

ECC Management Board Meeting Packet – 8/11/2026



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



Productivity Report



Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report



August 2026 Report / August 2025 – July 2026

Contents

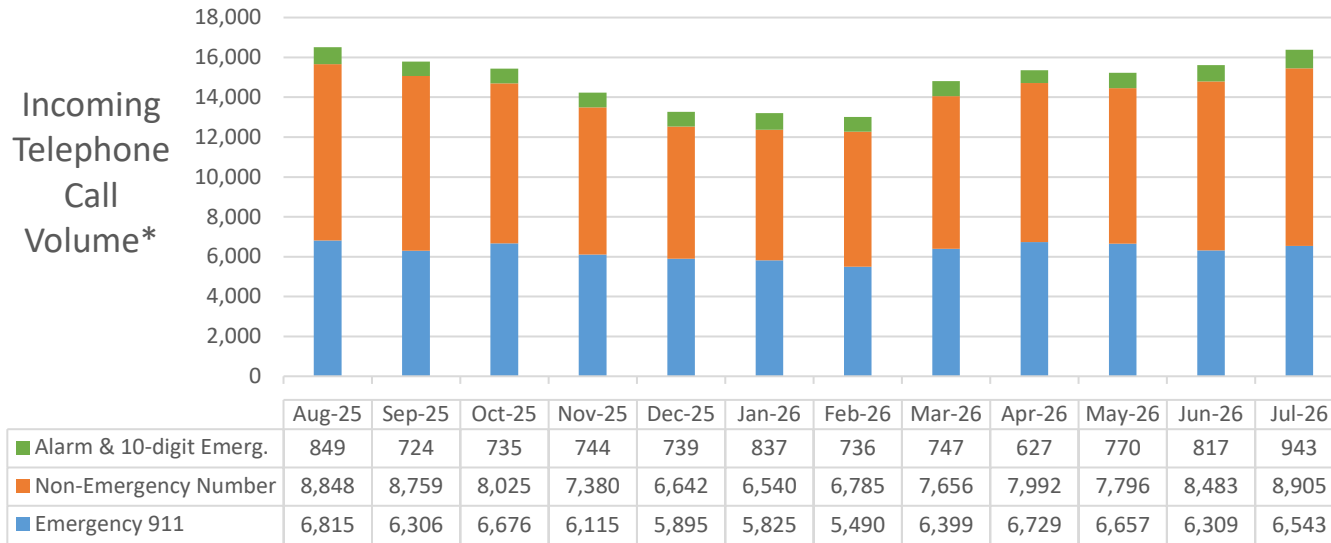
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About This Report

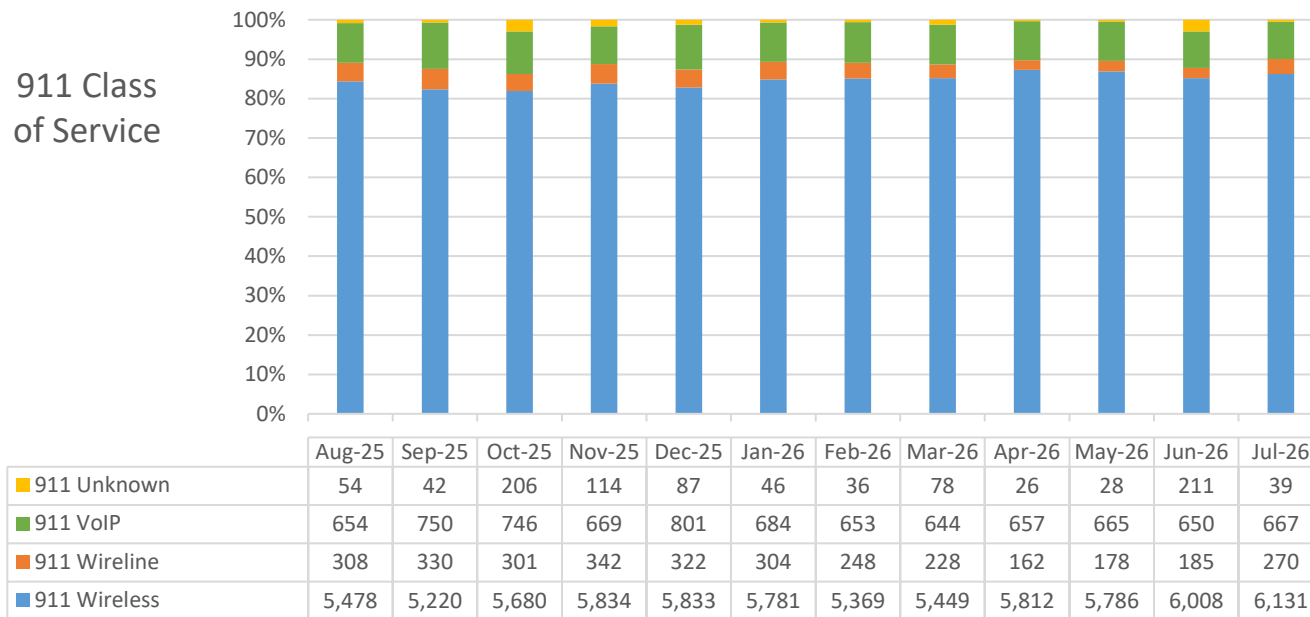
This report was developed to provide an ongoing summary of the workload activity and operations of the Charlottesville-UVA-Albemarle County Emergency Communications Center in serving residents, businesses, visitors, students, police, and fire/rescue agencies. It is continually being modified and improved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

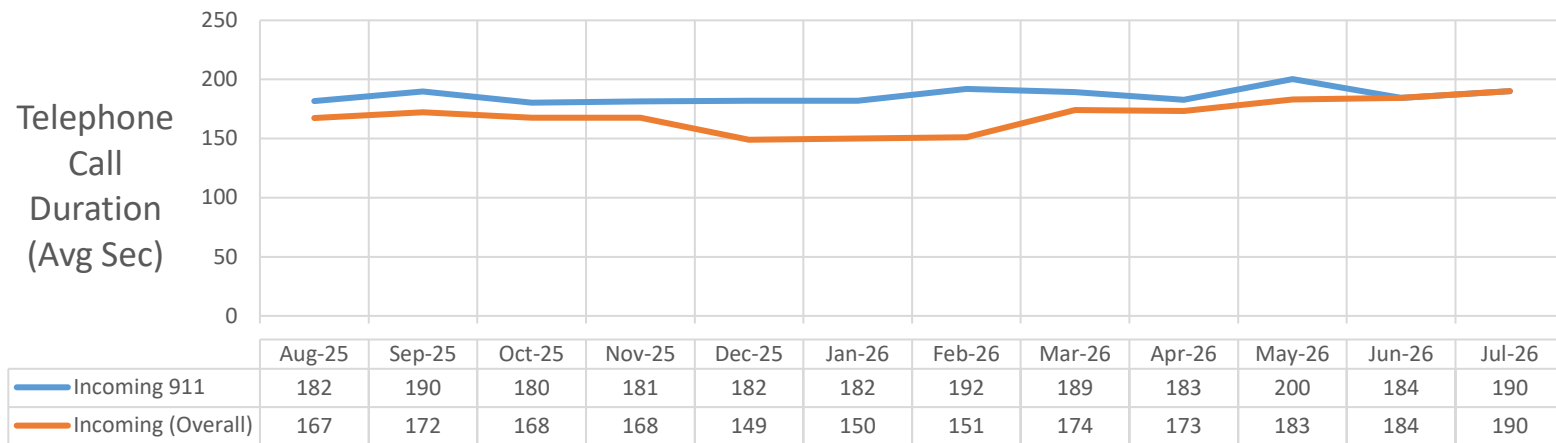
Q2 2024: As the agency has expanded, this report has evolved to reflect the most relevant and applicable data associated with the agency's pursuit of excellence and continuous improvement. In this and subsequent Productivity Reports, the Agency Status area will reflect information and updates on current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

