

ECC Management Board

Meeting Packet – 2/11/2026



**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 4 / October - December 2025

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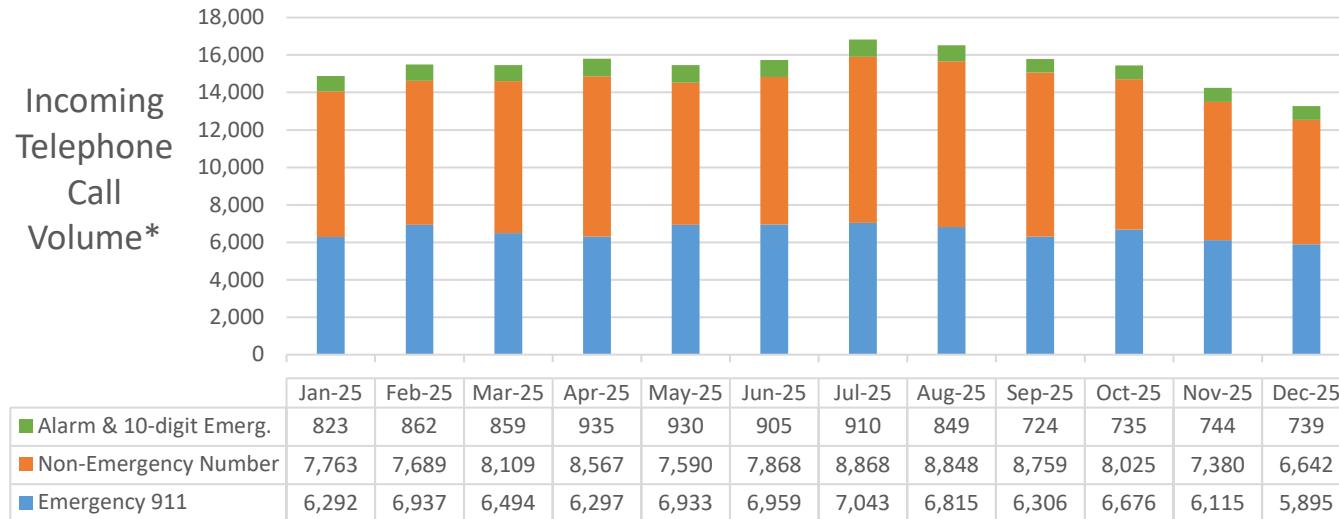
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About This Report

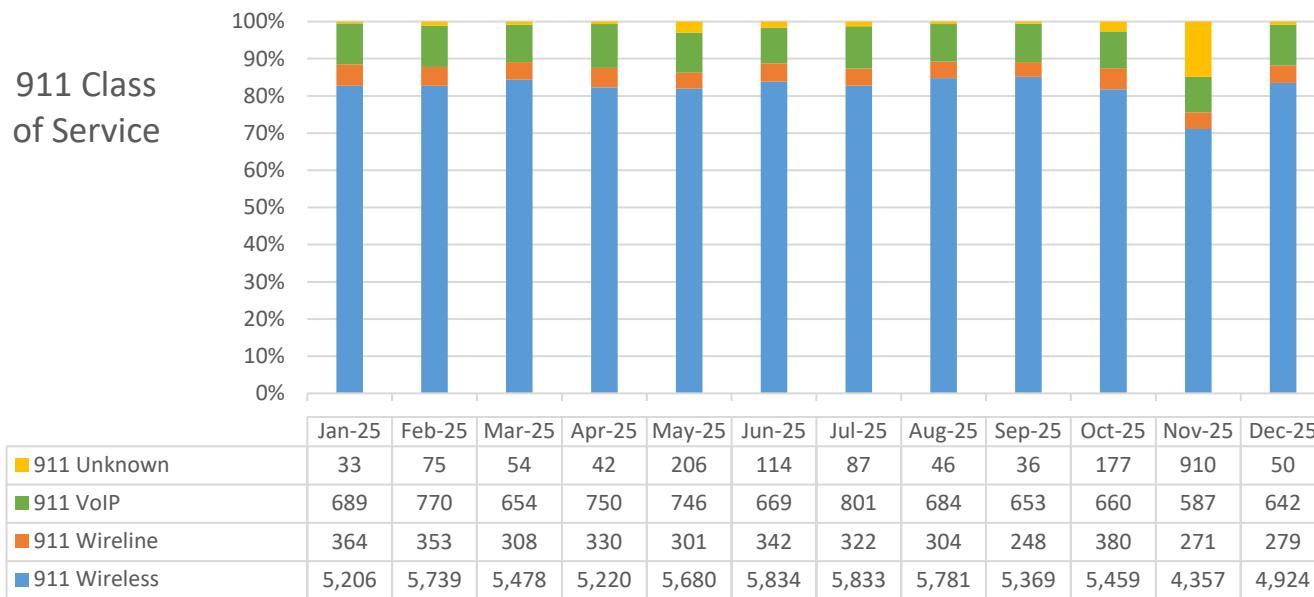
This report was developed to provide an ongoing summary of the workload activity and operations of the Charlottesville-UVA-Albemarle County Emergency Communications Center in serving residents, businesses, visitors, students, police, and fire/rescue agencies. It is continually being modified and improved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

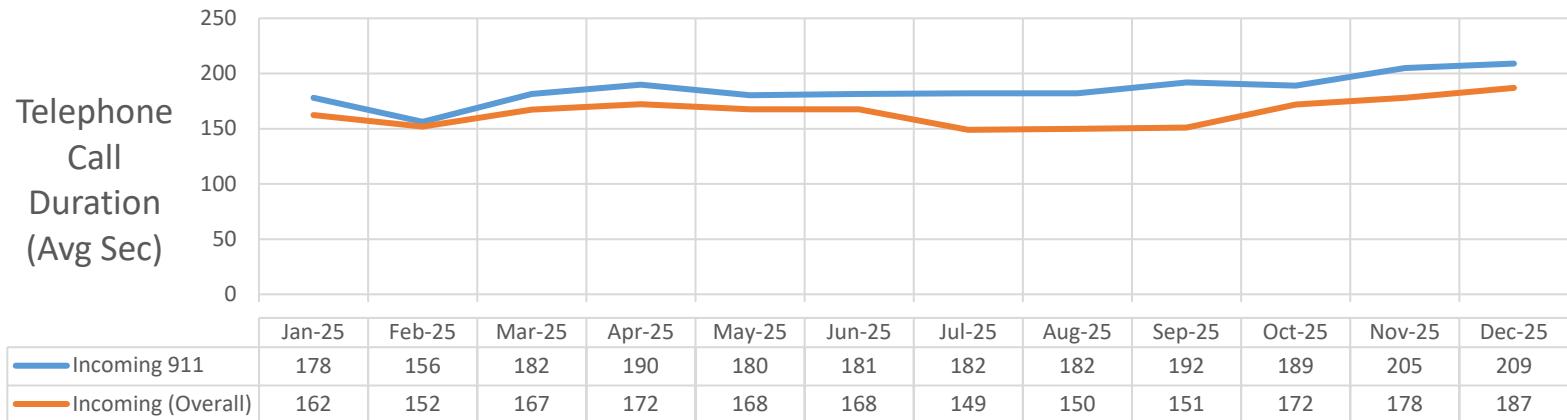
Q2 2024: As the agency has expanded, this report has evolved to reflect the most relevant and applicable data associated with the agency's pursuit of excellence and continuous improvement. In this and subsequent Productivity Reports, the Agency Status area will reflect information and updates on current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

Telephone System Statistics

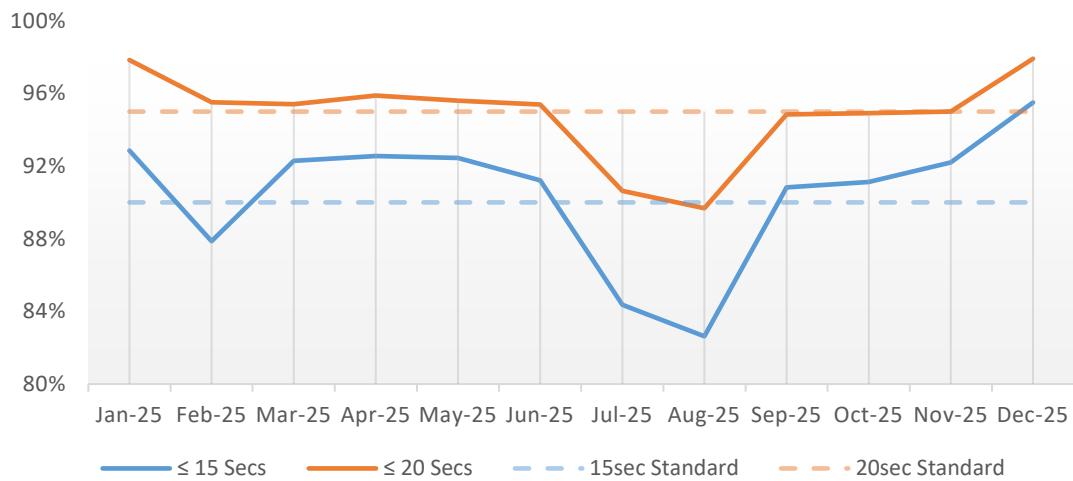


*Includes calls that disconnected from queue before being answered.



