

ECC Management Board Meeting Packet – 4/8/2026



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 1 2026 / April 2025 – March 2026
NOTE: MARCH 2026 DATA INCOMPLETE

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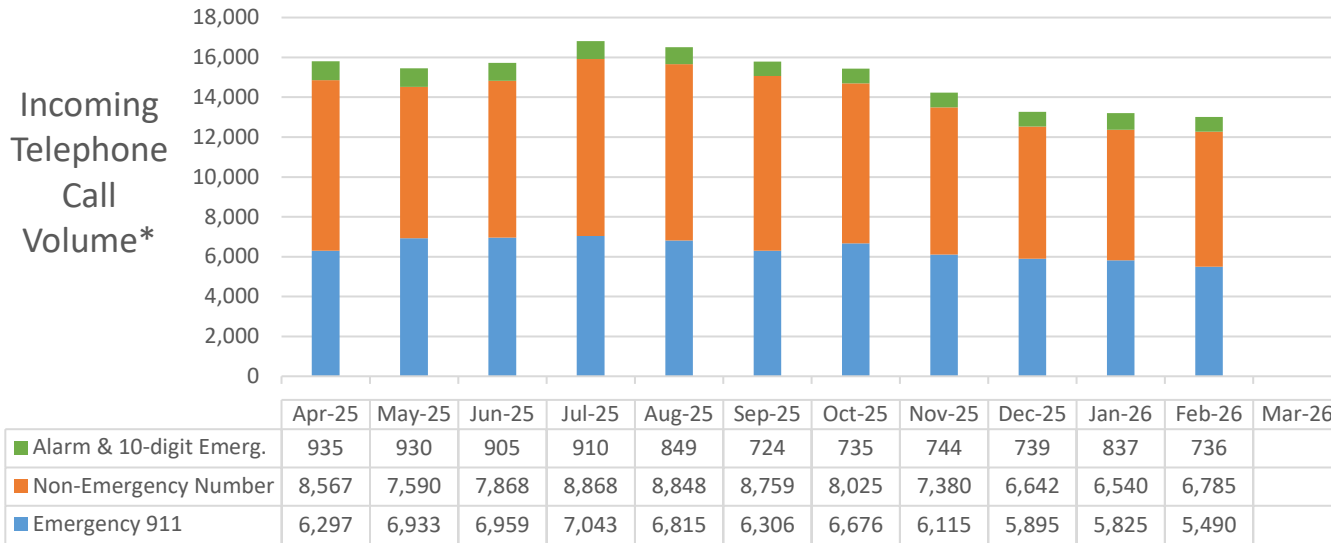
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About This Report

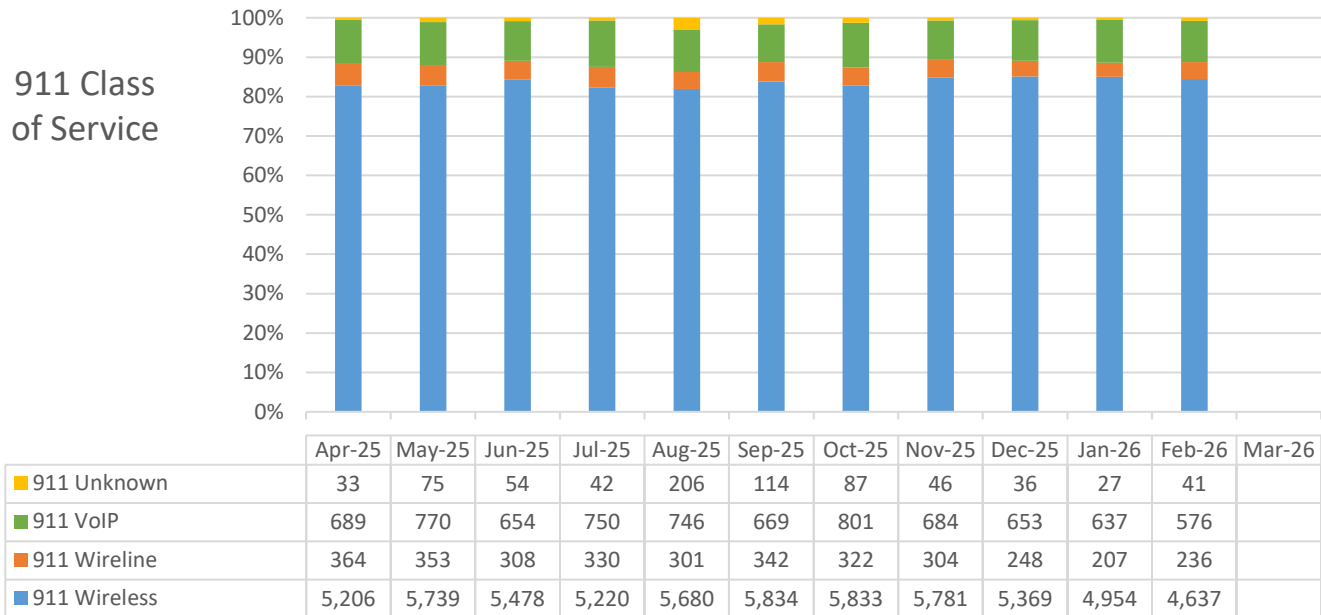
This report was developed to provide an ongoing summary of the workload activity and operations of the Charlottesville-UVA-Albemarle County Emergency Communications Center in serving residents, businesses, visitors, students, police, and fire/rescue agencies. It is continually being modified and improved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

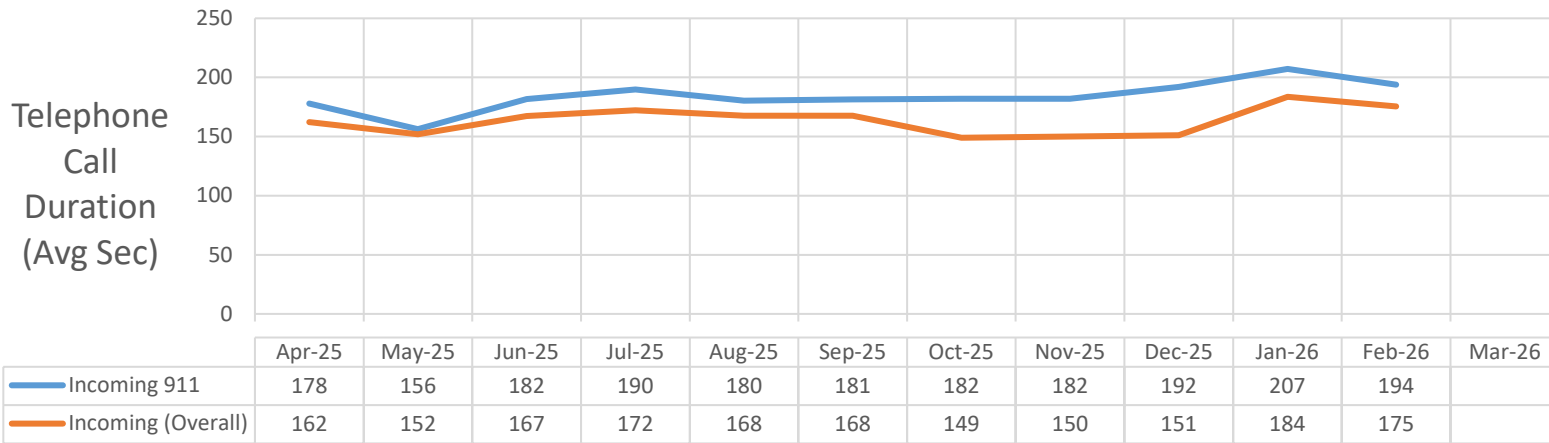
Q2 2024: As the agency has expanded, this report has evolved to reflect the most relevant and applicable data associated with the agency's pursuit of excellence and continuous improvement. In this and subsequent Productivity Reports, the Agency Status area will reflect information and updates on current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

