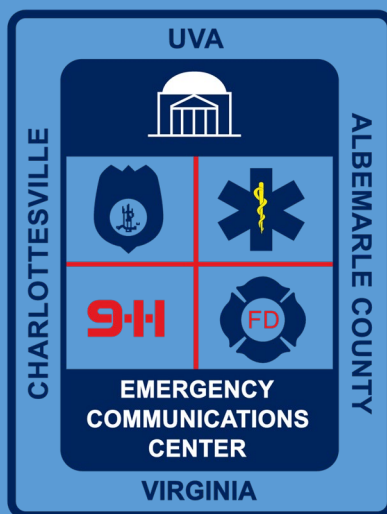


ECC MANAGEMENT BOARD 8/18/2020 MEETING PACKET



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

Print date: 8/12/2020



Agenda Item:

2) Roll Call

CITY OF CHARLOTTESVILLE

"A World Class City"

Office of The City Manager

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June 15, 2020

Mr. Larry "Sonny" Saxton, Jr.
Charlottesville-University of Virginia-Albemarle County
Emergency Communications Center
2306 Ivy Road
Charlottesville, Virginia 22903

Dear Mr. Saxton:

As you are aware, Andrew Baxter recently tendered his resignation with the City of Charlottesville. As a result of his departure from the City of Charlottesville, I have selected Ms. Emily Pelliccia, Interim Fire Chief, to serve as our new representative on the Charlottesville-Albemarle-University of Virginia Emergency Communications Center (ECC) Management Board.

In accordance with the By-Laws set forth in our 1984 Joint Powers Agreement, this appointment once again satisfies our required number of Board members from the City of Charlottesville. Ms. Pelliccia will attend all scheduled meetings as it relates to ECC matters. Thank you in advance for your review of this correspondence and welcoming Ms. Pelliccia to the Management Board.

Sincerely,

A handwritten signature in dark ink, appearing to read 'TJR', is written over a faint, larger version of the same signature.

Tarron J. Richardson, Ph.D.
City Manager



Agenda Item:

4.1) Productivity Report



Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report

Quarter 2 / April to June 2020

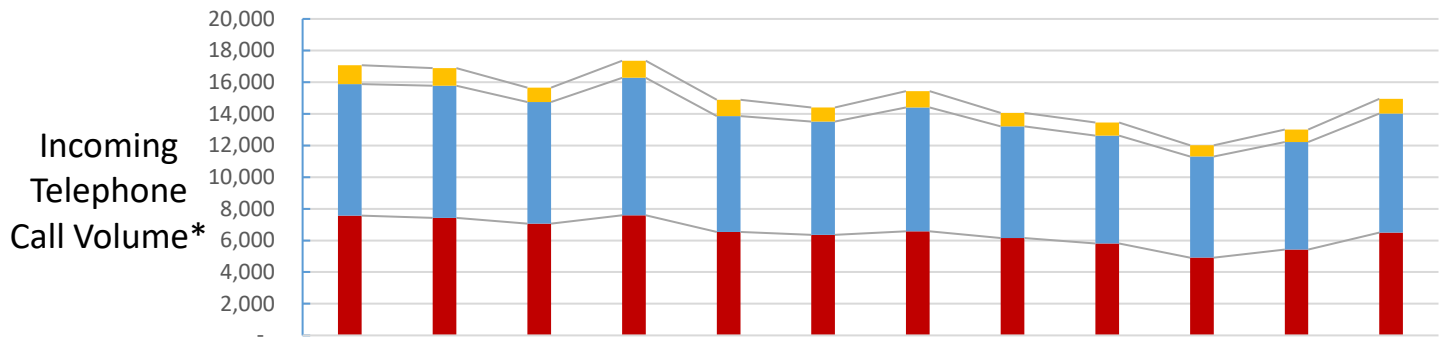
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III. Performance Improvement.....	8
IV. Release of Information and Other Research	9
V. Budget and Financial Information	10

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.

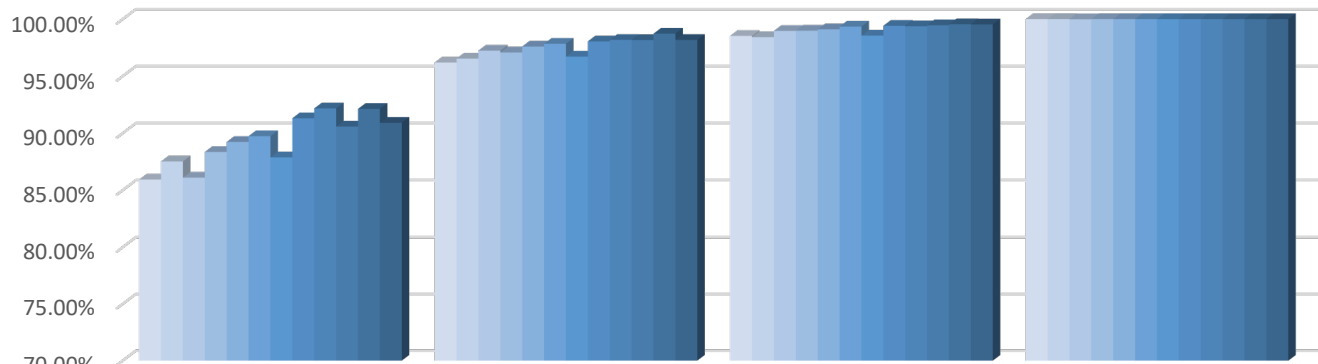
I. Telephone System Statistics



	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
Alarm & 10-digit Emerg.	1,195	1,116	920	1,081	1,041	893	1,039	843	829	708	796	928
Non-Emergency Number	8,308	8,350	7,681	8,685	7,325	7,160	7,814	7,066	6,819	6,392	6,802	7,523
Emergency 911	7,575	7,421	7,064	7,591	6,530	6,353	6,584	6,154	5,814	4,913	5,416	6,499

*includes calls that disconnected from queue before being answered

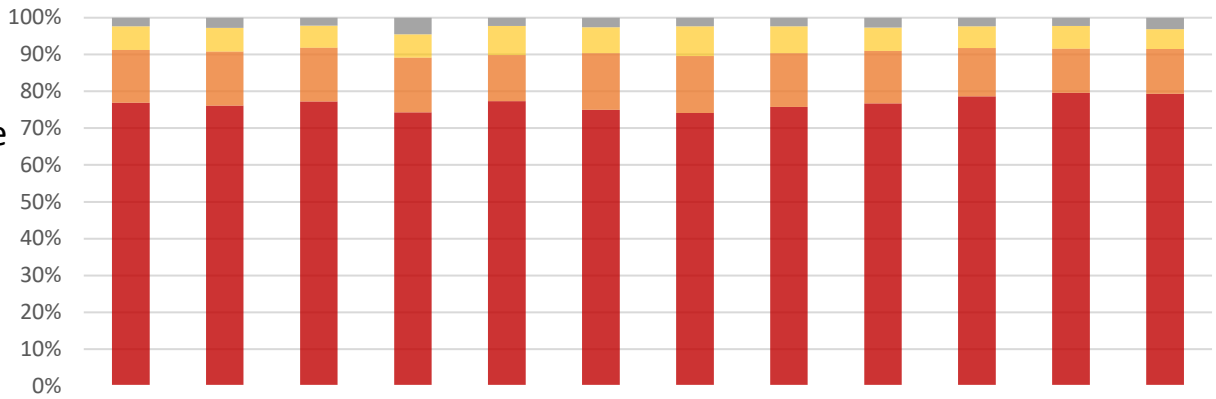
911 Call Answer Times



	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
Jul'19	85.93%	96.20%	98.53%	100.00%
Aug'19	87.52%	96.54%	98.42%	100.00%
Sep'19	86.10%	97.24%	98.97%	99.99%
Oct'19	88.35%	97.08%	98.99%	100.00%
Nov'19	89.23%	97.60%	99.11%	100.00%
Dec'19	89.74%	97.84%	99.35%	100.00%
Jan'20	87.88%	96.72%	98.56%	100.00%
Feb'20	91.31%	98.05%	99.42%	100.00%
Mar'20	92.17%	98.18%	99.38%	100.00%
Apr'20	90.58%	98.17%	99.47%	100.00%
May'20	92.13%	98.73%	99.55%	100.00%
Jun'20	90.91%	98.18%	99.54%	100.00%