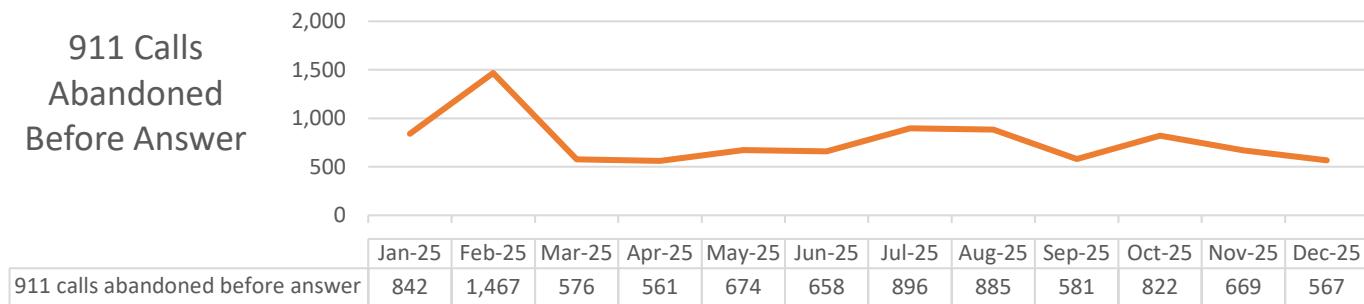


911 Call Answer Times

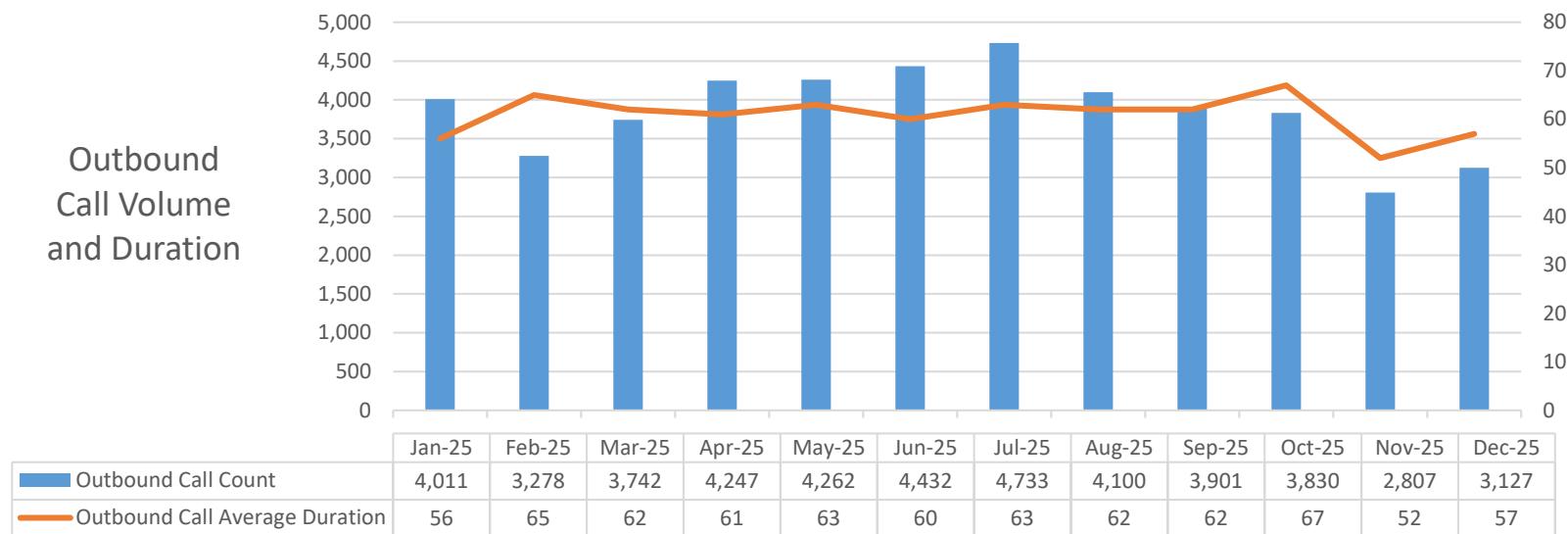


Standard	Met	Comments
Ninety percent of all 9-1-1 calls arriving at the PSAP SHALL be answered within fifteen seconds. <i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i>	<input checked="" type="checkbox"/>	The ECC consistently meets and exceeds this standard, answering 92-98% of all 9-1-1 calls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

