

ECC MANAGEMENT BOARD 11/17/2020 MEETING PACKET



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

Print date: 11/11/2020



Agenda Item:

4.1) Productivity Report



Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report

Quarter 3 / July to September 2020

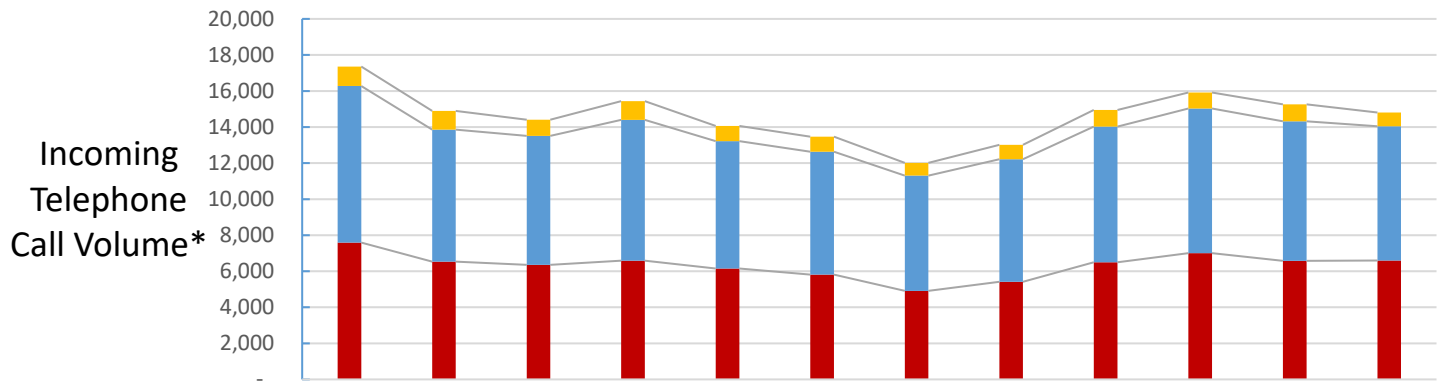
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About This Report

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.

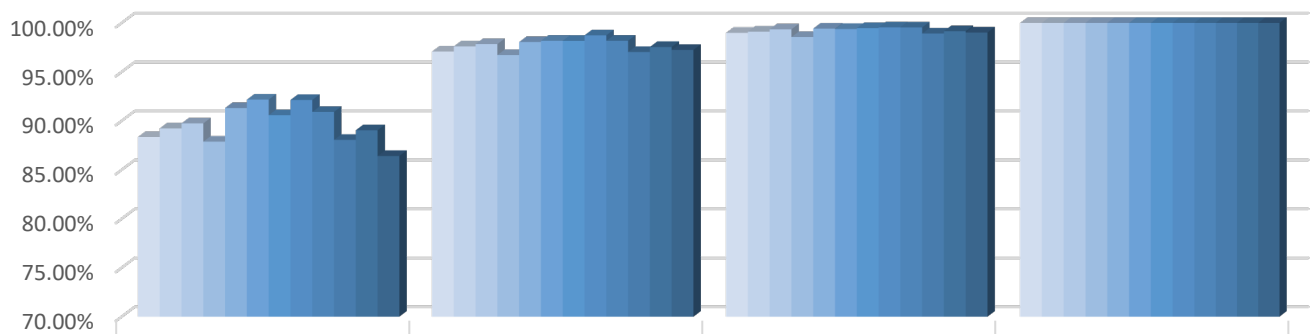
I. Telephone System Statistics



	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
■ Alarm & 10-digit Emerg.	1,081	1,041	893	1,039	843	829	708	796	928	888	938	765
■ Non-Emergency Number	8,685	7,325	7,160	7,814	7,066	6,819	6,392	6,802	7,523	8,023	7,742	7,445
■ Emergency 911	7,591	6,530	6,353	6,584	6,154	5,814	4,913	5,416	6,499	7,008	6,578	6,599

*includes calls that disconnected from queue before being answered

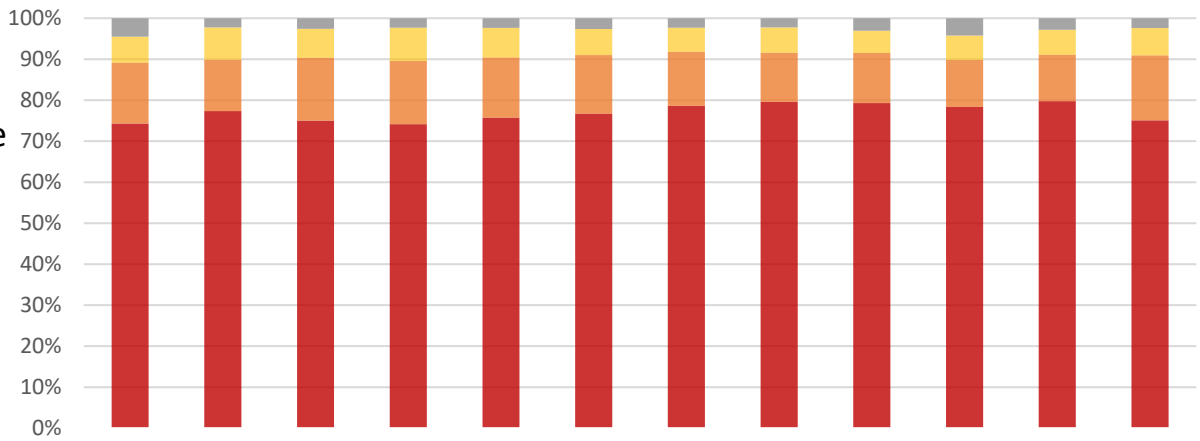
911 Call Answer Times



	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
■ 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%
■ Jul'20	88.06%	97.03%	98.92%	100.00%
■ Aug'20	89.04%	97.54%	99.16%	100.00%
■ Sep'20	86.41%	97.24%	99.02%	100.00%