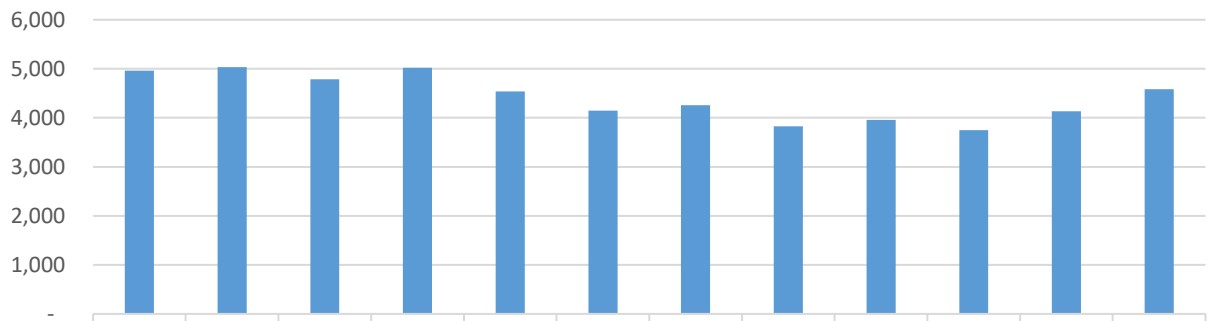
Standard	Met	Comments
Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within (≤) fifteen (15) seconds (<i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i>)	✓	The ECC consistently meets and exceeds this standard, answering 96-98% of all 9-1-1 calls within fifteen seconds. <i>Note: This standard was updated by NENA in Q2 2020.</i>
Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within (≤) 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



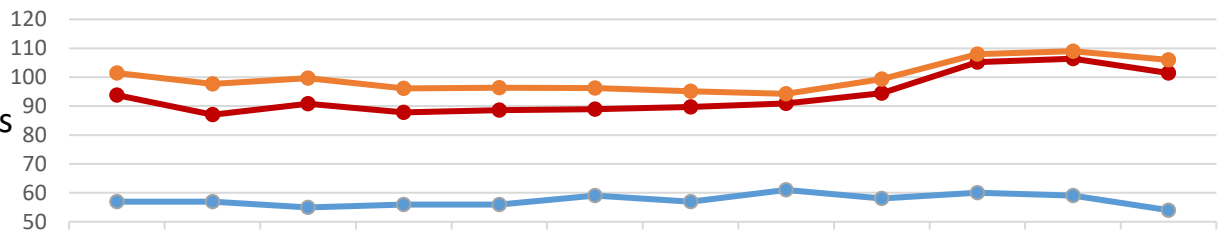
	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
911 Unknown	173	205	152	342	146	165	151	145	153	113	122	199
911 VoIP	491	478	425	483	516	449	535	445	369	290	335	352
911 Wireline	1,085	1,086	1,031	1,126	816	974	1,017	903	830	647	647	793
911 Wireless	5,826	5,652	5,456	5,640	5,052	4,765	4,881	4,661	4,462	3,863	4,312	5,155

Outbound Telephone Call Volume



	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
Outbound calls	4,964	5,033	4,788	5,019	4,539	4,146	4,256	3,824	3,954	3,747	4,131	4,585

Telephone Call Durations (Avg Secs)

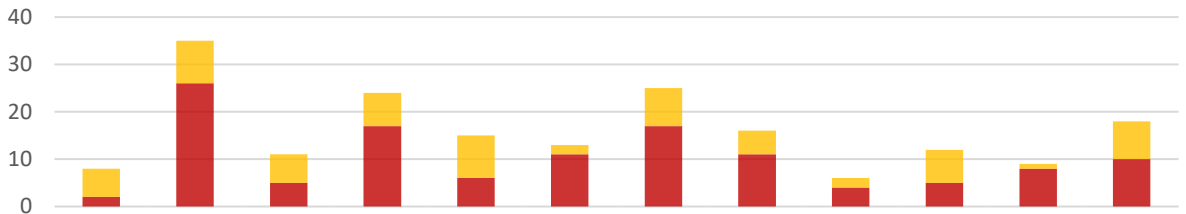


	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
Incoming 911	94	87	91	88	89	89	90	91	95	105	106	101
Incoming (Overall)	101	98	100	96	96	96	95	94	99	108	109	106
Outgoing	57	57	55	56	56	59	57	61	58	60	59	54

Telephone Call Duration - Trend Analysis

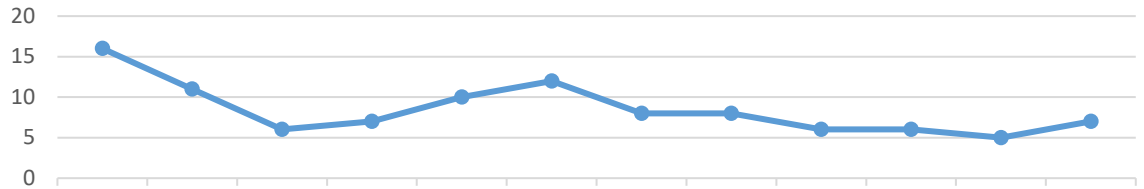
Beginning in March of 2020, the average duration of incoming emergency and non-emergency telephone calls increased by approximately 10-15 seconds. This increase corresponds with the introduction of COVID screening questions for responder safety. Screening questions are asked at the end of the call, after the call for service has been dispatched, so as to not negatively impact response times.

**Texts to 911
(# of Sessions)**



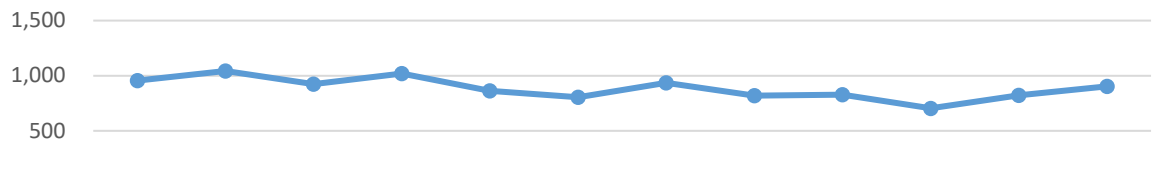
	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
Testing	6	9	6	7	9	2	8	5	2	7	1	8
Emergencies	2	26	5	17	6	11	17	11	4	5	8	10

**911 Calls
Employing
TDD/TTY**



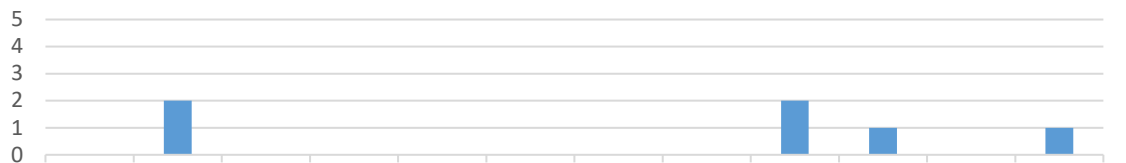
	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
911 calls employing TDD/TTY	16	11	6	7	10	12	8	8	6	6	5	7

**911 Calls
Abandoned
Before Answer**



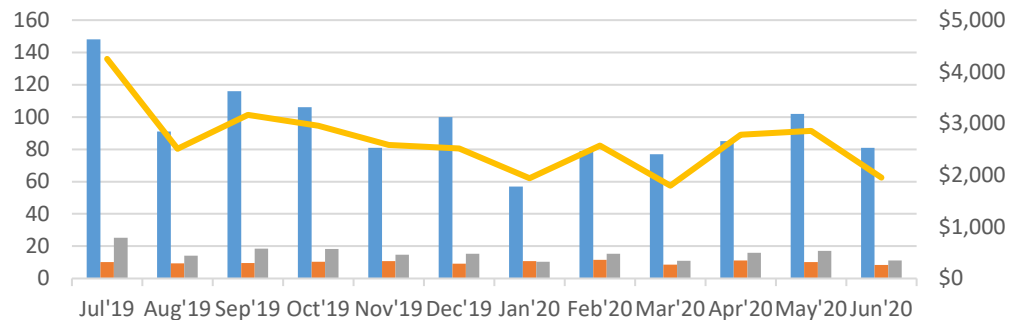
	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
911 calls abandoned before answer	957	1,043	924	1,019	862	804	935	819	827	705	822	904