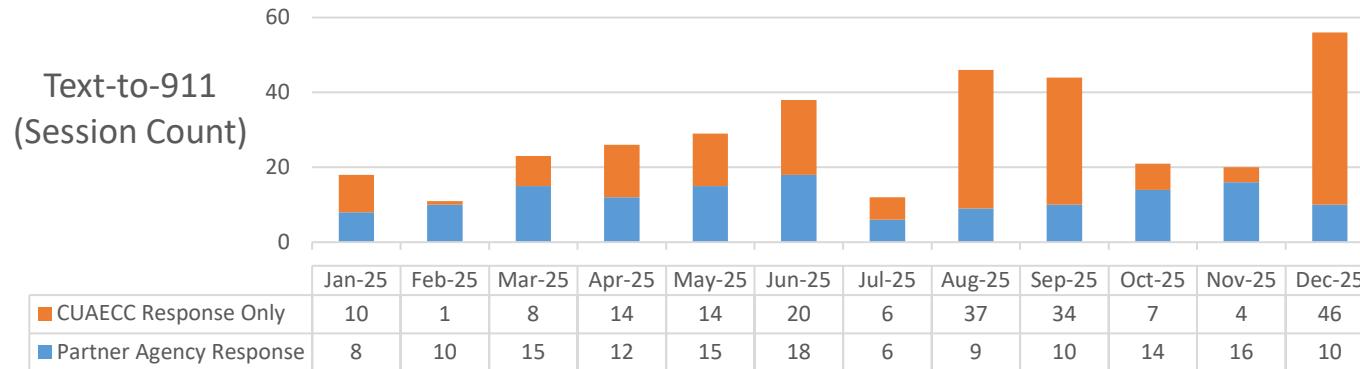
911 Calls Abandoned Before Answer



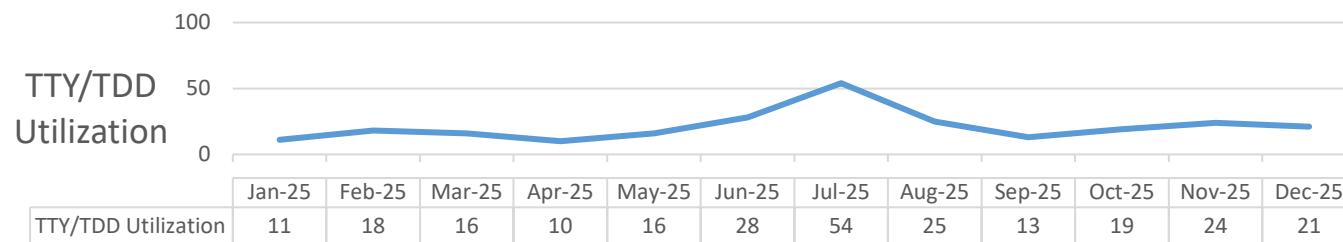
Outbound Call Volume and Duration



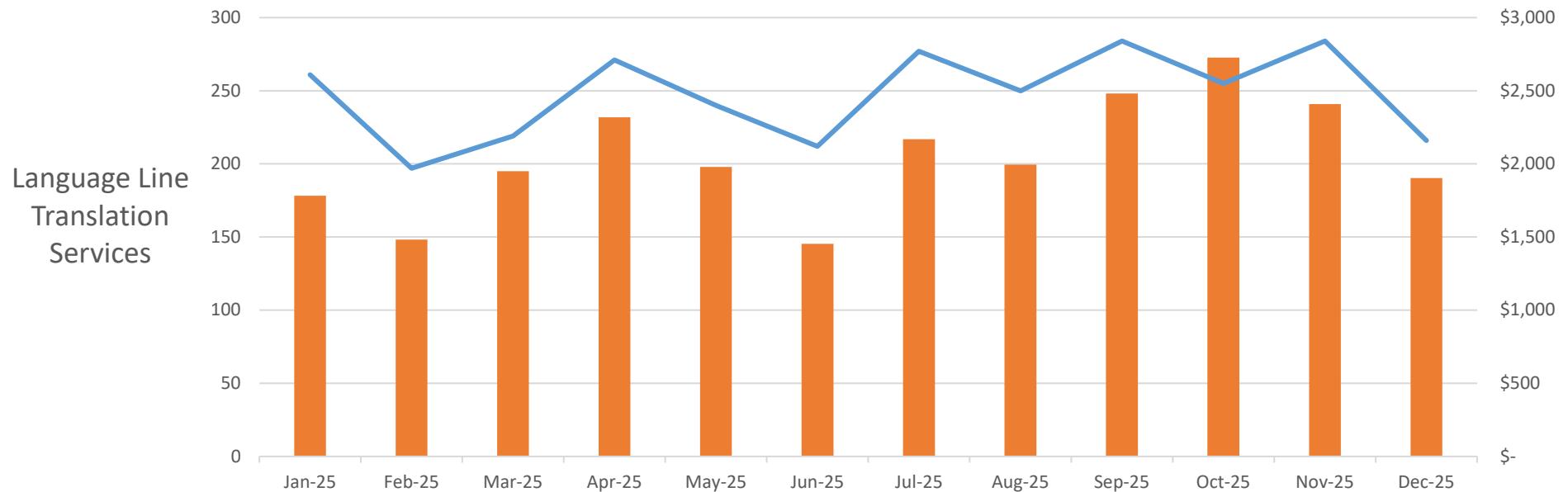
Alternative Communications Statistics



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.

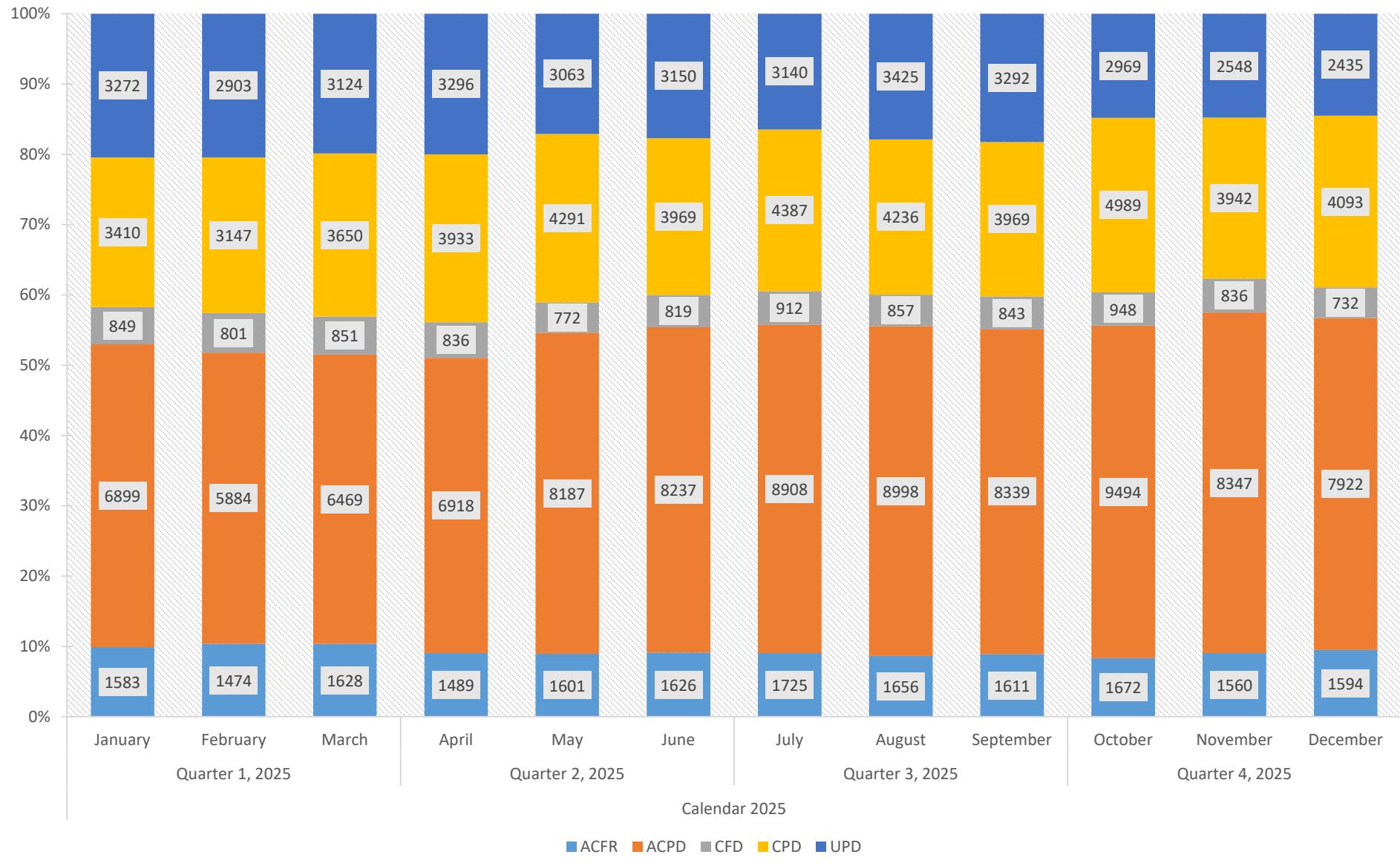


Includes Tests and Open Line Challenges



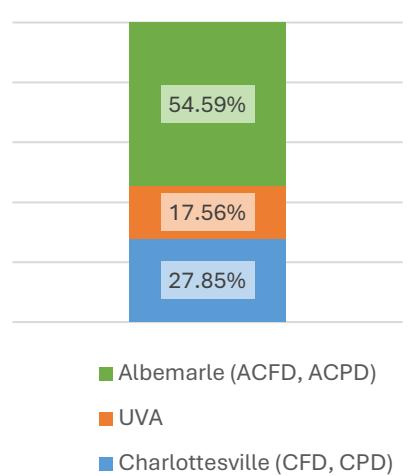
	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	
Language Line Charges	\$1,782	\$1,483	\$1,950	\$2,319	\$1,979	\$1,453	\$2,168	\$1,996	\$2,481	\$2,726	\$2,408	\$1,903	
Total Calls	261	197	219	271	240	212	277	250	250	284	255	284	216

Response Statistics

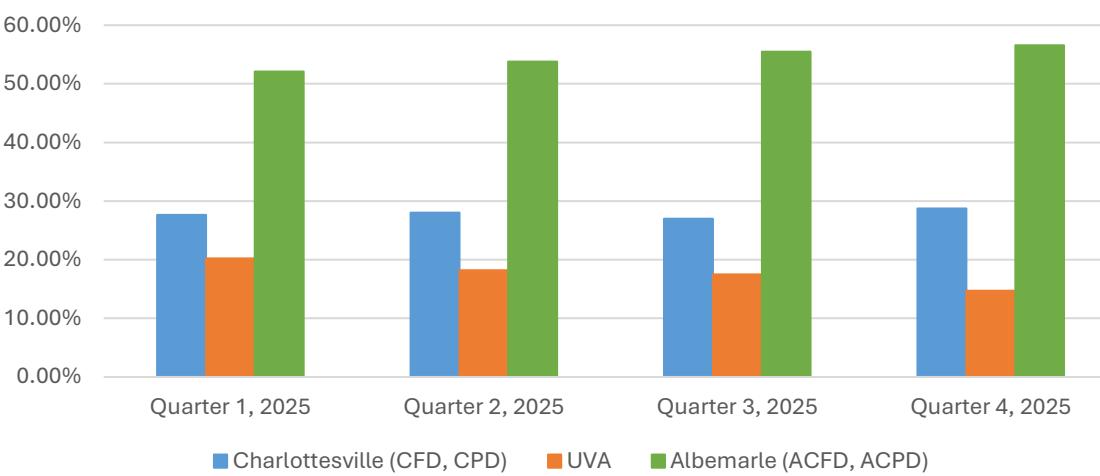


*Excluding a) canceled calls and b) test call types.