Telephone System Statistics

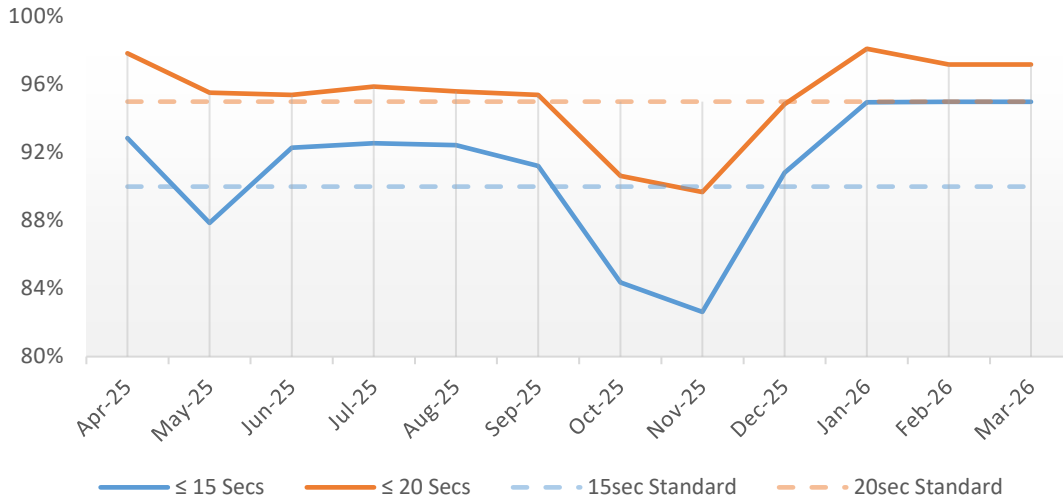


*Includes calls that disconnected from queue before being answered.



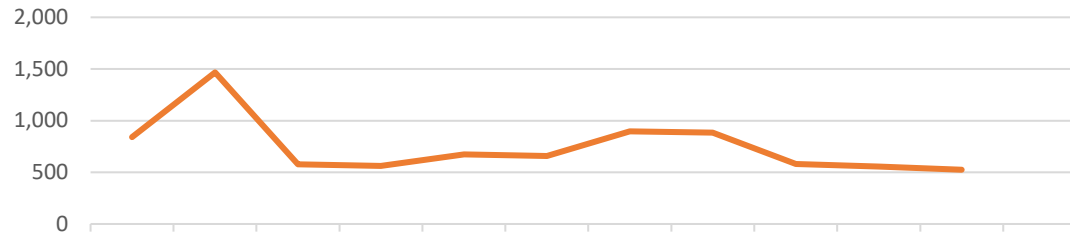


911 Call Answer Times



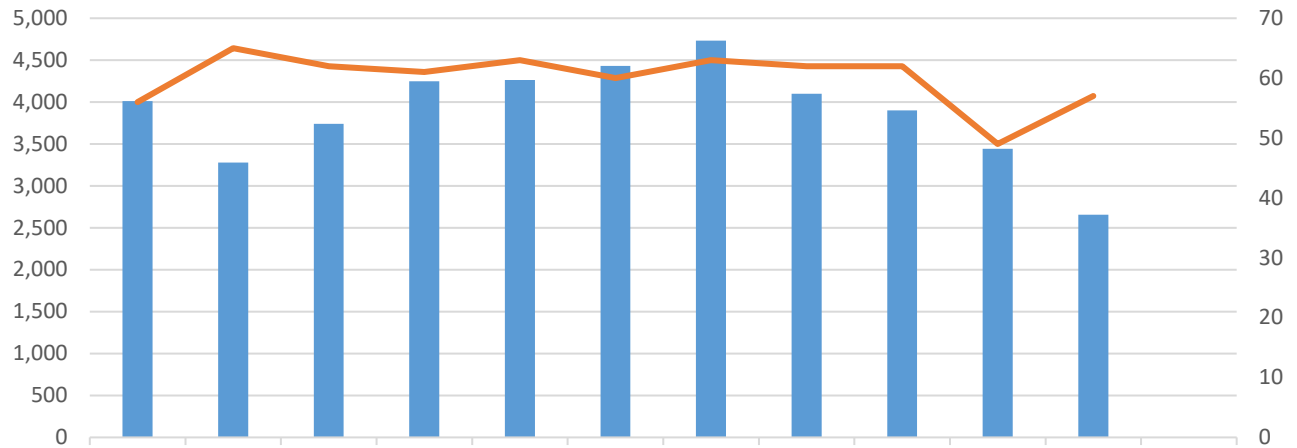
Standard	Met	Comments
<p>Ninety percent of all 9-1-1 calls arriving at the PSAP SHALL be answered within fifteen seconds.</p> <p><i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i></p>		<p>The ECC consistently meets and exceeds this standard, answering 92-98% of all 9-1-1 calls within fifteen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

911 Calls Abandoned Before Answer



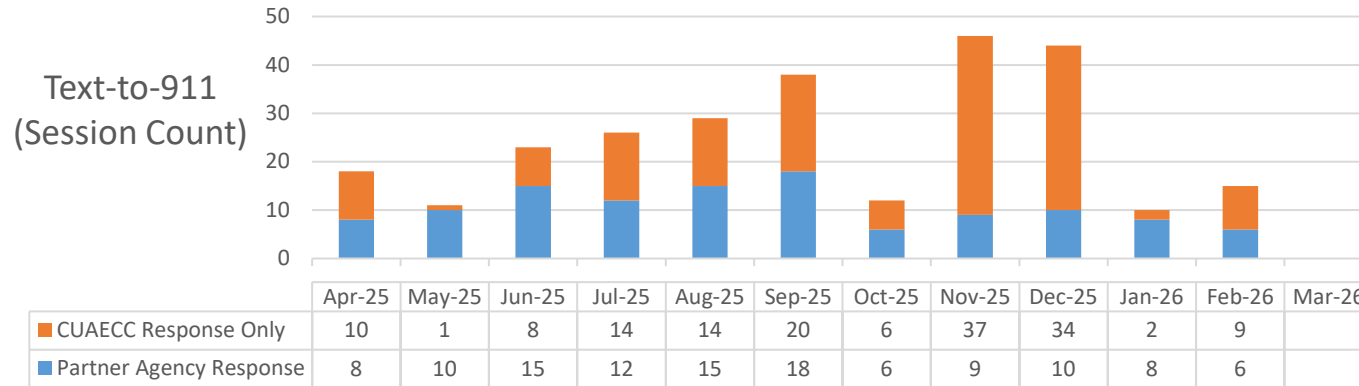
	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
911 calls abandoned before answer	842	1,467	576	561	674	658	896	885	581	557	525	

Outbound Call Volume and Duration

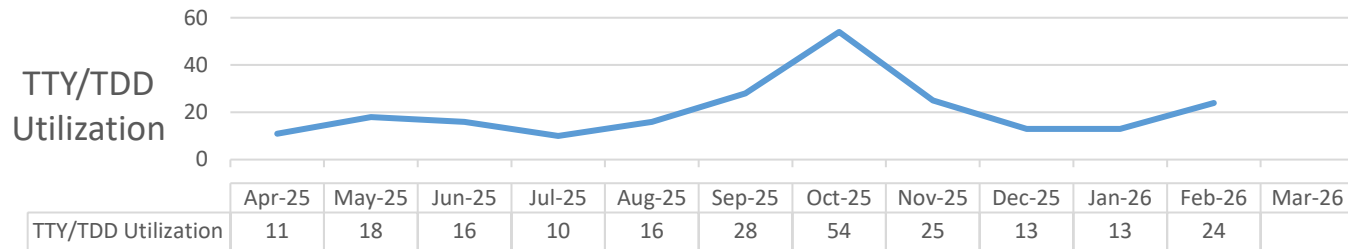


	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Outbound Call Count	4,011	3,278	3,742	4,247	4,262	4,432	4,733	4,100	3,901	3,443	2,658	
Outbound Call Average Duration	56	65	62	61	63	60	63	62	62	49	57	