**911 Calls
Abandoned
Before Queue**



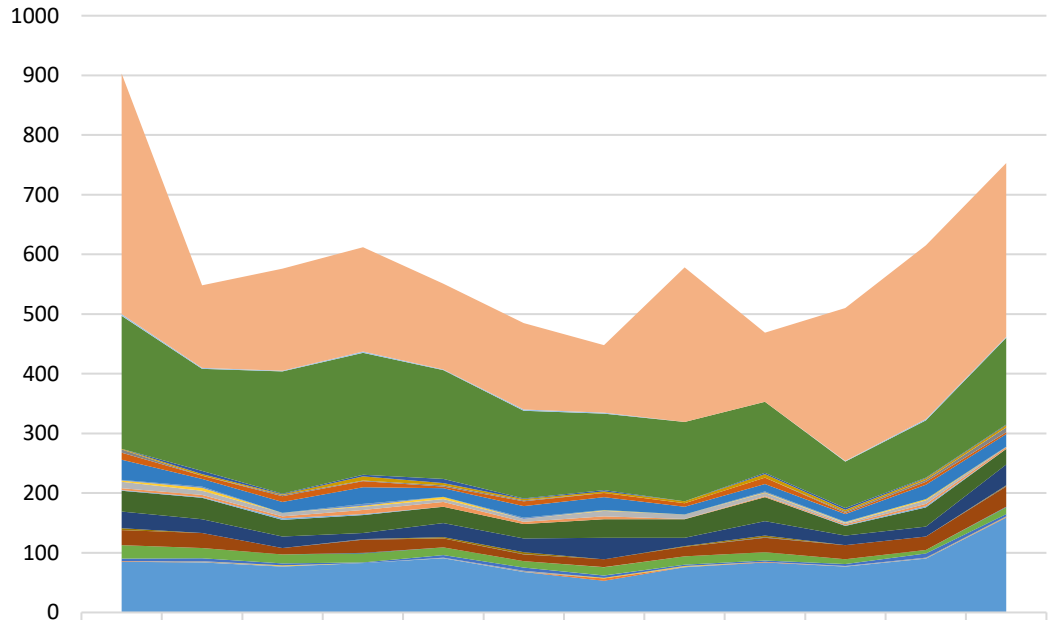
	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
911 calls abandoned before queue	0	2	0	0	0	0	0	0	2	1	0	1

**Calls Requiring
Language Line
Interpretation**



	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
Total calls	148	91	116	106	81	100	57	79	77	85	102	81
Average Length of Interpretation (mins)	10.2	9.3	9.6	10.3	10.8	9.2	10.8	11.6	8.5	11.2	10.1	8.3
Hours Spent	25.2	14.03	18.53	18.22	14.63	15.38	10.28	15.28	10.85	15.85	17.17	11.20
Language Line Charges	\$4,250	\$2,510	\$3,165	\$2,956	\$2,587	\$2,519	\$1,938	\$2,572	\$1,796	\$2,783	\$2,855	\$1,954

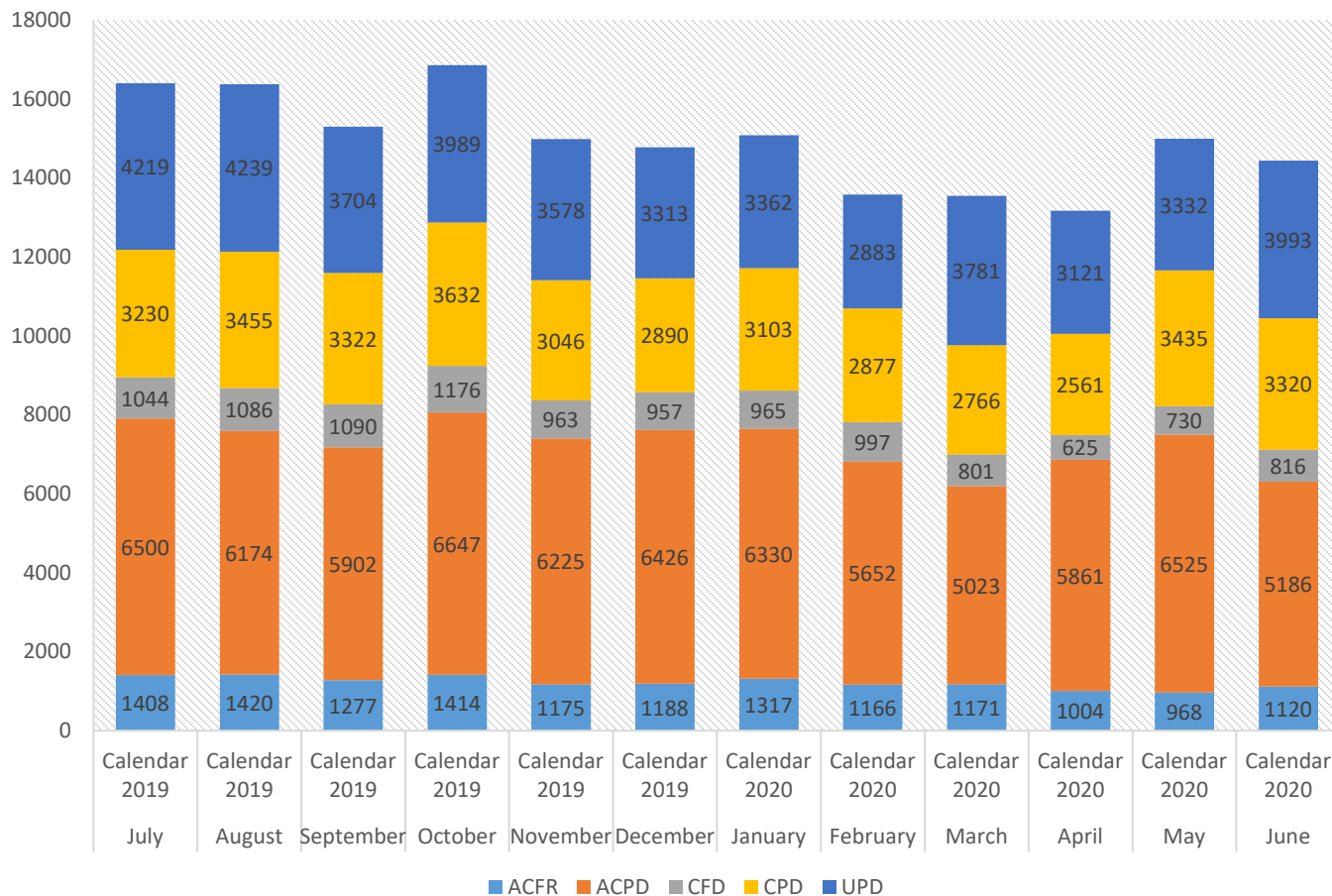
Calls Transferred to Other Agencies and Individuals



	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
Other Agencies or Individuals	403	138	171	175	144	145	113	259	116	256	291	291
Waynesboro Police Department	3	2	1	2	1	2	2	0	0	1	2	2
Virginia State Police	223	171	205	204	182	147	128	133	119	78	96	145
Virginia Department of Transportation	0	5	1	3	7	1	2	0	2	3	1	1
University of Virginia Police Department	1	3	1	7	4	2	3	3	6	3	3	4
Poison Control	5	0	2	1	2	2	0	0	0	2	3	8
Orange County Fire-Rescue and Sheriff's Department	12	5	10	10	3	8	7	6	11	2	5	3
Nelson County Sheriff's Department	34	13	18	28	14	19	21	13	12	13	24	21
Medic 5	0	0	0	0	0	0	0	0	0	0	0	0
Medcom	1	2	0	3	0	2	1	0	2	1	0	0
Madison County Sheriff's Department	2	5	0	2	4	0	1	0	1	1	2	0
Louisa County Sheriff's Department	11	7	6	5	5	5	9	7	5	2	6	1
JADE/Terrorism Hotline	3	4	3	7	8	4	5	1	2	2	4	3
Harrisonburg/Rockingham ECC	1	1	3	2	0	0	0	0	0	1	2	0
Greene County Fire-Rescue and Sheriff's Department	35	36	28	30	27	24	31	31	40	16	32	26
Fluvanna County Sheriff's Department	28	23	19	10	24	23	36	14	24	16	17	35
Culpeper Sheriff's Department	3	0	0	0	2	3	0	1	3	0	0	1
City of Charlottesville Sheriff's Office	0	0	0	1	0	1	0	0	1	0	0	1
City of Charlottesville Police Department	25	25	11	22	15	11	13	16	24	24	22	34
City of Charlottesville Fire Department	0	0	0	1	0	0	0	0	0	0	0	1
Buckingham County Sheriff's Department	23	17	15	15	13	11	14	14	14	8	6	11
Augusta County Sheriff's Department	4	5	3	1	4	5	4	2	2	3	7	4
Amherst Sheriff's Department	0	0	1	0	0	0	1	1	0	0	0	0
Albemarle County Sheriff's Department	0	2	1	0	1	2	0	1	0	1	2	1
Albemarle County Fire/Rescue	1	0	0	0	0	0	4	0	1	0	0	1
Albemarle County Police Department	85	84	77	83	91	68	53	76	84	77	90	159