Telephone System Statistics

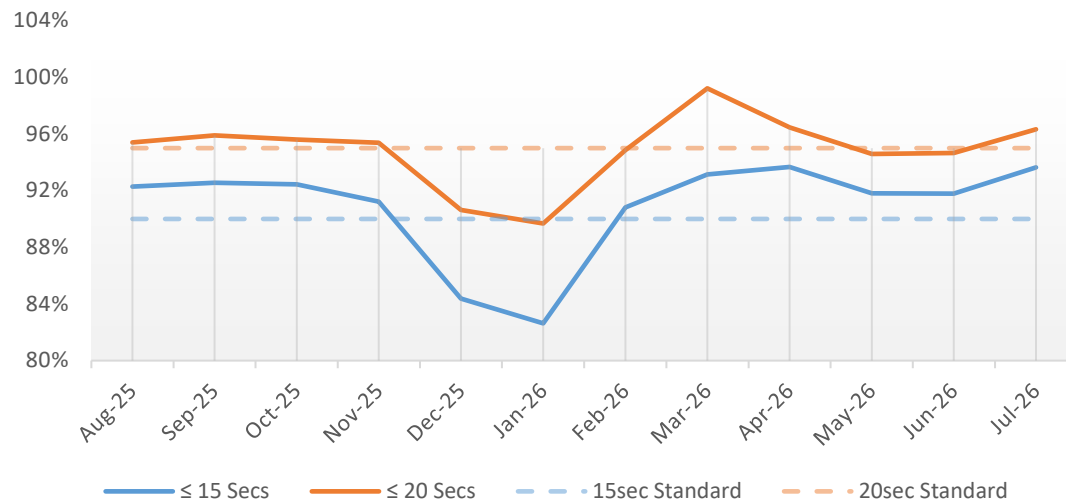


*Includes calls that disconnected from queue before being answered.



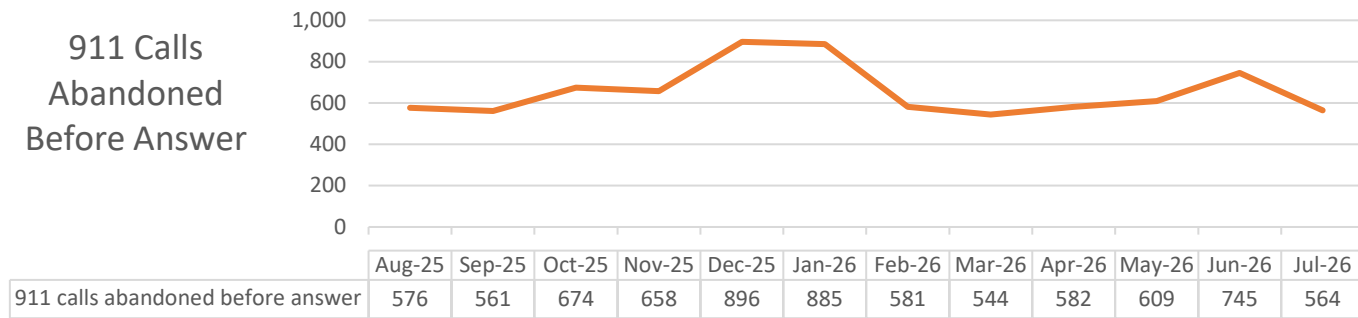


911 Call Answer Times

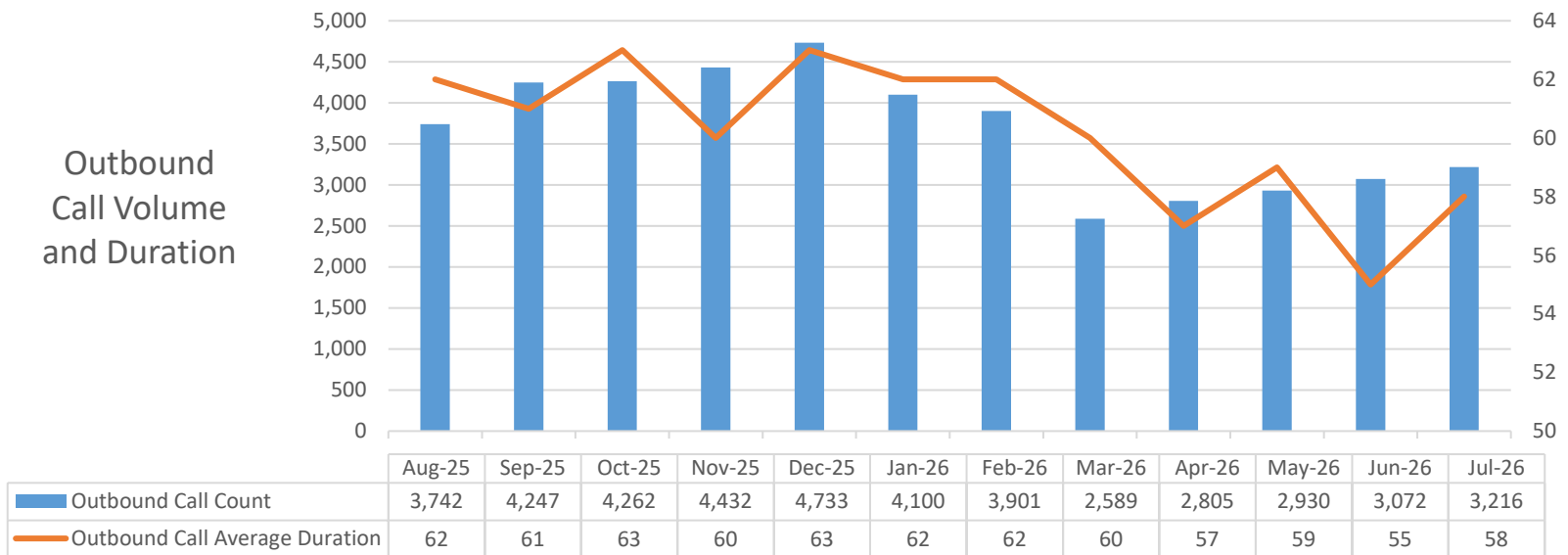


Standard	Met	Comments
Ninety percent of all 9-1-1 calls arriving at the PSAP SHALL be answered within fifteen seconds. <i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i>		The ECC consistently meets and exceeds this standard, answering 92-98% of all 9-1-1 calls within fifteen seconds.
Ninety-five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

