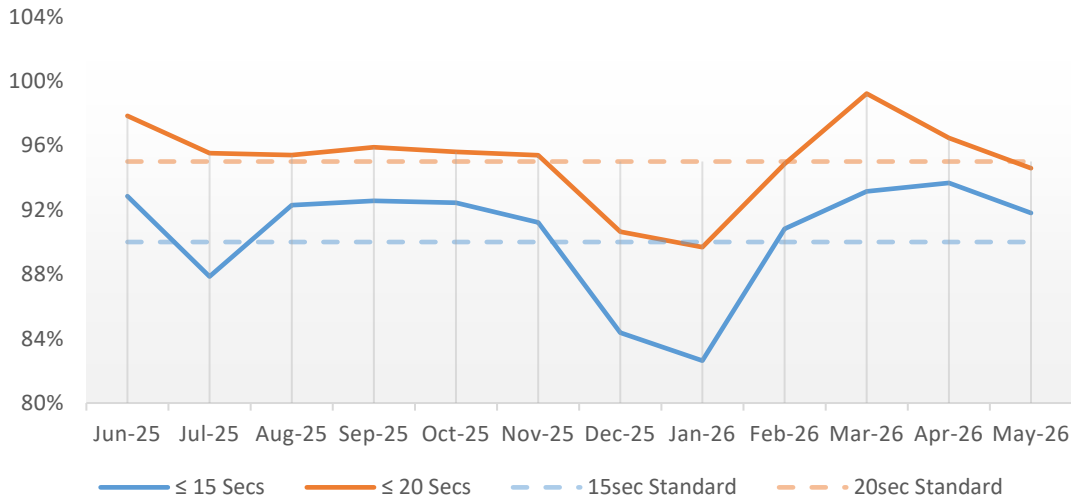


*Includes calls that disconnected from queue before being answered.



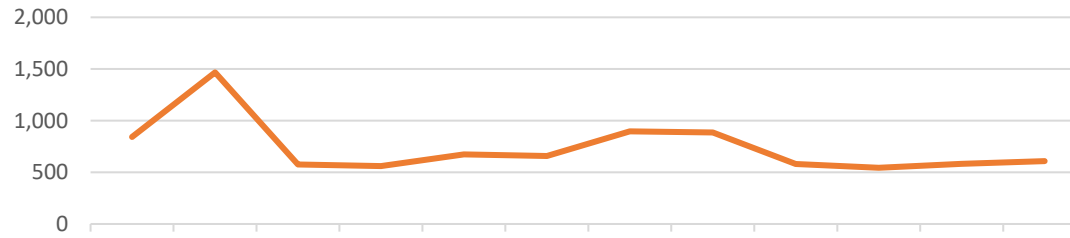


911 Call Answer Times



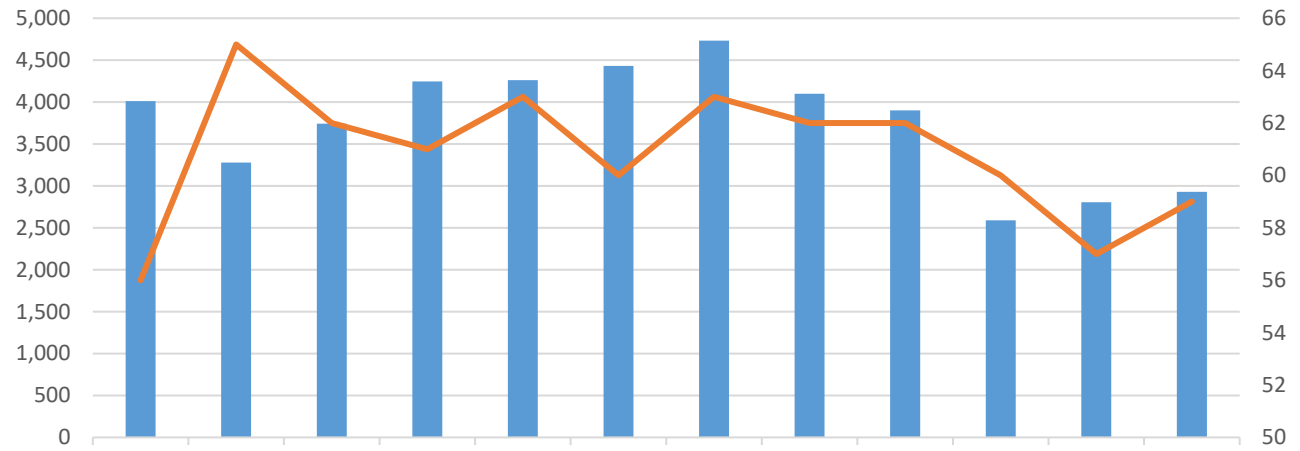
Standard	Met	Comments
Ninety percent of all 9-1-1 calls arriving at the PSAP SHALL be answered within fifteen seconds. <i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i>	✔	The ECC consistently meets and exceeds this standard, answering 92-98% of all 9-1-1 calls within fifteen seconds.
Ninety-five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

911 Calls Abandoned Before Answer



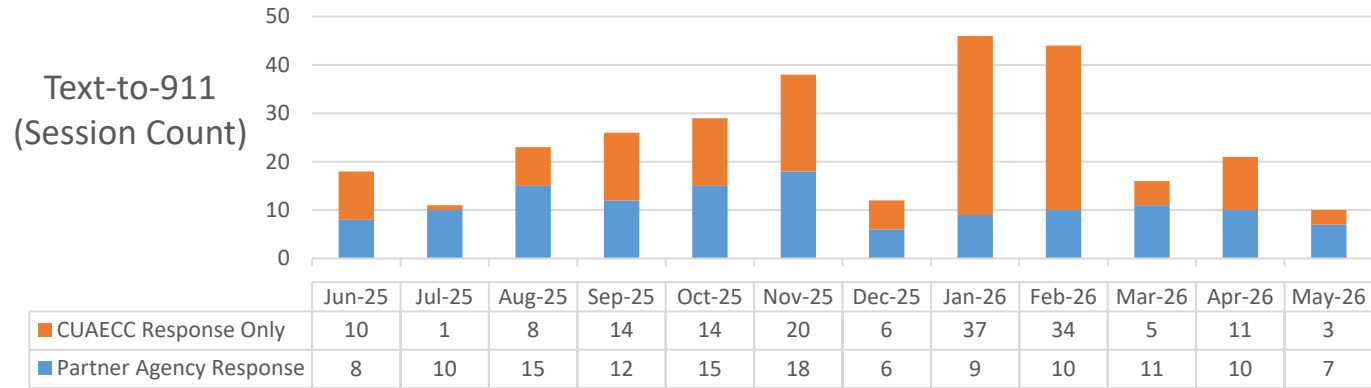
	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
911 calls abandoned before answer	842	1,467	576	561	674	658	896	885	581	544	582	609