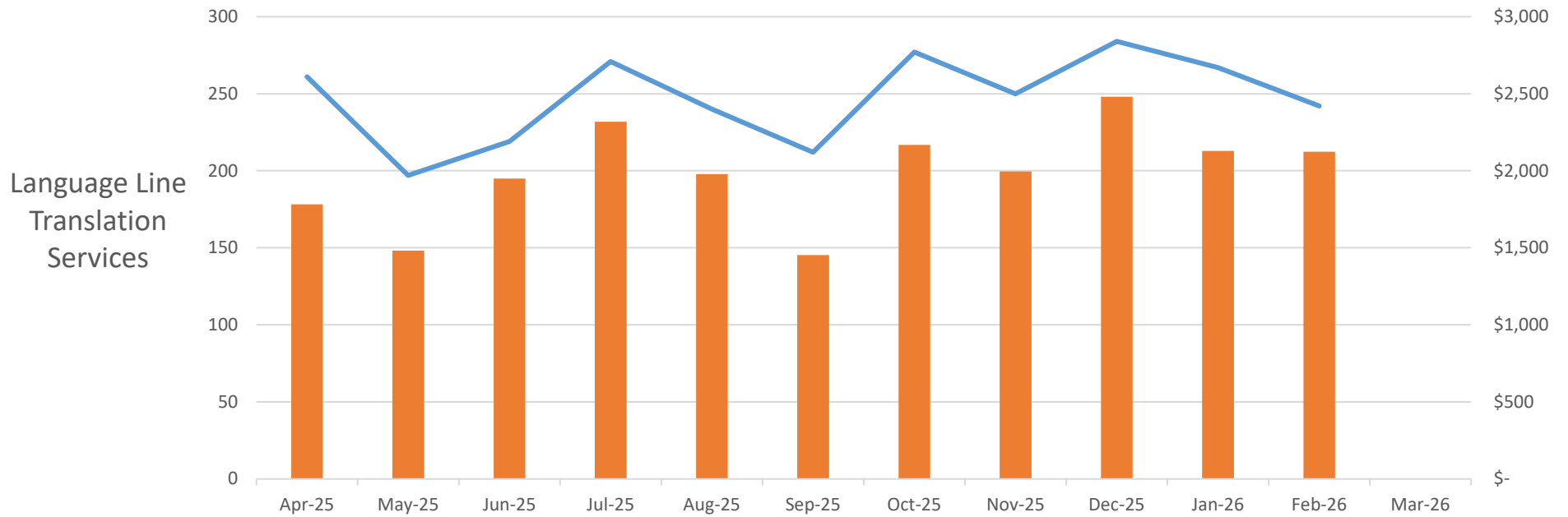
Alternative Communications Statistics



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.

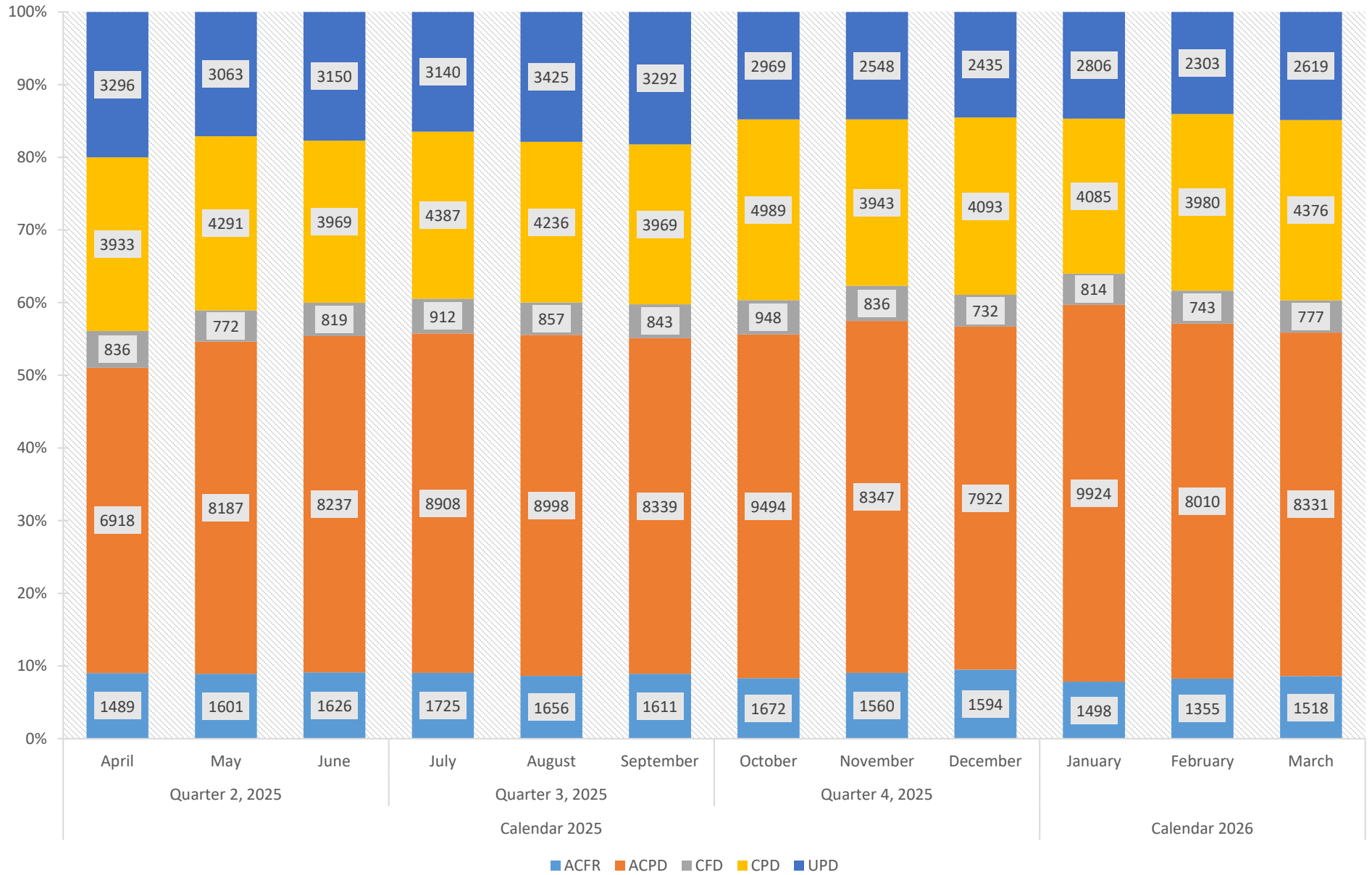


Includes Tests and Open Line Challenges

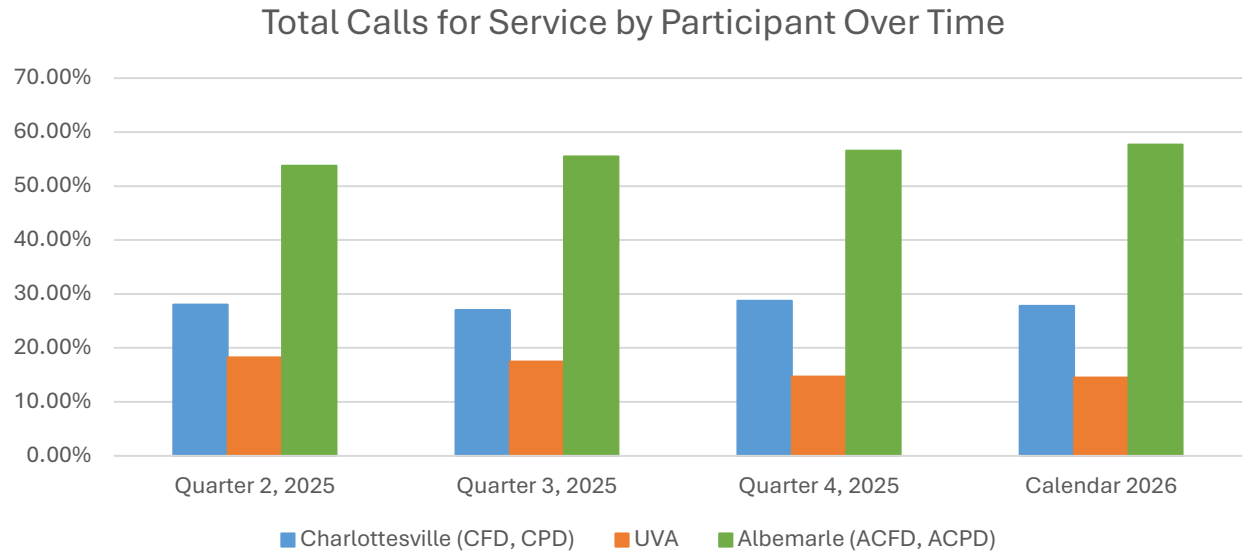
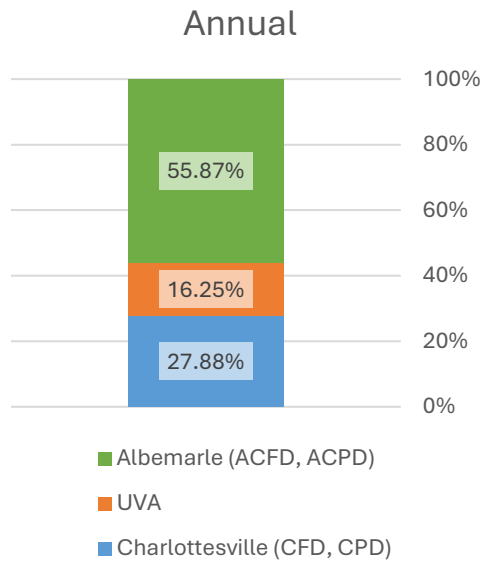