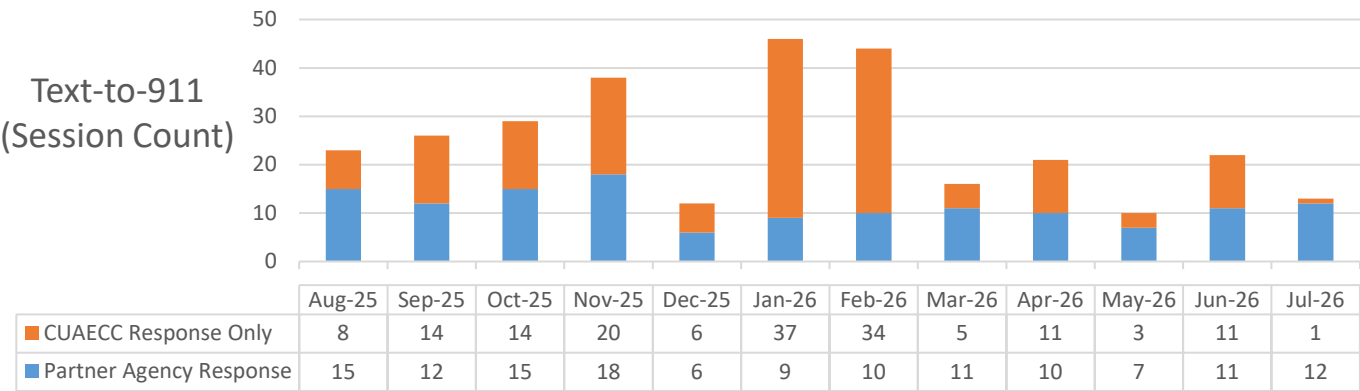
911 Calls Abandoned Before Answer



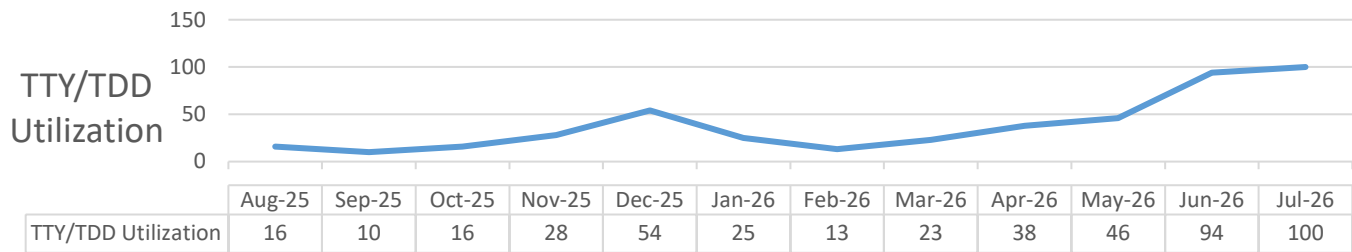
Outbound Call Volume and Duration



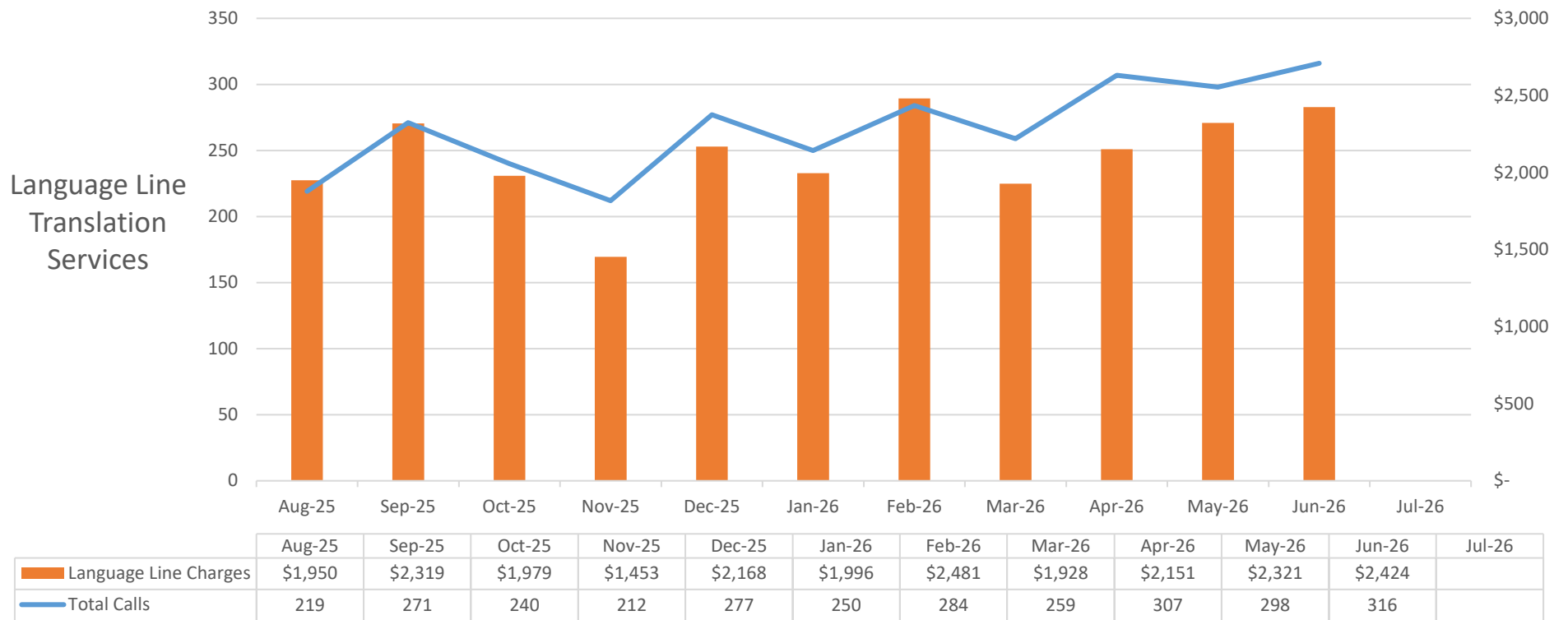
Alternative Communications Statistics



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 CUAEEC. **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

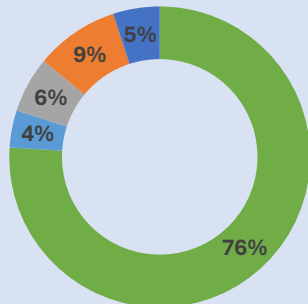


Response Statistics

Response Statistics are unavailable on this report. A technical investigation is ongoing into a server-to-report connection error following system upgrades.

For any questions, please contact Executive Director Lily Gregg.

