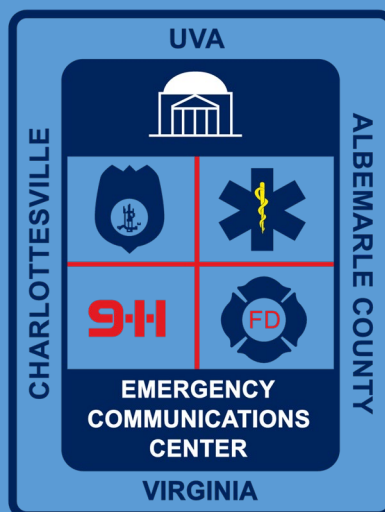


# ECC MANAGEMENT BOARD 2/15/2022 MEETING PACKET



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

Print date: 2/7/2022



Agenda Item:

## 4.1) Productivity Report



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

Quarter 4 / October to December 2021

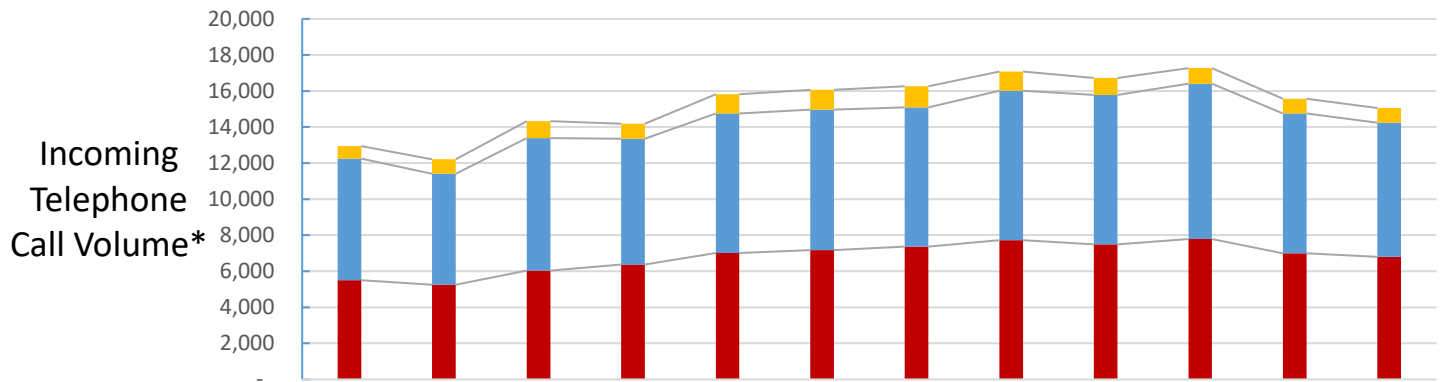
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### About This Report

This report was developed to provide 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.

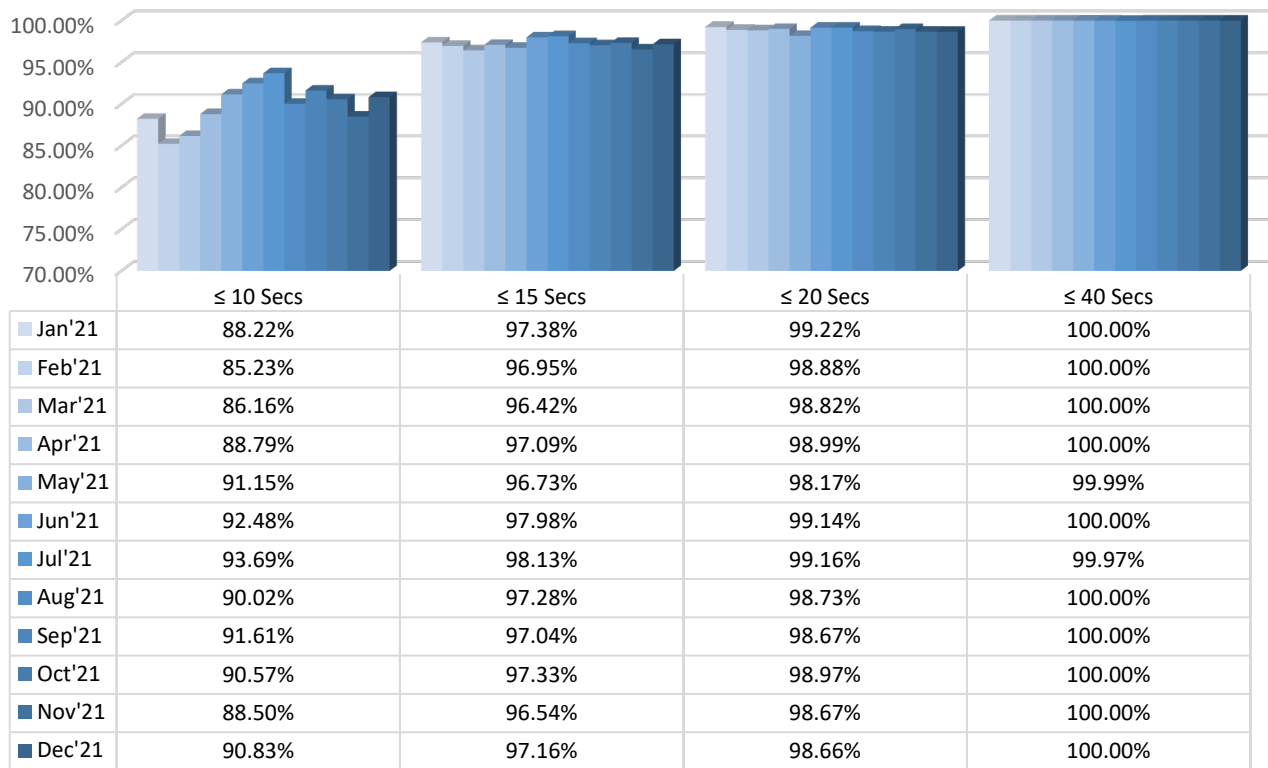
## I. Telephone System Statistics



|                         | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Alarm & 10-digit Emerg. | 692    | 803    | 930    | 841    | 1,064  | 1,110  | 1,180  | 1,068  | 941    | 859    | 815    | 802    |
| Non-Emergency Number    | 6,746  | 6,155  | 7,352  | 6,983  | 7,749  | 7,791  | 7,716  | 8,278  | 8,295  | 8,621  | 7,763  | 7,452  |
| Emergency 911           | 5,502  | 5,253  | 6,040  | 6,368  | 7,006  | 7,169  | 7,366  | 7,729  | 7,494  | 7,787  | 6,989  | 6,794  |

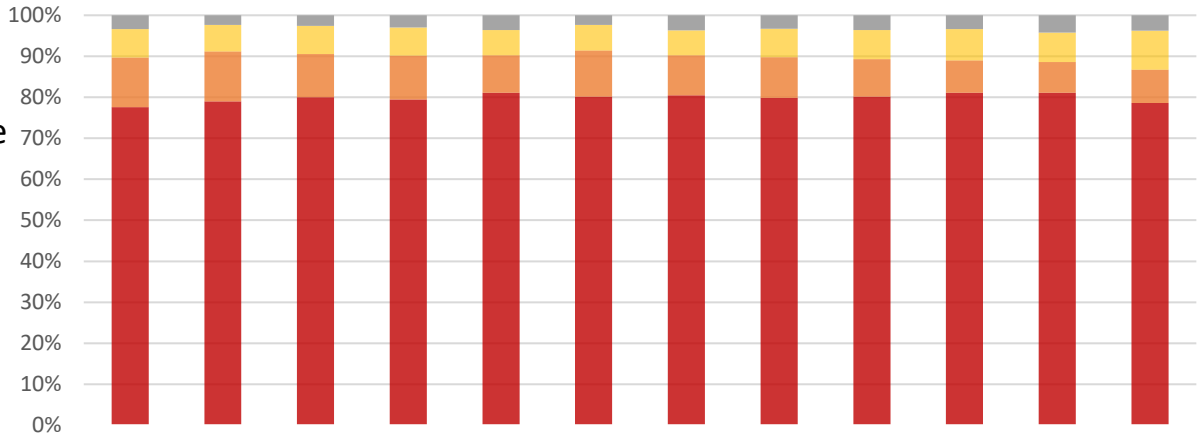
\*includes calls that disconnected from queue before being answered