	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Language Line Charges	\$1,782	\$1,483	\$1,950	\$2,319	\$1,979	\$1,453	\$2,168	\$1,996	\$2,481	\$2,128	\$2,124	
Total Calls	261	197	219	271	240	212	277	250	284	267	242	

Response Statistics



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



Participant	Q2 2025*	Q3 2025*	Q4 2025*	Q1 2026*	Overall^
Charlottesville (CFD, CPD)	14,620 (28.01%)	15,204 (27.01%)	15,541 (28.74%)	14,775 (27.80%)	60,140 (27.88%)
UVA (UPD)	9,509 (18.22%)	9,857 (17.51%)	7,952 (14.70%)	7,758 (14.54%)	35,046 (16.25%)
Albemarle (ACFR, ACPD)	28,058 (53.76%)	31,237 (55.49%)	30,589 (56.56%)	30,636 (57.65%)	120,520 (55.87%)

*Percentages displayed are calls per participant per quarter

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

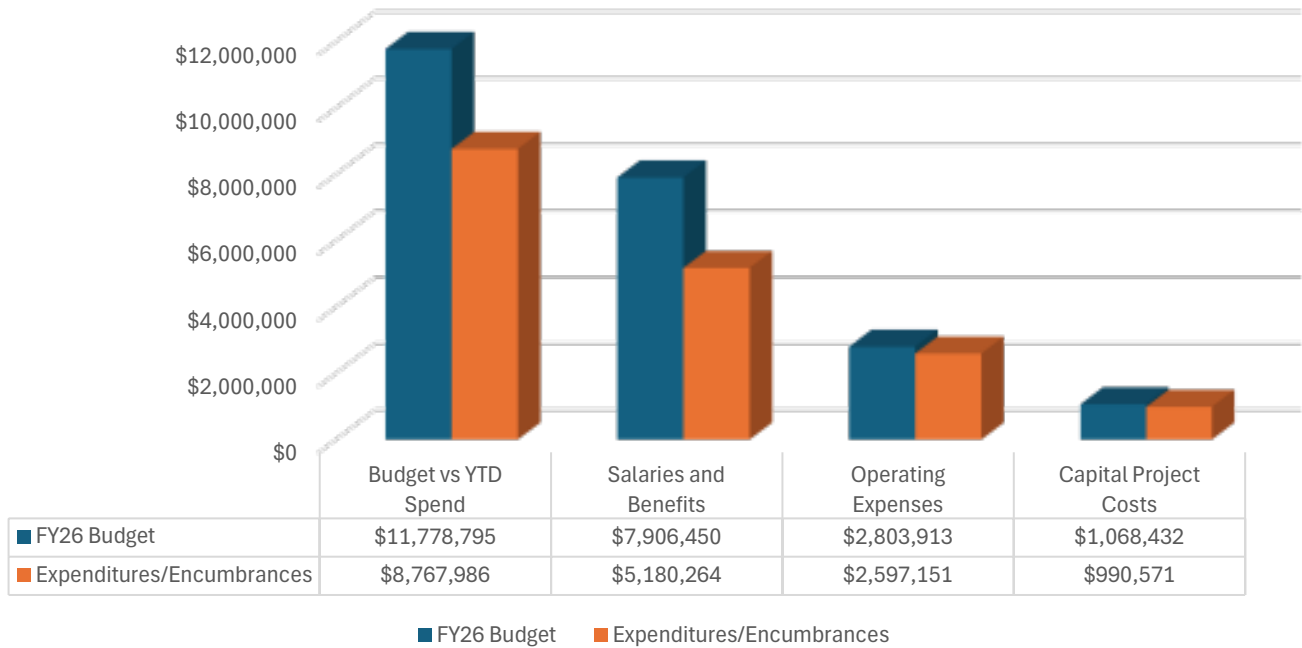
Agency Status

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). Dec 25 through Feb 2026</i> <i>ACE: ≥ 95% ideal</i> Medical: 97.75% ideal Fire: 91.37% ideal Police: 99.13% ideal Protocol Compliance – In Progress <i>Tracking since January 2022. Dec 25 through Feb 26</i> Partial Compliance: 7.22% (ACE: ≤10%) Low Compliance: 4.06% (ACE: ≤10%) Non-Compliance: 9.02% (ACE: ≤7%) High and Compliant Cases: 79.70% 										
PowerEngage Statistics	VCIN Operations										
<ul style="list-style-type: none"> Survey Response Rate Q1 2026 (partial, Jan/Feb Only) 28.28%: 5,505 responses of 1,557 sent Citizen Positive Satisfaction Score 97.40% <div data-bbox="273 1071 924 1380"> <p>Sentiment Summary via automated keyword detection</p> <table border="1"> <caption>Sentiment Summary Data</caption> <thead> <tr> <th>Sentiment</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Positive</td> <td>77%</td> </tr> <tr> <td>Mixed</td> <td>10%</td> </tr> <tr> <td>Neutral</td> <td>9%</td> </tr> <tr> <td>Negative</td> <td>4%</td> </tr> </tbody> </table> </div>	Sentiment	Percentage	Positive	77%	Mixed	10%	Neutral	9%	Negative	4%	<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 55 Active VCIN/NCIC Certifications 10 administrative, 45 frontline coworkers
Sentiment	Percentage										
Positive	77%										
Mixed	10%										
Neutral	9%										
Negative	4%										