Outbound Call Volume and Duration

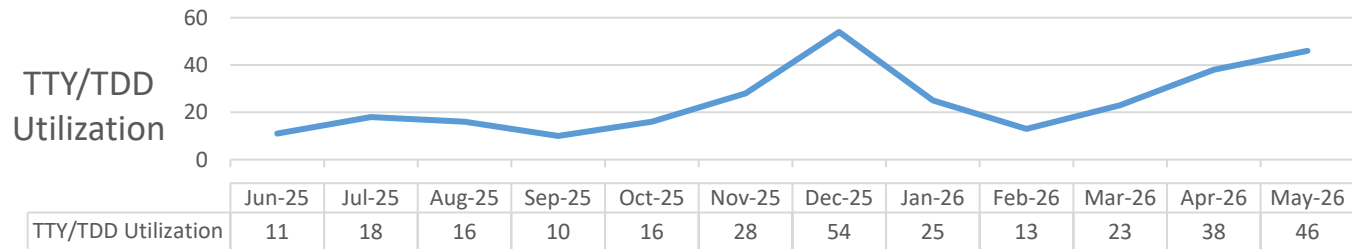


	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Outbound Call Count	4,011	3,278	3,742	4,247	4,262	4,432	4,733	4,100	3,901	2,589	2,805	2,930
Outbound Call Average Duration	56	65	62	61	63	60	63	62	62	60	57	59

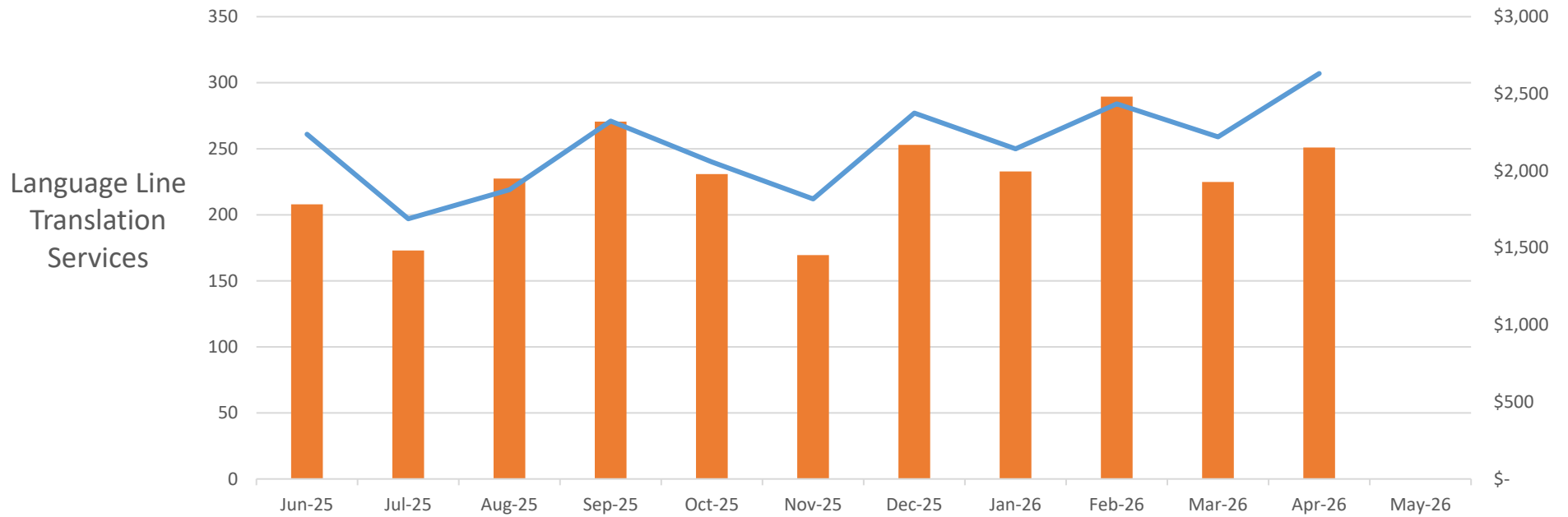
Alternative Communications Statistics



CUAECC Response Only: 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:** This category includes any text session that necessitated dispatch or utilization of resources from partner agencies.