Annual



Total Calls for Service by Participant Over Time



Participant	Q1 2025*	Q2 2025*	Q3 2025*	Q4 2025*	Overall^
Charlottesville (CFD, CPD)	12,715 (27.64%)	14,637 (28.02%)	15,220 (27.00%)	15,540 (28.73%)	58,072 (27.85%)
UVA (UPD)	9,301 (20.22%)	9,510 (18.21%)	9,857 (17.49%)	7,952 (14.70%)	36,617 (17.56%)
Albemarle (ACFR, ACPD)	23,983 (52.14%)	28,088 (53.77%)	31,283 (55.51%)	30,589 (56.56%)	113,821 (54.59%)

*Percentages displayed are calls per participant per quarter

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

Agency Status

Current Accreditations and Certifications	Protocol Compliance / ACE Accreditation										
<ul style="list-style-type: none"> CALEA – On Track Quadrennial Recertification, Annual Assessments Currently in: Year 3 of 4 Next Assessment: September 11-19, 2026 Notes: See Memorandum ATPA (formerly P33) – In Action Triennial Accreditation Currently in: Year 1 of 3 Next Accreditation November 2027 VA OEMS – On Track Annual Certification Currently in: Year 3 of 3 Next Accreditation October 2026 	<ul style="list-style-type: none"> Determinant Drift – On Track Indicates if the dispatched response was ideal, an over-response (waste), or under-response (risk). October through December 2025 $\text{ACE: } \geq 95\% \text{ ideal}$ Medical: 99.72% ideal Fire: 96.64% ideal Police: 99.57% ideal Protocol Compliance – In Progress Tracking since January 2022. October through December 2025 Partial Compliance: 6.10% ($\text{ACE: } \leq 10\%$) Low Compliance: 2.56% ($\text{ACE: } \leq 10\%$) Non-Compliance: 6.28% ($\text{ACE: } \leq 7\%$) High and Compliant Cases: 85.06% 										
PowerEngage Statistics	VCIN Operations										
<ul style="list-style-type: none"> Survey Response Rate Q4 2025 30.13%: 2,793 responses of 9,269 sent Citizen Positive Satisfaction Score 98.02% <div data-bbox="274 1068 580 1387"> <table border="1"> <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>10%</td> </tr> <tr> <td>Negative</td> <td>10%</td> </tr> </tbody> </table> </div> <div data-bbox="601 1077 918 1330"> <p>Sentiment Summary via automated keyword detection</p> <ul style="list-style-type: none"> Positive Mixed Neutral Negative </div>	Sentiment	Percentage	Positive	75%	Mixed	5%	Neutral	10%	Negative	10%	<ul style="list-style-type: none"> VCIN Audit – In Progress Triennial Inspection Next Audit: October-November 2027 Virginia State Police Liaison: Master Trooper Ben Jamerson Notes: Post-FY25 budget, new audit requirement of multi-factor authentication for all VCIN/NCIC connected terminals was issued. ECC IT staff attained compliance. Trp. Jamerson completed secondary audit to ensure. Users 51 Active VCIN/NCIC Certifications 9 administrative, 42 frontline coworkers
Sentiment	Percentage										
Positive	75%										
Mixed	5%										
Neutral	10%										
Negative	10%										



Technology and Building Reports



Charlottesville, UVA, Albemarle Emergency Communications Center

Projects and Building Report

911 CALL HANDLING EQUIPMENT UPGRADE

Capital outlay expenditures have been approved for FY26, and FY26 NG911 Additional grant funding has been awarded in the amount of \$150,000. Procurement has been working with the vendor on a cooperative contract to complete this requisition. Once a PO is in place, implementation will take 3-6 months.

DATACENTER INFRASTRUCTURE REPLACEMENT

Capital outlay expenditures have been approved for FY26. Infrastructure equipment has been received and installed. Migration of virtual servers to the new infrastructure will be completed in the coming weeks.

FIRE/EMS REPORTING SOFTWARE

Implementation is underway. Working with ACFR and CFD to determine when legacy software contract should be cancelled.

RADIO ENCRYPTION

Stakeholders met on January 16 and made decisions about radio programming and operations during the transition period. Additional testing has been performed. Next steps include engaging L3Harris to add encryption to radio consoles.

BACKUP DATACENTER

Work is underway to separate assets from Albemarle County IT within the backup datacenter. This will enable enhanced security and distinct access.

HVAC REPAIRS

The secondary unit for the server room at the main building had to be replaced. The additional unit in that room is essential for keeping equipment cool. The total cost for this project was \$20,583.20 and was facilitated by City of Charlottesville FM.

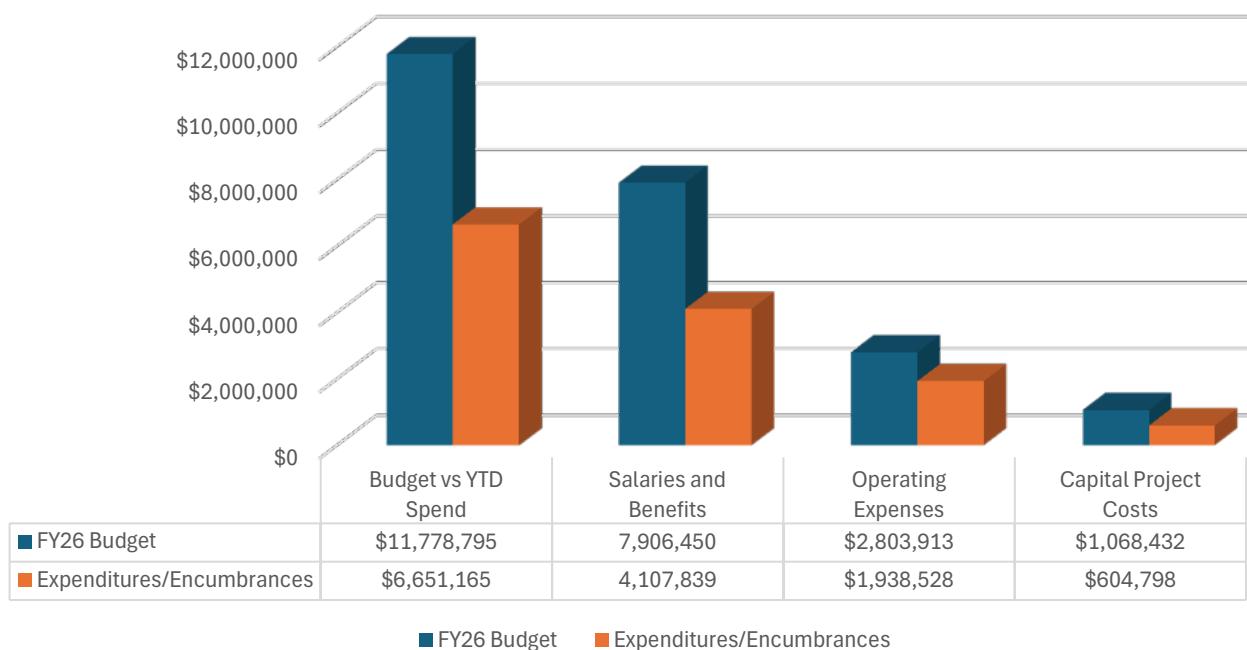
PENDING BUILDING REPAIRS

Two additional repair projects are pending quotes from City of Charlottesville Facilities Maintenance. The first is replacement of the water fountain and bottle filling station. The second is resealing and repair of the balcony and roof that had water damage.