### 911 Call Answer Times



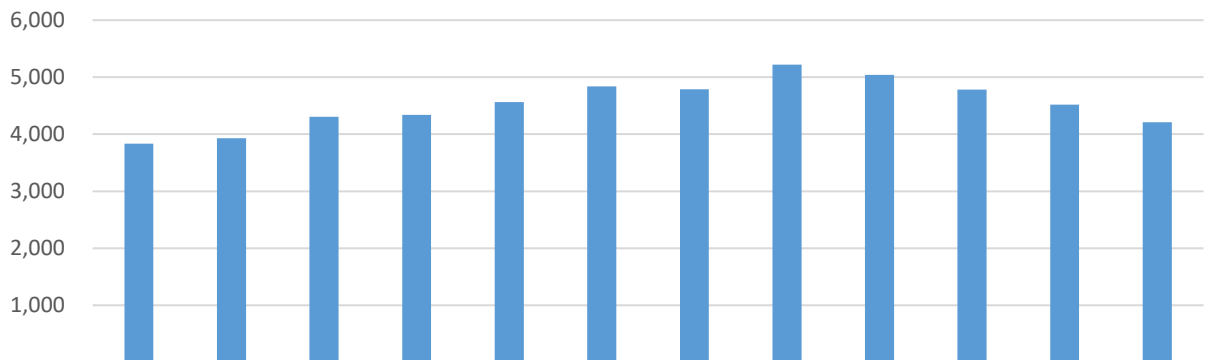
| Standard   | Met | Comments  |
|--|-----|---|
| Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within ( $\leq$ ) fifteen (15) seconds ( <i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i> ) | ✓   | The ECC consistently meets and exceeds this standard, answering 96-98% of all 9-1-1 calls within fifteen seconds. |
| Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within ( $\leq$ ) twenty (20) seconds ( <i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i> )   | ✓   | The ECC consistently meets and exceeds this standard, answering 98-99% of all 9-1-1 calls within twenty seconds.  |

## 911 Class of Service



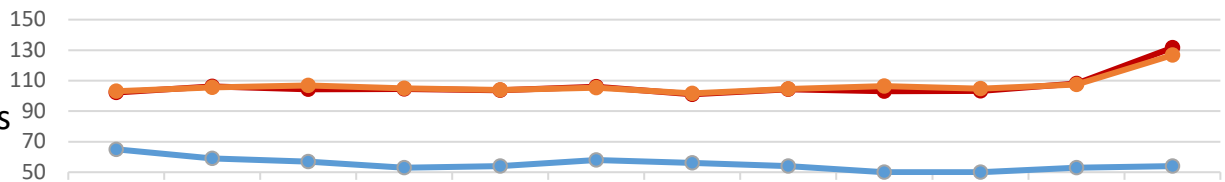
|              | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|--------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 911 Unknown  | 185    | 124    | 155    | 191    | 250    | 171    | 272    | 254    | 272    | 263    | 294    | 255    |
| 911 VoIP     | 383    | 340    | 414    | 435    | 434    | 446    | 446    | 535    | 530    | 594    | 504    | 648    |
| 911 Wireline | 667    | 641    | 637    | 683    | 638    | 805    | 721    | 771    | 685    | 613    | 525    | 553    |
| 911 Wireless | 4,267  | 4,148  | 4,834  | 5,059  | 5,684  | 5,747  | 5,927  | 6,169  | 6,007  | 6,317  | 5,666  | 5,338  |

## Outbound Telephone Call Volume



|                | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Outbound calls | 3,836  | 3,927  | 4,305  | 4,341  | 4,566  | 4,841  | 4,788  | 5,219  | 5,042  | 4,782  | 4,520  | 4,211  |

## Telephone Call Durations (Avg Secs)

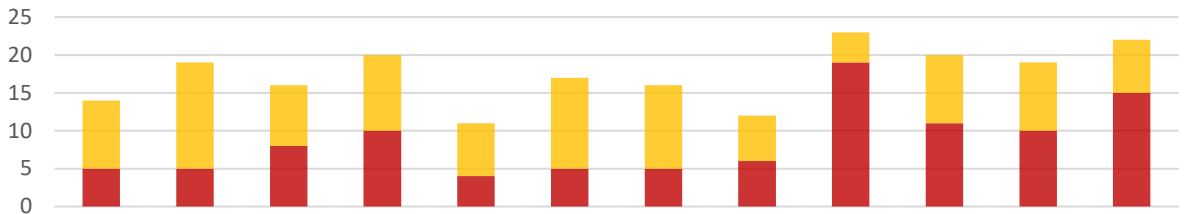


|                    | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|--------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Incoming 911       | 102    | 106    | 104    | 104    | 104    | 106    | 101    | 104    | 103    | 103    | 108    | 132    |
| Incoming (Overall) | 103    | 106    | 107    | 105    | 104    | 105    | 102    | 105    | 107    | 105    | 107    | 127    |
| Outgoing           | 65     | 59     | 57     | 53     | 54     | 58     | 56     | 54     | 50     | 50     | 53     | 54     |

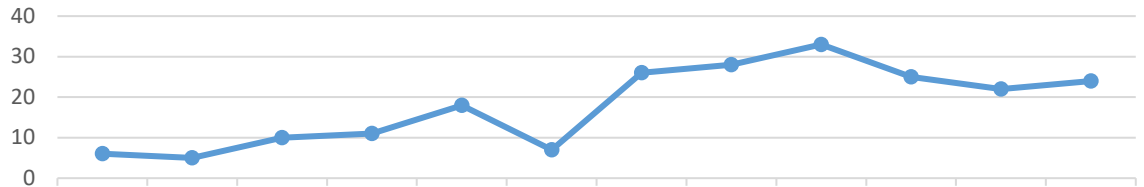
### Telephone Call Duration - Trend Analysis

The ECC implemented electronic call-taking protocols in December of 2021. While additional questioning and pre-arrival instructions result in an increased total call length, this is **not** expected to negatively impact dispatch times, as the calls reach a "send point" earlier in the call.

### Texts to 911 (# of Sessions)



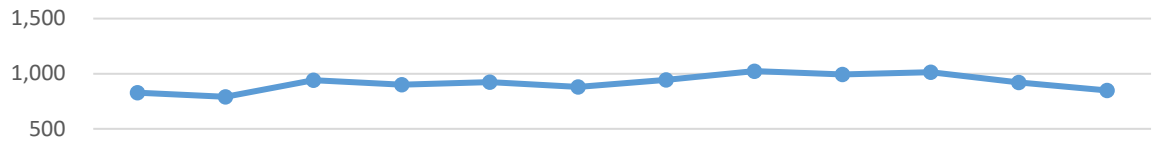
### 911 Calls Employing TDD/TTY



### 911 calls employing TDD/TTY

|                             | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|-----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 911 calls employing TDD/TTY | 6      | 5      | 10     | 11     | 18     | 7      | 26     | 28     | 33     | 25     | 22     | 24     |

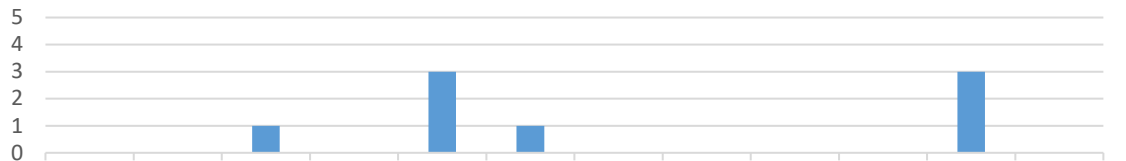
### 911 Calls Abandoned Before Answer



### 911 calls abandoned before answer

|                                   | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|-----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 911 calls abandoned before answer | 827    | 791    | 941    | 900    | 923    | 880    | 943    | 1,024  | 994    | 1,013  | 920    | 850    |

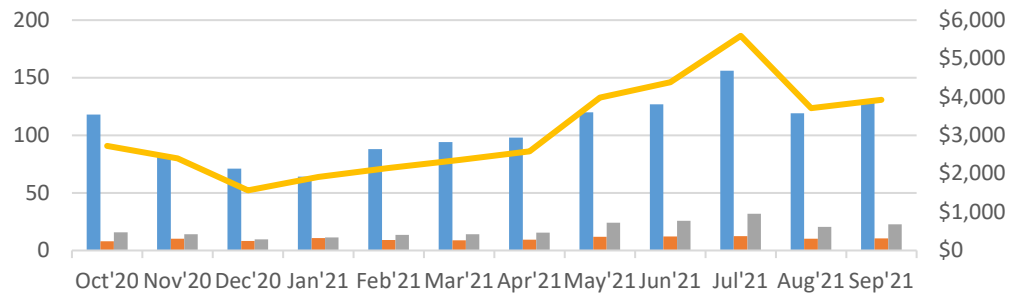
### 911 Calls Abandoned Before Queue



### 911 calls abandoned before queue

|                                  | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|----------------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| 911 calls abandoned before queue | 0      | 0      | 1      | 0      | 3      | 1      | 0      | 0      | 0      | 0      | 3      | 0      |