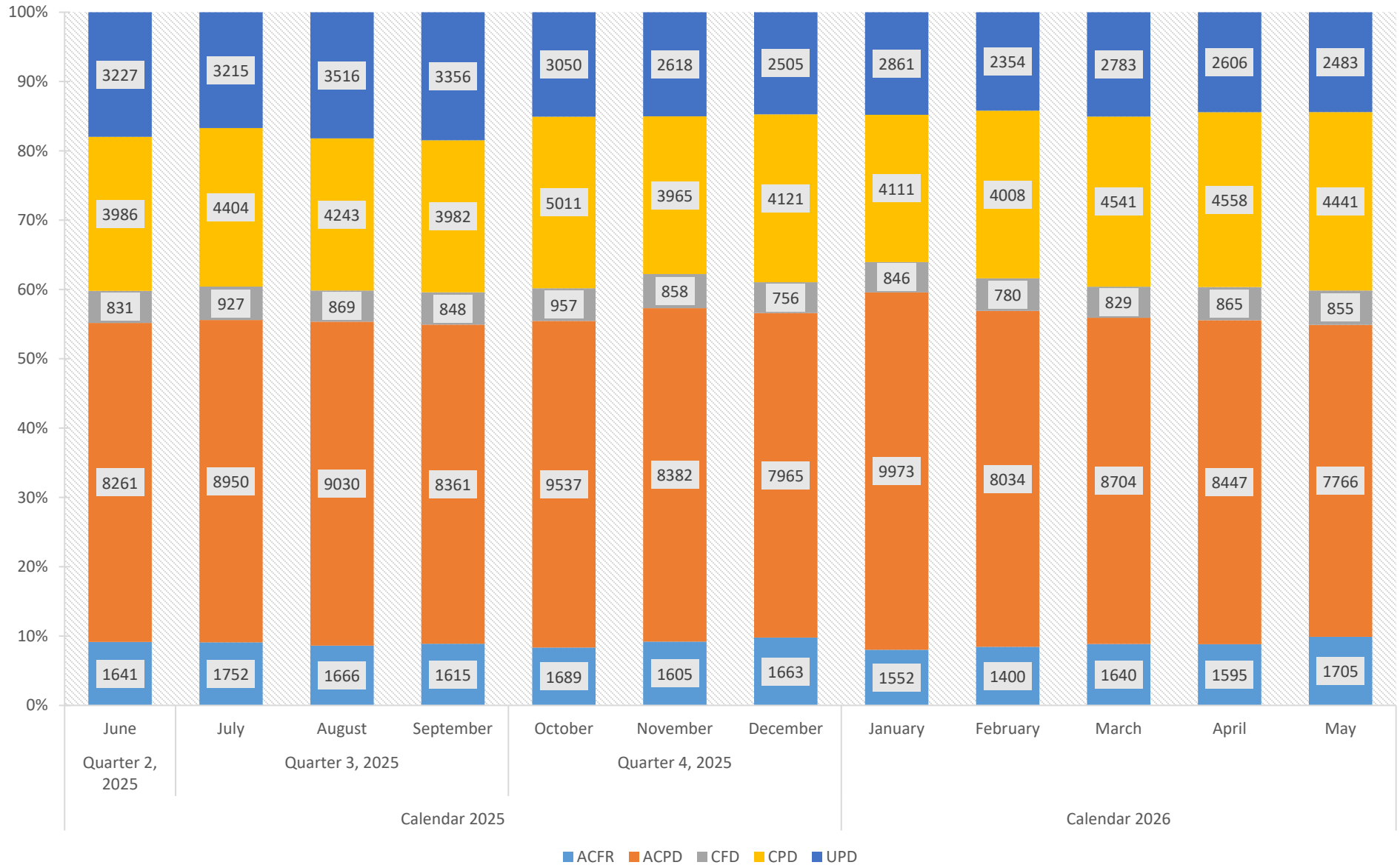


Includes Tests and Open Line Challenges



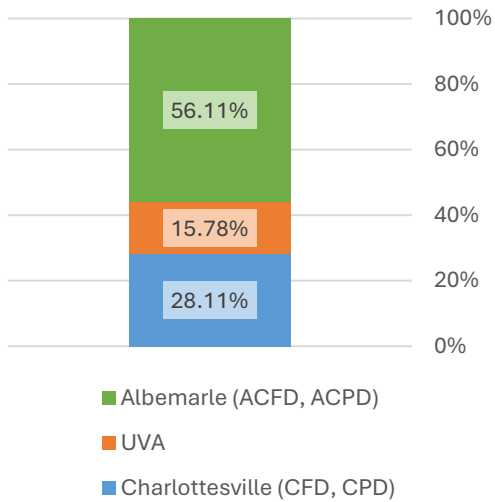
	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26
Language Line Charges	\$1,782	\$1,483	\$1,950	\$2,319	\$1,979	\$1,453	\$2,168	\$1,996	\$2,481	\$1,928	\$2,151	
Total Calls	261	197	219	271	240	212	277	250	284	259	307	

Response Statistics

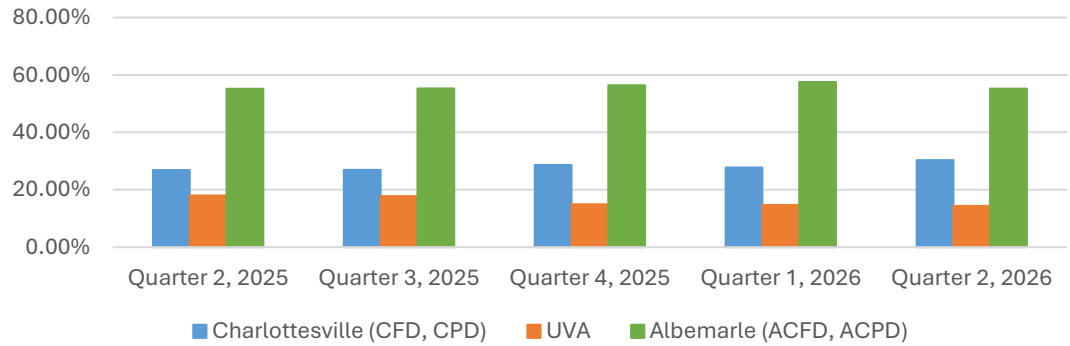


*Excluding a) canceled calls and b) test call types.

Annual



Total Calls for Service by Participant Over Time



Participant	Q2 2025* (June only)	Q3 2025*	Q4 2025*	Q1 2026*	Q2 2026* (April, May)	Overall^
Charlottesville (CFD, CPD)	4,817 (26.84%)	15,273 (26.92%)	15,668 (28.65%)	15,115 (27.78%)	10,719 (30.35%)	61,592 (28.11%)
UVA (UPD)	3,227 (17.98%)	10,087 (17.78%)	8,173 (14.95%)	7,998 (14.70%)	5,089 (14.41%)	34,574 (15.78%)
Albemarle (ACFR, ACPD)	9,902 (55.18%)	31,374 (55.30%)	30,841 (56.40%)	31,303 (57.53%)	19,513 (55.24%)	122,933 (56.11%)

*Percentages displayed are calls per participant per quarter

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

Agency Status

Current Accreditations and Certifications	Protocol Compliance / ACE Accreditation										
<ul style="list-style-type: none"> CALEA – On Track <i>Quadrennial Recertification, Annual Assessments</i> Currently in: Year 3 of 4 Next Assessment: September 11-19, 2026 Notes: See Memorandum ATPA (formerly P33) – In Action <i>Triennial Accreditation</i> Currently in: Year 1 of 3 Next Accreditation November 2027 VA OEMS – On Track <i>Annual Certification</i> Currently in: Year 3 of 3 Next Accreditation October 2026 	<ul style="list-style-type: none"> Determinant Drift – On Track <i>Indicates if the dispatched response was ideal, an over-response (waste), or under-response (risk). Feb 26 through Apr 26</i> <i>ACE: ≥ 95% ideal</i> Medical: 97.88% ideal Fire: 94.04% ideal Police: 99.09% ideal Protocol Compliance – In Progress <i>Tracking since January 2022. Feb 26 through Apr 26</i> Partial Compliance: 8.83% (ACE: ≤10%) Low Compliance: 5.21% (ACE: ≤10%) Non-Compliance: 11.60% (ACE: ≤7%) High and Compliant Cases: 74.36% 										
PowerEngage Statistics	VCIN Operations										
<ul style="list-style-type: none"> Survey Response Rate Q1-2 2026 (Mar, Apr, May) 29.38%: 2,873 responses of 9,780 sent Citizen Positive Satisfaction Score 94.08% <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>75%</td> </tr> <tr> <td>Mixed</td> <td>5%</td> </tr> <tr> <td>Neutral</td> <td>9%</td> </tr> <tr> <td>Negative</td> <td>11%</td> </tr> </tbody> </table> </div>	Sentiment	Percentage	Positive	75%	Mixed	5%	Neutral	9%	Negative	11%	<ul style="list-style-type: none"> VCIN Audit – In Progress <i>Triennial Inspection</i> Next Audit: October-November 2027 Virginia State Police Liaison: Master Trooper Ben Jamerson <p>Notes: March 2026, agency was notified of new VCIN Audit requirements ahead of 2027 audit, primarily relating to IT security policies. The agency is in process of reviewing and preparing for compliance.</p> <ul style="list-style-type: none"> Users 53 Active VCIN/NCIC Certifications 10 administrative, 43 frontline coworkers
Sentiment	Percentage										
Positive	75%										
Mixed	5%										
Neutral	9%										
Negative	11%										