II. CAD System Statistics

Calls for Service by Month and by Agency

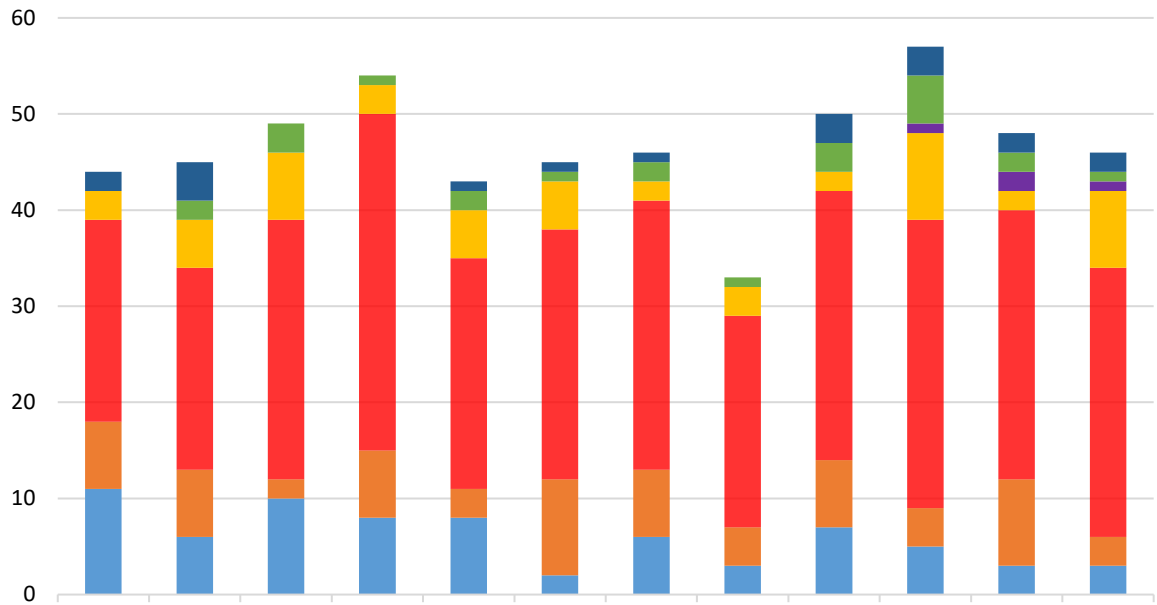


*Excluding a) canceled calls and b) test call types.

Total Calls for Service by Participant Over Time

Participant	Q1 2020	Q2 2020
Charlottesville	11,509 (27.28%)	11,487 (26.97%)
UVA	10,026 (23.76%)	10,446 (24.52%)
Albemarle	20,659 (48.96%)	20,664 (48.96%)

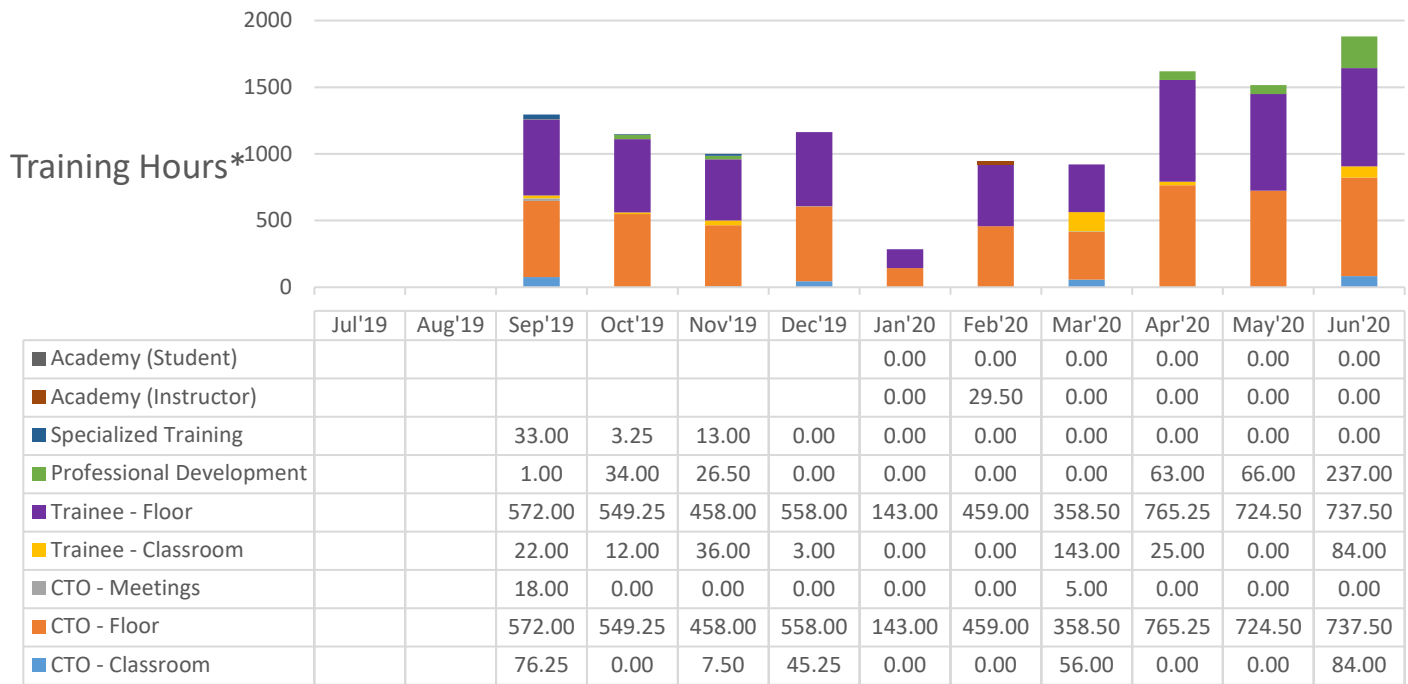
Critical Life Threatening/Saving Events*



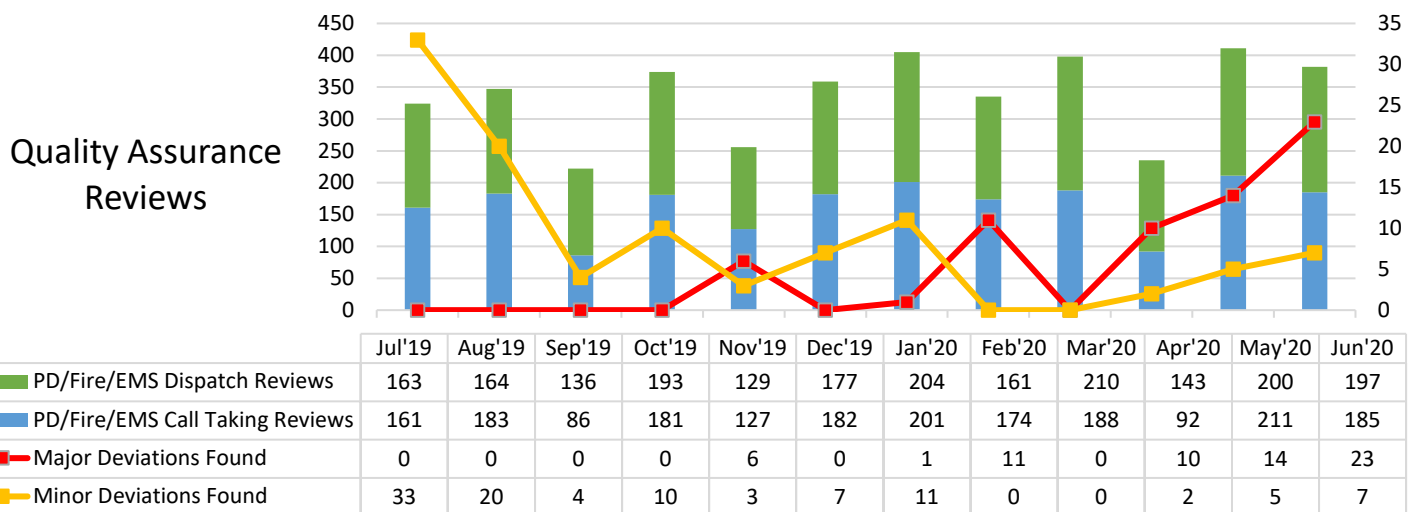
	Jul'19	Aug'19	Sep'19	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20
Stabbing Events	2	4	0	0	1	1	1	0	3	3	2	2
Shooting Events	0	2	3	1	2	1	2	1	3	5	2	1
Drowning Events	0	0	0	0	0	0	0	0	0	1	2	1
Attempted Suicide Events	3	5	7	3	5	5	2	3	2	9	2	8
Cardiac Arrest Calls	21	21	27	35	24	26	28	22	28	30	28	28
Choking Events	7	7	2	7	3	10	7	4	7	4	9	3
Obstetric Calls	11	6	10	8	8	2	6	3	7	5	3	3