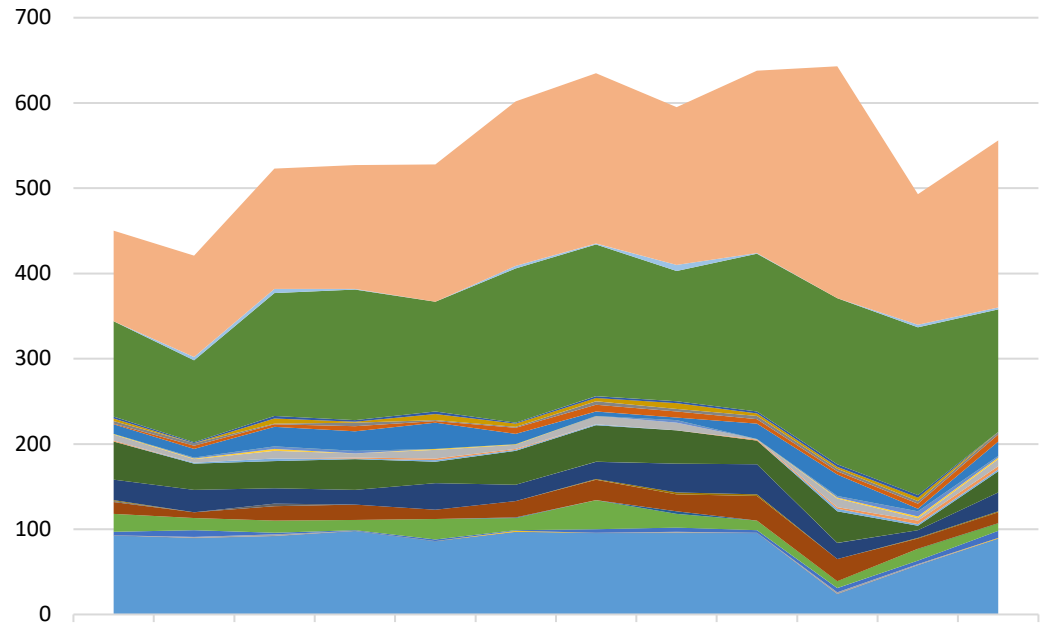
### Calls Requiring Language Line Interpretation



|   | Oct'20  | Nov'20  | Dec'20  | Jan'21  | Feb'21  | Mar'21  | Apr'21  | May'21  | Jun'21  | Jul'21  | Aug'21  | Sep'21  |
|---|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Total calls                             | 118     | 83      | 71      | 64      | 88      | 94      | 98      | 120     | 127     | 156     | 119     | 128     |
| Average Length of Interpretation (mins) | 8       | 10.2    | 8.2     | 10.7    | 9.2     | 8.9     | 9.4     | 12      | 12.2    | 12.3    | 10.3    | 10.6    |
| Hours Spent                             | 15.70   | 14.13   | 9.67    | 11.42   | 13.50   | 14.00   | 15.43   | 24.05   | 25.75   | 31.95   | 20.50   | 22.58   |
| Language Line Charges                   | \$2,720 | \$2,396 | \$1,566 | \$1,918 | \$2,151 | \$2,353 | \$2,578 | \$3,982 | \$4,385 | \$5,591 | \$3,711 | \$3,928 |

\*2021 Q4 Language Line information available in future report.

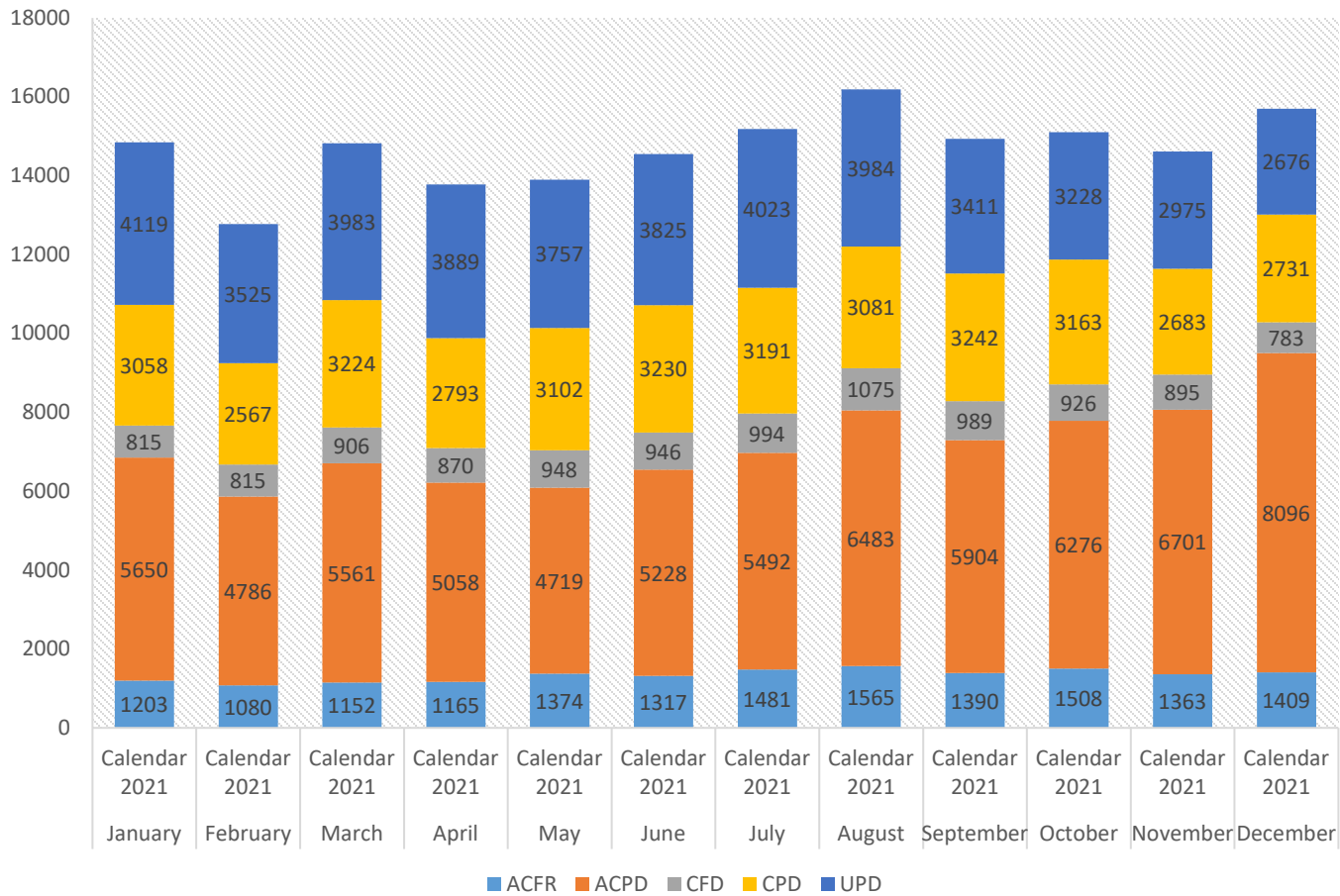
## Calls Transferred to Other Agencies and Individuals



|  | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Other Agencies or Individuals                      | 106    | 119    | 141    | 145    | 161    | 193    | 200    | 185    | 214    | 272    | 153    | 196    |
| Waynesboro Police Department                       | 0      | 4      | 5      | 1      | 0      | 3      | 1      | 7      | 1      | 0      | 3      | 2      |
| Virginia State Police                              | 112    | 96     | 144    | 153    | 129    | 181    | 178    | 153    | 185    | 195    | 197    | 144    |
| Virginia Department of Transportation              | 2      | 1      | 3      | 2      | 3      | 1      | 2      | 2      | 2      | 3      | 3      | 0      |
| University of Virginia Police Department           | 3      | 0      | 6      | 1      | 7      | 4      | 4      | 7      | 3      | 2      | 4      | 0      |
| Poison Control                                     | 3      | 3      | 1      | 4      | 1      | 1      | 4      | 3      | 4      | 3      | 3      | 3      |
| Orange County Fire-Rescue and Sheriff's Department | 1      | 4      | 3      | 6      | 2      | 7      | 8      | 7      | 5      | 4      | 6      | 8      |
| Nelson County Sheriff's Department                 | 11     | 10     | 23     | 23     | 31     | 12     | 5      | 3      | 18     | 25     | 3      | 17     |
| Medic 5  | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Medcom   | 0      | 1      | 3      | 3      | 0      | 0      | 0      | 3      | 0      | 2      | 6      | 2      |
| Madison County Sheriff's Department                | 1      | 1      | 2      | 0      | 1      | 1      | 0      | 0      | 0      | 1      | 2      | 2      |
| Louisa County Sheriff's Department                 | 7      | 4      | 9      | 5      | 10     | 5      | 10     | 9      | 1      | 10     | 3      | 8      |
| JADE/Terrorism Hotline                             | 1      | 0      | 0      | 1      | 2      | 1      | 0      | 0      | 1      | 2      | 4      | 4      |
| Harrisonburg/Rockingham ECC                        | 0      | 1      | 3      | 1      | 2      | 1      | 1      | 0      | 0      | 3      | 2      | 2      |
| Greene County Fire-Rescue and Sheriff's Department | 45     | 31     | 32     | 36     | 25     | 40     | 43     | 39     | 28     | 37     | 5      | 25     |
| Fluvanna County Sheriff's Department               | 24     | 26     | 18     | 17     | 31     | 19     | 20     | 34     | 35     | 19     | 9      | 22     |
| Culpeper Sheriff's Department                      | 1      | 0      | 0      | 0      | 0      | 0      | 1      | 2      | 2      | 0      | 1      | 1      |
| City of Charlottesville Sheriff's Office           | 1      | 0      | 3      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| City of Charlottesville Police Department          | 14     | 7      | 17     | 18     | 11     | 19     | 24     | 20     | 29     | 26     | 12     | 13     |
| City of Charlottesville Fire Department            | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 3      | 0      | 0      | 0      | 0      |
| Buckingham County Sheriff's Department             | 21     | 14     | 14     | 12     | 24     | 14     | 34     | 16     | 11     | 8      | 14     | 9      |
| Augusta County Sheriff's Department                | 4      | 8      | 2      | 1      | 2      | 1      | 4      | 5      | 3      | 5      | 4      | 8      |
| Amherst Sheriff's Department                       | 0      | 0      | 0      | 0      | 0      | 1      | 0      | 0      | 0      | 0      | 0      | 1      |
| Albemarle County Sheriff's Department              | 0      | 1      | 2      | 0      | 0      | 0      | 0      | 1      | 0      | 2      | 1      | 0      |
| Albemarle County Fire/Rescue                       | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      | 0      |
| Albemarle County Police Department                 | 93     | 90     | 92     | 98     | 86     | 97     | 96     | 96     | 96     | 24     | 58     | 89     |