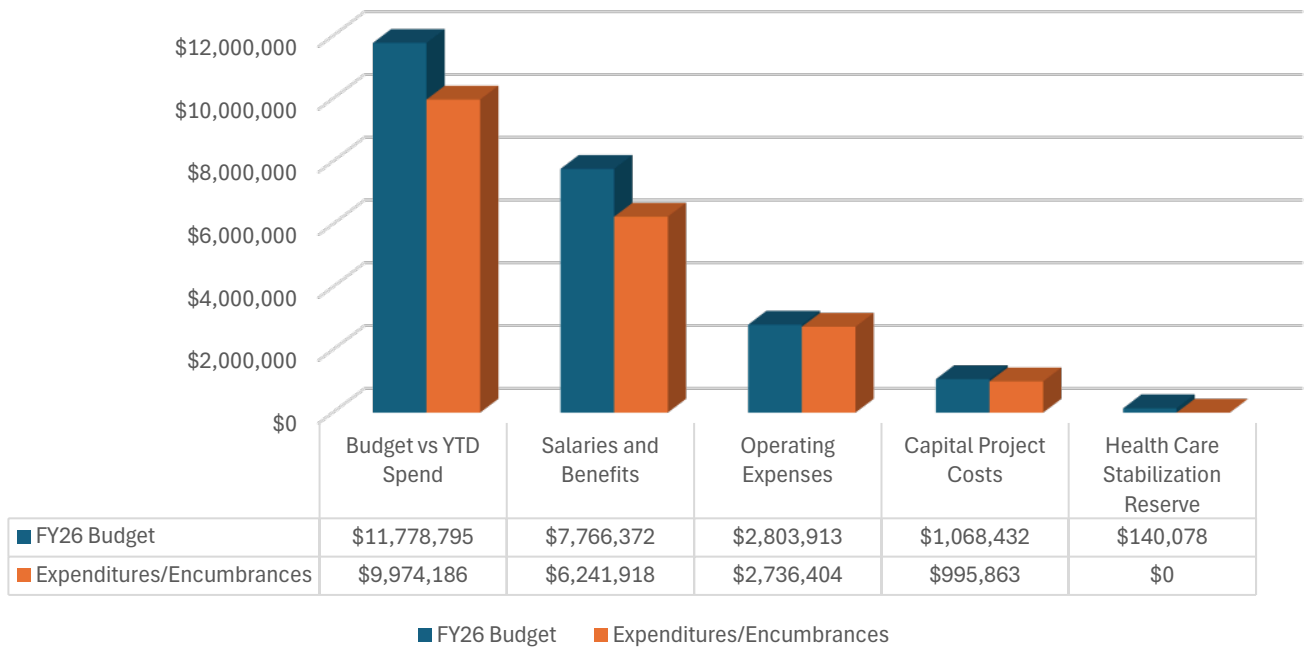


Finance and Budget Reports



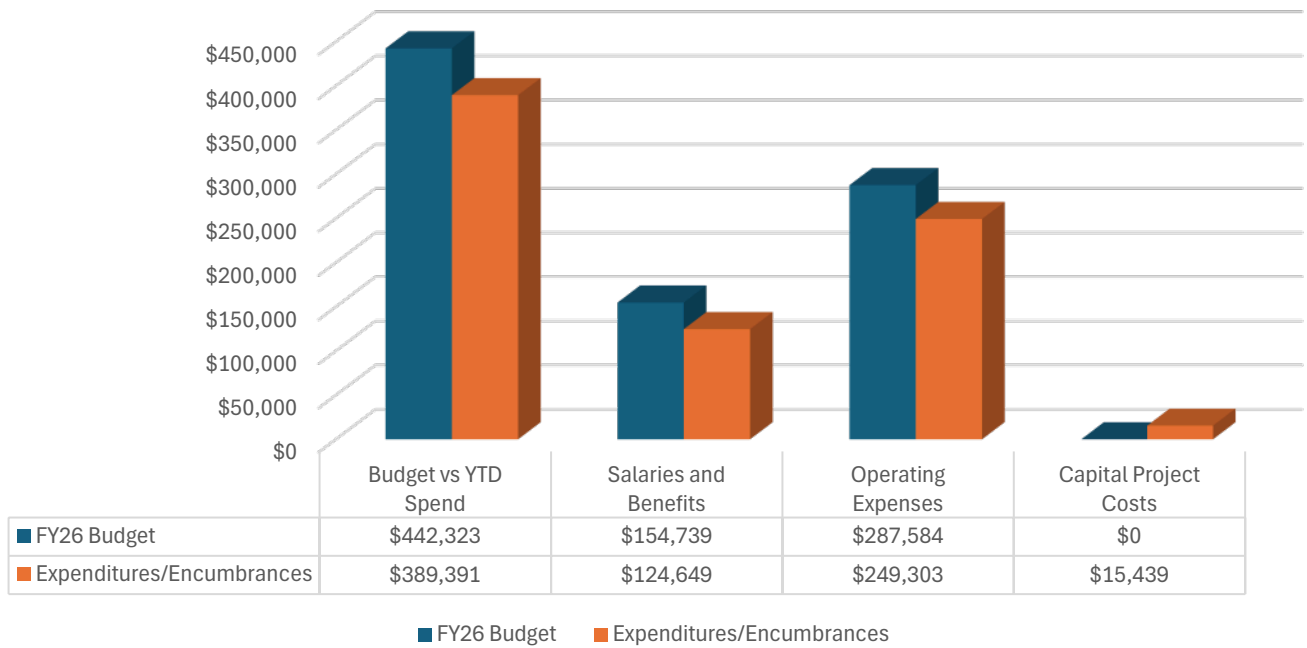
Personnel Reports

ECC Operations Budget

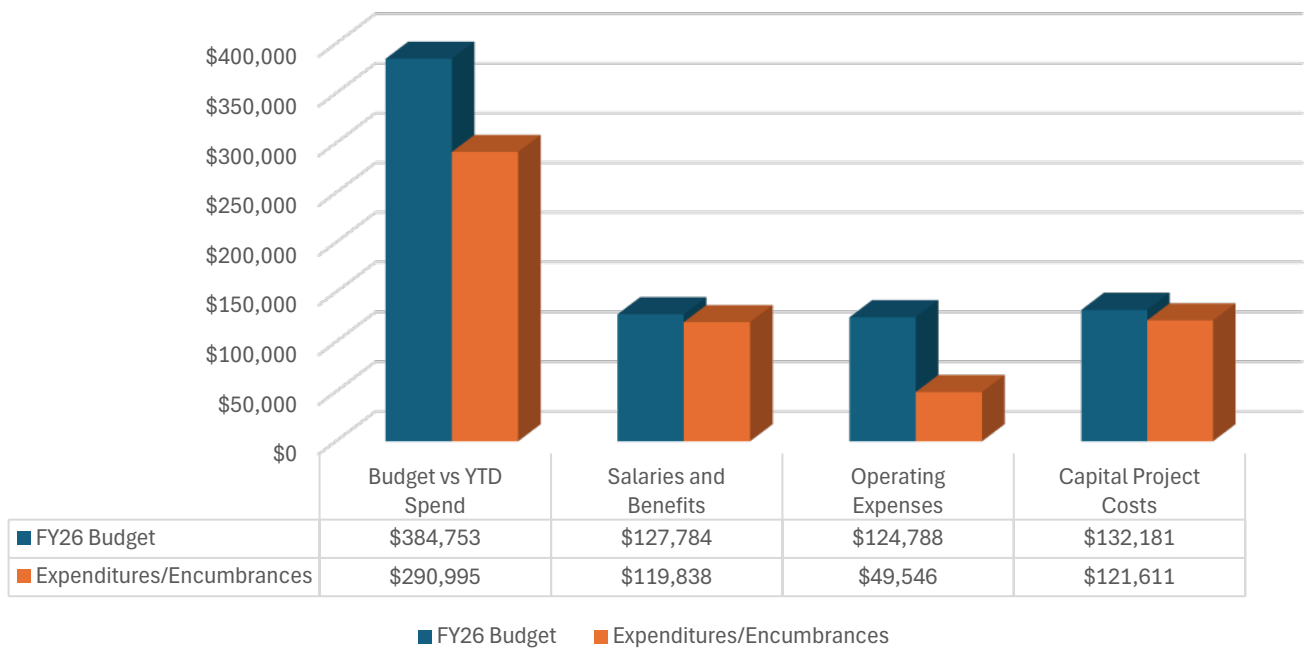


Health Care Stabilization Reserve was transferred from Salaries and Benefits with no change to overall budget.