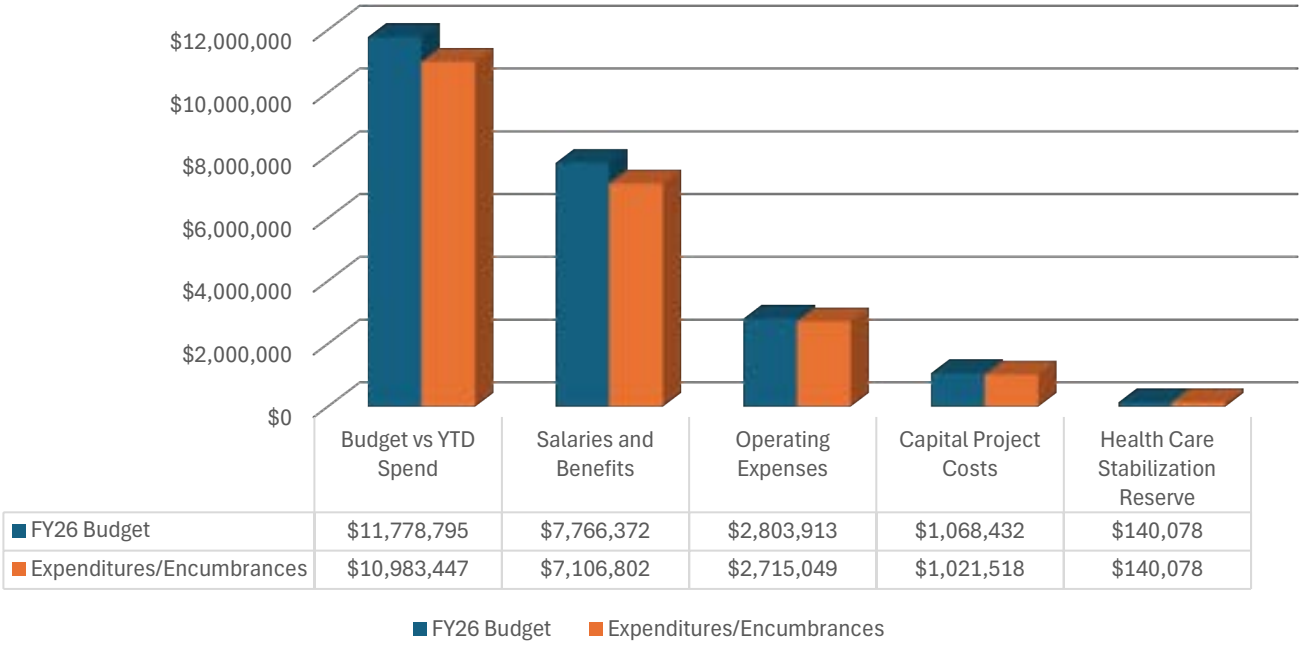
Agency Status

Current Accreditations and Certifications	Priority Dispatch Protocol Adherence																																							
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	 <table><caption>Priority Dispatch Protocol Adherence Data</caption><thead><tr><th>Month</th><th>Compliant (%)</th><th>Other Than Compliant (%)</th></tr></thead><tbody><tr><td>Jul-25</td><td>80</td><td>20</td></tr><tr><td>Aug-25</td><td>80</td><td>20</td></tr><tr><td>Sep-25</td><td>75</td><td>25</td></tr><tr><td>Oct-25</td><td>85</td><td>15</td></tr><tr><td>Nov-25</td><td>85</td><td>15</td></tr><tr><td>Dec-25</td><td>80</td><td>20</td></tr><tr><td>Jan-26</td><td>80</td><td>20</td></tr><tr><td>Feb-26</td><td>80</td><td>20</td></tr><tr><td>Mar-26</td><td>70</td><td>30</td></tr><tr><td>Apr-26</td><td>75</td><td>25</td></tr><tr><td>May-26</td><td>75</td><td>25</td></tr><tr><td>Jun-26</td><td>75</td><td>25</td></tr></tbody></table>	Month	Compliant (%)	Other Than Compliant (%)	Jul-25	80	20	Aug-25	80	20	Sep-25	75	25	Oct-25	85	15	Nov-25	85	15	Dec-25	80	20	Jan-26	80	20	Feb-26	80	20	Mar-26	70	30	Apr-26	75	25	May-26	75	25	Jun-26	75	25
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Mar-26	70	30																																						
Apr-26	75	25																																						
May-26	75	25																																						
Jun-26	75	25																																						
PowerEngage Statistics	VCIN Operations																																							
Survey Response Rate May, June, July 2026 29.81%: 2,639 responses of 8,853 sent Citizen Positive Satisfaction Score 94.35% Sentiment Summary via automated keyword detection <table><tr><th>Sentiment</th><th>Percentage</th></tr><tr><td>Positive</td><td>76%</td></tr><tr><td>Mixed</td><td>4%</td></tr><tr><td>Neutral</td><td>6%</td></tr><tr><td>Negative</td><td>9%</td></tr><tr><td>None</td><td>5%</td></tr></table>	Sentiment	Percentage	Positive	76%	Mixed	4%	Neutral	6%	Negative	9%	None	5%	VCIN Audit – In Progress <i>Triennial Inspection</i> Next Audit: October-November 2027 Virginia State Police Liaison: Master Trooper Ben Jamerson 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. Users 58 Active VCIN/NCIC Certifications (includes administrative and front-line operations personnel)																											
Sentiment	Percentage																																							
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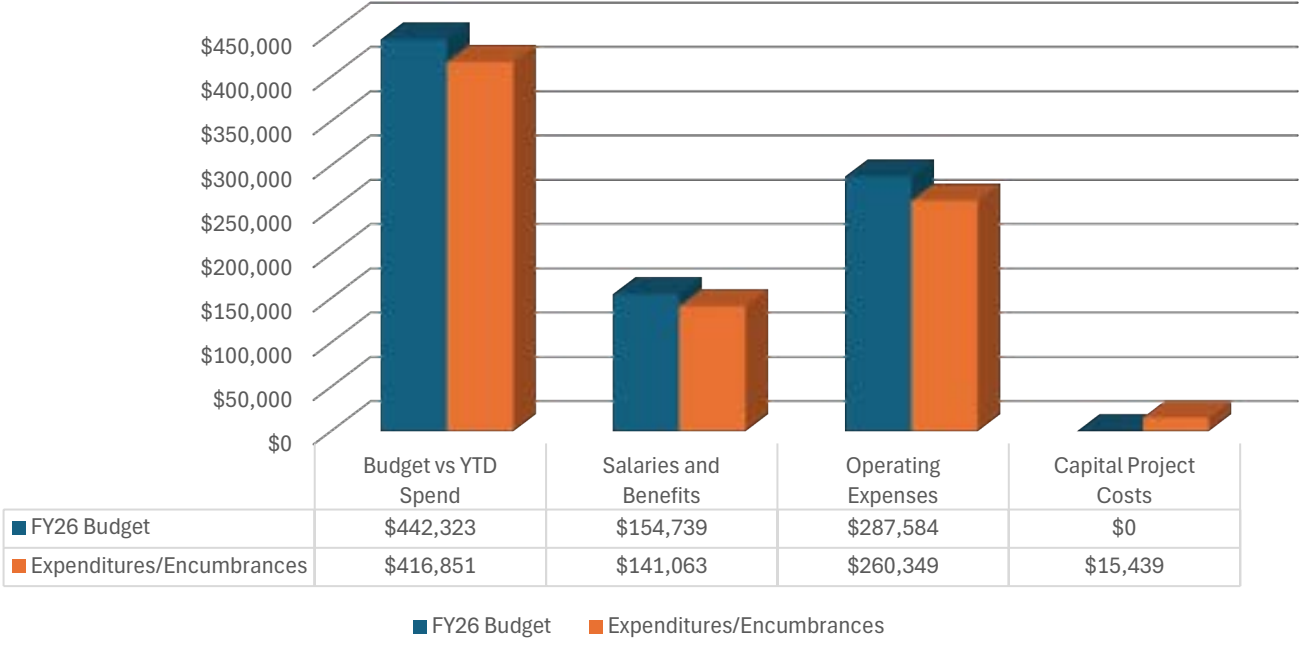
Finance and Budget Reports