## II. CAD System Statistics

### Calls for Service by Month and by Agency



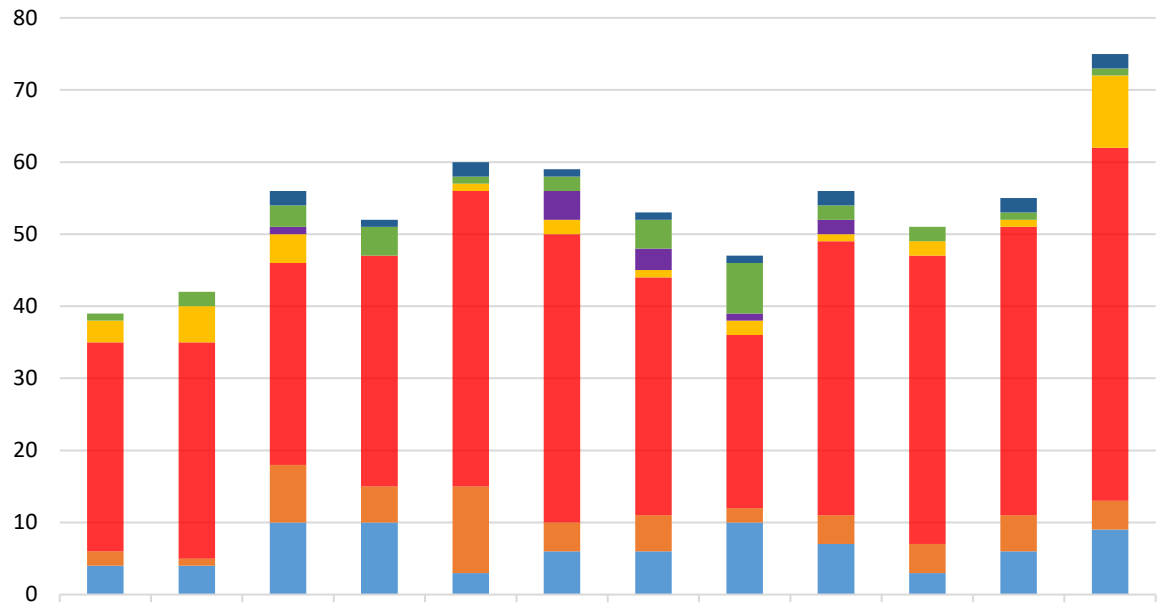
\*Excluding a) canceled calls and b) test call types.

### Total Calls for Service by Participant Over Time

| Participant     | Q1 2021         | Q2 2021         | Q3 2021         | Q4 2021         |
|-----------------|-----------------|-----------------|-----------------|-----------------|
| Charlottesville | 11,385 (26.82%) | 11,471 (27.17%) | 12,572 (27.15%) | 11,181 (24.62%) |
| UVA             | 11,627 (27.39%) | 11,889 (28.16%) | 11,418 (24.66%) | 8,879 (19.55%)  |
| Albemarle       | 19,432 (45.78%) | 18,861 (44.67%) | 23,315 (48.19%) | 25,353 (55.83%) |



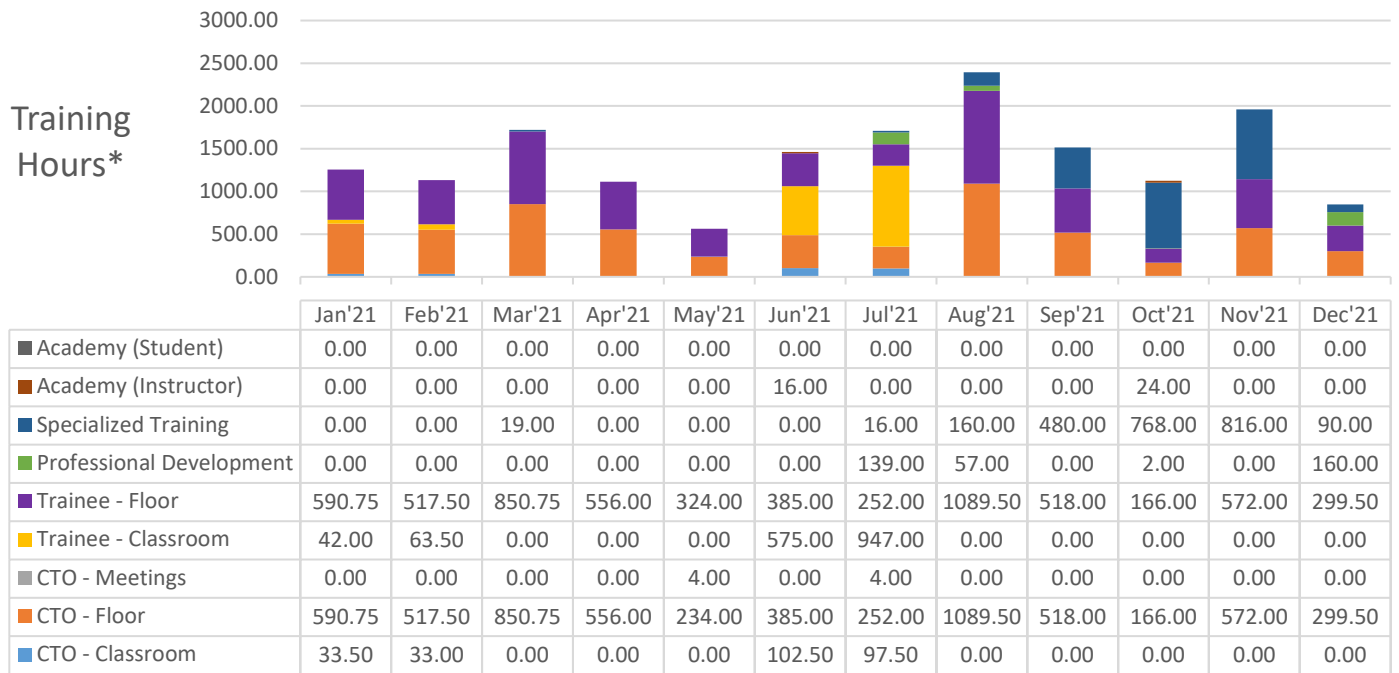
### Critical Life Threatening/Saving Events\*



|                            | Jan'21 | Feb'21 | Mar'21 | Apr'21 | May'21 | Jun'21 | Jul'21 | Aug'21 | Sep'21 | Oct'21 | Nov'21 | Dec'21 |
|----------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ■ Stabbing Events          | 0      | 0      | 2      | 1      | 2      | 1      | 1      | 1      | 2      | 0      | 2      | 2      |
| ■ Shooting Events          | 1      | 2      | 3      | 4      | 1      | 2      | 4      | 7      | 2      | 2      | 1      | 1      |
| ■ Drowning Events          | 0      | 0      | 1      | 0      | 0      | 4      | 3      | 1      | 2      | 0      | 0      | 0      |
| ■ Attempted Suicide Events | 3      | 5      | 4      | 0      | 1      | 2      | 1      | 2      | 1      | 2      | 1      | 10     |
| ■ Cardiac Arrest Calls     | 29     | 30     | 28     | 32     | 41     | 40     | 33     | 24     | 38     | 40     | 40     | 49     |
| ■ Choking Events           | 2      | 1      | 8      | 5      | 12     | 4      | 5      | 2      | 4      | 4      | 5      | 4      |
| ■ Obstetric Calls          | 4      | 4      | 10     | 10     | 3      | 6      | 6      | 10     | 7      | 3      | 6      | 9      |

\* Statistics are based on remarks entered in CAD and final event types.