Emergency Management Budget



800 MHz Communications Budget



Staffing Report

The ECCs current overall vacancy rate is 12%, down from 20% as of the last report, equivalent to 8.7 FTEs. Vacant FTEs for Operations decreased from 10.2 as of the last report to 4.7. This includes three overhire positions. Recruitment for three administrative positions is ongoing. These include Deputy Director – Operations, Deputy Director – Support Services, and HR Manager.

	Authorized	Actual	Vacant	% Vacant
Operations	51	46.3	4.7	9%
Public Safety Communications Officers*	45	42.3	2.7	6%
PSCO I		20		
PSCO II		9.1		
PSCO III		13.2		
Public Safety Communications Supervisor	6	4	2	33%
Administration and Support	20	16	4	20%
Executive Director	1	1	0	0%
Deputy Directors	2	0	2	100%
Regional Emergency Management Liaison	1	1	0	0%
Operations Managers	1	1	0	0%
HR Manager	1	0	1	100%
Professional Development Manager	1	1	0	0%
Academy and Edu 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%
QA/QI Specialist	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%
Senior Accountant	1	1	0	0%
Administrative Assistant	1	1	0	0%
Overall	71	62.3	8.7	12%

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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.



Charlottesville, University of Virginia, Albemarle County
Emergency Communications Center



To: Lily Gregg, Executive Director

From: Todd Richardson, Senior FOIA Specialist

RE: FOIA and Research Counts

Date: May 28th, 2026

FOIA and Affiliated Agency Research – April 2026 through May 2026

Completed 46 FOIA requests with an average time of 36.0 minutes to complete.
Seven-day extension was not used this research period.

- One requester in April was sent an estimate (per their request). No response was ever received and the FOIA was canceled.
- We still have one outstanding FOIA from May that was large enough that we told the requester they would need to pay an invoiced amount up front before work would begin. So far we have not heard back – expectation is we will not and that the FOIA request will end up getting cancelled.

Completed 103 researches for affiliated agencies with an average completion time of 53.35 minutes per request.

Completed 1 subpoena duces tecum from Charlottesville General District Court with a completion time of 38 minutes.

Respectfully,

Todd Richardson, ENP
Senior FOIA Specialist

Charlottesville – UVA – Albemarle Emergency Communications Center
phone: 434-242-1741 | email: brichardson@cua911.gov



Training Program Reports

To: Lily Gregg, Acting Executive Director
From: Brock Simpson, PLDM
Date: May 31, 2026
Subject: Professional Learning and Development Update

The past two months have been very lively in respect of the training sphere in the ECC. Multiple call takers are recently independent, and we have used the flexibility of available CTOs to promote and train members in all radio positions. Developmental training continues, as well as updating of all recertifications within the center.

From April 1st, 2025, through May 31st, 2026, our Communications Training Officers (CTO's) have demonstrated excellent support and dedication in preparing our trainees for success in the center. During this period, CTOs have logged 777.25 hours of Call Taking training. This has not yet resulted in any released call-takers due to the timeline of hiring and classroom graduation but is on track to have 4 independent call takers within the next few weeks. Most call-taking training hours in this period come from 2 weeks of pod training held in late April, which provided 5 new trainees real-time training with phone calls in a group setting. This pod training allows for a relaxed training atmosphere where the trainee can receive individualized training while handling a phone call but also group training for the other trainees. The trainees that are not handling the phone call monitor and then participate in a group discussion following the phone, where they can give input and understand procedures without anxiety or thoughts of insecurity in their development. The pod training has proven to be highly effective and results in fewer training hours with a CTO when they advance to floor training.

In the absence of call-taking training, we have been able to focus on progressing our current employees into radio training. CTOs have logged 500.5 hours of Police Dispatch training which has resulted in 3 released police radio dispatchers. Additionally, there is currently one other police radio trainee working on becoming released soon. CTOs have only completed 12 hours of Fire-Rescue Training resulting in one fully released fire dispatcher. The low number of training hours is a result of a re-hire of a former ECC employee, who only needed to be refreshed with new policy and procedure updates, and proved that they could resume duties independently. Fire training will continue to be lower for the future, as the center is at full capacity of fire-trained employees and has a focus on police training for balance and flexibility. Within the next few weeks there is a plan to add 2 more police dispatch trainees from lateral hires, and a promotion of at least 2 more ECC members to radio training. This ongoing radio training will allow for more flexibility in staffing and coverage for emergency shortages such as FMLA leave. The addition of 6 call takers that are currently in the classroom portion of training will be a massive boost and allow for more radio training in the upcoming months. The ECC has also gained two new CTOs within the past two months, and both are already contributing to the ECC's development.

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 this quarter, including IAED, CPR, APCO CTO, and others. We recently reformed the monthly training process to incorporate new technologies and duties such as protocol training, fire department paging, and radio duties such as patch creation. Monthly shift training has been outdated and neglected for several years but has now been consistently facilitated for 3 months.

The Basic Communications course is scheduled with six center employees attending in the first week of June, six attending in October, and then another six in December, which will continue the goal of having all employees attaining the DCJS certification within their first year of employment. Furthermore, the ECC has begun to take advantage of training opportunities at CSCJTA, which is a major benefit for the center as the courses are free to attend. In the past month we have registered 1 employee to attend a Tactical Dispatching course in June, 2 employees to attend General Instructor courses in the fall and we will be registering 4 to attend a CISM course in the fall.

Off-site training resumed in the spring, as the conference schedule began opening. One IT member attended the Tyler Connect conference in Las Vegas, which resulted in new information about technological advances and evolutions. Three operations members attended the IAED Navigator conference in Las Vegas to receive invaluable information about our call-taking protocols, leadership, training, and a variety of other important topics. Four ECC employees attended the Virginia APCO/NENA Spring conference in Williamsburg and will return with great industry-related information to impart on our co-workers. One member attended a 911 Supervisor Skills course in Pennsylvania as well, which will enhance their personal skills and prepare them for career advancement. One ECC employee obtained ETC Instructor certification and is currently teaching this course in the classroom. Several ECC employees are obtaining professional certifications; one has obtained NENA ENP certification in April, and three others have registered to obtain NENA ENP certification in July.

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. The training contest continues to be a success, which each shift takes a high interest in training to increase their scores, which has wide impact across the center. Morale and culture appear to be changing as more members take interest in their training and professional development. The shifts are bonding as teams and pushing others to complete their training, which is admirable. Training and development are key components to the rebuilding of the ECC and are highly treasured.

To: Lily Gregg, Executive Director

From: Nicole Lewis, Academy & Educational Outreach Manager

Date: 6/1/2026

Subject: Academy Update

Academy 12 Graduated!

On Friday, April 24, we celebrated the graduation of Academy 12. After twelve weeks of learning, certifications, practical exercises, geography tours, scenarios, and countless opportunities to grow, these coworkers reached an important milestone in their journey at CUA911. The ceremony was made even more special by the presence of the graduates' friends and family members, ECC coworkers, Chief Pucket, and several members of the Albemarle County Fire Rescue administrative team. It was wonderful to see so many people come together to recognize and celebrate their accomplishments.