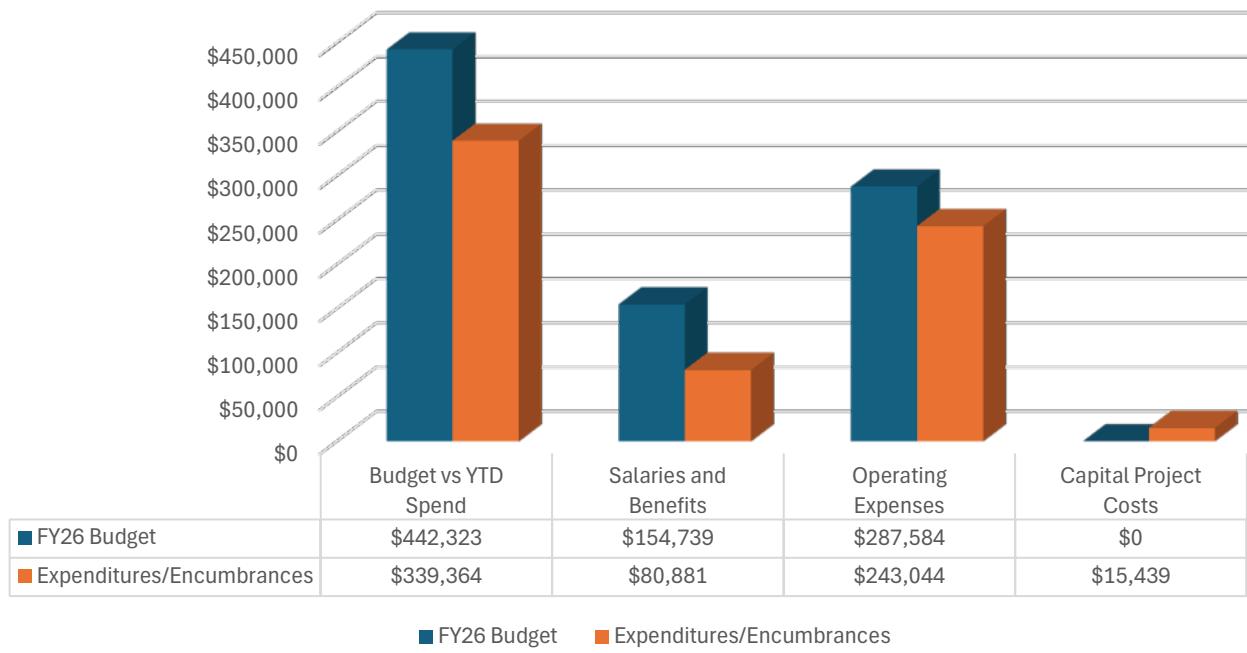


Finance and Budget Reports

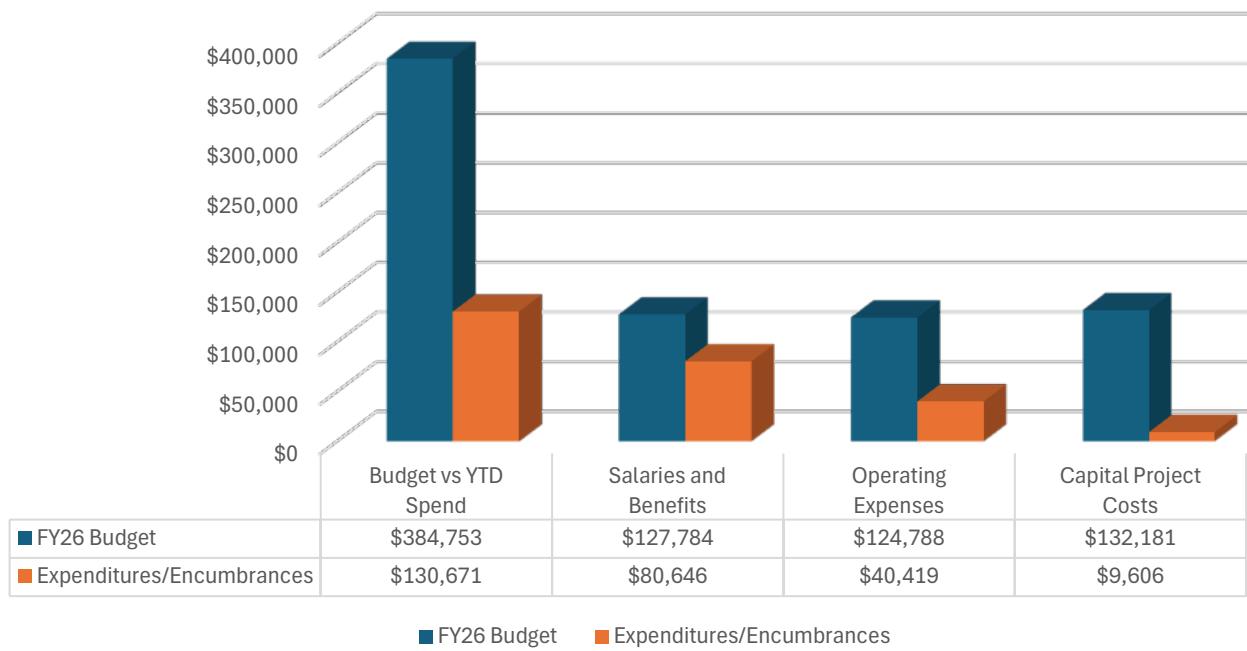
ECC Operations Budget



Emergency Management Budget



800 MHz Communications Budget





Personnel Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



Staffing Report

The ECCs current overall vacancy rate is 16%, down from 25% as of the last report, equivalent to 11.2 FTEs. Recruitment for vacant QA/QI Specialist position is in progress. Of the 40.8 actual PSCOs, 22% are in training.

	Authorized	Actual	Vacant	% Vacant
Operations	51	44.8	6.2	12%
Public Safety Communications Officers*	45	40.8	4.2	9%
PSCO I		16		
PSCO II		10.1		
PSCO III		14.7		
Public Safety Communications Supervisor	6	4	2	33%
Administration and Support	20	15	5	25%
Executive Director	1	0	1	100%
Deputy Directors	2	1	1	50%
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	0	1	1
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	59.8	11.2	16%

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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



FOIA and Affiliated Agency Research – October 2025 through December 2025

The ECC's FOIA and Research Unit handled 141 research requests from our partner agencies, with an average work time spent of 61 minutes per request, as well as 52 Freedom of Information Act requests, with an average work time spent of 44 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.

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Operations Update

Prepared for Lily Gregg, Interim Executive Director by Berta, Operations Manager
February 5, 2026

STAFFING UPDATES

1 coworker from a recent recruit academy resigned prior to being part of the authorized count for staffing after continued challenges in demonstrating proficiency.

1 coworker resigned due to relocation. This coworker was "permanent part-time", a .8 FTE.

1 coworker resigned, identifying home-work life balance, along with a job opportunity that better aligned with their family needs.

Overall, staffing continues to improve. Since December 2025 we have advanced 4 coworkers to police radio training and 2 coworkers to fire-rescue radio training. One has already successfully completed training.

All shifts are currently staffed at minimums. Advancing several call-taker only positions to radios would continue to build out the team and provide more resiliency. PRN and administrative coworkers continue to provide supplemental staffing at times. We do anticipate some challenges towards May if we do not continue to advance coworkers to radio positions.

RECRUITMENT

Interviews will be completed February 12, 2026 for QA/QI Specialist. HR handled screening and phone interviews. Their process identified 7 candidates for advancement to in-person interviews. All 7 of those candidates are internal applicants.

7 PSCO I positions on-boarded February 9, 2026.

BEHAVIORAL HEALTH SPECIALIST

Beginning February 2, 2026 1st and 2nd party reports for behavioral health crisis calls are eligible to be referred to the ECC embedded Behavioral Health Specialist (BHS).

Hours are 0830 to 1630. Private office space away from routine operational consoles with full access to call-handling and CAD equipment.

A policy was not put into place, with the program being a pilot. A directive was established with expected best practices with input from regional partners, examples from other localities with similar roles, and internal development with existing protocol structures. We hope to have a finalized draft once we understand successes and identify any challenges.

POLICY/PROCEDURE UPDATES

Comprehensive review of all operational policies has begun. HR has helped in prioritization and guidance. Frontline feedback has been positive, with many coworkers citing fairness and equality, as well as clearer understanding of roles and expectations.

5 existing policies relating to scheduling, leave, and attendance were combined into 1 policy and 1 procedure.