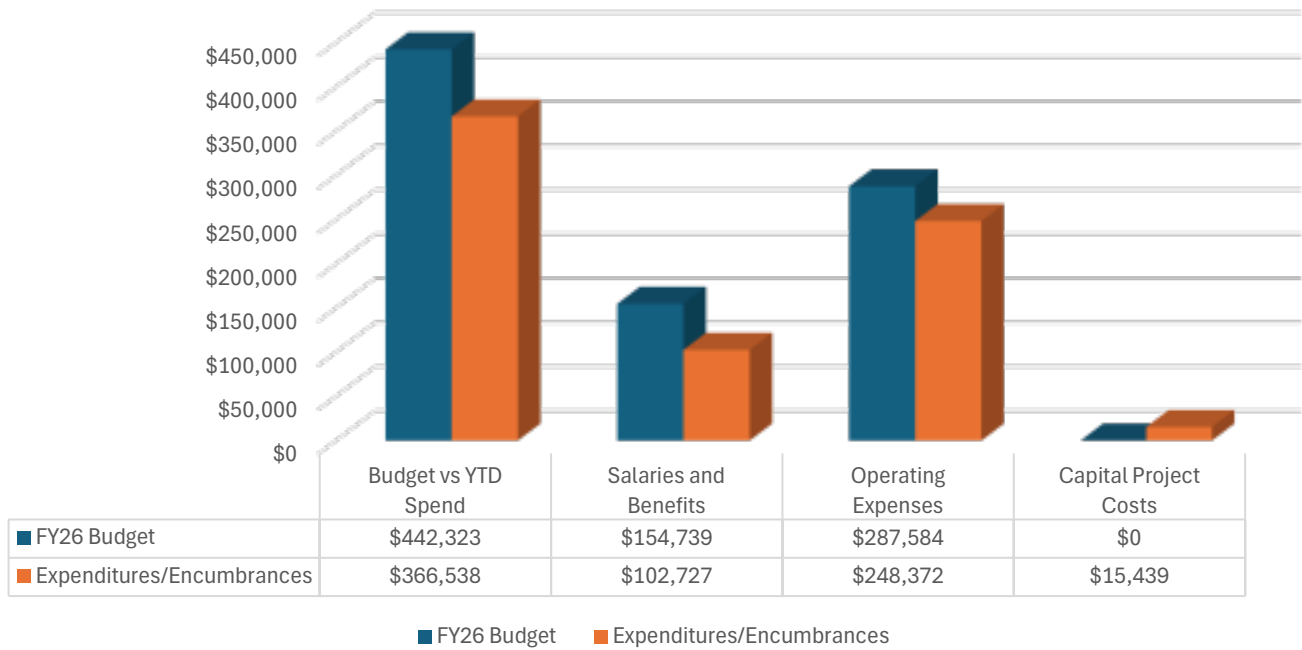


Finance and Budget Reports

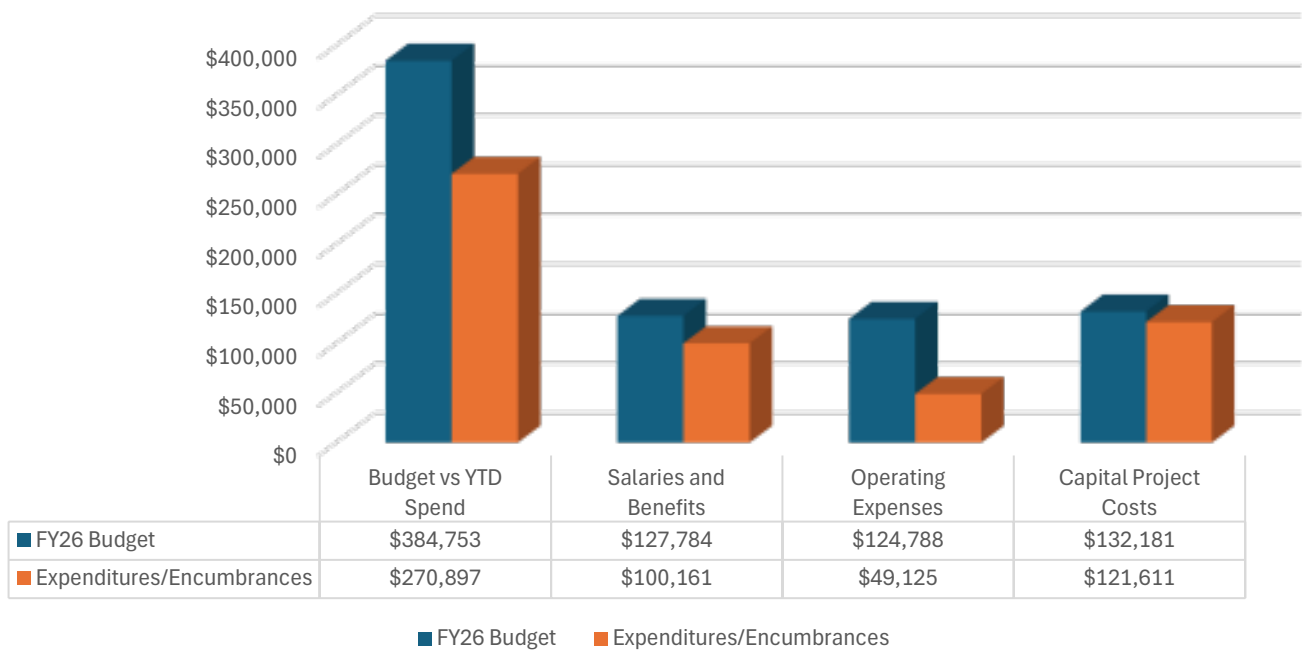
ECC Operations Budget



Emergency Management Budget



800 MHz Communications Budget



Salaries and Benefits Projections

Based on actual spend July 2025-March 2026, average spend per month and average spend per pay period were used to project fiscal year-end salaries and benefits. Both views indicate there is sufficient funding to cover the custodian fees and the current increase in incentive pay. Beginning May 2, incentive pay will be reduced from \$15.00/hr to \$10.00/hr based on improved staffing and a reduction in required overtime.

Salaries and Benefits Jul 2025-Mar 2026					Projected Balanced Based on Average per Month			Projected Balanced Based on Average per Pay Period		
Dept	Budget	Actual	Remaining	% Spent	Average	Projected Spend	Balance	Average	Projected Spend	Balance
32110	\$ 7,906,450.00	\$ 5,180,264.00	\$ 2,726,186.00	65.52%	\$ 575,584.89	\$ 6,907,018.67	\$ 999,431.33	\$ 280,014.27	\$ 7,280,371.03	\$ 626,078.97
32120	\$ 154,739.00	\$ 102,727.00	\$ 52,012.00	66.39%	\$ 11,414.11	\$ 136,969.33	\$ 17,769.67	\$ 5,552.81	\$ 144,373.08	\$ 10,365.92
32130	\$ 127,784.00	\$ 100,161.00	\$ 27,623.00	78.38%	\$ 11,129.00	\$ 133,548.00	\$ (5,764.00)	\$ 5,414.11	\$ 140,766.81	\$ (12,982.81)
Totals	\$ 8,188,973.00	\$ 5,383,152.00	\$ 2,805,821.00	65.74%	\$ 598,128.00	\$ 7,177,536.00	\$ 1,011,437.00	\$ 290,981.19	\$ 7,565,510.92	\$ 623,462.08



Personnel Reports

Staffing Report

The ECCs current overall vacancy rate is 20%, up from 16% as of the last report, equivalent to 14.2 FTEs. Vacant FTEs for Operations increased from 6.2 as of the last report to 10.2. This includes one internal transfer to another position, one Academy recruit no-show, one resignation, and one separation. Recruitment for the next PSCO Academy is ongoing with a planned start date of May 18.

	Authorized	Actual	Vacant	% Vacant
Operations	51	40.8	10.2	20%
Public Safety Communications Officers*	45	36.8	8.2	18%
<i>PSCO I</i>		14		
<i>PSCO II</i>		9.1		
<i>PSCO III</i>		13.7		
Public Safety Communications Supervisor	6	4	2	33%
Administration and Support	20	16	4	20%
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	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	56.8	14.2	20%

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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, Interim Executive Director

From: Todd Richardson, Senior FOIA Specialist

RE: FOIA and Research Counts

Date: April 1st, 2026

FOIA and Affiliated Agency Researches – January, 2026 through March, 2026

Completed 86 FOIA requests with an average time of 40.4 minutes to complete. Seven-day extension was used on three FOIA's due to the volume of records that needed to be pulled.

There were three FOIA's that were not completed.

- One request was declined due to an outstanding invoice from November of last year. Contact was made with requestor and explained that payment would need to be made before work could be done on any more requests.
- Another subject made two requests that did not have enough information in the requests to do a records search. E-mail was sent requesting more information and never heard back from the subject.

Completed 177 researches for affiliated agencies with an average completion time of 55.2 minutes per request.

Respectfully,

Todd Richardson, ENP
Senior FOIA Specialist

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



Charlottesville, UVA, Albemarle Emergency Communications Center

Operations Update

Prepared for Lily Gregg, Interim Executive Director by Berta, Operations Manager
April 2, 2026

STAFFING UPDATES

Each shift is fully staffed at or slightly above minimums. We can tier back incentive pay effective May 1, 2026. We expect to be able to eliminate it as a few more coworkers wrap up training by mid-summer, potentially earlier. We have had the opportunity to afford more than one coworker a day off from the same shift without posted overtime.