ECC Operations Budget

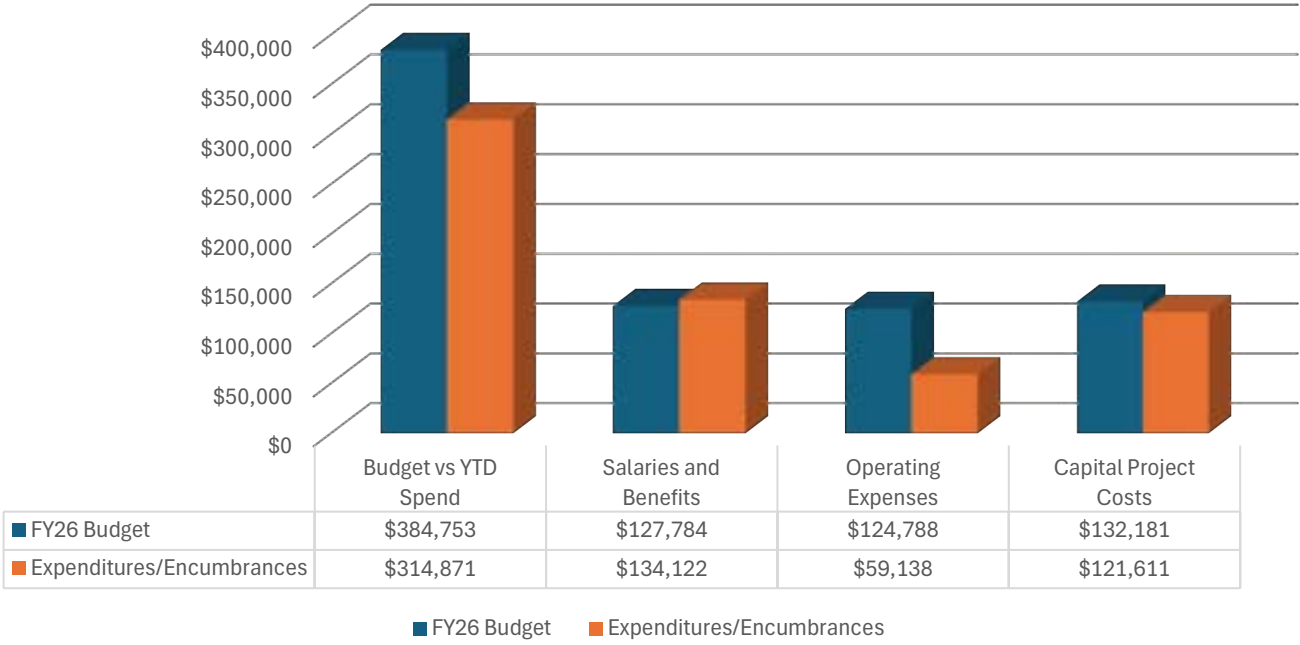


Health Care Stabilization Reserve was transferred from Salaries and Benefits with no change to overall budget.

Emergency Management Budget



800 MHz Communications Budget





Personnel Reports

Staffing Report

The ECCs current overall vacancy rate is 18%, equivalent to 12.5 FTEs. Since the last report, three probationary communications officers have separated, one communications officer switched to part-time status, and one administrative position was filled. Recruitment for Deputy Director – Support Services position is ongoing.

	Authorized	Actual	Vacant	% Vacant
Operations	51	41.5	9.5	19%
Public Safety Communications Officers*	45	35.5	9.5	21%
PSCO I		15.1		
PSCO II		8.2		
PSCO III		12.2		
Public Safety Communications Supervisor	6	6	0	0%
Administration and Support	20	17	3	15%
Executive Director	1	1	0	0%
Deputy Directors	2	0	2	100%
Regional Emergency Management Liaison	1	1	0	0%
Operations Managers	1	1	0	0%
HR Manager	1	1	0	0%
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	58.5	12.5	18%

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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: August 5th, 2026

FOIA and Affiliated Agency Research – June 2026 through July 2026

Completed 63 FOIA requests with an average time of 37.5 minutes to complete.
Seven-day extension was used on one request during this two month period.

- One requester in June was sent an estimate (per their request). No response was ever received and the FOIA was canceled.
- We also have one requester in July that was sent an estimate (per their request) for two FOIA requests. No response has been received as of yet, and the requests are still open/pending.

Completed 118 records researches for affiliated agencies with an average completion time of 62.45 minutes per request.

Respectfully,

Todd Richardson, ENP
Senior FOIA Specialist

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



Training Program Reports

To: Lily Gregg, Executive Director

From: Nicole Lewis, Academy & Educational Outreach Manager

Date: 8/3/2026

Subject: Academy Update

Academy 13 Graduated!

On Friday, July 10, we celebrated the graduation of Academy 13. After eight weeks of classroom instruction, certifications, hands-on practice, geography tours, and scenarios, these new team members reached an important milestone in their CUA911 journey. They were joined by ECC coworkers, family and friends, CFD's Chief Michael Thomas, and ACFR's Deputy Chief Heather Childress as we celebrated their accomplishments.

Graduation is a chance to recognize not only everything the class learned, but also the hard work and commitment they showed throughout the academy. We were proud to recognize two graduates with special awards. Tara McGough received the Academic Excellence Award for earning the highest overall class average. Michelle Brandt received the GOLDEN Award for consistently demonstrating the values and professionalism that define our organization.

Congratulations to all of the Academy 13 graduates. Thank you to everyone who shared their time, knowledge, and experience to help prepare them for the road ahead. We are excited to watch them continue learning, growing, and serving our community as members of the CUA911 team.



Pictured left to right: Brittney Lambert, Corrine Hillberry, Tara McGough, Michelle Brandt and Danielle Buchannan. Not pictured: Chris Colvin

Scenes from Academy 13

Academy 13 had plenty of smiles along the way, and these photos capture a few of them. What you can't see are the hours of studying, practical exercises, scenarios, and determination that made graduation possible.



The Countdown to Academy 14 Begins!

Planning is already underway for Academy 14, with the next class tentatively scheduled to begin on November 2 and graduate on Friday, January 8. While those dates are still subject to change, preparations have already begun behind the scenes. In addition to coordinating schedules, instructors, certifications, tours, and practical exercises, I am reviewing and updating lesson materials, incorporating feedback from Academy 13, and adjusting to improve the academy experience for future students.

As always, Academy 14 will be a true team effort. We are grateful for the many coworkers who volunteer their time to teach, mentor, and share their knowledge and experience with each class. Those contributions play an important role in preparing our newest headset heroes for success.

Keep an eye out for a Save the Date for graduation. We'd love to have you join us as we celebrate the accomplishments of Academy 14 and welcome our newest coworkers to the ECC team!

CATEC

I have some exciting news to share about our partnership with CATEC! Their EMT instructor recently earned her Emergency Telecommunicator (ETC) Instructor certification, allowing her to teach the 40-hour introductory course that provides a foundational understanding of 9-1-1 and emergency communications.

I'm excited to support CATEC as they begin integrating this content into their EMT curriculum, helping bridge the gap between dispatch and field responders. Looking ahead, I'm hopeful this partnership will continue to grow and eventually lead to the development of a dedicated emergency communications course.

As a member of the CATEC EMT Advisory Board, I look forward to continuing to support their program, strengthening the connection between emergency communications and EMS education, and seeing where this partnership leads. It's exciting to be part of a collaborative effort that has the potential to benefit both our students and the future of public safety.

Sharing and Bringing Back Best Practices

On July 9, I had the opportunity to serve as a co-presenter at the Mid-Eastern APCO/Maryland Emergency Number Association Summer Training in Kent Narrows, Maryland. The conference embraced a fun Maryland crab theme, making it the perfect setting for the session, From Crabby to Connected: Building Wellness in 9-1-1. The presentation focused on the importance of wellness in our profession and low-barrier, practical ways agencies can support the health and resilience of their telecommunicators.