Graduation provided an opportunity to reflect on not only what the class learned, but also the dedication, perseverance, and teamwork they demonstrated throughout the academy. We were proud to recognize two special award recipients during the ceremony. Remi Losh received recognition for graduating with the highest overall class average, a testament to her commitment to learning and academic excellence. Delvin Rahynes was presented with the GOLDEN Award for his dedication, positive attitude, and consistent effort throughout the academy experience.

We are incredibly proud of all of the Academy 12 graduates and grateful to everyone who played a role in their success. We look forward to watching them continue to grow, develop their skills, and serve our community as member the CUA911.



Academy 13: Already in session!

On May 18, we welcomed eight new coworkers as Academy 13 officially began. This group includes both individuals who are new to the 9-1-1 profession and experienced communications professionals who have chosen to continue their careers at CUA911, bringing valuable knowledge and perspectives from other centers.

Over the next eight weeks, they will complete certifications, classroom instruction, practical exercises, geography familiarization, and hands on learning opportunities with our partner agencies and experienced coworkers. In addition to learning the technical skills needed for the job, the academy emphasizes wellness, resilience, and building healthy habits that support long term success in emergency communications.

While some may consider 13 an unlucky number, we feel fortunate to have this group joining our team and look forward to watching them grow throughout their academy experience.



Josh Beazley



Michelle Brandt



Chase Caddy



Danielle Buchanan



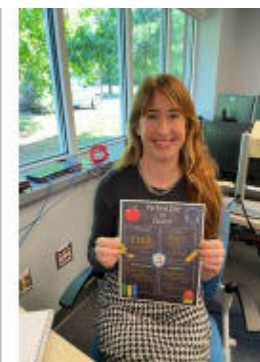
Chris Colvin



Corrine Hillberry



Brittney Lambert



Tara McGough

Save The Date!

It would be an honor to have you join us for the Academy 13's graduation ceremony. This will be held on Friday, July 10th at a time yet to be determined.





Emergency Management Liaison Reports

To: ECC Management Board

From: Holden Shepard, Regional Emergency Management Liaison

Date: 01 June 2026

Subject: Regional Emergency Management Update

The regional emergency management program continues to make progress on several key initiatives. Highlights are detailed below:

Alert Messaging Project:

- This project is on standby as we work through funding and contracting issues. The consultant has been asked to provide a quote through a GSA contract.

CERT:

- CERT Level I course was held on 22 April, with only four attendees. We have a second convening scheduled for 04 June with a wider audience being targeted.
- Additional offerings at varying locations are being scheduled once facilities are reserved. Expecting one per month.
- CERT Level II (basic training) being scheduled once instructors are confirmed for each class and there is enough public interest. Current plan is to convene twice a week, covering all 8 sessions in 1 month.
- Still expecting to allocate larger portion of EM budget to CERT equipment and training materials, as needed.

Community Outreach:

- Participated in Senior Safety Day with TRIAD at the Belvedere.
- Attending the “Healthy Streets, Healthy People” event at Booker T. Washington Park.

LEPC:

- LEPC quarterly meetings continue to be well-attended.
- The next LEPC quarterly meeting will be held 16 July.

Other Items of Note:

- Participated in CHO Triennial Exercise with 4 telecommunicators.
- ERG training continues to be conducted in-person for academy students, and a video has been produced for all other coworkers.
- Veoci contract renewal underway. Via AI will not be included in this round, but is available if the jurisdictions decide to employ it. All jurisdictions must agree to have it included for it to be approved.



Behavioral Health Specialist Report

CALL DIVERSIONS AND ACTIVITY

- In **April, 8 calls** were diverted to the Behavioral Health Specialist (BHS).
- In **May, 13 calls** were diverted. (**7** of 13 calls were **County** and the remaining **6** were **City**)
- **2 calls** during this period were fully resolved by the BHS without requiring a **police** response.
- These numbers reflect a continued upward trend compared to earlier months: **3 calls in February** and **1 call in March**.

SCHEDULE ADJUSTMENTS

- In May, the BHS shifted working hours from **8:30 a.m.–4:30 p.m.** to **3 p.m.–11 p.m.** to better align with peak call times.

OPERATIONAL CHALLENGES

- Some BH-related calls that could potentially be handled by the BHS continue to occur **outside BHS working hours**.
- When this happens, on-shift supervisors notify the BHS by email.
- The BHS reviews those calls and makes referrals to **HART** or **ANCHOR** as appropriate.

SUCSESSES AND ONGOING IMPROVEMENTS

- Strong collaboration with **co-response teams** has supported both active crisis calls and follow-up on previous crisis calls.
- Engagement with high-utilizers has helped **mitigate repeat calls to the ECC**, addressing needs proactively and reducing strain on emergency response resources.
- **Training for new hires** on handling BH-related calls will continue with future academy classes.
- **Current staff will also receive training** on answering BH-related calls, date TBD

BEHAVIORAL HEALTH SPECIALIST (BHS) – JUNE SUMMARY

Behavioral-health call diversion continues to increase, with 8 calls in April and 13 in May, including two resolved without police involvement. This upward trend reflects improved utilization of the BHS role compared to earlier months.

A schedule adjustment to 3:00 p.m.–11:00 p.m. has enhanced alignment with peak call activity, though some BH-related calls still occur outside coverage hours. These are reviewed retrospectively, with referrals to HART or ANCHOR as appropriate.

Collaboration with co-response teams remains a key strength, supporting effective management of both active crises and follow-up needs. Proactive engagement with high utilizers has reduced repeat calls and optimized emergency response resources. Continued focus on workforce development includes BH-related call-handling training for new academy classes and forthcoming training for current staff.



Previous Meeting Minutes

Emergency Communications Center Management Board

Regular Meeting – April 8, 2026 - 9:00 a.m.

ECC Modular Trailer – 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

<u>Chair</u> Mr. Trevor Henry	<u>Vice Chair</u> Chief Tim Longo	<u>Secretary</u> Chief Michael Thomas
Chief David Puckett	Mr. John DeSilva	<i>Col. Sean Reeves</i>
Major Daniel Meehan	Mr. Samuel Sanders	

Members Absent

Dr. William Brady		
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Others Present

Ms. Lily Gregg	Mr. Tom Berta	Ms. Sade Stanton
Dr. Courtney Anderson	Ms. Lauren Bohdan	Mr. Samuel Roman
Member of the public		

(1) Call to Order

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

(2) Roll Call

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

(3) Matters from the Public

No public comments were received.