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

III. Performance Improvement

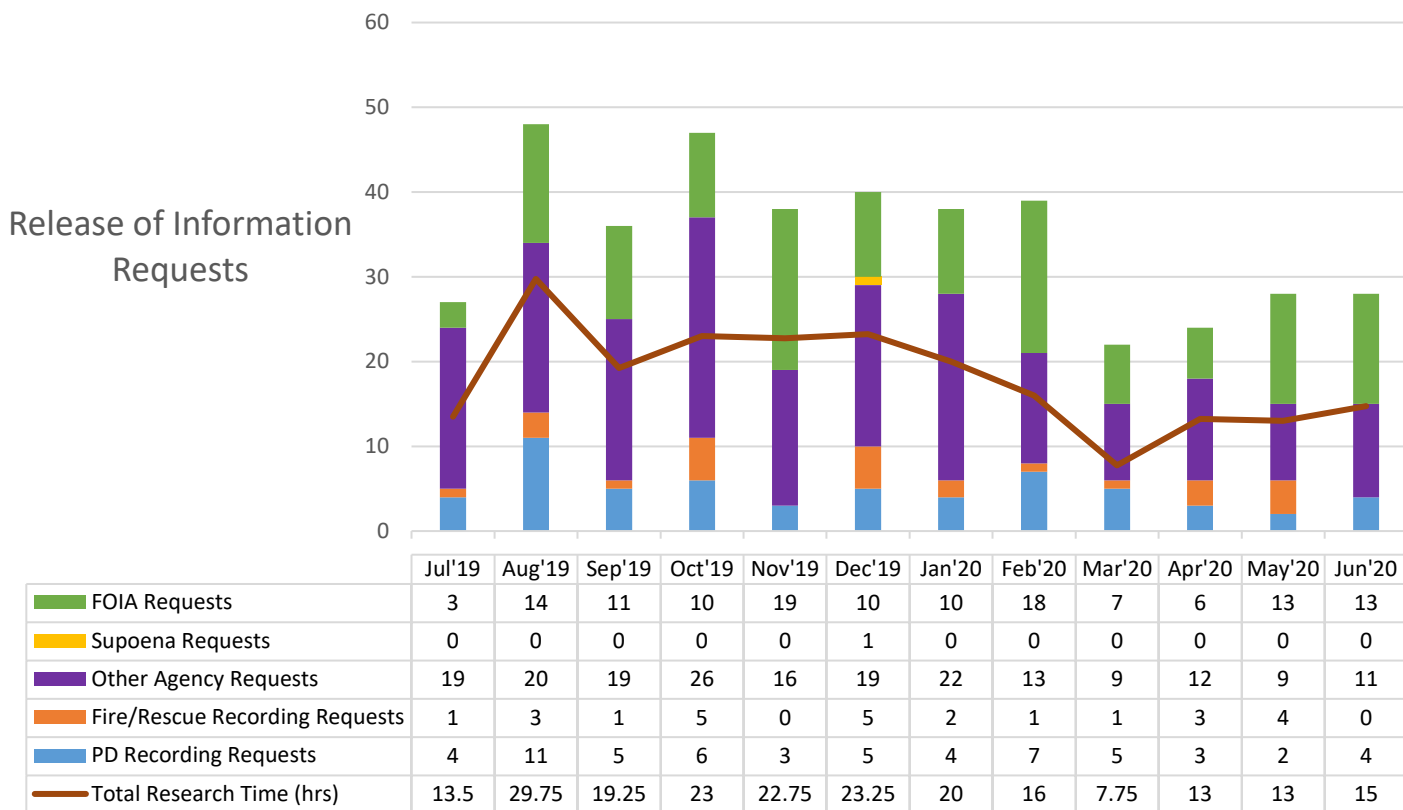


Legend		*Training hour detail newly captured and reported from 9/2019
Specialized Training	Employee (non-trainee) time spent in training for NICE, CAD, and related/similar in-services	
Professional Development	Employee (non-trainee) time spent in APCO, VACAP Conferences, County class offerings, and other PD	
Trainee – Floor	Trainee time spent paired with a trainer	
Trainee – Classroom	Trainee time spent in orientation, training, ride-alongs, etc.	
CTO – Meetings	Communications Training Officer time spent planning meetings and collaboration related to training program	
CTO – Floor	Communications Training Officer time spent paired with a trainee	
CTO – Classroom	Communications Training Officer hours off-site at Academy for instruction and on-site staff training programs	

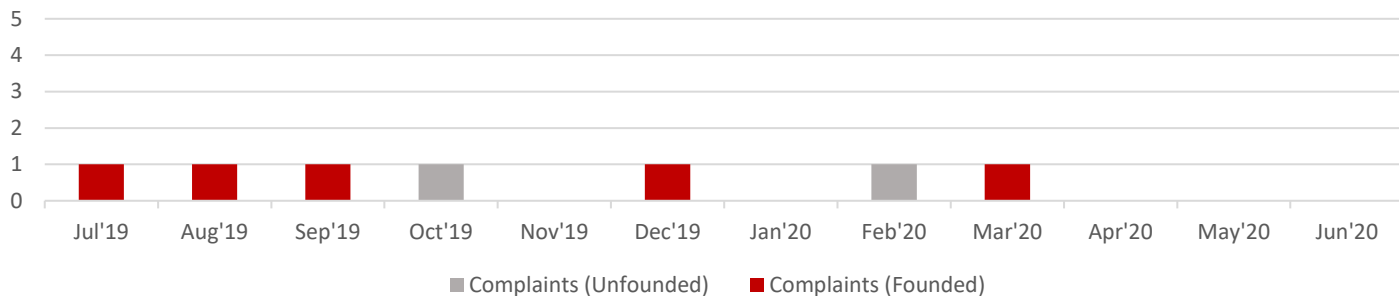


Quality Assurance Reviews - Trend Analysis
 Major deviations increased in Q2 2020, largely due to a number of calls during which COVID screening questions were not asked. All platoon supervisors have been briefed on the issue, which has been identified as a priority for improvement.

IV. Release of Information and Other Research



Complaints



Q2 2020 Complaint Summary

Q2/2020: No complaints filed.

V. Budget and Financial Information

All numbers are current as of August 11th, 2020, as reported in and sourced from the Albemarle County AADR report.

FY20 Budget Snapshot

Department	Original Budget	Current Budget	Actual Expenditures**	Encumbrances	Balance*	% Expended
31040-ECC-Operations	\$5,081,618	\$6,148,554	\$4,548,862	\$0	\$1,599,692	74.0%
31045-EMERGENCY SERVICES	\$360,803	\$614,911	\$356,685	\$0	\$258,226	58.0%
31048-800 MHZ OPERATIONS	\$903,078	\$903,078	\$792,705	\$377	\$110,373	87.8%
Grand Total	\$6,345,499	\$7,666,543	\$5,698,252	\$377	\$1,968,291	74.3%

*See FY20 Remaining Funds section below

** Less monies reimbursed or refunded

FY2020 Minimum Staffing Pay / Overtime Wages

Budgeted	Expended	Balance	% Expended
\$225,982	\$268,170	-\$42,188	118.7%

FY20 Remaining Funds in 31040-ECC-Operations

The above balances are unaudited, and do not reflect funds re-appropriated and/or carried forward for projects which were delayed due to operational impacts of the COVID-19 pandemic or which were otherwise rescheduled. Following is an approximation of the balance for **31040-ECC-Operations**, subject to change upon audit and further review.

	31040-ECC-Operations
Balance per AADR, 8/11	\$1,599,692
Project Re-appropriations (Incl. Repairs, Consoles, I.T. replacements)	- ~\$1,186,500
Project Funds Carried Forward to FY21 (Incl. HVAC replacement)	- ~\$20,000
Known FY20 Unreconciled Expenses (Incl. Audit)	- ~\$7,500
Approximate FY20 Balance	~\$385,692



Agenda Item:

4.2) Technology and Building Report



Charlottesville-UVA-Albemarle County Emergency Communications Center



Page 3 of 39

To: Sonny Saxton, Executive Director

From: Gabe Elias, ECC Systems Manager

Date: August 17, 2020

Subject: ECC Technology and Building Report

P25 Project

Since May, L3Harris has continued equipment installations and power system turn-ups at tower sites. New underground conduit was installed at the ECC to prepare for P25 core and microwave installation.