The session received positive feedback and provided valuable opportunities to connect with peers from other agencies. Those conversations allow us to exchange ideas, support wellness initiatives across the public safety community, and bring new perspectives and best practices back to CUA911 to help strengthen our own wellness efforts.

Footnote: This professional development opportunity was completed at no cost to CUA911. The host agency generously provided lodging accommodations, resulting in no expense to the agency.



Nicole Lewis, pictured on right

Professional Development Through NENA Adjunct Instruction

Serving as a NENA Adjunct Instructor continues to be an invaluable professional development opportunity. I have been fortunate to learn from and be mentored by some of the most respected instructors in the 9-1-1 profession. Every course provides an opportunity to continue growing as an instructor while learning new ideas and perspectives that can be brought back to CUA911.

I currently have the privilege of teaching several nationally recognized NENA courses and am working toward becoming an instructor for the three-day Communications Training Officer (CTO) course. The CTO curriculum is an outstanding program that focuses on developing trainers who can effectively coach, mentor, and support new telecommunicators. Preparing to teach this course has strengthened my understanding of adult learning and training principles while providing ideas that can be incorporated into our own academy.

One of the greatest benefits of serving as an adjunct instructor is the opportunity to interact with PSAP professionals from across the country. Every class brings together dispatchers, trainers, supervisors, and leaders who are eager to share their experiences, discuss challenges, and learn from one another. Those conversations often lead to practical ideas that can be adapted to enhance our own training programs and reinforce that, regardless of agency size or location, we are all working toward the same goal of preparing telecommunicators for success.

It has been an honor to represent CUA911 through NENA while continuing to learn from others. I am grateful for the support that makes these opportunities possible and look forward to bringing back new ideas, strengthening professional relationships, and continuing to contribute to the growth of our academy and training initiatives.

In Case You Missed It...



Earlier this year, I had the honor of authoring the cover article for The Call, NENA's official magazine. The article, "Wellness Isn't an Afterthought: It Starts On Day One," explores how wellness can be intentionally woven into the training experience from day one, helping build healthier, more resilient telecommunicators.

If you haven't had a chance to read it yet, simply scan the QR code to access the full article. I appreciate the opportunity to share some of the great work happening at CUA911 with the broader 9-1-1 community.

Professional Development: Sharing the Stories That Matter

On September 24, I will have the opportunity to participate as a presenter in the Your Story Matters: A Professional Growth Workshop, hosted by 911der Women. My one-hour session will focus on helping women in 9-1-1 recognize their accomplishments, tell their professional story with confidence, and pursue scholarships and other career development opportunities.

For the past four years, I've had the privilege of reviewing FIREWORKS Scholarship applications. One theme has stood out year after year: many women in our profession have incredible experience, leadership, and dedication, but often undersell themselves on paper. They are exceptionally deserving, yet their humility can make it difficult to showcase the impact they've made.

My hope is that this workshop alongside these exceptional industry professionals will encourage more women in public safety communications to confidently pursue scholarships, professional development, and leadership opportunities. It's an honor to represent our agency while helping others grow within our profession.



To: Lily Gregg, Executive Director
From: Brock Simpson, PLDM
Date: August 1, 2026
Subject: Professional Learning and Development Update

The past two months have contained an exceptionally high amount of the training in the ECC. Multiple call takers are recently independent and/or untethered from a CTO, and we have also completed a large amount of training for all radio positions. Developmental training continues, as well as updating of all recertifications within the center.

From June 1st, 2025, through August 10th, 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 an amazing 1587 hours of Call Taking training. This has resulted in one fully released call taker, and 4 current independent call takers currently in the untethered phase of training. There are currently 4 new call taker trainees beginning on-the-job training this week, which will drastically boost the number of call takers in staffing. These new trainees are expected to require less CTO training than usual as the pod training phase was extended to 4 weeks in this cycle, with hopes of reducing CTO workload and burnout as their training hours were extensive in the past two months.

In addition to the call-taking training, we have been able to focus on progressing our current employees into radio training. CTOs have logged 622 hours of Police Dispatch training and 115 hours of Fire-Rescue Training, which has resulted in one fully released PSCO-III and an additional released police dispatcher expected soon. Within the next few weeks there is a plan to promote 2 police dispatch trainees and 1 fire dispatch trainee. This ongoing radio training will allow for more flexibility in staffing and coverage for emergency shortages such as FMLA leave. There is interest from several employees in becoming certified as CTOs, which will be an immense relief to our current CTOs who have been working hard to help our trainees succeed.

We are remaining committed to the fulfillment of essential training requirements that support operational excellence and compliance. Mandatory training courses recently completed by our coworkers include Priority Dispatch Protocol Continuing Dispatch Education (CDEs), NCMEC, Workplace Safety Training, and specialized ADA and ProQA recertifications. There have been a multitude of recertifications assigned and completed within this quarter, including IAED, CPR, APCO CTO, and others. Interest in professional certifications is increasing, with 4 employees requesting to test for NENA Emergency Number Professional (ENP) certification, of which 3 have already completed and passed.

The Basic Communications course concluded in June with six center employees successfully graduating. We have already scheduled five employees to attend next month, and then another six in February, which will continue the goal of having all employees attaining the DCJS certification within their first year of employment. Furthermore, the ECC has continued to take advantage of training opportunities at CSCJTA. There will be two employees attending DCJS General Instructor course in December, two employees attending a CISM course later this month, and another four employees attending a CTO Training course in October.

Off-site training has been bustling in the past two months. There have been several conference opportunities that have been attended by multiple employees including NENA National Conference (4 employees), Denise Amber Lee Be the Difference (2 employees), and APCO International Conference (4 employees). Off-site training has seen a significant interest spike within the last months. Several conferences already have registration including Virginia APCO, DCJS First Responder Wellness, NENA Standards and Best Practices, and IAED Navigator. Building interest in these training opportunities has been exceptionally difficult and it is encouraging to see and increase in these areas. Other off-site learning has been attended by employees for courses such as: CTO certification, Tactical Dispatching, and multiple leadership courses. Off-site NENA leadership and supervision courses have been registered for our two newest supervisors in September, as well as multiple online trainings to help with the transition from peer to supervisor.

There are many individual and on-line training courses that have occurred within the past two months as well. CDEs are regularly completed, which ensures protocol knowledge is current and fresh as well as preparing staff for recertification. Monthly trainings are continuing for each shift, which keeps each employee prepared to use skills that are typically only used in emergent situations. This monthly training includes protocol updates and retraining for common errors that are identified by QA trends, which helps to keep the floor staff uniform when disseminating crucial information. Each shift attended an in-service in the last week of July which included a Marcus Alert presentation facilitated by our in-house Behavioral Health Specialist, a presentation from the QA department regarding protocol updates and misconceptions, and an operations briefing discussion to review new policies and procedures.

Professional Development has accounted for over 400 hours of training in these past two months. Many of these training opportunities required limited overtime coverage, some required no overtime at all. When factoring in online trainings, monthly trainings and the in-service hours, the number increases exponentially. It is a wonderful increase for the center, as interest in personal and professional development has been extremely low since my time in the position. The rise in interest is a sign of rising morale and perception of the center being a workplace that invests in its employees, which has not been a common belief for a very long time. As newer employees continue to rise and assume formal and informal leadership positions the use of training opportunities will only increase.