Over the last two months, we've seen the trend shift towards call outs being the highest contributor to necessary overtime.

There are several large-scale events, impacting most or all regional partners, that we have or will upstaff for:

- Civil demonstrations
- Selective enforcement events
- LE taskforce events
- Tom Tom Festival
- Luke Combs Concert
- UVA Graduation
- NCAA Men's Lacrosse Tournament

One separation of employment of a probationary employee based on repeated policy violations

One resignation citing medical necessity

RECRUITMENT

For May 18, 2026, onboarding:

- 78 applicants, 27 engaging in CritiCall, 20 engaging in phone interviews, 13 offered in-person interviews.
- A few phone interviews are still outstanding, based on candidate availability
- In-person interviews scheduled for April 9 & 10.
- With HR's help we were able to adjust our questions to be more appropriate to the nature of the work and be more culturally competent

We are welcoming back a former coworker on May 4th. We anticipate her return to require minimal training, as she's only been gone for 2 years, but has maintained employment elsewhere as a PSCO. She will resume as a PSCO III.

2306 Ivy Road · Charlottesville, VA 22903 · (434) 970-1098 · Fax (434) 971-1767
"A CALEA Nationally Accredited Communications Center"

POLICY/PROCEDURE UPDATES

“Communication with Field Units” (radio/dispatching) has undergone extensive peer review and multiple revisions. It is in its final phase of approval with the supervisor group once again. We expect a draft ready for adoption by April 16, 2026.

I elected not to disseminate the “Call-Taking” drafts and instead focus on collaboration of the “Communication with Field Units.” Peer review will begin once the “Communication with Field Units” policy is adopted.

As we worked through policy development and improvement, it became quickly apparent that not everything needed to be policy per se, but rather a “how to” or procedure. We pivoted to developing a training manual. That then evolved into a coworker manual, or reference guide. All levels of the operations have been contributing. The vision is for it to include steps and processes in one central place. We are working to have it available digitally at each console in an easy to navigate format that doesn’t require scrolling through 100s of pages of policy, email, or procedure.

We’ve also developed and implemented several workflows to streamline processes related to feedback, QA appeals, and requests for training. This fully digitizes the processes and allows for transparency and accountability that is more easily tracked.

EXTERNAL FEEDBACK

13 inquiries were opened based on external feedback since the beginning of February 2026. 9 were from the community, 4 were from external partners.

Community feedback:

- 1 opportunity for community engagement
- 1 resulting in commendation
- 6 feedback for partner agency and passed along
- 1 requesting follow up from a partner agency

External Partner Agency Feedback:

- 2 related to large winter storm and call processing
- 1 was technology challenge - resolved
- 1 addressing error that resulted in corrective action

INTERNAL FEEDBACK

A few weeks ago, we kicked off “Friday Hero Board” (as picked by the shifts) where members of the management team highlight shout outs from coworkers and external feedback received. Our QA/QI team also highlights excellence as they review calls that we may have otherwise missed. It’s a small gesture that has gone a long way in improving morale and helped coworkers feel more recognized for the excellent work they do day-in and day-out.



Training Program Reports

To: Lily Gregg, Acting Executive Director
From: Brock Simpson, PLDM
Date: March 30, 2026
Subject: Professional Learning and Development Update

This has been a slower quarter for training due to a rough winter that delayed or cancelled many outside training opportunities. Floor training has continued as scheduled, with several successful promotions and training releases. Developmental training continues, as well as updating of all recertifications within the center.

From February 1st, 2025, through March 30th, 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 only 106 hours of Call Taking training, which resulted in two call-takers being released within this period. The low amount of call taker training is a testament to the superb quality of education that trainees receive in the classroom and pod training. The two trainees were very well prepared and needed only finishing touches after graduating from the classroom, which resulted in a very quick release from training. These trainees were not simply pushed out of training either. It has been clear that they were very capable call takers, as each of them averaged over 90% QA compliance levels in their mentoring phase, and have held those compliance levels throughout their time as released employees. Both new call takers currently rank within the top 5 employees in the center, with most of their calls scored as High Compliant, which shows they have no errors within their calls. This continues a trend that we have seen in the last 3 training cycles - trainees are well-prepared and excited to learn upon classroom graduation, and it continues in to floor training with our CTOs providing excellent teaching and mentoring.

In the absence of call-taking training, we have been able to focus on progressing our current employees into radio training. CTOs have logged 632 hours of Police Dispatch training which will result in two fully released police dispatchers within the upcoming week. In addition, there are currently two other police radio trainees who are progressing well and should be released within the upcoming month. CTOs have also completed 290 hours of Fire-Rescue Training resulting in one fully released fire dispatcher within the upcoming week. In total, there are 4 police dispatch trainees and 1 fire-rescue dispatchers in training with a CTO, and all are progressing normally. Within the next few weeks, we will be adding 2 more police dispatch trainees, as well as 4 call taker 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. Six employees attended Basic Communications at Central Shenandoah Criminal Justice Academy in early February to fulfill DCJS requirements, all of which successfully passed the course. remain compliant with DCJS.

The Basic Communications course is already scheduled for the future, with six center employees attending in June, and another six in October, which will result in all employees attaining the DCJS certification within their first year of employment. We have had one employee express interest in becoming a CTO and a shift designee, and she is currently undergoing training for both certifications, both of which are major steps in her career development.

In addition, we continue to promote a culture of continuous learning by sharing professional development opportunities through our monthly newsletter and internal communications. A training manual that defines the training program and brings CTOs into uniformity is very close to completion which will help create a uniform training program for the first time in ECC history. The manual should have the final polishing completed and ready to roll out before a CTO meeting on April 22nd. These efforts ensure that all team members have access to relevant resources that support their own professional development. We have had one employee express interest in becoming a CTO and a shift designee, and she is currently undergoing training for both certifications, both of which are major steps in her career development.

A new shift training contest was launched on March 1st, with the aim of engaging employees in training opportunities and co-workers' recognition. It was noticed over time that employees were hesitant to show interest in training opportunities, career development, and completing required CDEs without prompting and monitoring. Along the same lines, recognition of great work and accomplishments has been virtually non-existent as most employees focus on their own duties in the center. The contest assigns points for each training a person completes, with outside training like conferences or off-site courses attaining a higher score. It also assigns points for commendations, shout-outs, awards like Lifesaver or ECC Annual Awards, and other recognitions. These points are recorded for both individuals and the shift, with winners for each announced on December 31st. The shift and highest-scoring individual will both receive rewards that have not been defined yet. The launch of this contest was immensely popular and has achieved a high level of engagement that has sustained through the initial novelty of the contest launch. In the month since launching the contest, we have totaled: 4 registrations for ENP certification, 6 training requests for outside training, over 300 prior online courses completed, 200 IAED CDE courses completed, and almost a dozen peer recognitions and shout-outs completed. To give a sense of the level of engagement – most completed courses count for 2-4 points each and all the shifts have combined to total 1707 points. I aim to keep this momentum rolling by adding Pryor courses to each employee's account on a regular basis, distributing quick training and quizzes, and advertising upcoming training opportunities in several different mediums.

Off-site training such as conferences was low for this quarter, as noted before in this document. This resulted from winter weather along with it already being a lighter schedule for these types of training. Two employees were initially scheduled to attend the Denise Amber Lee conference, which ended up cancelled due to an ice storm. That conference was rescheduled for July, so those two employees will still be able to attend then. Many other training courses were attended in this quarter including: NENA 911 Supervisor, NENA CTO, APCO Tactical Dispatching, NTOA Crisis Negotiations, Comprehensive Policy Writing, and a NENA Educational Advisory Board meeting, among others. 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 different training courses being held within the next quarter, including three conferences, several professional certification courses, and possibly a training in-service. The late spring and summer are prime conference and focused training seasons, and we are committed to participating in many of them. 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.

To: Lily Gregg, Interim Executive Director

From: Nicole Lewis, Academy & Educational Outreach Manager

Date: 4/1/2026

Subject: Academy Update

Academy 12 is in Full Swing!