### III. Performance Improvement

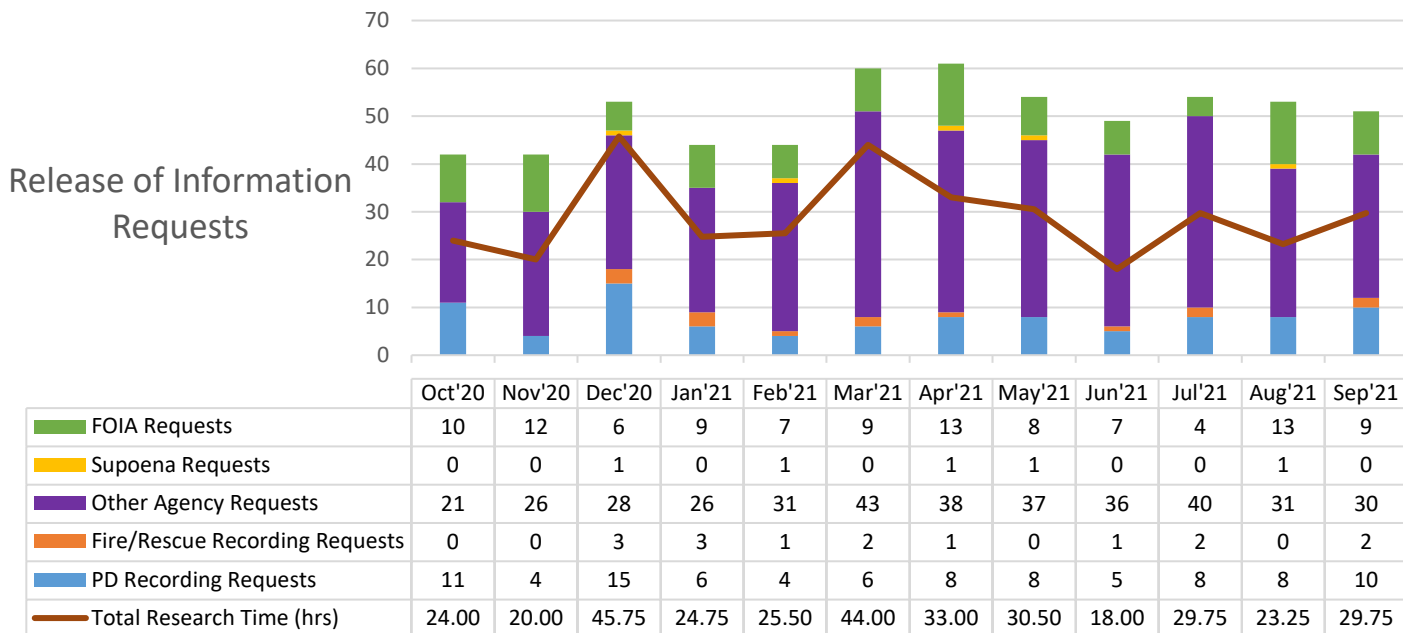


| Legend                          |   |
|---------------------------------|---|
| <b>Specialized Training</b>     | Employee (non-trainee) time spent in training for NICE, CAD, and related/similar in-services                  |
| <b>Professional Development</b> | Employee (non-trainee) time spent in APCO, VACAP Conferences, County class offerings, and other PD            |
| <b>Trainee – Floor</b>          | Trainee time spent paired with a trainer  |
| <b>Trainee – Classroom</b>      | Trainee time spent in orientation, training, ride-alongs, etc.  |
| <b>CTO – Meetings</b>           | Communications Training Officer time spent planning meetings and collaboration related to training program    |
| <b>CTO – Floor</b>              | Communications Training Officer time spent paired with a trainee  |
| <b>CTO – Classroom</b>          | Communications Training Officer hours off-site at Academy for instruction and on-site staff training programs |

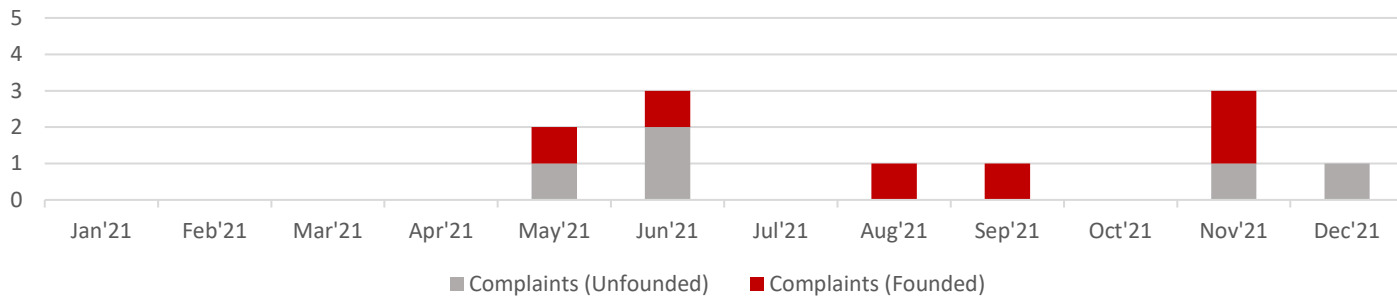
**Quality Assurance Reviews – New Report Coming Soon!**

With the implementation of electronic call-taking protocols in Q4 2021, the ECC has new opportunities for in-depth QA reviews and QA reports. A new format for this information is currently being worked on, and will be available in future productivity reports.

## IV. Release of Information and Other Research



## Complaints



### Q3 2021 Complaint Summary

**October 2021:** No complaints were filed.

**November 2021:** A complaint was filed alleging a telecommunicator did not dispatch the appropriate responding agency. The complaint was deemed founded.

A complaint was filed alleging a telecommunicator exhibited customer service deficiencies. The complaint was deemed founded.

A complaint was filed alleging a telecommunicator provided incorrect procedural information. The complaint was deemed unfounded.

**December 2021:** A complaint was filed alleging a telecommunicator was rude. The complaint was deemed unfounded.

## V. Budget and Financial Information

All numbers are current as of February 7<sup>th</sup>, 2022, as reported in and sourced from the Albemarle County AADR report.

### FY22 Budget Snapshot

| Department                        | Original Budget    | Current Budget*    | Actual Expenditures** | Encumbrances       | Balance            | % Expended   |
|-----------------------------------|--------------------|--------------------|-----------------------|--------------------|--------------------|--------------|
| <b>32110 - ECC-Operations</b>     | \$5,964,539        | \$7,603,739        | \$3,616,690           | \$1,027,650        | <b>\$2,959,399</b> | 61.1%        |
| <b>32120 - Emergency Services</b> | \$326,165          | \$359,098          | \$275,513             | \$347              | <b>\$83,239</b>    | 76.8%        |
| <b>32130 - 800 MHZ Operations</b> | \$1,067,475        | \$1,157,739        | \$635,284             | \$180,607          | <b>\$341,848</b>   | 70.5%        |
| <b>Grand Total</b>                | <b>\$7,358,179</b> | <b>\$9,120,576</b> | <b>\$4,527,486</b>    | <b>\$1,208,603</b> | <b>\$3,384,486</b> | <b>62.9%</b> |

\*Includes re-appropriations

\*\* Does not include pending transactions

### FY2022 Minimum Staffing Pay / Overtime Wages for 32110-ECC-Operations

| Budgeted  | Expended  | Balance      | % Expended |
|-----------|-----------|--------------|------------|
| \$192,002 | \$199,664 | (\$7,662.36) | 104.0%     |

\* Overtime wage detail information pending, following transition to new payroll processor.



Agenda Item:

## 4.2) Technology and Building Reports



# Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director  
From: Lily Gregg, Systems Manager  
Date: February 2, 2022  
Subject: ECC Technology Report

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## Executive Summary

The information technology division within the ECC is leading multiple ongoing technical projects for the ECC and the Region. The major projects include Regional P25 Project, Public Safety Software Optimization, Next Generation 9-1-1 transition, Call Handling system upgrade, and Electronic Dispatch Protocols. Additional projects include PulsePoint, Carbyne, Data Analytics, and NICE Screen Recording. A brief scope and current status for each project is contained below.

|   |   |
|---|---|
| <b>Regional P25 Project</b><br>Budget: \$18,808,000<br>Funded: FY16<br>6 year duration              | <b>Scope:</b> Replace end of life Motorola 800 MHz SmartZone radio system infrastructure with L3Harris P25 system.<br><br><b>Status:</b> Field acceptance tests and site inspections were conducted in November and December and a few outstanding items from those tasks are being completed. Integration with the Public Safety Software system to display Automatic Vehicle Location is being pursued. Detailed cutover planning is underway and specific dates will be shared with the region in the coming months.   |
| <b>Public Safety Software Optimization</b><br>Budget: \$119,000<br>Funded: FY22<br>Duration pending | <b>Scope:</b> After discontinuing the RFP process, the ECC continues to optimize the current Public Safety Software platform.<br><br><b>Status:</b> Optimization projects include server upgrade/migration, Fire Mobile Crewforce site license, and Socrata data analytics package. The Fire Mobile CrewForce site license has been delivered, the server upgrade migration has been scheduled, and the Socrata data analytics project will kick off soon. Additionally, implementation of the Automated Secure Alarm Protocol (ASAP) interface, and the upgrade of the Fire Records license to a continuous data feed have been completed. |
| <b>Next-Generation 9-1-1 Transition</b><br>Budget: see CHE<br>Funded: see CHE<br>2 year duration    | <b>Scope:</b> Migrate 9-1-1 system from an analog network to a statewide IP network to improve and enhance 9-1-1 services. Funding supplemented by state grant.<br><br><b>Status:</b> Diverse connectivity for both the primary and backup ECC has been initiated. The ECC is working with 9-1-1 and Geospatial Services and regional GIS personnel to complete the initial upload of GIS data.   |