(4) Consent Agenda

With no items removed from the consent agenda for further discussion, **Mr. John DeSilva made motion, seconded by Mr. Sam Sanders, to approve the consent agenda as presented (“Previous Meeting Minutes” for February 11, 2026, and March 11, 2026). The motion carried on a voice vote.**

(5) Directors Report

a. Behavioral Health Liaison Program Update

Ms. Gregg introduced Dr. Courtney Anderson to provide an update on the behavioral health liaison pilot program. Dr. Anderson provided handouts for all attendees. Dr. Anderson reviewed data showing the number of behavioral health calls received by hour and highlighted his working schedule

to show how his availability to take diverted calls lines up with behavioral health calls received. Dr. Anderson also reviewed the behavioral health calls received broken down by call type, zip code where the call originated, and jurisdiction. This data was provided for the months of February and March. Col. Reeves asked for clarification if the total number of calls per month being discussed is all calls that came into the ECC, or all behavioral health calls. Mr. Berta stated that they are calls that included a disposition code that indicated there is a behavioral health component to the call. Chief Thomas asked if drunk in public would be considered a behavioral health call. Mr. Berta indicated they are working with field responders to clarify how they are using disposition codes to more consistently classify behavioral health calls. Dr. Anderson shared the NENA standard for assessing the risk level for behavioral health calls to determine which calls can be diverted or triaged to Dr. Anderson. Based on these standards, there are calls eligible for diversion that at not making it to Dr. Anderson. Additional training is being provided for call takers to help them know when and how to divert eligible calls, and Dr. Anderson will also be adjusting his schedule to cover later hours where a higher volume of behavioral health calls is being seen. Chief Longo asked if the behavioral health calls could be provided on a map to determine if there are certain locations where these calls are taking place. Dr. Anderson indicated he could provide heat maps to show those locations. Col. Reeves asked if Dr. Anderson could cross reference that data with the locations of Region 10 or other resources in the region to see if calls for service were being generated from those places. He also suggested including data that showed badge numbers responding to these calls so we could determine when ANCHOR or HART have been utilized. Col. Reeves also asked if we could track how many calls are being diverted and preventing police and fire resources from being dispatched. Dr. Anderson said he plans to track that data as well. Mr. DeSilva asked if callers age by time of day is being tracked. Dr. Anderson said he has age and race data available and could break that down by time of day if needed. Mr. Berta shared that another challenge to getting calls diverted to Dr. Anderson has been the callers refusal to consent to the transfer. Once the caller is aware police or fire has been dispatched, they no longer want to stay on the phone. It is a 988 standard to receive consent prior to diverting calls, but in a 911 setting, that is not required. Going forward that change will be made to see if a higher percentage of eligible behavioral health calls can be diverted to Dr. Anderson.

b. FY27 Budget Request

Ms. Gregg shared that the Budget and Finance Committee met on March 2, 2026 and recommended the budget to the Management Board. Ms. Gregg started by sharing the updated org chart which will be approved as part of the FY27 budget. The only change since being approved by the Management Board in November is the reporting structure for the HR Manager position. Ms. Gregg provided a summary of the FY27 budget request, which is a 4.61% increase over FY26. Ms. Gregg indicated the main drivers for the increase are healthcare costs, contracts increasing by 3-5%, an increase to subscription and maintenance fees for the 911 call handling equipment that is being implemented in this fiscal year, and personnel and compensation increases. Ms. Gregg shared the recommended public safety pay scale that was previewed at the previous board meeting. Based on a the market study conducted by County HR, a 5.04% increase is recommended as well as maintaining a 2% step and a one time pay for performance bonus. For the classified pay scale, the ECC uses the County classified pay scale, so no changes to that pay scale are being recommended, but a 3% increase and maintaining the pay for performance initiative is recommended. Ms. Gregg shared that the Budget and Finance Committee was comfortable with the recommended 3% increase, but wanted to leave and changes to that recommendation to this board to discuss. Col. Reeves asked to clarify if the market study was conducted by HR and if the one type pay for performance bonus was a recommendation from county HR or the Budget and Finance Committee, and what do the budget numbers for that look like? Ms. Gregg confirmed that the market study was conducted

by County HR and shared that the pay for performance was an initiative that we started at the ECC two years ago and recommends continuing that initiative. Ms. Gregg pointed the Board to the page in the packet that listed the shares for each participant to fund the recommended budget based on the current funding formula. Mr. DeSilva asked to clarify if the mobile community CPR system listed in the budget is PulsePoint, and Ms. Gregg confirmed that is correct. Ms. Gregg began a review of the Capital Outlay and Capital Improvement requests and indicated no changes to the Capital Improvement requests. The building renovation project initially recommended in FY25 remains unfunded. A total of \$572,015 is requested for Capital Outlay projects in FY27 with the majority of that being the CAD RMS upgrade to Enterprise Record. Ms. Gregg recommended utilizing the fund balance for these Capital Outlay projects. In reviewing the Fund Balance, Ms. Gregg shared the anticipated balance at the beginning of FY27 will be just shy of \$1M, which will cover Outlay projects and maintain a 5% of the operations budget contingency. Mr. DeSilva asked if the ECC was planning to acquire the white building previously occupied by UPD and Ms. Gregg said no. Chief Longo further clarified that the University planned to demolish that building. Mr. DeSilva asked if any funding was needed to be able to move into the trailer and Ms. Gregg said that most items were available in the City space currently being leased and any additional items would be covered in the operations budget. Ms. Gregg stated that the ECC has not had further discussions with UVA about future plans for the space where the white building is, but if the space remains unoccupied, there is an option to renovate and expand the existing ECC building in the future. Major Meehan asked about the planned upgrade to Enterprise Records and asked if there was a plan to replace the Tyler system in the future. Ms. Gregg indicated the first step would be to initiate a Capital Improvement funding request. Since the process to get that project funded and get the system replaced could take at least five years, Ms. Gregg recommends continuing to invest in improvements to the current system. Mr. Henry shared that the County CIP is very tight for the next five years and Mr. Sanders indicated the same for the City. Mr. Henry suggested getting the Facility Committee back together to work on long range planning. Col. Reeves asked what the priority would be for new building, radio system, public safety software replacement. Chief Puckett suggested a consultant could be helpful with prioritizing and leading these projects. Ms. Gregg also recommended looking into grant funding that is available for each of these projects. Mr. Sanders asked Ms. Gregg if the funding request for the building project that was submitted in FY25 was still the correct amount. Ms. Gregg indicated the request that was submitted was based on staying at the current location and renovating and adding on the existing building. If that was no longer the plan, there would be a significant increase in cost. Chief Longo stated he was not aware of the long-term plans UVA has for the current location and recommended having conversations with the UVA Foundation about current properties they own to see if there are any long-term lease agreement options and how that would impact costs. Chief Longo feels the current site is too close to the interstate and train tracks we should consider looking elsewhere and recommended the old sanatorium by the Monticello Trail. Mr. Henry asked about policy related to allowable carry forward amount for the Fund Balance and Ms. Gregg indicated she would find that policy and send it to the Board. The final item reviewed as part of the budget discussion was future fiscal year projections. Ms. Gregg shared that the next several fiscal years show larger percentage increases due to the spend down of capital project funds for the P25 project and ongoing costs of the radio system becoming operationalized. The maintenance contract for the radio system also has built in hardware refresh cycles, and at the recommendation of the Budget and Finance Committee, a line item was added to future fiscal year projections so funds can be added and carried forward until needed for the refresh to level the costs.