“Communication with Field Units” (radio/dispatching) and “Call-Taking” are both in final draft stages, with peer review expected to begin the week of February 9, 2026. These would overhaul and replace a significant portion of our other operational policies. Our focus is creating clarity, limiting “if this than that....” and “if that than this....” moving forward. The many nuances related to policy and procedure were identified as challenges for many coworkers in gaining strong proficiency in radio skills.

The training division has been tasked to create a training manual. This should create a singular point of reference for best practices and expectations that is available to all coworkers for proficiency at PSCO roles.

The Supervisor Lead (there are 2, but one is on FMLA), has been tasked with developing a supervisor manual. This will also be a singular point of reference to policy and procedure expectations for our on-duty supervisor or designee in charge of the shift.

EXTERNAL FEEDBACK

27 inquiries were opened based on external feedback since December 2025. 14 were from the community, 13 were from external partners.

Community feedback:

- 3 commendations
- 4 unfounded
- 6 regarding a field unit and deferred elsewhere
- 1 merited corrective action or facilitated a change

External Partner Agency Feedback:

- 1 merited corrective action or facilitated a change
- 9 attributed to a misunderstanding of “Fire Phase 2” changes
- 3 resulted in targeted training



Training Program Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Lily Gregg, Acting Executive Director
From: Brock Simpson, PLDM
Date: January 29, 2026
Subject: Professional Learning and Development Update

We have experienced a productive quarter for the training department. There has been a bounty of training successes across the board, which has dramatically increased staffing levels and capabilities. Developmental training continues, as well as updating of all recertifications within the center.

From November 1st, 2025, through January 28th, 2026, 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 1356 hours of Call Taking training, which has resulted in 6 full-released call-takers within this short time. The quality of training has been amazingly high as well. Within this time, all call-taker trainees maintained a 90% ProQA compliance level through focused QA analysis. Most are 80% highly compliant, which exceeds the standard for ECC employees by far. This proves that the training program is excelling in all facets. Trainees are well-prepared and excited to learn upon classroom graduation, and it continues into floor training with our CTOs providing excellent teaching and mentoring.

CTOs have also logged 303 hours of Police Dispatch training which has resulted in one fully released police dispatcher, and 253 hours of Fire-Rescue Training resulting in one fully released fire dispatcher. Currently, there are 2 police dispatch trainees and 2 fire-rescue dispatchers in training with a CTO, and all are progressing normally. Within the next two weeks we will be adding 2 more police dispatch trainees. The eventual release of these trainees will be a massive boost for staffing, overtime, and morale in the center.

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 CPR, CTO, DCJS General Instructor, and others. Five employees are attending Basic Communication at Central Shenandoah Criminal Justice Academy within the next week to fulfill DCJS requirements, which will finally catch the center up in the training cycle. Before my position change, the training program was far behind in the DCJS training, with most employees not attending the Basic Academy training until the end of their two-year requirement, and several employees were on an extension with DCJS to remain compliant with DCJS. As of next week, all employees will be current, and newer employees will be registered for the next possible courses to complete this training within their first 6 months of employment. In addition, we continue to promote a culture of continuous learning by sharing professional development opportunities through our monthly newsletter and internal communications. A CTO manual is very close to completion, which will help create a uniform training program for the first time in ECC history. These efforts ensure that all team members have access to relevant resources that support their own professional development.

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ECC has used online training with the Pryor Plus Learning system, resulting in 127 courses completed in areas of customer service, workplace ethics, and conflict resolution. This will continue to be a highly used training program, with courses assigned quarterly to address different topics that affect the ECC. Protocol 41 was completed within the last quarter, resulting in every ECC floor operations personnel becoming fully trained, and 2 employees receiving a certification in Emergency Mental Health Dispatching by attending a 36-hour training course in December. This allows for the use of Protocol 41 in future calls, which is being added and facilitated very shortly in tandem with our new Behavioral Health Specialist.

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. 2 employees attended the Fall Virginia APCO conference in Roanoke, which allowed students to learn new techniques, technological advances, and many other things. 1 employee attended a Mental Health conference in Sacramento, which was highly enjoyed for the employee both personally and professionally. 2 employees attended the annual CALEA conference learning new changes to the compliance standards, networking, and overall knowledge about the process. One employee attended the NENA Standards and Best Practices conference in New Orleans, where they also taught a course about wellness and retention. Many other training courses were attended in this quart including a domestic violence summit, NENA CTO, and a NENA Instructor Improvement course. One employee also attended an ETC Instructor course, which will allow training in the classroom and eliminates the need to pay an outside instructor. There are a multitude of conferences and off-site training courses being held within the next quarter, which will be detailed in the next board meeting. This increase in specialized training will continue to be a priority in the upcoming year.

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.



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Lily Gregg, Interim Executive Director
From: Nicole Lewis, Academy & Educational Outreach Manager
Date: 1/22/2026
Subject: Academy Update

Congrats To Academy 11 Graduates!

On Wednesday, December 31st, members of the ECC along with family and friends gathered to celebrate the graduation of Academy 11. This milestone marks the completion of classroom training and the beginning of the next chapter as our two graduates transition to the floor alongside their CTOs.

Both graduates demonstrated a strong commitment to the learning process and to their roles as future telecommunicators. They each achieved 100 percent attendance and were consistently early to class, a reflection of their dedication and professionalism.

We are incredibly proud of the growth, teamwork, and perseverance shown throughout Academy 11 and wish our newest graduates continued success as they move into floor training.

Student Awards

GOLDEN Award: Lincoln Graham

Top Graduate: Haley Walker



*Left: Graduate Hailey Walker, Academy & Educational Outreach Manager Nicole Lewis and Graduate Lincoln Graham.
Middle: Interim Executive Director Lily Gregg & Nicole Lewis present Lincoln Graham with his certificate.
Right: Interim Executive Director Lily Gregg & Nicole Lewis present Haley Walker with her certificate*

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



Charlottesville-UVA-Albemarle County Emergency Communications Center



Academy 12 Starts February 9th!

Academy 12 is scheduled to begin on Monday, February 9th with seven new coworkers. Preparations are well underway as we get ready to welcome our next group and support them 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. Thank you to our partner agencies for their continued support of our training program. I am excited to welcome guest speakers who will engage with the class and help introduce them to the many facets of our work.

2025: A Record Year

2025 marked the first year since the formal academy process began in 2022 that we graduated four academies in a single calendar year. This milestone reflects the dedication, teamwork, and shared commitment across the agency to recruit, train, and support new coworkers who are ready to serve our partner agencies and our community. Thank you to everyone whose hard work made this possible.

Involvement with CATEC

I have served on the advisory board for the EMT and CNA program at Charlottesville-Area Technical Education Center (CATEC) for the past three years. This past fall, I had the opportunity to speak with students about how 9-1-1 works and what a career in public safety communications looks like.

The group was highly engaged, asked thoughtful questions, and several students expressed interest in pursuing this career path after graduation. I look forward to continuing to work closely with our public-school partners as we help introduce students to opportunities in public safety communications.

Statewide Training Network

As part of the year-long APCO Registered Public Safety Leader (RPL) program, I completed a service project focused on strengthening communication and collaboration among training programs across Virginia. This work resulted in the creation of a statewide training network that connects training professionals, encourages resource sharing, and increases awareness of training opportunities by hosting bi-monthly Zoom meetings and publishing a monthly newsletter.

By improving communication statewide, agencies are better positioned to increase participation, reduce costs through shared training efforts, and support one another in building strong, sustainable training programs. While my year-long course concludes in three weeks, the effort and work of this network will continue, as it provides ongoing value to CUA911 and to training programs across the Commonwealth.

Note: The RPL program was completed at no cost to the agency, as I was awarded a scholarship covering the full \$1,105 cost.

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Additional Professional Contributions:

During this period, in addition to instructing the academy, I supported operations by covering the floor as needed, most often by providing relief breaks. I also represented CUA911 at the state and national level by serving as a panelist for a wellness-focused session at a national conference. In this role, I emphasized the importance of prioritizing the mental and emotional well-being of telecommunicators and highlighted the work being done at CUA911, along with our peers, to support a healthier and more sustainable workforce. This engagement positioned CUA911 as a respected voice in advancing wellness-centered practices and long-term workforce sustainability within public safety communications.