Emergency Management Liaison Reports

To: ECC Management Board

From: Holden Shepard, Regional Emergency Management Liaison

Date: 05 August 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:

- A draft RFQ has been sent to County Finance for approval. Due to the original quote being higher than the ECC purchasing threshold, we have to solicit at least three quotes. We have selected the other relevant organizations that may be able to provide the desired service.

CERT:

- CERT Level I course has been held twice, with a total of 9 attendees between both sessions. Higher public interest voiced, low public interest demonstrated. Will hold in other locations besides the City to gauge potential regional engagement.

Community Outreach:

- Attended the “Healthy Streets, Healthy People” event at Booker T. Washington Park.
- Recently attended the Westhaven Community Day on 01 August, and National Night Out on 04 August.

LEPC:

- LEPC quarterly meetings continue to be well-attended.
- The next LEPC quarterly meeting will be held 15 October.
- Working on potentially shifting LEPC to Veoci as opposed to Teams, especially for SERA Tier II report repository.

Other Items of Note:

- Option to pursue Veoci VIA (AI) has been sent to individual jurisdictions for self determination of implementation. This will be activated at the organizational level, based on a single ECC contract amendment. Veoci has provided assurances that our data will not be used to train public or private LLMs, and VIA is currently no-cost to add.



Behavioral Health Specialist Report

SUSTAINED GROWTH IN CALL DIVERSION:

- **20** calls were answered in **June** - 8 City, 11 County, 1 UVA
- **17** call were answered in **July** - 7 City, 10 County, 0 UVA
- Approximately 9 July calls were resolved without police involvement.
- Increasing diversion reflects stronger system utilization and trust in the BHS role.

DISPATCHER TRAINING COMPLETED

- All dispatchers trained on July 23–24 in behavioral-health call identification and routing.
- Training expands accurate call triage and prepares for transition of Level One and Two calls to 988.

ENHANCED COVERAGE AND ALIGNMENT WITH DEMAND

- New 10:00 a.m.–6:00 p.m. BHS schedule supports peak call hours and HART & ANCHOR.
- Transitioning calls to 988 will extend behavioral-health response coverage beyond BHS operating hours.

STRENGTHENED COLLABORATION WITH CO-RESPONSE TEAMS

- Ongoing coordination with HART and ANCHOR improves crisis stabilization and follow-up.
- Rapid referral pathways ensure deployment of the most appropriate resources.

IMPACT ON HIGH UTILIZERS AND FIRST-TIME CRISIS CALLERS

- Proactive outreach has reduced repeat calls and improved emergency-response efficiency.
- The program is reaching individuals not previously connected to behavioral-health services

FUTURE GROWTH AND SYSTEM INTEGRATION

- Next phase: routing behavioral-health calls to 988 when BHS is unavailable.
- Continued expansion of training, call-diversion processes, and integrated response systems will further strengthen overall behavioral-health support.



Previous Meeting Minutes

Emergency Communications Center Management Board

Regular Meeting – June 15, 2026 - 2:00 p.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> absent
Chief Chip Walker <i>Proxy for Chief David Puckett</i>	Mr. John DeSilva	Major Randy Jamerson <i>Proxy for Col. Sean Reeves</i>
Chief Michael Kochis	Mr. Sam Roman	

Members Absent

Dr. Michael Thomas		
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Others Present

Ms. Lily Gregg	Mr. Tom Berta	Ms. Sade Stanton
Ms. Jessica Rice	Ms. Lauren Bohdan	Mr. Samuel Roman
Mr. Fred Missel	Mr. Johnny Switzer	Ms. Jae Lohr

(1) Call to Order

Mr. Henry called the meeting to order at 2:00pm.

(2) Roll Call

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

(3) Matters from the Public

No public comments were received.

(4) Consent Agenda

With no items removed from the consent agenda for further discussion, **Mr. John DeSilva made motion, seconded by Chief Michael Kochis, to approve the consent agenda as presented (“Previous Meeting Minutes” for April 8, 2026, April 14, 2026, and April 30, 2026). The motion carried on a voice vote.**

Before proceeding with the agenda, Mr. Henry took a moment to introduce Mr. Johnny Switzer to the Board as the new Emergency Management Coordinator for Albemarle County. His first day was June 1, 2026. Mr. Switzer shared that he came from Warrenton where he was the Emergency Management Coordinator and the facilities and fleet manager, and that he was excited to work with everyone. Members of the Board welcomed Mr. Switzer.

(5) FY2027 ECC Management Board Officer Election

Mr. Henry asked for volunteers for officer seats for FY2027. Mr. Henry volunteered to fill the Secretary position, Chief Longo volunteered to fill the Chair position, and Chief Kochis volunteered to fill the Vice Chair position.

Mr. DeSilva made motion, seconded by Dr. Brady, that the ECC Management Board elect Chief Longo as Board Chair, Chief Kochis as Board Vice Chair, and Mr. Henry as Board Secretary for fiscal year 2027. The motion carried on a voice vote.

(6) FY2027 ECC Management Board Meeting Schedule

The proposed schedule for FY2027 is every other month on the second Wednesday at 9am. Special meetings can be called as needed, or scheduled meetings can rescheduled if there is a conflict.

Mr. Henry made motion, seconded by Dr. Brady to adopt the FY2027 meeting schedule as reflected in the materials. The motion carried on a voice vote.

(7) Directors Report

a. Staffing Update

Ms. Gregg shared an update on the staffing report included on page 15 of the board materials. Overall vacancies are 12% but looking just at Operations, vacancy is 9%. This includes the three over hire positions, and if excluding those, the vacancy rate is 4%. Ms. Gregg stated that staffing has stabilized enough to reduce the incentive pay from \$15 an hour to \$10 an hour. As more staff complete training, the rate for incentive pay may be reduced even further. The current class of 8 recruits will be graduating in July, and a few in the class with prior experience will be able to graduate early. The next recruitment cycle this fall will aim to get the operations to full staffing. Mr. DeSilva expressed his appreciation for all the work that is being done to improve staffing and shared that he had heard from a member of another center in Virginia that has over 32 vacancies that is using a 3rd party company to staff their operations. Ms. Gregg went on to share that of the four vacancies in administration and support, three recruitments are currently open for HR Manager and both Deputy Director positions. HR Manager will be filled first followed by DD of Operations and then DD of Support Services.

b. Alert Messaging Project Update

At the last meeting the Board asked Ms. Gregg to have the consultant to revise some of the scope in the statement of work, specifically the in-person meetings, as well as determine a procurement method. Ms. Gregg shared that the consultant does not have any contract vehicles available and the next step will be to do an RFQ. With regards to the funding for this project, Ms. Gregg indicated there will be savings in the FY26 Emergency Management budget code and recommended that those funds get dropped to the general fund balance, and once a final quote is received this board can vote to reappropriate those funds from the fund balance to this project. Mr. Henry asked for a reminder on the scope of the project and Ms. Gregg shared a two-phase approach that would include reviewing and establishing standardized templates and then working with regional stakeholders to develop policies and procedures. Mr. DeSilva reminded the Board that CUA alerts include City and County, separate from UVA, however UVA is happy to participate in this process. Chief Kochis asked if UVA could share their existing policy and Mr. DeSilva indicated where those can be found on UVA website.

c. ECC Lease Update

Ms. Gregg shared the City Manager has signed the lease agreement, and the Board of Supervisors will be voting on it this week.