Chief Longo made motion, seconded by Major Meehan, to adopt the ECC's recommended budget contingent upon appropriation by the City of Charlottesville, the County of Albemarle, and the University of Virginia. The motion carried on a voice vote.

c. Alert Messaging Project Update

Ms. Gregg shared an update on behalf of Holden Shepard. A quote was received from the recommended consultant, which was higher than expected and requires review and direction from the Management Board. Mr. DeSilva shared that this is the same consultant used by UVA earlier in the year, and the biggest difference in the proposals is that all work completed for UVA was done remotely and did not require as much building from the ground up. Chief Longo suggested reaching out to the consultant for a new quote that converted all in-person meetings to virtual. Ms. Gregg said she would have Mr. Shepard reach out to the consultant to ask for that change as well as determine if there is a cooperative contract that can be utilized. Col. Reeves asked if representatives from each regional partner had been identified to work on this project, and Ms. Gregg said that PIOs, Emergency Managers, and members of the DRC from each agency would be involved. Ms. Gregg will continue to provide updates to the Board.

d. ECC Lease Update

Ms. Bohdan shared that the original ground lease is a 50-year lease for \$1 a year that was signed in 1997. It is leased to the City and the County as co-tenants. The amendment to the lease to include the modular trailer has been sent to the City and County attorneys for review and will have to go to the City Council and Board of Supervisors for approval. The trailer is being offered to the ECC as is. The City has historically provided maintenance to the ECC building and can take over maintenance to the trailer as well. Mr. Sanders indicated this is already planned for the consent agenda at one of the next City Council meetings and should be voted on no later than May 4th. Col. Reeves asked if the ECC can terminate the lease before 2047 if they choose to relocate. Ms. Bohdan said there is an ability for both parties to terminate, and she will dig back in and provide an update.

(6) ECC Bylaws Update

Ms. Bohdan presented an updated draft revision of the ECC Bylaws. Ms. Bohdan shared the draft with councils' office from the City, County, and University for review. The City said they looked good, the University has not responded yet, and the County added a clause with respect to the Executive Director's authority to enter into agreements. The JPA specifies that all contracts are procured through the County's procurement office. The clause specifies the Executive Director can only enter into agreements that are not subject to the County's procurement office. That is the only edit Ms. Bohdan had to share. Mr. Henry suggested action on the bylaws wait until UVA has had a chance to respond and revisit this at the June meeting. Ms. Bohdan reminded the Board of the change to the committee structure and the only standing committee that now exists is the Executive Committee, and any other committees the Board requires can be formed and disbanded as needed.

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

Mr. Sanders confirmed the lease amendment is on the consent agenda for City Council's May 4th meeting. Mr. Henry will be sharing candidate information with the board in preparation for their special meeting on April 14th.

(8) Adjourn

With no further business to come before the Board, the meeting was adjourned at 10:02am.

Emergency Communications Center Management Board

Special Meeting – April 14, 2026 – 11:00 a.m.

ECC Modular Trailer – 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

Chair Mr. Trevor Henry	Vice Chair Chief Tim Longo	Secretary Chief Michael Thomas
Mr. Sam Sanders	Mr. John DeSilva	Col. Sean Reeves
Chief David Puckett	Dr. Bill Brady	Major Daniel Meehan

Members Absent

None

Others Present

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

Mr. Henry called the meeting to order at 11:00am. Mr. Henry completed roll call and confirmed a quorum of members was present.

(2) Closed Session

At 11:01 am, Chief Thomas made motion, seconded by Dr. Brady, 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 Subsection 1, to discuss, consider, and conduct interviews of candidates for the position of Executive Director of the Emergency Communications Center.

The motion carried unanimously on a voice vote.

(3) Certification of Closed Session

At 1:03 pm, Chief Thomas made motion, seconded by Chief Puckett, 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 David Puckett – yes; Mr. Sam Sanders – yes; Mr. Trevor Henry – yes; Col. Sean*

Reeves – yes; Mr. John DeSilva – yes; Mr. Chief Longo – yes; Dr. Bill Brady – yes; Major Daniel Meehan - yes.

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

Chief Thomas made motion, seconded by Mr. DeSilva, to authorize the Chair and the Head of County HR to begin contract negotiations with an applicant for the position of Executive Director. The motion carried unanimously on a voice vote.

(5) Adjourn

The meeting was adjourned at 1:05 pm.

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Emergency Communications Center Management Board

Special Meeting – April 30, 2026 – 11:30 a.m.

ECC Modular Trailer – 2306 Ivy Rd., Charlottesville, VA 22903

Members Present

<u>Chair</u> Mr. Trevor Henry	<u>Vice Chair</u> Chief Tim Longo	<u>Secretary</u> Chief Michael Thomas
Mr. Sam Roman	Mr. John DeSilva	Col. Sean Reeves
Chief David Puckett	Dr. Bill Brady	

Members Absent

Major Daniel Meehan		
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Members of the Public and Others Present

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

(1) Call to Order

Mr. Henry called the meeting to order at 11:30am. Mr. Henry completed roll call and confirmed a quorum of members was present.

(2) Closed Session

At 11:31am, **Chief Longo made motion, seconded by Dr. Brady, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board go into a closed meeting as authorized by the Virginia Freedom of Information Act, section 2.2-3711(A) of the Code of Virginia:**

- **Under Subsection 1, to discuss and consider interviews of prospective candidates for employment, assignment, appointment, promotion, performance, and salary for the position of the Executive Director of the Emergency Communications Center.**

The motion carried unanimously on a voice vote.

(3) Certify Closed Session

At 11:51 am, **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 unanimously on a roll call vote – Chief Michael Thomas – yes; Chief David Puckett – yes; Dr. Bill Brady – yes; Mr. Sam Roman – yes; Mr. Trevor Henry – yes; Col. Sean Reeves – yes; Mr. John DeSilva – yes; Chief Tim Longo – yes.**

(4) Board Resolution

Mr. Trevor Henry read the RESOLUTION APPOINTING LILY GREGG AS THE EXECUTIVE DIRECTOR OF THE

EMERGENCY COMMUNICATIONS CENTER EFFECTIVE APRIL 30, 2026:

WHEREAS, the Management Board of the Emergency Communications Center (the "Board"), conducted an internal search and selection process for the Executive Director position; and

WHEREAS, the Board has identified Lily Gregg as the candidate best qualified to serve in this capacity;

NOW, THEREFORE, BE IT RESOLVED that Lily Gregg is hereby appointed the Executive Director of the Emergency Communications Center, pursuant to the Agreement establishing the Emergency Communications Center, January 20, 1984 and subsequent amendments ("Joint Powers Agreement"), Section II(f), as authorized by Virginia Code § 15.2-1300, and this appointment shall be effective on and after April 30, 2026; and

BE IT FURTHER RESOLVED that Lily Gregg will serve as Executive Director at the pleasure of the Board, for an indefinite tenure, and pursuant to that certain Executive Director of Emergency Communications Center Employment Agreement dated April 30, 2026 (the "Agreement"); and

BE IT FURTHER RESOLVED that Lily Gregg shall have the powers and duties set forth in the Code of Virginia (1950), as amended, the Joint Powers Agreement and By-laws of the Management Board, and any other powers and duties delegated or imposed by a standing or duly adopted policy, motion, resolution, or other action of the Board; and

BE IT FURTHER RESOLVED that the Board hereby approves the Agreement and authorizes its execution by the Chair.

Chief Longo made motion, seconded by Dr. Brady, to adopt the resolution as read. The motion carried unanimously on a roll call vote – Chief Michael Thomas – yes; Chief David Puckett – yes; Dr. Bill Brady – yes; Mr. Sam Roman – yes; Mr. Trevor Henry – yes; Col. Sean Reeves – yes; Mr. John DeSilva – yes; Mr. Chief Tim Longo – yes.

(5) Adjourn

With no further business to come before the Board, the meeting was adjourned at 11:37am.