I further strengthened the agency's training and instructional capacity by completing the 40-hour NENA Instructor Development Course at minimal cost to the agency through my service on the Education Advisory Board. This provided complimentary registration for a course that typically costs \$1,345. This newly developed, 9-1-1-specific program is designed for instructors teaching in a classroom setting and is an intensive, hands-on course grounded in adult learning principles. Completion of the course enhanced my ability to design effective lesson plans, foster meaningful classroom engagement, and deliver high-impact instruction. I also earned Emergency Telecommunicator Course Instructor Certification through the International Academies of Emergency Dispatch. In addition, I authored an article published in NENA's *The Call* magazine highlighting the creation of a statewide PSAP Training Network and the value of cross-agency collaboration, showcasing the strength of partnership and shared commitment among Virginia's public safety communications training professionals.



Together, these efforts directly benefit CUA911 by strengthening internal training programs, improving instructional consistency and quality, supporting recruitment and retention through an emphasis on wellness, and elevating the center's reputation and credibility at the state and national levels. These opportunities also provide meaningful learning and collaboration, and I consistently walk away with new, valuable information, ideas, and best practices that can be brought back and applied within our center.

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



Emergency Management Liaison Reports



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: ECC Management Board

From: Holden Shepard, Regional Emergency Management Liaison

Date: 28 January 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:

- Consultant recommended at the last ECC Board Meeting has been engaged, and we are working on a Statement of Work and cost estimate.

CERT:

- Draft syllabus generated, additional instructors being identified by partners in the County.
- Once locations are identified that can host, we will begin hosting the Level I offerings.
- Expecting to allocate larger portion of EM budget to CERT equipment, since all of it was removed previously.

Plan Revisions:

- EOP and COOP revision/consolidation continues. Delayed due to real-world events.

LEPC:

- LEPC quarterly meetings continue to be well-attended.
- Major effort currently is to move SARA Tier II report repository to FirstDue, with administrative copies in the LEPC Teams page.

Training and Exercise Calendar:

- This has been implemented on a Veoci dashboard accessible for all jurisdictions. Currently working on putting together a monthly or bimonthly newsletter for LEPC members and other relevant partners.

Other Items of Note:

- Working with CHO on their triennial full-scale exercise in April.
- Finalizing ERG training for all telecommunicators IAW new CALEA requirement.
- Expect to begin working on Veoci build-out once plans are finalized.



Previous Meeting Minutes

Emergency Communications Center Management Board

Regular Meeting Minutes – November 12, 2025 – 9:00am

Location: Albemarle County Office Building, Room 235 – 401 McIntire Rd., Charlottesville, VA 22902

Members Present

<u>Chair</u> Mr. Trevor Henry	<u>Vice Chair</u> Mr. John DeSilva	<u>Secretary</u> Chief Michael Thomas
Chief Chip Walker	Mr. John DeSilva	Col. Sean Reeves
Dr. William Brady (late)	Major Daniel Meehan (late) (Proxy for Chief Michael Kochis)	Mr. Samuel Sanders (late)

Members Absent

Chief Tim Longo		
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Others Present

Ms. Lily Gregg	Mr. Tom Berta	Mr. Holden Shepard
Ms. Lauren Bohdan	Deputy Chief Emily Pelliccia	Mr. John Oprandy
Ms. Abbey Stumpf		

(1) Call to Order

Mr. Henry called the meeting to order at 9:01am.

(2) Roll Call

Ms. Gregg 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 Col. Sean Reeves, to approve the consent agenda as presented (“Previous Meeting Minutes” for August 13, 2025, August 21, 2025, September 8, 2025, October 15, 2025, and October 29). The motion carried on a voice vote.**

(5) Directors Report

Ms. Gregg provided an update on staffing stating that since the last meeting, three PSCOs completed training and were fully released, and two staff members went out on FML. Ms. Gregg indicated she is working internally with staff as well as working with County HR Director Jessica Rice to determine requirements and establish a process for light duty ACPD officers to report to the ECC and cover

radio dispatching. That process can be shared with CPD and UPD if they are also interested in light duty officers reporting to the ECC.

a. Org Chart Update

Ms. Gregg shared the current Org Chart with the Board and walked through proposed changes which include: combining Deputy Director of Support Services and Deputy Director of Information Technology into one position, moving the FOIA Specialist to report to Deputy Director of Support Services, moving the Payroll and Benefits Specialist to report to the Accountant, adjusting the reporting structure for the HR Manager, and removing the Custodian position. Under the Operations branch, changes include: reducing the Operations Manager from two FTEs to one, converting two PSC Lead positions to PSCO positions, adding a QAQI Specialist position reporting to the Performance Improvement and Accreditation Supervisor, and showing the Behavioral Health Liaison as reporting to the Deputy Director of Operations. In total, the new org chart reduces the total FTE count from 71 to 69. Ms. Gregg indicated she would be working with County HR to review any positions with reporting structure changes and update job descriptions as needed. County HR would also be providing input on the ECC HR position since that role will work closely with the County. Board members expressed concern about the reporting structure for the HR Manager and a desire to fully review the scope and structure of that position.

Mr. John DeSilva made motion, seconded by Col. Sean Reeves, to accept the proposed Org Chart as presented with the exception of the reporting line of the HR Manager position. The motion carried on voice vote.

b. Public Safety Software Update

Tyler Technologies recently presented Ms. Gregg with a proposal for migrating from MSP Records to their Enterprise platform. This migration would include Report Writing, Enterprise Jail Management System, Civil Process, ECrash, and Data Archive. The proposal includes two options, Cloud hosted, or on premises. Ms. Gregg recommended remaining on prem for the time being since ECC infrastructure was just upgraded and can accommodate this software. Ms. Gregg indicated she planned to include this upgrade in FY27 budget planning, and that the timeline for implementation would be around 18 months. Ms. Gregg asked the Board for guidance on whether to continue to pursue this upgrade, or a full replacement for the Public Safety Software system. The Board instructed Ms. Gregg to work with the Public Safety Software user group to review the proposal and demos to provide a recommendation. Chiefs will provide names of additional staff to participate in those conversations as needed. One final note provided by Ms. Gregg was the large increase in price for the Jail Management System. Ms. Gregg pointed out to the Board that the Regional Jail has not been a funder for the ECC in the past, but that may be a conversation to have going forward if they choose to remain a part of the regional system.

(6) ECC Bylaws Update

Chair Henry shared that in the August 13th meeting, the Board gave direction the current Executive Director to work on an update to the Bylaws in coordination with the City and County attorneys, and UVA. The Joint Powers Agreement was established in January 1984, which formed this entity, and a few months later bylaws were approved. They have not been updated since then, and as the organization has grown, there is ambiguity around the authority and responsibility of the Executive Director and the way the ECC operates. Chair Henry proposed authorizing Lauren Bohdan to work

with her counterparts in the City and County as well as the Interim Director to update the bylaws and bring them back to the Management Board to review and discuss.

Mr. John DeSilva made motion, seconded by Mr. Samuel Sanders, to authorize County Attorney to work with the City Attorney to update the ECC bylaws. The motion carried on voice vote.

(7) Regional Emergency Management Update

Mr. DeSilva reminded the Board of the Emergency Management Subcommittee that was formed eight or nine years ago prior to the City and County having their own Emergency Management Coordinators. Since that structure has changed, Mr. DeSilva proposed dissolving that subcommittee citing the collaboration and regular check-in meetings happening outside of the structure of the Management Board. Both Ms. Emily Pelliccia and Mr. John Oprandy agreed with Mr. DeSilva's proposal. Mr. Holden Shepard also agreed this change would empower the individual Emergency Managers. Ms. Pelliccia asked how issues related to Emergency Management should be routed to the Management Board, since UVA is the only entity that has EM representation on the Board. A question of expanding the ECC Management Board to include City and County Emergency Managers was brought up, but Ms. Bohdan indicated that it would require taking the Joint Powers Agreement back to the localities and the University to be updated, which can be done, but it would just be a heavier lift. Ms. Bohdan recommended starting with the bylaws since the Board has the authority to update and vote on changing those much more quickly, and updates to the Joint Powers Agreement can be looked at in the future. For now, City and County Emergency Managers have direct report representation on the Board and that is how EM issues should be routed.

Mr. John DeSilva made motion, seconded by Colonel Sean Reeves, to dissolve the Emergency Management Steering Subcommittee of the ECC Management Board. The motion carried on voice vote.