Academy 12 began on February 9 and has been moving at a steady, full pace ever since. Over the past several weeks, the group has put in a tremendous amount of work, and it shows. They've earned their ETC, EMD, EFD, and EPD certifications, completed CPR and VCIN/NCIC training, and worked through a long list of required onboarding sessions. They've also been trained in ProQA, giving them a foundation for the work ahead with our excellent CTO's on the floor.

Beyond protocols, they've spent time digging into our policies and procedures, learning CAD, strengthening their caller management skills, practicing their hands on call-taking skills and getting comfortable with geography both in class and via tours across our jurisdictions.

We've also been fortunate to have a strong lineup of guest presenters from our partner agencies and community organizations, including Matthew Lawson with Albemarle County Human Resources; Albemarle County Police Department's very own K9 Lola and her handler Officer Polling; Lieutenants Bacon and Snyder from University of Virginia Police Department; Battalion Chief Marc Ellis and the TRK9 crew from Charlottesville Fire Department; Dr. Courtney Anderson, Behavioral Health Specialist, who spoke about his role and Marcus Alert; Robin Jackson from ACPD Victim Witness; members of Albemarle County's HART Team, including Virginia Leavell; Chief Gary Dillon of Crozet Fire for Stop the Bleed; and Meaghan Gordon from Charlottesville Social Services.

Still ahead, we're looking forward to Elizabeth Helmke with the International Rescue Committee, along with a hygiene item drive to support IRC and our newest community members. If you'd like to contribute, please reach out to Nicole Lewis. We also have upcoming sessions with Battalion Chiefs Matt Ascoli and Drew Knick from Albemarle County Fire Rescue, the City of Charlottesville's ANCHOR Team, and a tour of the Charlottesville-Albemarle Regional Airport.

These sessions, while not significant in length, give the class a chance to hear directly from the people they'll be working with every day and to better understand how everything connects across disciplines. It helps them see the bigger picture, build those early relationships, and gain a deeper appreciation for each role. We're incredibly grateful to all our partners for their continued support and willingness to invest time in helping to set our new hires up for success.

You may have already seen some of them at your agencies. Each student has completed two ride-along shifts with our partner agencies, giving them the opportunity to see firsthand who we support in the field and how our role connects to theirs. It's been a great way to bring everything together and give that real-world context you just can't replicate in the classroom.

Academy 12: Five Backgrounds, One Mission

So, who makes up Academy 12? We're fortunate to have five new coworkers, each bringing a unique background and experience to the table.

One is a familiar face, a former CUA dispatcher who left in 2011 and is now making her return, and we're excited to have her back. She has already been fast-tracked and is in police radio training.

We also have a former career firefighter and a former law enforcement officer, both bringing firsthand field perspective that adds a lot of depth to class discussions. Another student comes to us with a strong customer service background, and one is a recent college graduate who already has volunteer EMS experience.

Different paths, different perspectives, but all working toward the same goal. It's been great getting to know them and watching them find their footing as they step into the world of 9-1-1.



John Edwards

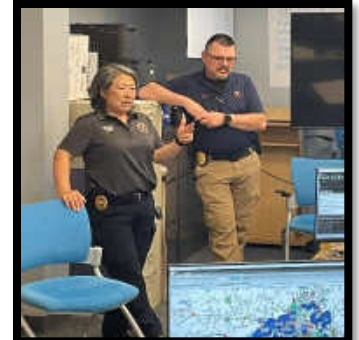
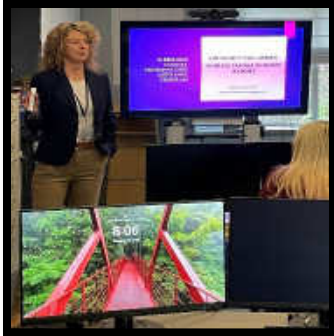
Jennifer Kirby

Remi Losh

Delvin Rahynes

Josh Wynn

Academy in Action



Save The Date!

It would be an honor to have you join us for the Academy 12 graduation ceremony. Details are below. Please RSVP to Nicole by 4/22 at 12:00 PM at nlewis@cua911.gov

UVA

CHARLOTTESVILLE ALBEMARLE COUNTY

9-1-1 FD

EMERGENCY COMMUNICATIONS CENTER

VIRGINIA



We proudly request you to
SAVE THE DATE

Academy 12 ~ Graduation Ceremony
Friday, April 24th 2026 @ 11:30

ECC Conference Room
2306 Ivy Rd.

Light lunch and cake served following the ceremony

Coming Soon: Academy 13

No unlucky numbers here! We're already in full prep mode for Academy 13, set to kick off May 18, 2026. Plans are coming together and we're getting everything ready to welcome the next group through the doors.



Emergency Management Liaison Reports

To: ECC Management Board

From: Holden Shepard, Regional Emergency Management Liaison

Date: 30 March 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:

- Contractor provided proposal for the tasks identified. Contractor's proposal was quoted at \$30,000, above the ECC P-card threshold and above the assumed price of \$8,000-\$10,000. **Requires obligated funds and approval, as well as direction from Finance on how to proceed regarding soliciting bids or pursuing sole-source classification.**

CERT:

- CERT Level I course scheduled for 22 April at COB 5, with 25 participants authorized.
- 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. 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.

Plan Revisions:

- EOP/COOP restarting. Attending 2 continuity courses 06-09 April to assist with this.

LEPC:

- LEPC quarterly meetings continue to be well-attended.
- The next LEPC quarterly meeting will be held 16 April. CFD presenting on Community Connect and its link for SARA Tier II reports.

Other Items of Note:

- Participating in CHO triennial full-scale exercise.
- 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. Jurisdictions have interest in employing the built-in AI tool developed by Veoci. **Requires approval**, but has no additional cost.



Previous Meeting Minutes

Emergency Communications Center Management Board

Regular Meeting – February 11, 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	Major Randy Jamerson <i>Proxy for Col. Sean Reeves</i>
Dr. William Brady (late)	Major Daniel Meehan	Mr. Samuel Sanders

Members Absent

Chief Tim Longo		
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Others Present

Ms. Lily Gregg	Mr. Tom Berta	Ms. Sade Stanton
Ms. Lauren Bohdan	Ms. Jessica Rice	Mr. Samuel Roman

(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. Chair Henry welcomed new members Major Daniel Meehan and Chief David Puckett. He thanked Major Randy Jamerson for attending in Col. Reeves absence. Mr. Sam Sanders introduced Mr. Sam Roman, the new Assistant City Manager, overseeing the public safety portfolio. He will shadow Mr. Sanders and is expected to take his seat on the Board in upcoming months.

(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 Chief Michael Thomas, to approve the consent agenda as presented (“Previous Meeting Minutes” for November 12, 2025, and December 18, 2025).** The motion carried on a voice vote.

(5) 2026 Meeting Schedule

Discussion was held regarding transitioning from quarterly meetings to a bi-monthly meeting schedule. The proposed schedule would be the second Wednesday of every other month at 9:00 a.m. The bylaws will be updated to reflect this change and until that time the additional meetings will be special meetings and will be noticed appropriately and posted to the website. **Mr. Sam Sanders made motion, seconded by Dr. Bill Brady, to approve the bi-monthly meeting schedule for 2026 as proposed. The motion carried on a voice vote.**

(6) Directors Report

a. ECC Support Dog Program Update

Ms. Gregg acknowledged the anonymous employee complaint shared with the Board by Mr. Henry regarding the proposed Facility Dog Program. Ms. Gregg's response to that complaint was also shared with the Board and this discussion gives the Board the opportunity to ask any questions or take any needed action in response. The ECC was approved to receive a facility dog from K9s for Warriors at no cost. The program includes a designated primary handler, secondary handlers per shift, and a three-week integration and training period. Ms. Gregg indicated that she is currently working with County HR and the County Attorney to develop policies that address liability, employee allergies or concerns, areas where the dog will be permitted, and oversight and care responsibilities. Policies from other County agencies that have support dogs are being used as a guide. Mr. DeSilva suggested consideration for the trauma caused by losing a facility dog, and expressed full support of the program. Major Meehan concurred with support. Chief Longo shared resources within UVA that also have support dogs and confirmed their policies could also be shared as a reference. Ms. Gregg confirmed any expenses required for the program would be included in the FY27 budget planning. Mr. Henry shared the complaint was received by the Albemarle County Board of Supervisors, and he formally responded to the BOS and informed them they do not have authority over this concern and that the ECC Management Board would handle it. The Board expressed consensus of support for the program, contingent upon formal policy development and review.