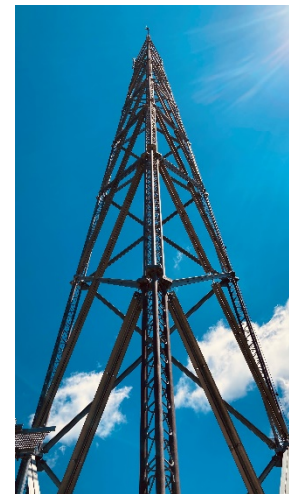


CONDUIT TRENCH WORK, IVY ROAD

Sufficient conduit was installed to support the installation of fiber optic cable from Albemarle County Public Schools (ACPS), a partnership which will provide the ECC enhanced connectivity between sites for multiple systems. System cores are scheduled for installation at Ivy Road and COB5 in late August. Fiber installation is also scheduled for August at Ivy Road.

All permitting and regulatory processes, including an amended Memorandum of Agreement (MOA), for the Peters Mountain tower expansion are complete. Site work is underway.

The Bucks Elbow replacement tower is constructed. The ECC is working with its contractor to finalize punch-list items and close out the construction project. L3Harris will begin installing antennas and cables immediately following that work. Colocation partners will install over the next 12-18 months, with removal of the old tower occurring after all tenants are relocated. UHF paging licenses have cleared the Quiet Zone queue.



BUCKS ELBOW TOWER

Paused fleet-mapping work, discussed in the May report, has been tentatively planned but not begun.

Based on substantially complete delivery of the P25 radio system equipment, a partial milestone payment is anticipated this quarter.

Project point of contact (POC): Gabe Elias

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

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“APCO Project 33 Certified Training Program”



Charlottesville-UVA-Albemarle County Emergency Communications Center



Dispatch Console Furniture and Carpet Replacement

Dispatch console furniture and carpet replacement work started June 22, 2020. Console furniture was completely installed by July 1, 2020. Raised flooring was also replaced, with final work and corrections to be completed July 31.

The redesigned spacing and plex-glass dividers allowed all communications officers to return to the ECC full time. The Backup ECC is no longer staffed.



SCENES FROM ECC CONSOLE AND FLOOR
REPLACEMENT PROJECT

Project POC: Penny Banks

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

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Charlottesville-UVA-Albemarle County Emergency Communications Center



Next-Generation 9-1-1 Transition & Call-Handling Upgrade

The VDEM 9-1-1 & Geospatial Services Bureau (NGS), formerly the VITA Integrated Services Program (ISP), approved the ECC's funding request for costs needed for the NG9-1-1 implementation. The ECC has submitted a request for an extension to the August 15th deadline for executing a contract with AT&T. The contract was not signed prior to August 15th to allow time to secure funding and review the contract

Upgrades to the ECC's end-of-life Call Handling Equipment (CHE), which are also required for the migration to the statewide IP network, are quoted and await final funding. This separate, but dependent, project involves replacement of all E9-1-1 equipment, and upgrade to the latest software platform.

Another separate but related project involves transitioning the recording system from legacy analog recording to direct voice over IP recording in preparation for NG9-1-1. This transition will also enable recording of Backup ECC 9-1-1 phone positions. This work is funded and underway.

Pandemic impact: According to the Commonwealth's rollout plan, schedules for the first wave of PSAPs/ECCs to cutover are beginning to slip. Unless the schedule is condensed, it is likely the anticipated first quarter 2021 cutover for our ECC will slip as well.

Project POC: Lily Gregg

ECC Datacenter Replacement/Upgrade Projects

Installation and configuration are scheduled to begin Monday August 17th. Cutover will occur at some point during that week, and any associated downtime will be announced in advance to all agencies.

Pandemic impact: This project was delayed from the original June 30th deadline due to supply chain issues caused by the pandemic. The final pieces of equipment were not received until the second week of August.

Project POC: Lily Gregg

Cybersecurity Assessment

This project is still open, with no change from last report (May). Work is on hold pending completion of datacenter upgrades and additional IT staff recruitment.

Pandemic impact: This work is ongoing, but coordinated with datacenter upgrades, which experienced pandemic-related delays.

Project POC: Gabe Elias

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

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Public Safety Software Suite

A new interface between CAD and alarm monitoring stations, called ASAP (Automated Secure Alarm Protocol), is underway. CPD continues work to set up an interface to digiTicket. Upgrades to the latest version of Tyler New World software are scheduled for mid-September for the test platform, and beginning of December for the production platform. Work is required prior to the upgrades in preparation for a new GIS platform.

Work towards a replacement public safety software suite is ongoing. A team comprised of representatives from ECC and all responder agencies put in a lot of effort reviewing the requirements used in the last procurement, and that work is now complete. Next steps include developing a project timeline and drafting an RFP.

Pandemic impact: Initial dates for the Tyler New World upgrade were rescheduled to accommodate the pandemic response. Requirements review work for the replacement project was put on hold for several months and just recently resumed and completed.

Project POC: Lily Gregg

G2 Fire Station Alerting

US Digital (USDD) continues to install equipment at ACFR stations and one CFD station. Installation of radio equipment at the ECC will be scheduled as soon as the equipment is received. Once equipment is installed, testing, development of protocols, and preparation for cutover will begin.

Pandemic impact: Scheduling of installation of the radio equipment at the ECC may be delayed slightly as contractor access to the building is coordinated across multiple projects and number of personnel are limited within the building.

Project POC: Lily Gregg, Deputy Chief David Puckett (ACFR)

Data Analytics

A pilot of an internal- and external-facing system to analyze and share key performance indicators is underway. Software licenses have been acquired and work has begun on connecting and building data streams with 9-1-1 telephone and computer aided dispatch data.

Pandemic impact: Project kick-off was delayed due to limitations of staff time with EOC-related commitments.

Project POC: Josh Powell

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

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Charlottesville-UVA-Albemarle County Emergency Communications Center



ECC Building Leaks

After multiple unsuccessful patch attempts, a new copper drain was fabricated and installed in March to remedy the remaining leak. Additionally, the ECC has contracted to have roof gutter cleaning on a monthly and/or bi-monthly basis as seasonally appropriate and necessary.

Project POC: Josh Powell

ECC Fire Alarm Panel and System Replacement

This project was completed in May. The ECC's alarm panel and associated devices have been replaced on cooperative contract. The project closed out in FY20.

Project POC: Gabe Elias

ECC HVAC Duct Assessment

Duct cleaning is pending, to be completed after sheetrock replacement and painting.

Pandemic impact: Add-on UV-C Air Sanitizers are being evaluated for the ECC's HVAC air handlers.

Project POC: Josh Powell

ECC Building Repairs and Renovations

Water damaged areas and aging surfaces will be painted to restore the main dispatch floor and offices. Renovations and new office furniture are pending to increase building occupancy and develop additional work spaces for new employees.

Project POC: Sonny Saxton

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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, Management Analyst II

Date: August 12, 2020

Subject: ECC Staffing and Recruitment Report

Staffing, Organizational Strength, and Recruitment

In February 2020, ECC's vacancy rates were 13% overall and 9% for Public Safety Communications Officers (PSCO) – down substantially from previous vacancy rates of around 25% overall. In May 2020, our vacancy rates fell further still, to 1% overall and 2% for PSCOs, or a total of 0.6 FTEs.

This month, our vacancy rate has *increased* to 10% overall and 9% for PSCOs. This is due to the authorization of **three additional temporary positions** (2.7 FTEs) beginning in FY21, and **two separations** since our last report (one PSCO and one PSCO recruit/trainee). Refer to the adjacent chart for additional details on our current organizational strength.

Organizational Strength [8/2020]	Authorized	Actual		Vacant	% Vacant
		Full-time	Part-time		
Operational	42	39.40		2.60	6%
Public Safety Communications Officers ¹	30	25	2.4		
Regular		20	2.4	2.60	9%
Probationary/Trainees		5			
Public Safety Communications Supervisors	8	8		0	0%
Public Safety PI & Accreditation Supervisor	1	1		0	0%
Public Safety Training Manager	1	1		0	0%
Operations Manager*	2	2		0	0%
I.T.	6	4		2	33%
ECC Systems Manager*	1	1		0	0%
ECC Sr. Systems Analyst/Project Manager*	1	1		0	0%
Sr. / Systems Engineer*	2	2		0	0%
Public Safety Applications Technician	1	0		1	100%
Public Safety Communications Technician	1	0		1	100%
Emergency Management	1	1		0	0%
Emergency Management Coordinator	1	1		0	0%
Administration	4.7	4.00		0.7	15%
Executive Director*	1	1		0	0%
Management Analyst II	1	1		0	0%
Office Associate V	1	1		0	0%
Lead Custodian	1	1		0.0	0%
Custodian	0.7	0		0.7	100%
Overall	53.70	48.40		5.3	10%

¹ Authorized count does not include overhire; 0/3 positions filled. ² Does not include 2 part-time temporary staff, working variable hours.