d. E-911 Fund Update

The General Assembly established the Wireless Enhanced 911 (E-911) Fund in 2000 to reimburse wireless providers and localities for the cost of upgrading their systems to meet FCC requirements related to enhanced location services. There is a monthly surcharge for all Virginia wireless customers. 60% of the E-911 fund is given directly to Virginia PSAPs, based on the proportion of 911 calls received. 30% is given to wireless providers and the remaining 10% is reserved for grant funding, which is managed by the 911 Services Board. One of the FY27 grants is the Resiliency Grant, which offered \$350,000 to 911 centers to improve redundancy or resiliency of services they provide. Ms. Gregg had planned to apply for this grant and shared this with the Board during the FY27 budget review at the last regular meeting. This reimbursement funding was going to maintain the general fund balance for future improvement projects. Ms. Gregg shared that in May the Virginia Department of Emergency Management informed PSAPs that this grant was cancelled due to an administrative processing error. It will have to be presented to the General Assembly for appropriation in January, and available in FY28. Ms. Gregg is flagging this for awareness as it may impact the budget request for FY28. Ms. Gregg also shared some of the concern being voiced by other PSAPs is the General Assembly choosing to divert these funds that are intended for 911. VA APCO plans to meet with VDEM to continue to discuss this issue and get more information and Ms. Gregg will share updates with the Board as they are available. Mr. Henry stated that he had been made aware of this and shared it with the City and County's lobbyist. The lobbyist will be tracking this item.

e. ECC Therapy Dog Policy Review

Ms. Gregg introduced the draft policy which was provided for review. The ECC Attorney helped to draft this policy, and it was reviewed by the HR Director and County Attorney. Mr. Henry asked the Board for questions and comments. Board members indicated their support for the program. Chief Longo asked if the concerns previously raised by an employee had been resolved. Ms. Gregg stated that the concerns are addressed by this policy and the clarification that this program is for a therapy dog, rather than a service dog. Mr. Henry asked how this program would work if there was an ADA dog in the facility. Ms. Bohdan answered that a service dog in the building is protected by the ADA and would trump the therapy dog. If the dogs are not co-existing well, the therapy dog will have to go to its crate. Mr. Henry asked for an estimate on care and feeding costs. Ms. Gregg said that cost is estimated to be \$3,000.00 annually, which has been included in the FY27 budget. Mr. Henry asked if the current liability insurance policy would cover the dog. Ms. Bohdan said the dog will be covered under the general liability insurance policy the ECC has, and the ECC will need to notify the insurance company once the dog is acquired. Mr. DeSilva asked if there is a timeline for getting a dog, and Ms. Gregg said they expect to be receiving a dog in the next few months. Chief Longo asked about insurance for the dog to cover expenses beyond normal veterinary care. Ms. Gregg stated that the policy requires any medical care to be approved by the Executive Director, and the Executive Director would get any large expenses not covered in the budget approved by the Board. Mr. DeSilva asked how the appropriate vet would be chosen. Ms. Gregg said there are many dog owners within the ECC with expertise and recommendations for veterinary care.

Chief Longo made motion, seconded by Mr. DeSilva, to adopt the ECC's Therapy Dog Policy as presented. The motion carried on a voice vote.

(8) Management Board's Role in the County Grievance Policy for ECC Employees

Mr. Henry asked Ms. Bohdan to lead this discussion. Ms. Bohdan shared that she represents the other JPA for the County as well, and there have been recent discussions about how employees of

these organizations, other than the Executive Director, are County employees and therefore fall under County personnel policies. One question that remains is the grievance process for employees, and Ms. Bohdan invited Ms. Rice to share how the policy works for County employees. Ms. Rice stated that the policy includes several steps. The first step is the employee trying to work it out with their supervisor. If that doesn't work, step two is to go to the department or agency head. If it remains unresolved, the third step is to go to the County Executive. The fourth step is to get an outside arbitrator. For the ECC, the Executive Director could be considered both step 2 and 3. The discussion today is to determine which step the Executive Director should be. Ms. Bohdan said if the Executive Director equates to the agency head in step 2, the Board would equate to County Executive in step 3. This allows for grievances that would involve the Executive Director. Ms. Bohdan proposed the Management Board delegate the hearing of grievances to the Executive Committee of the board to have representation from each locality but also be able to more easily schedule a meeting within the 10-day required timeframe. Chief Longo agreed with this idea and recounted a time when a long-standing employee of the ECC was involved in a grievance that went to the County Executive, and the Board was not aware. Mr. Roman stated he would like to be informed of the outcome of the Executive Committee meeting. Ms. Bohdan agreed that members of the Executive Committee should be sharing information with the other members of their locality, just not at the same time. Dr. Brady asked if other board members could attend the Executive Committee meeting. Ms. Bohdan said she would have to get an answer for that. Since the grievances would happen in closed session, she is not sure if other members could attend.

At 2:38 pm, Mr. DeSilva made motion, seconded by Mr. Roman, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board authorize the Executive Committee to serve as the Management Board's Designee for the Organization Leadership Review (Step 3) pursuant to the County Grievance Procedure (P34). The motion carried on a roll call vote: *Chief Michael Thomas – yes; Deputy Chief Chip Walker – yes; Dr. Bill Brady – yes; Mr. Sam Roman – yes; Mr. Trevor Henry – yes; Chief Michael Kochis – yes; Major Randy Jamerson – yes; Mr. John DeSilva – yes; Mr. Chief Longo – yes;*

(9) Closed Session

At 2:39 pm, Chief Longo made motion, seconded by Dr. Brady, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board go into a closed meeting as authorized by the Virginia Freedom of Information Act, section 2.2-3711(A) of the Code of Virginia to discuss the following matters:

Under Subsection 8, to consult with and receive legal advice from ECC counsel regarding Contract 2017-14; and

Under Subsection 1, to discuss and consider annual performance evaluation of the ECC director.

The motion carried unanimously on a voice vote.

Certification of Closed Session

At 3:04 pm, Chief Longo 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; Deputy Chief Chip Walker – yes; Dr. Bill Brady – yes; Mr. Sam Roman – yes; Mr.*

Trevor Henry – yes; Chief Michael Kochis – yes; Major Randy Jamerson – yes; Mr. John DeSilva – yes; Mr. Chief Longo – yes;.

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

Dr. Brady asked the Board to keep Ebola on the radar. It is still mostly isolated to the Democratic Republic of the Congo but has seen spread to other areas. The virus is highly contagious and spreads quickly. Dr. Brady shared that he and Dr. Lindbeck had confirmed with Ms. Gregg that screening protocols for Ebola are available to be put in place if needed. Currently the US is blocking direct travel from several countries, but by stopping in another country first, there is still a risk, especially with being so close to Dulles International. Mr. DeSilva asked about measles screening as well. Ms. Gregg indicated that those screening questions are not being asked currently, but they can be activated in the protocols if needed.

Mr. DeSilva asked for confirmation that once radio encryption is turned on, the radio traffic on the PulsePoint app will no longer be available. Ms. Gregg confirmed that is correct. Chief Kochis asked if BeOn would continue to work post encryption. Ms. Gregg said it may require an update but should work, and she will confirm. Deputy Chief Chip Walker asked if there was a timeline on getting the paging fixed for encryption and Ms. Gregg said that L3Harris is currently working on that issue. There was a general discussion about reminding users to remain on the unencrypted channels once their radios had been updated.

(11) Adjourn

With no further business to come before the Board, the meeting was adjourned at 3:20 pm.