2306 Ivy Road · Charlottesville, VA 22903 · (434) 970-1098 · Fax (434) 971-1767

*“A CALEA Nationally Accredited Communications Center”*

*“APCO Project 33 Certified Training Program”*



## Charlottesville-UVA-Albemarle County Emergency Communications Center



|  |   |
|--|---|
| <p><b>Call Handling System Upgrade</b><br/>Budget: \$608,908<br/>Funded: FY20/FY21<br/>2 year duration</p> | <p><b>Scope:</b> Replace end-of-support phone system equipment and upgrade to the latest software version. This upgrade is required for the NG9-1-1 transition. As such, funding supplemented by state grant.</p> <p><b>Status:</b> Replacement servers, switches, and firewalls have been ordered and much of the equipment has been delivered. Dates for installation will be scheduled soon.</p>   |
| <p><b>Electronic Dispatch Protocols</b><br/>Budget: \$234,238<br/>Funded: FY20<br/>6-9 month duration</p>  | <p><b>Scope:</b> Implement electronic dispatch protocols for police, fire, and EMS, including integration with the CAD system.</p> <p><b>Status:</b> Phase two response configuration of the Public Safety Software System for Electronic Dispatch Protocols is underway, with input from the Dispatch Review Committee. Weekly quality performance reviews are conducted.</p>  |
| <p><b>PulsePoint</b><br/>Budget: \$17,480<br/>Funded: FY21<br/>6 month duration</p>                        | <p><b>Scope:</b> Implement PulsePoint Respond and integrate with the CAD system. PulsePoint Respond will alert citizens of the need for CPR assistance and the location of the nearest AED as soon as the call comes into the ECC.</p> <p><b>Status:</b> A soft launch of the system was completed January. The app is currently available and being installed by responder agencies. A regional press event hosted by the ECC is scheduled for February 17<sup>th</sup> where PulsePoint will be introduced to the community.</p>                        |
| <p><b>Carbyne</b><br/>Budget: \$75,000<br/>Funded: FY20/FY21<br/>3 month duration</p>                      | <p><b>Scope:</b> Standalone software application that allows wireless callers to provide video from their device, provides enhanced device-based location, and has silent chat capabilities.</p> <p><b>Status:</b> Full launch of this new tool was completed on January 28<sup>th</sup>. The ECC continues to monitor the implementation and usage of the software and will report use cases and success stories as they occur.</p>  |
| <p><b>Data Analytics</b><br/>Budget: \$21,000<br/>Funded: FY 21<br/>1 year duration</p>                    | <p><b>Scope:</b> System to analyze and share key performance indicators with internal and external stakeholders.</p> <p><b>Status:</b> A proof of concept for a new data analytics platform is being developed. Once completed, a decision about investing in the full scale platform will be made.</p>   |
| <p><b>Screen Recording</b><br/>Budget: \$23,000<br/>Funded: FY 22<br/>6 month duration</p>                 | <p><b>Scope:</b> Expand the existing archiver/recorder system to allow for computer screen recording of the main monitors used for CAD and related interfaces.</p> <p><b>Status:</b> This project kicked off in late October. Virtual servers were provisioned using the ECC’s existing datacenter. Installation of software is scheduled for the first week of February on two workstations initially to test functionality and ensure there are no impacts to performance. A full roll out will commence in the weeks following a successful trial.</p> |
| <p><b>VPN Replacement</b><br/>Budget: \$32,000<br/>Funded: FY 22<br/>6 month duration</p>                  | <p><b>Scope:</b> Replace the current ECC mobile VPN with a more robust solution to accommodate additional operational users of regional public safety software systems.</p> <p><b>Status:</b> Initial analysis of current available solutions is underway.</p>  |

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# Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director  
From: Lily Gregg, Systems Manager  
Date: February 2, 2022  
Subject: ECC Building Report

---

## Executive Summary

Along with managing the technical systems for the ECC and the region, the information technology division helps oversee required maintenance or repairs for the building. Several ongoing building items, and their status, are contained below.

### Water Main Leak

Water consumption at the ECC during the month of November was 107,000 gallons due to a water main leak. Charlottesville Public Works repaired the leak on November 28th. During the month of December, consumption was still high at 42,000 gallons, well above the expected 6,000 gallons. Charlottesville Public Works came out to do an initial evaluation and suspect there is a second leak. As the landowner, UVA Facilities Management is leading the effort to locate the new leak. If the leak cannot be located, installation of a new waterline may be required. Expenditures from the water leak and initial repair totaled \$25,398.

### Structural Analysis

Following the water main leak issue, many new cracks were identified in the walls and ceiling around the building. An engineering firm will be onsite February 15<sup>th</sup> to perform an initial structural analysis of the building and monitor over time.

### Building Leaks

Roof gutter cleaning was occurring on a monthly basis, however, a new vendor is needed to continue this work. Even with this mitigation plan in place, the building continues to leak after heavy rains. A new company has been contacted to provide a consultation and recommendation for next steps.

### Building Renovations

New stackable tables and chairs for the conference room have been delivered, which completes the renovations to the conference room. New furniture has been ordered to convert a single office into a workspace for two people.

### UPS Battery Replacements

Quotes to replace a single string of UPS batteries have been requested. The string will be replaced in the coming months as part of the annual preventative maintenance cycle.

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Agenda Item:

### 4.3) Staffing and Recruitment Report



# Charlottesville-UVA-Albemarle County Emergency Communications Center



**To:** ECC Management Board

**From:** Josh Powell, Support Services Manager

**Date:** February 7, 2021

**Subject:** ECC Staffing and Recruitment Report

---

## Staffing, Organizational Strength, and Recruitment

Since our last report, there have been no new hires and **one new separation**. Following a position analysis questionnaire (“PAQ”) review by Albemarle County HR, **one position was reclassified** from Management Analyst II to Support Services Manager.

Recruiting efforts are underway for all vacancies, with Public Safety Communications Supervisor interviews occurring this week, and Public Safety Communications Officer interviews occurring next week, with an expected start date of February or March 2022. Our vacancy rate stands at 15% overall, or 7.7 FTE, with **operational vacancies at 18%**. Additional information about our current organizational strength is detailed in the chart on the following page.

The ECC continues to expand recruitment efforts. For this cycle, we hired a local graphic designer to build a recruiting flyer and ran a paid advertising campaign on social media. With a total advertising spend under \$200, our **recruitment posting was viewed by 29,554 unique individuals**, of whom 816 clicked through to read the full job description. This resulted in a significantly larger applicant pool than in past cycles, with a corresponding **increase to candidate diversity** in terms of prior work experience, education backgrounds, and demographics.

Additional improvements to our recruitment process are planned for upcoming hiring cycles. These include participation in local career fairs, launching a new website with a recruitment landing page, and evaluating new applicant tracking systems that may help lower technical barriers-to-entry for applicants. Working with our contracted vendor for the ongoing workforce optimization study, we have also held a series of focus groups to solicit ideas from our current co-workers on improving recruitment and retention; new initiatives will be evaluated/implemented upon receiving the final report with recommendations.



# Charlottesville-UVA-Albemarle County Emergency Communications Center



| Organizational Strength [2/2022]                         | Authorized   | Actual       |            | Vacant     | % Vacant   |
|--|--------------|--------------|------------|------------|------------|
|  |              | Full-time    | Part-time  |            |            |
| <b>Operational</b>                                       | 42           | 34.30        |            | 7.70       | 18%        |
| <b>Public Safety Communications Officers<sup>1</sup></b> | <b>30</b>    | <b>22</b>    | <b>2.3</b> |            |            |
| <i>Regular</i>   |              | 17           | 2.3        | 5.70       | 19%        |
| <i>Probationary/Trainees</i>                             |              | 5            |            |            |            |
| <b>Public Safety Communications Supervisors</b>          | <b>8</b>     | <b>6</b>     |            | <b>2</b>   | <b>25%</b> |
| <b>Public Safety PI &amp; Accreditation Supervisor</b>   | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Public Safety Training Manager</b>                    | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Operations Manager<sup>+</sup></b>                    | <b>2</b>     | <b>2</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>I.T.</b>  | <b>6</b>     | <b>6</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>ECC Systems Manager<sup>+</sup></b>                   | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>ECC Sr. Systems Analyst/DBA<sup>+</sup></b>           | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Sr. / Systems Engineer<sup>+</sup></b>                | <b>2</b>     | <b>2</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Public Safety Applications Technician</b>             | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Public Safety Communications Technician</b>           | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Emergency Management</b>                              | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Emergency Management Coordinator</b>                  | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Administration</b>                                    | <b>4</b>     | <b>4.00</b>  |            | <b>0</b>   | <b>0%</b>  |
| <b>Executive Director<sup>+</sup></b>                    | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Support Services Manager</b>                          | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Office Associate V</b>                                | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Lead Custodian</b>                                    | <b>1</b>     | <b>1</b>     |            | <b>0</b>   | <b>0%</b>  |
| <b>Overall</b>   | <b>53.00</b> | <b>45.30</b> |            | <b>7.7</b> | <b>15%</b> |

--  
<sup>1</sup> Authorized count does not include overhire (0/3 positions filled); actual count does not include part-time temporary co-workers (PRN) working variable hours. \* Salaried



Agenda Item:

#### 4.4) Training Program Report



# Charlottesville-UVA-Albemarle County Emergency Communications Center



**To: ECC Management Board**

**From: Jan Farruggio**  
**PS Communications Training Program Manager**

**Date: February 1, 2022**

**Subject: Update from the Training Division**

---

## Professional Development

We had **3 co-workers** attend and complete the **General Instructor Certification course** at the Central Shenandoah Criminal Justice Training Center, in December. We also had **5 co-workers re-certify** their **General Instructor Certification** using the on-line training option from the Central Shenandoah Criminal Justice Training Center.