* Salaried

Recruitment is underway and candidates have been interviewed for all vacancies. We expect to return to **full staffing next month**.



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: July 30, 2020

Subject: Update from the Training Division

We currently have six (6) trainees, attached to a training officer, working different positions in the center. All of the trainees except for one (1) has completed call-taking and is now on a radio. The last call-taker trainee is on course to complete this portion by the 3rd week in August.

A modified classroom training was held in June for our three new hires that came to us with previous experience. This classroom portion, 2 weeks in duration, was implemented to obtain mandatory certifications that are required for emergency and non-emergency call-taking.

Full-time and part-time staff continued with their mandatory training. We had five staff members attend a virtual training for the International Association Emergency Dispatch-EFD certification, to investigate and give feedback to the Director on the utility and viability of the electronic dispatch protocols.

A new onboarding program is being created for the hiring process, to give candidates exposure to what our job entails, before being hired.

A breakdown of training hours is listed on page eight of the productivity report.

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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: August 4th, 2020

Subject: May -July OEM Overview

Note: This memo is a review of the Regional Office of Emergency Management's summer activities (May-July) apart from the EOC activation for COVID-19.

Public Outreach

The Regional OEM 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. We will be working on a few virtual outreach and education campaigns over the next few months with assistance from our Interns.

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. **CERT level 2 was postponed due to COVID-19.*

The CERT program is being conducted virtually this fall and will have an in person final exercise once it is safe to do so. Level one will be taught via zoom in August and September and level two will be conducted using a free self-paced CERT program provided by the National CERT program.

IAEM Conference 2020

This conference will now be held virtually. Maribel will be conducting her presentation at the 2021 conference in Grand Rapids, MI.

CodeRED Registration

CodeRED is our free emergency alert system, in which we have registered over 23,000 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.

Month	Number of New Citizens Registered	Number of New Businesses Registered
May	10	2
June	33	2
July	19	1

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Interns:

We had a strong pool of applicants for our fall intern program. After interviewing 17 candidates we have selected 4 EM interns and one Social Media/Website intern. These students will be assisting on several projects including the Regional EOP review, the tri-annual Airport Exercise in November, and public outreach campaigns such as VOAD and CERT.

Training/Important Events (May-July):

Hurricane Season Workshop – 5/28

Extreme Heat Workshop – 6/24

Airport Emergency Plans Review – 7/2

Triad Meeting – 7/8

Northwest Region Healthcare Coalition Meeting – 7/9

Coming Up

Grants

- Regional EOC/ECC Public Assistance Application
- LEMPG 2020

Exercises

- Fall Airport Exercise: Nov. 14
- Regional Water Exercise: postponed until 2021



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director

From: Maribel Street, Regional Emergency Management Coordinator

Date: August 4, 2020

Subject: COVID-19 Logistics

N95 Fit Testing

The Regional Office of Emergency Management conducted a N95 Fit Testing Train the Trainer course which trained 7 regional volunteers how to conduct fit testing. We also hosted two N95 fit testing session in which 40 people were able to get tested including City and County school nurses.

PPE Logistics

The Regional Office of Emergency Management has been coordinating the distribution of PPE to the Thomas Jefferson Health District since May 2020. Request come in via a public VEOCI form from unassociated regional doctors and dentist offices. The requests are sent to VDEM each week and delivered the following week. We have been able to distribute 5,000 N95/KN95 masks 6,000 gowns, as well as gloves, face shields, hand sanitizer and other various PPE items (estimated amounts). We have provided PPE to over 35 different medical offices and long-term care facilities. In addition, our ESF6 group has distributed 46,563 fabric face coverings and approximately 5,000 bottles of hand sanitizer.



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director

From: Maribel Street, Regional Emergency Management Coordinator

Date: August 4, 2020

Subject: ESF 6 Pandemic Emergency Shelter Plan

ESF 6 Pandemic Emergency Shelter Plan

The Regional Office of Emergency Management in partnership with our regional partners from Emergency Support Function 6 (Mass Care and Human Services) have created a Pandemic Emergency Shelter Plan. This plan is to be used as guidance for activating and operating a shelter during a pandemic. This plan will be added to the Regional Emergency Operations Plan as a supporting document to the ESF 6 section.



Agenda Item:

4.6) Commendations, Awards, and Press



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: ECC Management Board

From: Josh Powell, ECC Management Analyst II

Date: August 12, 2020

Subject: ECC Press and Social Media Update

ECC in the News

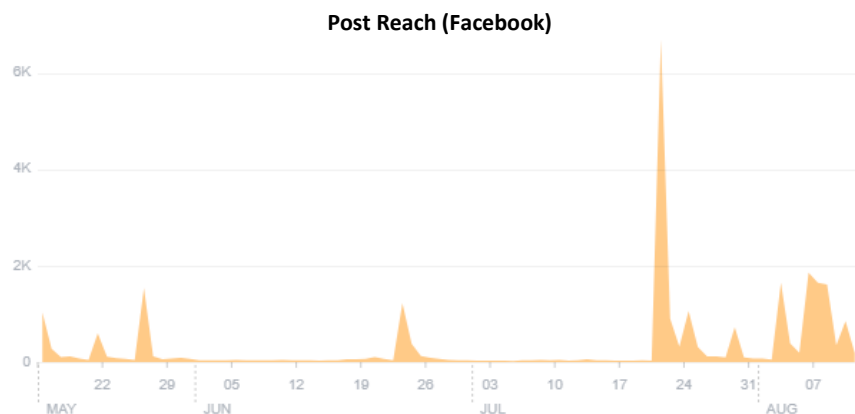
Over the past quarter, local news stories involving the Charlottesville-UVA-Albemarle County Emergency Communications Center and/or its co-workers include:

- **8/4/2020:** "[Local emergency crews prep for Tropical Storm Isaias](#)", in which Maribel Street provided updates on regional planning efforts underway
- **7/21/2020:** "[Fiber cut affects phone and internet service in southern Albemarle County](#)", rebroadcasting ECC social media posts detailing connectivity outages and alternative means to request emergency assistance
- **7/3/2020:** "[ECC expecting \\$123K in unexpected expenses from pandemic](#)", a write-up on the ECC Management Board's Executive Committee meeting on June 3rd

Social Media

The ECC continues to maintain and grow its presence on social media, including Facebook, Twitter, and NextDoor. In the last quarter, the ECC created **32+ posts** on its various social media pages, with more than **24,000 impressions** (views) on Facebook alone. This represents a slight reduction in unique posts and impressions quarter over quarter due to time constraints of administrative staff. Posts garnering the most engagement have included:

- status updates (e.g. brush fires, road closures, phone outages)
- safety infographics (e.g. flood awareness)
- partner appreciation posts (e.g. EMS Week, National Police Week)



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Agenda Item:

4.7) Previous Meeting Minutes

ECC Management Board Executive Committee Meeting

June 3, 2020 at 4:00PM

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: Chief Tim Longo, Ms. Letitia Shelton, Chief Dan Eggleston

Others Present: ECC Executive Director Sonny Saxton, ECC Management Analyst II Josh Powell, Members of the Public

1. Call to Order

Chief Tim Longo called the meeting to order at 4:00 p.m., held electronically pursuant to and in compliance with Albemarle County Ordinance No. 20-A(6), an ordinance to ensure the continuity of government during the COVID-19 disaster. Mr. Josh Powell recorded the minutes. All members of the Executive Committee were present virtually.

2. COVID-19 Expenses

Mr. Sonny Saxton presented the Committee with the Regional Emergency Operations Center expenses that exceeded \$20,000, for their review and approval as specified by Board action during the May 19, 2020 meeting. Members of the Committee discussed the expenses and the procurement details thereof. Chief Dan Eggleston recommended the addition of a revenue line on the expense sheet to reflect reimbursement from Albemarle County for emergency housing costs. **Ms. Letitia made motion, seconded by Chief Eggleston, to approve payment for invoices as presented. The motion passed unanimously on a voice vote.**

Mr. Saxton presented a request for the Executive Board to authorize a temporary, part-time, benefits-eligible 0.7 FTE to provide additional custodial services to the 9-1-1 center, and detailed a projected 37% savings per labor hour over the current contracted cleaning and disinfecting services. Members of the Committee discussed details of the recruitment process, scope of work, and potential for CARES Act or FEMA Public Assistance reimbursement. **Chief Eggleston made motion, seconded by Ms. Shelton, to approve the hiring of a temporary part-time position as presented. The motion passed unanimously on a voice vote.**

3. Adjourn

With no further business to come before the Committee, the meeting was adjourned at 4:17p.m.