b. FY27 Budget Update

Ms. Gregg provided an update on FY27 budget planning. A new draft was shared with the Budget and Finance Committee which included updated healthcare cost projections that were lower than originally anticipated, and adjustments to the salary line item to reflect public safety pay scale benchmarking. Ms. Rice explained the benchmarking included comparison with 17 other Virginia agencies which found that the starting pay for the ECC was over 2% below market average. HR's recommendation was to increase the starting pay for the pay scale by approximately 2.5% from \$23.80 per hour to \$24.50 per hour. This adjustment would take place July 1. Mr. DeSilva questioned whether this would be enough of an adjustment to stay competitive since the agencies surveyed will also make adjustments. Ms. Rice believes this recommendation will catch the ECC up to the market as well as provide a proactive step to be above the average. Mr. Henry asked if the ECC could be included in the annual benchmarking that is provided to police and fire, and Ms. Rice indicated that yes, this task will be part of the duties of the ECC HR position that will be filled. Ms. Rice provided an update on ECC turnover rates. In the last calendar year, 14 people left the agency. Four separated during probation, four due to performance issues. In the last year, 25 people have been hired. This data indicates to Ms. Rice that the pay is not a driving factor in turnover. Mr. DeSilva does not want to send the message that we are continually having to play catch up with pay, and supports staying above average to show we are being thoughtful and proactive. The City

and County will be presenting their budgets in late February/early March. Ms. Gregg indicated she hopes to have a recommended budget from the Budget and Finance Committee to present at the next meeting.

c. Staffing Update

Ms. Gregg shared that a new Academy began this week with six new recruits. Graduation is anticipated in late April/early May with a new recruit class anticipated in early summer. Mr. DeSilva asked how the light-duty assignments were doing, and Ms. Gregg shared that there were no current light-duty personnel assigned to the ECC.

(7) ECC Bylaws Update

Ms. Bohdan presented draft revisions of the ECC Bylaws for input and direction. Ms. Bohdan's goal is to modernize the 1984 Bylaws and make Executive Director authority clearer. The current language for the Purpose statement is outdated and does not accurately reflect the current ECC operations and regional mission. Ms. Bohdan notes that she will work on a full rewrite.

Mr. Henry reminded the Board that the Joint Powers Agreement is what formed the ECC in 1984 and requires action by the Board of Supervisors, City Council, and UVA, while the Bylaws can be reviewed and updated by the Management Board.

Ms. Bohdan added a powers section to clarify governance and authority. Much of the Board's authority is specified, while the delegation to the Executive Director is not. Ms. Bohdan is looking for input on what exactly the Board wants to delegate to the Executive Director. Mr. DeSilva believes it should be the job of the Executive Director to establish the Operating Procedures, hire and manage staff. The Board should hire and manage the Executive Director. Chief Longo suggests the Board should at least be notified of any separation for cause. Ms. Bohdan offers several ways to handle that, including utilizing the Personnel Committee to review all actions. Mr. Sanders suggests when this Board hires a director, they should be able to trust them to do their job, including discharge power. Mr. Henry agrees and offers that if terminations follow proper HR and legal review, it should mitigate risk. Ms. Rice reminds the Board that according to the JPA, ECC personnel are County employees and fall under those policies. Mr. Henry summarizes that the intent is to give the Director the authority for hiring and termination of staff, with assurance of following proper HR and legal processes. Ms. Bohdan suggests the Personnel Committee would only be required to make a decision if the Executive Director and HR and Council do not agree on what action to take.

Dr. Brady emphasized that the Executive Director should have the authority to run the day-to-day operations of the 911 center. Chief Puckett suggests the Board could provide input on service level objectives while the Director determines procedures to meet those objectives. Ms. Gregg indicated that currently that input is being provided by the Dispatch Review Committee. Mr. Henry summarized that the Board should provide governance and policy, and the Director operations and procedure.

Mr. Sanders questioned the term "Management Board". Is the Board really wanting to Manage the Director? Consensus is that Governing Board is a better fit for how the Board wants to operate.

The Board will authorize the organizational structure and FTE count through the budget process. The Executive Director may recommend changes but final approval remains with the Board. With the

question of the ability of the Director to delegate duties to staff, Mr. Henry states the Director will remain accountable, so carving out which duties may be delegated should not be necessary. The Board comes to consensus on this.

For membership, designation must be in writing. Attendance requirements are being modernized and will include electronic participation rules. Ms. Bohdan recommends establishing an annual meeting where all housekeeping tasks are done such as electing officers. Language was added for public comment and associated rules.

Ms. Bohdan asked which committees the Board would like to retain. The Board determined they would like to retain the Executive Committee, and the ability to set ad hoc committees. The Budget and Finance Committee will be converted to a workgroup.

Some questions arose about member designation for the University of Virginia, and that will be researched and resolved in accordance with the Joint Powers Agreement.

Ms. Bohdan will revise the draft based on feedback and return with updated language.

(8) Closed Session

At 10:27am, **Chief Tim Longo 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 the Executive Director position and consultation with legal counsel employed or retained by a public body regarding specific legal matters requiring the provision of legal advice by such counsel.

Under Subsections 6, 7, 8, and 29, to discuss and consider the project delays and scope and terms of Contract 2017-14 between L3Harris and the ECC (Albemarle County as fiscal agent), a public contract involving the expenditure of public funds, the discussion of which in open session would adversely affect the negotiating strategy of the ECC; and to consult with and receive legal advice from ECC counsel regarding Contract 2017-14

The motion carried on a voice vote.

Certify Closed Session

At 11:13am, **Chief Tim Longo made motion, seconded by Dr. Bill 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; Puckett: Aye; Brady: Aye; Sanders Aye; Henry: Aye; Meehan: Aye; Jamerson: Aye; DeSilva: Aye; Longo: Aye**

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

Mr. DeSilva asked if there was an update to the project to hire a subject matter expert on Emergency Alerting and Ms. Gregg shared that a statement of work was developed and a quote would be ready to share with the Board at the next meeting.

(10) Adjourn

With no further business to come before the Board, the meeting was adjourned at 11:15am.

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Emergency Communications Center Management Board

Special Meeting – March 11, 2026 – 12:30 p.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 Roman <i>Proxy for Mr. Sam Sanders</i>	Mr. John DeSilva	Col. Sean Reeves
Chief David Puckett		

Members Absent

Dr. Bill Brady	Major Daniel Meehan	
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Others Present

Ms. Lily Gregg	Ms. Lauren Bohdan	
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(1) Call to Order

Mr. Henry called the meeting to order at 12:30pm. Ms. Gregg recorded the minutes, completed roll call, and confirmed a quorum of members was present.

(2) Closed Session

At 11:15 am, Chief Longo made motion, seconded by Mr. DeSilva, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board go into a closed meeting as authorized by the Virginia Freedom of Information Act, section 2.2-3711(A) of the Code of Virginia to discuss the following matter:

Under Subsections 6, 7, 8, and 29, to discuss and consider the project delays and scope and terms of Contract 2017-14 between L3Harris and the ECC (Albemarle County as fiscal agent), a public contract involving the expenditure of public funds, the discussion of which in open session would adversely affect the negotiating strategy of the ECC; and to consult with and receive legal advice from ECC counsel regarding Contract 2017-14.

The motion carried unanimously on a voice vote.

(3) Certification of and actions resulting from closed session

At 12:50 pm, Chief Longo 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 Roman – yes; Mr. Trevor Henry – yes; Col. Sean Reeves – yes; Mr. John DeSilva – yes; Mr. Chief Longo.*

Mr. Trevor Henry made motion, seconded by Mr. DeSilva, to authorize the Executive Director to execute Amendment 7 to contract 2017-14. The motion carried unanimously on a voice vote.

(4) Adjourn

The meeting was adjourned at 12:53 pm.

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