## New Hire Curriculum and OJT Training

We currently have **5 recruits**, attached to a training officer, working on **different phases of their training**.

We made some **key improvements**, in our last classroom academy, by providing **more detailed blocks of instruction**. In our **upcoming** classroom academy, we will continue to make improvements to areas of study by adding benchmarks. This will assist recruits in being more self-sufficient to enter the OJT portion of their training.

## Objectives

GO LIVE for Priority Dispatch was December 7<sup>th</sup>, 2021, where we implemented electronic protocols. Prior to GO LIVE **each employee obtained 64 hours** of required training for certification in all 3 disciplines and **8 hours** for PRoQA. Once the employee completed their certification in all 3 disciplines, they spent hours performing 50 practice calls, on the test side of CAD.

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# Charlottesville-UVA-Albemarle County Emergency Communications Center



## Breakdown of Training Hours

|                                 | Oct '21 | Nov '21 | Dec '21 | Jan '22 |
|---------------------------------|---------|---------|---------|---------|
| <i>Academy (instructor)</i>     | 24      |         |         |         |
| <i>Academy (student)</i>        |         |         |         |         |
| <i>Specialized Training</i>     | 768     | 816     | 90      | 12      |
| <i>Professional Development</i> | 2       |         | 160     |         |
| <i>Trainee- Floor</i>           | 166     | 572     | 299.5   | 415.6   |
| <i>Trainee- Classroom</i>       |         |         |         |         |
| <i>CTO- Meetings</i>            |         |         |         |         |
| <i>CTO - Floor</i>              | 166     | 572     | 299.5   | 415.6   |
| <i>CTO - Classroom</i>          |         |         |         |         |
| <i>TPM - Classroom</i>          |         |         |         |         |

## Additional Training Detail

### October 2021

Priority Dispatch-EMD 6 co-workers with 24 hours/each  
 Priority Dispatch-EFD 26 co-workers with 16 hours/each  
 Priority Dispatch-EPD 13 co-workers with 16 hours/each

### November 2021

Priority Dispatch- EPD 15 co-workers with 16 hours/each  
 Priority Dispatch-EMD 1 co-worker with 24 hours  
 ProQA- protocols 41 co-workers with 8 hours/each  
 Priority Dispatch-Q 7 co-workers with 32 hours/each

### December 2021

Priority Dispatch- EFD 1 co-worker with 16 hours  
 Priority Dispatch-EPD 2 co-workers with 16 hours/each  
 Priority Dispatch-AQUA 7 co-workers with 6 hours/each  
 General Instructor 3 co-workers with 40 hours/each  
 General Instructor Re-Certification 5 co-workers with 8 hours/each

### January 2022

Blue Card Training 12 hours

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Agenda Item:

## 4.5) Emergency Management Coordination Reports



# Charlottesville-UVA-Albemarle County Emergency Communications Center



**To:** ECC Management Board

**From:** Maribel Street Regional Emergency Management Coordinator

**Date:** January 27, 2022

**Subject:** November 2021 – January 2022

---

## Public Outreach

The Regional OEMC continues to educate the region via social media and our website as well as through our participation in regional outreach groups such as CERT and TRIAD. The ROEMC is working in partnership with the city and county to conduct a CodeRed Campaign.

## Hazards and Events

The region experienced a major winter storm in January and the hotwash will be conducted on January 28<sup>th</sup> and an after action report will be available in February.

## Community Emergency Response Team (CERT)

The (CERT) program educates volunteers about disaster preparedness for the hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations.

We conducted six virtual courses and taught about 30 students. We hope to be able to move back to in person classes in the spring and offer Saturday morning courses.

We are working with CATEC to integrate the CERT curriculum into some of their current programs.

The Regional OEMC has purchased a volunteer management system to assist with regional volunteer programs and requests. The launch has occurred, and we have 50 active members signed up.

## Comprehensive Emergency Management Plan (CEMP): Regional Utilities

The Regional OEMC has been conducting review meetings with our regional utility partners to improve and update the 2017 Regional utilities CEMP. We are meeting with VDEM and the Olson Group to begin development of a tabletop exercise to test the plan.

## EOP Review

The Regional Office of Emergency Management in partnership with all stakeholders has been reviewing the Regional Emergency Operations Plan. Every four years a full review is conducted by our office and stakeholders to ensure our regional plan is as complete as possible. This review started in November 2020 and will run

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# Charlottesville-UVA-Albemarle County Emergency Communications Center



through Winter 2021. All ESF's have had kickoff meetings. Edits are being made from these kickoff meetings. The principal/head section (basic plan) of the EOP will be reviewed over the next month with input from the Regional Emergency Management Coordination Committee and other stakeholders. We will be requesting leadership signoff in February.

## CodeRED Registration

CodeRED is our free emergency alert system, in which we have registered over 46,000 local citizens and businesses. We use this system to send out alerts about weather emergencies, missing persons, and other general emergencies through phone, text, and email. We also purchased some yard signs with signup information to spread around the region. If you would like a yard sign to put outside your workplace please let us know.

| Month    | Number of New Citizens Registered | Number of New Businesses Registered |
|----------|-----------------------------------|-------------------------------------|
| November | 6                                 | 0                                   |
| December | 9                                 | 0                                   |
| January  | 215                               | 19                                  |

## Interns

We have had six amazing interns working with us this spring. They are UVA, VCU and FIU seniors and graduate students studying emergency management. They have assisted in several projects including but not limited to: EOP review, public outreach projects, research, reunification plan creation, and many others.

## Public Assistance

The Regional OEM has applied for public assistance reimbursement for our regional COVID-19 response. Our project totals \$213,574.83. The office is finalizing our second request for vaccine response.

## Regional Hazard Mitigation Plan Task Force

The Regional OEM is working with the Thomas Jefferson Planning district task force on reviewing the Regional Hazard Mitigation Plan. This project consists of monthly/quarterly meetings. There will be a public meeting held on Feb. 7<sup>th</sup> at 3:30pm via zoom.

## Training/Conferences

- Maribel completed her type 3 planning chief certificate in DC in January.

## Albemarle School Safety Inspections

The Regional OEMC is working with a team from Albemarle County to conduct safety checks of each school. We will be conducting two more in February. We have completed 4 in 2021.

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# Charlottesville-UVA-Albemarle County Emergency Communications Center



## Coming Up

### Meetings

- LEPC – Feb. 24<sup>th</sup> 1pm (virtual)

### Training/Conference

- Our office is co-sponsoring an ICS 300/400 course in Feb./March with East Rivanna Fire.
- Maribel will be attending and speaking at the State EM conference in March as well as the National Hurricane Conference in April.

### Grants

- LEMPG 2020/2021 – The 2020 reimbursements have been received.
- Albemarle Flood Study through the BRIC grant is in its final stage of review.

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Agenda Item:

#### 4.6) Commendations, Awards, and Press

---

**From:** Sonny Saxton  
**Sent:** Saturday, January 15, 2022 4:40 AM  
**To:** Todd Richardson; Celeste Baldino; Josh Powell; Jan Farruggio  
**Cc:** Lily Gregg; Maribel Street  
**Subject:** Fwd: 511 Structure fire

Todd and Celeste,  
Please pass along this compliment from CFD to the co-workers who were on-duty during the initial moments and throughout the day as salvage operations continued.

I also heard news reports with interviews of residents in which they described their interactions with our PSCOs when they first called 9-1-1. The residents were thankful and praised our team for providing life saving instructions.

Job well done, thank you for working to keep our community safe.

**Sonny Saxton, EMT-P, ENP**

Executive Director ECC

**Charlottesville-UVA-Albemarle County**

**Emergency Communications Center**

[2306 Ivy Road | Charlottesville, VA 22903](#)

Office: [434.971.1765](tel:434.971.1765) | Mobile: [434.242.7038](tel:434.242.7038)

[ssaxton@albemarle.org](mailto:ssaxton@albemarle.org)

Begin forwarded message:

**From:** "Smith, Hezedeane"  
**Date:** January 15, 2022 at 03:58:03 EST  
**To:** Sonny Saxton, Lily Gregg  
**Subject:** 511 Structure fire

Good morning

Please share my appreciation to your team that worked the structure fire early Friday morning.

They did a phenomenal job keeping up with all (up to 25 or more) the units. It was also reassuring when I contacted ECC, the benchmarks and times were readily retrievable.

Be safe this weekend.

Thank you.