(8) Regional Emergency Public Communications and Alerting

Mr. DeSilva shared that the public communications and alerting, CUA911 Alerts, is sent by the ECC at the direction of the City and the County. Consistent protocols, procedures and message templating need to be established and trained on. Mr. DeSilva shared information about a consultant subject matter expert used by UVA that he recommends to help the ECC and the region with this work. Ms. Emily Pelliccia agreed an assessment and recommendations on how to move forward to get emergency messages out more expeditiously is a need. Mr. DeSilva estimated a cost between \$5,000.00 and \$10,000.00 would be anticipated. Mr. Oprandy added the clarity and consistency of messages received by the public this would provide would be very impactful. Ms. Abbey Stumpf reiterated that emergency alerting is often a topic for improvement in After Action Reports and a consultant would be helpful to move that issue forward. Mr. DeSilva asked how the procurement process would work for the ECC. Ms. Gregg indicated they could contract with a consultant without the need of an RFP depending on the cost threshold. Because the ECC currently holds the Emergency Alert contract for the region, it would follow that the ECC would also contract with the consultant. Ms. Pelliccia asked if UVA could share the scope of work provided to them by this consultant. In discussing the scope needed, Ms. Gregg shared a procedure has already been developed by the Dispatch Review Committee which could be a good place for the consultant to start. Mr. Berta shared from the ECC perspective there seems to be a lot of inconsistency in when

Emergency Alerts are requested from the City and the County. Board is in support of scoping and moving forward with this project. It would only need to come back to the Board if additional funding is requested.

(9) Closed Session

At 9:59am, **Chief Thomas made motion, seconded by Dr. Bill 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 matters:**

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, 8, and 29, to discuss and consider a proposed contract between Olivia Hwang Strategies 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 same.

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.

Certify Closed Session

At 10:22am, **Chief Thomas made motion, seconded by Dr. Brady, 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 – Thomas: Aye; Walker: Aye; Brady: Aye; Sanders Aye; Henry: Aye; Meehan: Aye; Reeves: Aye; DeSilva: Aye.**

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

Chair Henry asked Ms. Gregg to remind the Board of their next scheduled meeting. The next meeting would be February 11th, 2026 if the quarterly cadence is continued. The Board discussed a desire to schedule meetings for 2026 every other month. The next meeting will be December 18th at 1:00 pm.

(11) Adjourn

With no further business to come before the Board, the meeting was adjourned at 10:29am.

Emergency Communications Center Management Board

Special Meeting

Meeting Minutes – December 18th, 2025 – 1:30pm

Location: 2306 Ivy Road, Charlottesville, Virginia 22903

Members Present

Chair Mr. Trevor Henry	Vice Chair	Secretary Mr. Samuel Sanders
Chief Michael Thomas	Mr. John DeSilva	Col. Sean Reeves
Chief Chip Walker	Major Daniel Meehan (Proxy for Chief Michael Kochis)	Dr. Bill Brady

Members Absent

Chief Tim Longo		
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Others Present

Ms. Lily Gregg	Ms. Lauren Bohdan	Ms. Sadé Stanton
Mr. Tom Berta		

(1) Call to Order

Mr. Henry called the meeting to order at 1:31pm. Ms. Gregg recorded the minutes. Ms. Stanton completed roll call and confirmed a quorum of members was present.

(2) Director's Report

a. Radio Encryption

Ms. Gregg provided an update to the Board on the radio encryption project. A purchase order is in place to have radio reprogramming completed, and testing is underway to understand how the system will work when some radios have encrypted channels, and some do not. The ECC is looking for direction on how to proceed during that interim period and Ms. Gregg provided three options to consider. The first option would utilize the A/B/C toggle switch, the second would utilize the concentric switch which is currently used for scanning, and the third is to add the clear zone under a menu option. The first two options would require a second touch to return to the original functionality. Ms. Gregg shared the interim period is anticipated to take between six weeks and two months to complete. All radios on the system will need to be reprogrammed and all channels will be encrypted except for some interoperability channels, MedCom, and talk around. Ms. Gregg also confirmed the plan is still to prioritize completing Law Enforcement radios first. Since this discussion is more technical, Chair Henry suggested Board members appoint technical subject matter experts and Ms. Gregg will schedule a meeting to review the options and decide how to proceed.

b. FY27 Budget Preview

Ms. Gregg informed the Board she had prepared an initial draft of the ECC FY27 budget that she planned to send to members of the Budget and Finance Subcommittee of the Board. The preview provided to the Board showed a 4.7% increase over FY26. Changes are anticipated, including health insurance costs, and fluctuations in salaries. Mr. DeSilva asked if the public safety pay scale had undergone another market study. Ms. Gregg indicated it had not but would work with County HR to get that completed. Members of the Board shared from the perspectives of their localities, budgets for the next two fiscal years are pretty constrained. Chair Henry stated that from a Board perspective, the focus for the ECC next year should be stabilization. In looking at projections for FY28 and FY29, closing the P25 project will create a significant jump in the budget as items become operationalized. Ms. Gregg indicated those projections would be shared. Mr. DeSilva asked if there was an update on the ECC gaining use of UPDs modular trailer, and if there would be any budgetary impacts to moving into that space. Ms. Gregg shared that she has been working with the UVA real estate office to update the current lease to include the modular trailer. Once that is finalized, the City space downtown currently being leased will be vacated and equipment and fiber will be moved to the modular trailer. No budget impacts are expected. There is no plan currently for the white building next door, however Ms. Gregg reminded the Board their plans for a future building and renovation would include that space.

c. Staffing Update

Ms. Gregg informed the Board that a lite duty ACPD officer started training on radio dispatch that day. Since providing the last staffing update to the Board, five additional employees completed training. The current vacancy rate for fully trained staff is now 32%, which is a 10% decrease from initial reports. Ms. Gregg indicated that if these vacancy rates remain stable through the end of February, the increased incentive pay will be stepped down. Interviews were held this week for the next Academy beginning February 9. For this Academy there are seats to hire as many as nine candidates, which would include filling the three over-hire positions. Chair Henry asked what the current washout rate is, and Ms. Gregg shared that it is often close to 50%. Exit interviews indicate the reasons for leaving are often stress related. Mr. Berta shared the national retention rate is around 30%. Chair Henry suggested hiring beyond the overhire number and asked how many can be accommodated per training class. Ms. Gregg shared that many factors go into how many recruits can be hired at once including availability and burnout of CTOs and space on the Operations floor. The ideal number per academy is 6-8 with up to four academies a year. Mr. Berta shared some other challenges currently being worked on including updating outdated policies and consolidating years' worth of email directives. Col. Reeves asked if policies are reviewed during accreditation and if outdated policies are flagged during that process. Mr. Berta shared that accreditation standards are used as the basis for policies, and if email directives are used to supplement outdated policies, that can be used to check the box for accreditation. Chair Henry stated that the Board would be supportive of expanding the budgeted number of overhire positions so that staffing can be maintained with such a large turnover rate. Mr. Sanders asked if retirement eligibility is being tracked. Chair Henry offered County HR to run that report for the ECC and shared that 53% of all local government staff have been there less than five years.

(3) Closed Session

At 2:02 pm, Chief Thomas made motion, seconded by Mr. Sanders, 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, 8, and 29, to discuss and consider a proposed contract between Olivia Hwang Strategies 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 same.

The motion carried unanimously on a voice vote.

a. Certification of closed session

At 2:09 pm, Chief Thomas made motion, seconded by Dr. Brady, to certify that, to the best of his knowledge, only public business matters lawfully exempted from open meeting requirements under this chapter and only such public business matters as were identified in the closed meeting motion were heard, discussed, or considered in the closed meeting. The motion carried on a roll call vote: *Chief Michael Thomas – yes; Chief Chip Walker – yes; Mr. Sam Sanders – yes; Mr. Trevor Henry – yes; Major Daniel Meehan – yes; Col. Sean Reeves – yes; Mr. John DeSilva – yes.*

(4) Next Meeting

Ms. Gregg would like to set meeting dates for the rest of the year to get them on the calendar. The Board would like to move forward with every other month as the frequency. The next meeting will be February 11 at 9:00 am and the second Wednesday every other month after that. Since that will be the first meeting of the year, Ms. Bohdan suggested adopting the schedule at that time.

Col. Reeves shared that the Albemarle County Police Foundation will be providing meals to the ECC for the Christmas holiday and invited others to contribute to the New Year holiday.

Chair Reeves provided an update on the search for the next ACFR Chief which will be announced at the January Board of Supervisors meeting.

(5) Adjourn

The meeting was adjourned at 2:16 pm.