ECC Management Board - Regular Meeting Minutes

May 19th, 2020 – 2:00 p.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: Ms. Lori Allshouse, Chief Andrew Baxter, Chief RaShall Brackney, Mr. John DeSilva, Chief Dan Eggleston, Mr. Tom Harkins, Chief Ron Lantz, Chief Tim Longo, and Ms. Letitia Shelton

Others present electronically: Anthony Bessette (Counsel to the Board), Amanda Farley (Counsel to the Board), Sonny Saxton (ECC Executive Director), Josh Powell, Maribel Street, Lily Gregg, and Gabe Elias

Members present physically: None

Members absent: None

1. Call to Order

Chief Tim Longo called the meeting to order at 2:01 p.m., held electronically pursuant to and in compliance with Albemarle County Ordinance No. 20-A(6), an ordinance to ensure the continuity of government during the COVID-19 disaster. Mr. Josh 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 advised the Chair that there were two members of the public attending the meeting electronically via the Zoom webinar format. 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, **Chief Andrew Baxter made motion, seconded by Mr. Tom Harkins, 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,” “FY19 Financial report from the Auditor,” and “Previous Meeting Minutes: February 18, 2020”). The motion passed on a voice vote.**

5. Director’s Report

Mr. Sonny Saxton thanked the ECC staff for dedicating themselves to the service of others during the pandemic, and thanked the members of the Board for their support. Mr. Saxton advised the Board of the Emergency Communications Center’s response to the COVID-19 crisis as it related to 911 operations,

including the cohorting of staff in two physical locations, contracting additional cleaning and disinfection services, and modifying console layouts to support physical distancing.

Mr. Saxton overviewed the Regional Emergency Operations Center and its activation in response to the COVID-19 crisis. Mr. Saxton presented a summary of costs paid, incurred, and projected for operating the Regional EOC, totaling approximately \$220,344 through the end of Fiscal Year 2020.

There was seventeen minutes of discussion on the purpose, scope, authorization, and effects of EOC spending, in particular for expenses relating to the temporary emergency sheltering of individuals experiencing homelessness. Chief RaShall Brackney suggested that the Board consider alternatives for security staffing and that they examine the feasibility of using existing hires as opposed to contracted labor for security. Chief Baxter agreed that there were likely opportunities for future cost savings but stated that he viewed the output and coordination executed by the EOC, for an activation of unprecedented scale, to be a good return on investment.

Mr. Saxton advised Mr. John DeSilva that he would review and follow up on his question of whether consultants were being required to carry errors and omissions insurance, and advised Chief Brackney that he would review and follow up on her questions regarding the procurement and posting of emergency awards.

6. Budget Revisions for FY20 and FY21

Mr. Saxton presented the FY 2020 and FY 2021 Budget Supplemental Request document, including requests to move \$219,928, or 80% of the anticipated cost savings in the 31040 (ECC Operations) cost center to the 31045 (Emergency Management) cost center to be used to “take appropriate actions that are necessary to protect public health and safety”; maintain anticipated savings of \$18,620 within cost center 21045; and modify existing grant award spending of \$25,452 to be used for “EOC Supplies and Materials”, for a total of \$264,000 in funding and grants for Emergency Management to be utilized for the previously presented EOC expenses.

There was seven minutes of discussion on the ability of those funds to be carried forward to FY 2021, Board oversight of Emergency Management spending, the structure of Emergency Management within the ECC, and potential FEMA/CARES reimbursement.

Mr. Saxton presented a recommendation to carry over from FY 2020 to FY 2021 all funding from capital outlay projects previously approved and not yet complete.

Mr. Saxton presented revisions to FY 2021 operational expenses representing a reduction of \$92,169, incorporating updated health insurance rates, the removal of a 2.0% salary increase, and the removal of a change to the minimum wage and related compression adjustments. Mr. Saxton noted that the budget had not been amended to include additional operational expenses related to COVID-19 response.

Chief Brackney commented that it might be best practice to build in operational funding for cleaning, deconning, and disinfecting communal workspaces.

Mr. Saxton presented a recommendation to seek participant approval to retain the entire balance of the ECC fund as per Addendum #2 to the 1984 Agreement.

There was fourteen minutes of discussion on the potential use of retained funds, known upcoming expenses related to critical infrastructure, the potential necessity of additional funding from the

participants in FY 2021 should the entity of the fund balance not be retained, and logistics of the request process.

Chief Baxter made motion, seconded by Chief Brackney, that the ECC Management Board approve the supplemental overview with the following modifications:

- **Section 2.4 - expenditures greater than \$20,000 from the Emergency Management -- EOC Operations Cost Center must be approved in advance by the Executive Committee of the ECC Management Board; and**
- **Section 4.2 - expenditures from the FY 2021 Retained Funds Capital Outlay Projects section will require specific approval by the ECC Management Board.**

Details and consequences of the motion were discussed for seven minutes, including the role members of the Executive Committee would have in informing the other members representing their Participant of decisions made in committee.

Ms. Letitia Shelton asked Mr. Saxton if the budget would come into a deficit if at least \$219,000 was not funded for the Emergency Management cost center for Fiscal Year 2020. Mr. Saxton affirmed that the administrative function of moving the funding to that cost center was necessary to cover both the expenses already incurred and those projected through the end of the fiscal year.

The motion passed on a voice vote.

7. Board Officer Elections

After six minutes of discussion and review of the Management Board By-Laws, **Mr. DeSilva made motion, seconded by Chief Ron Lantz, that the current people and the entities holding the roles continue forward for another year. The motion passed on a voice vote.**

8. Other Matters Not Listed on the Agenda from the Board

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

9. Adjourn

At 3:18 p.m., Mr. Tom Harkins made motion, seconded by Mr. DeSilva, to adjourn the meeting. With no further business to come before the Board, the meeting was adjourned.



Agenda Item:

6) Pandemic Risk Recognition Program

Charlottesville-UVA-Albemarle County
Emergency Communications Center

Agenda Date: 08/18/2020
Action Required: Motion to Approve Authorization
Presenter: Sonny Saxton, Executive Director ECC
Title: Pandemic Risk Recognition Program

Background: The ECC seeks to recognize employees who were required to work in their normal or newly-defined capacities, now deemed extraordinary, due to said work equating to increased risk of COVID-19 exposure. This recognition should be compensatory. The Albemarle County IMT identified a work group to examine the issue.

During the early stages of the pandemic, ECC employees continued to fulfill their job duties while being in close proximity to one another due to office space and workstation limitations within the building. Some Communication Officers were asked to work offsite in cohorts at a backup location suitable for answering and dispatching 9-1-1 emergency and non-emergency requests for service until July. Custodial staff began cleaning and disinfecting new locations and assumed additional duties including frequent trips into unprotected public areas such as grocery stores and wholesale markets. Information Technology staff, the Management Analyst, and the Emergency Management Coordinator worked for months at an offsite location supporting EOC activities.

Discussion: A market study and review of common or notable situations and employers was conducted resulting in a recognition program available to all non-exempt employees.

Heightened risks have been notable across the nation in work areas associated with long shifts and close quarters such as emergency communication centers.

Budgetary Impact: Approximately \$61,038 would be utilized from previously allocated FY 20 funds that were unspent at the close of FY 20 and returned to the ECC Fund Balance. Support for this would not require any additional funding from Participants.

Recommendation: Provide recognition for employees who were required to fulfill their job duties on- or off-site, during the period of March 16 through June 30, 2020, including Reconstitution Phase 1, using the following parameters. Non-exempt co-workers would receive applicable gross amount in their next paycheck given their associated pandemic risk.

- Uncontrolled Risk Environment - \$1,250 (gross)
- Controlled Risk Environment - \$750 (gross)

Exempt co-workers would be recognized utilizing the Employee Recognition Program.

Alternatives: Utilize allocated FY 21 funds to recognize non-exempt employees. The FY 21 budget for this is limited and would require additional funds to be requested and appropriated from the Fund Balance. Other alternatives include determining a lower (or higher) amount of compensation for recognition of pandemic risk or no compensation at all.

Attachments: Sample Motion

SAMPLE MOTION

I move that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board authorize recognition and compensation of ECC personnel, as presented, for their work during the initial phases of the pandemic utilizing previously allocated FY20 funds.

Time: _____

Read by: _____

Second: _____

Passed or Failed (circle one)