Dr. Hezedeane A. Smith, Fire Chief



# Charlottesville-UVA-Albemarle County Emergency Communications Center



**To:** ECC Management Board

**From:** Josh Powell, Support Services Manager

**Date:** February 4, 2021

**Subject:** ECC Press and Social Media Update

---

## ECC in the News

Over the past quarter, local news stories involving the Charlottesville-UVA-Albemarle County Emergency Communications Center and/or its co-workers include:

- **1/6/2022:** "ECC offering website, hotline with info on storm-related resources" ([NBC29](#))
- **1/6/2022:** "Power out? Here's where you can get a charge, water or just warm up" ([Charlottesville Tomorrow](#))

## Social Media

The ECC continues to maintain and grow its presence on social media, including Facebook, Twitter, NextDoor, Instagram, and LinkedIn. In the last quarter, the ECC created **35+ posts** on its various social media pages. We've also run our first paid advertising campaign – additional details on that are available in the Staffing and Recruitment Report (*Consent Agenda Item 4.3*). Post reach information for Facebook is as follows:

### Page Overview

Last 28 days

Followers: 4,706

|   |        |
|---|--------|
|  Post Reach      | 66,818 |
|  Post Engagement | 7,078  |
|  New Followers   | 72     |

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Agenda Item:

#### 4.7) Winter Storm Brief



# Charlottesville-UVA-Albemarle County Emergency Communications Center



## MEMORANDUM - GENERAL

---

**To:** Sonny Saxton, Executive Director

**From:** Todd Richardson, Operations Manager

**Date:** February 3<sup>rd</sup>, 2022

**Subject:** January Snowstorms Follow-up

---

During the month of January, the ECC experienced three distinct snow events. Predictions for each event were substantial, but the actual precipitation varied.

Of the three storms, the one that occurred at the beginning of January was the most critical. This was a heavy snow which fell to quite a few inches of depth. Once the precipitation began it increased the workload of the ECC significantly to where the incoming phone calls were in the area of 180 calls per hour. To maintain adequate staffing for the event, the ECC offered hotel rooms and meal reimbursement (2 meals) to staff. Due to power outages that resulted from this storm, hotel offerings were maintained for a longer period of time to make sure staff had electricity and heat to be ready to work.

Predictions for the second storm were also not very favorable. Based on the predictions, hotels were again offered to staff with meal reimbursements. Several employees took advantage of the offer. The predictions for this storm were a little off the mark and local impacts were minor so there was no need to extend hotel offerings to employees.

Predictions for the third storm were fairly minor. Hotel rooms were offered and one employee (who lives on the other side of the mountain) decided to take us up on accommodations. This event ended up being pretty minor with low impacts to the area.

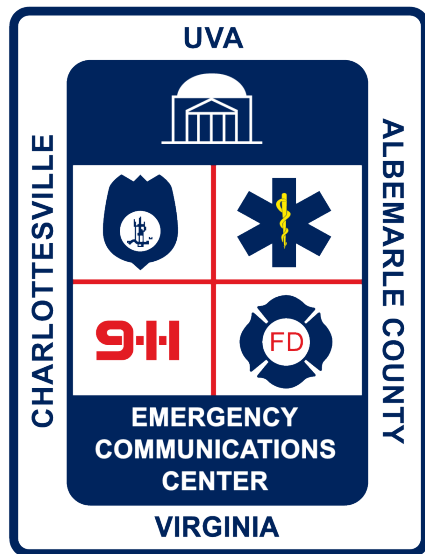
Totals for the storms:

\$3,580.92 for 1<sup>st</sup> storm (1/3 – 1/8) for room and meals  
\$1,628.00 for 2<sup>nd</sup> storm (1/16-1/18) for room and meals  
\$109.20 for 3<sup>rd</sup> storm (1/28-1/29) for room

\$5,328.12 Total for all three storms in January

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Agenda Item:

## 4.8) Previous Meeting Minutes



# ECC Management Board - Regular Meeting Minutes

December 14<sup>th</sup>, 2021 – 10:00 a.m. – Electronic Meeting

*This meeting was held by electronic communication means, using Zoom and a telephonic connection, because of the COVID-19 state of emergency.*

**Members present electronically:** Chief Tim Longo, Ms. Nelsie Burch, Major Greg Jenkins (Designee for Chief Ron Lantz), Chief Dan Eggleston, Chief Hezedeane Smith, Mr. John DeSilva, Ms. Ashley Marshall, Major Tito Durette, Dr. Bill Brady

**Members present physically:** None

**Members absent:** None

**Others present electronically:** Amanda Farley (Counsel to the Board), Sonny Saxton (ECC Executive Director), Josh Powell (ECC Management Analyst II), Jacob Sumner (Albemarle County Assistant CFO for Policy and Partnerships), Newsha Dau (Albemarle County Policy & Performance Manager), Members of the Public

## 1. Call to Order

Chief Eggleston called the meeting to order at 10:00 a.m., held electronically pursuant to and in compliance with Albemarle County Ordinance No. 20-A(16), an ordinance to ensure the continuity of government during the COVID-19 disaster. Pursuant to Virginia Code Section 2.2-3708.2(A)(3) and state of local emergency that is in effect for Albemarle County, Chief Eggleston made the following findings: because of the continued and further developing threat posed by the COVID-19 pandemic, it is impracticable and unsafe to assemble a quorum of Board members at a single location for the purposes of this meeting; and the purpose of this instant meeting is for the discharge of its lawful purposes, duties, and responsibilities, namely the governance of ECC operations. Mr. Powell recorded the minutes.

## 2. Roll Call

Roll call was taken for the record. With nine members attending virtually and none absent, a quorum was present.

## 3. Matters from the Public

Mr. Powell provided instructions for members of the public to submit comments to the Board electronically or telephonically. There were no matters from the public.

## 4. Consent Agenda

With no items removed from the consent agenda for further discussion, **Mr. DeSilva made motion, seconded by Chief Smith to adopt the consent agenda (“Productivity Report,” “Technology and Building Report,” “Staffing and Recruitment Report,” “Training Program Report,” “Emergency Management Coordination Report,” “Commendations, Awards, and Press,” “FY2023 Budget Timeline,” “Fiscal Year 2022 Mid-year Revenue Update and Recommended Allocation”, “Previous Meeting Minutes: August 17, 2021,” and “ECC Management Board 2022 Meeting Schedule”)** as presented. The motion carried on a voice vote.

## 5. Albemarle County Cost Allocation Plan Update

Ms. Birch overviewed Albemarle County's recent review of their cost allocation plan. Mr. Sumner and Ms. Dau delivered a presentation on updates to the allocation plan as related to the costs for support services for the Emergency Communications Center. Mr. Saxton provided additional context for how the County's review of these services may provide an opportunity for the ECC and the Management Board to evaluate service needs and structures. Ms. Birch agreed, and stated that this was the start of a conversation that would be ongoing.

## 6. ECC Participant Funding Formula Update

Mr. Saxton delivered a presentation overviewing the work undertaken by the ECC Calls for Service and Funding Model Review committee, including some of the goals agreed to by the committee, such as to reduce year-over-year variability in partner shares, arrive at a formula that better represented proportional workload, and to pursue an agreement amendment that delegated funding formula revisions to the ECC Management Board. Chief Longo thanked the ECC staff for their work on the presentation, and voiced support for a model that would exclude self-initiated work types such as "Building Check" calls for service.

Mr. Saxton asked for direction from the Board on continuing the work, and advised that the committee had not met in some time due to membership changes and retirements. Chief Eggleston proposed that the Board consider new members for the committee in the February meeting.

## 7. Other Matters Not Listed on the Agenda from the Board

There were no other matters not listed on the agenda from the Board.

## 8. Adjourn

**At 10:44 a.m., Chief Longo made motion, seconded by Dr. Brady, to adjourn. The motion carried on a voice vote.**

ECC Management Board  
Budget and Finance Committee Meeting  
December 21, 2021 at 1:30PM  
Virtual Meeting – Zoom

*This meeting was held by electronic communication means using Zoom and a telephonic connection because of the COVID-19 state of emergency.*

**Members Present:** Ms. Nelsie Birch, Mr. Brian Logwood, and Mr. Chris Cullinan

**Members Unable to Attend:** None

**Others Present:** Mr. Sonny Saxton, Mr. Josh Powell, Members of the Public

### 1. Call to Order

Ms. Birch called the meeting to order at 1:31 p.m., held electronically pursuant to and in compliance with Albemarle County Ordinance No. 20-A(16), an ordinance to ensure the continuity of government during the COVID-19 disaster. Pursuant to Virginia Code Section 2.2-3708.2(A)(3) and state of local emergency that is in effect for Albemarle County, Ms. Birch made the following findings: because of the continued and further developing threat posed by the COVID-19 pandemic, it is impracticable and unsafe to assemble a quorum of committee members at a single location for the purposes of this meeting; and the purpose of this instant meeting is for the discharge of its lawful purposes, duties, and responsibilities, namely the governance of ECC operations. Mr. Powell recorded the minutes.

### 2. Budget Work Session

Mr. Saxton presented a draft request for the ECC's FY2023 Budget.

The committee discussion included: capital improvement projects, including the Public Safety Software Project; capital outlay projects; staffing numbers and the forthcoming workforce optimization study; state grants; the ECC's unfunded building fund project; in-house fiscal and admin services; and the ECC fund balance.

**The committee reached unanimous consensus that the Budget and Finance committee recommend the FY2023 Budget and send it to the full ECC Management Board for approval.**

### 3. Adjourn

With no further business to come before the Committee, the meeting was adjourned at 2:41 p.m.