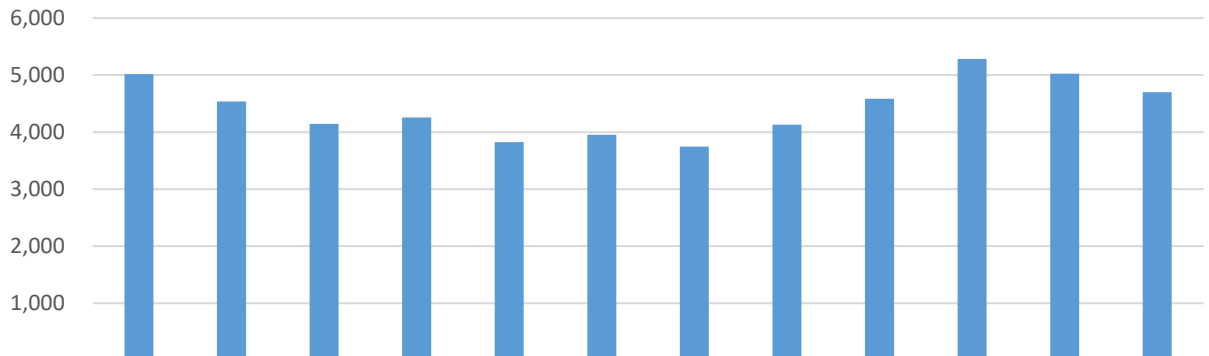
Standard	Met	Comments
Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) SHALL be answered within (≤) fifteen (15) seconds (<i>NENA-STA-020.1-2020, 9-1-1 Call Processing Standard</i>)	✓	The ECC consistently meets and exceeds this standard, answering 96-98% of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



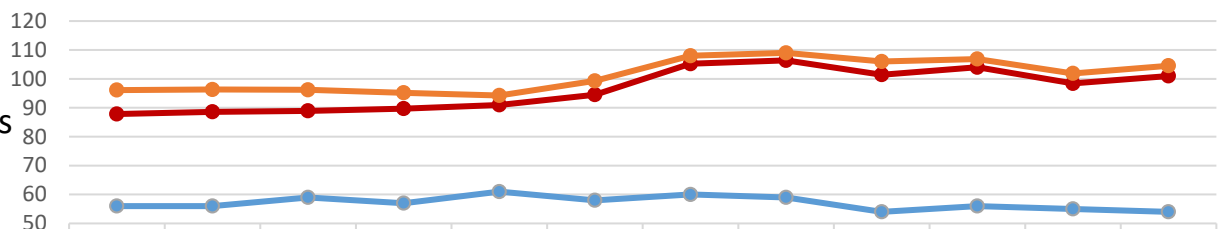
	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
911 Unknown	342	146	165	151	145	153	113	122	199	296	185	159
911 VoIP	483	516	449	535	445	369	290	335	352	419	401	438
911 Wireline	1,126	816	974	1,017	903	830	647	647	793	801	745	1,047
911 Wireless	5,640	5,052	4,765	4,881	4,661	4,462	3,863	4,312	5,155	5,492	5,247	4,955

Outbound Telephone Call Volume



	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
Outbound calls	5,019	4,539	4,146	4,256	3,824	3,954	3,747	4,131	4,585	5,284	5,025	4,701

Telephone Call Durations (Avg Secs)

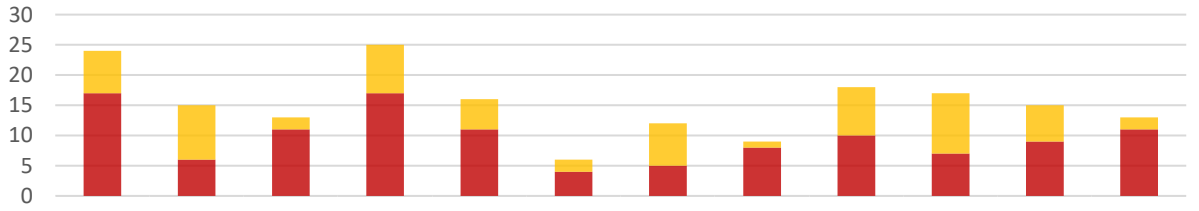


	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
Incoming 911	88	89	89	90	91	95	105	106	101	104	98	101
Incoming (Overall)	96	96	96	95	94	99	108	109	106	107	102	105
Outgoing	56	56	59	57	61	58	60	59	54	56	55	54

Telephone Call Duration - Trend Analysis

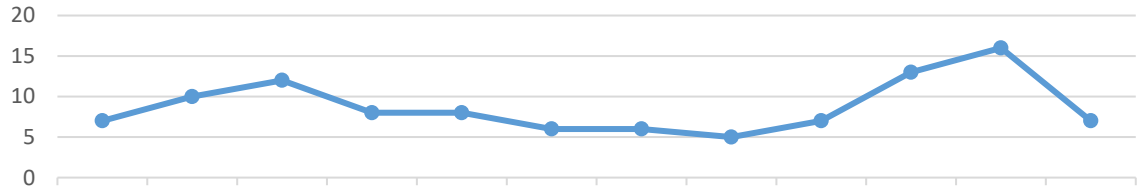
Beginning in March of 2020, the average duration of incoming emergency and non-emergency telephone calls increased by approximately 10-15 seconds. This increase corresponds with the introduction of COVID screening questions for responder safety. Screening questions are asked at the end of the call, after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

Texts to 911 (# of Sessions)



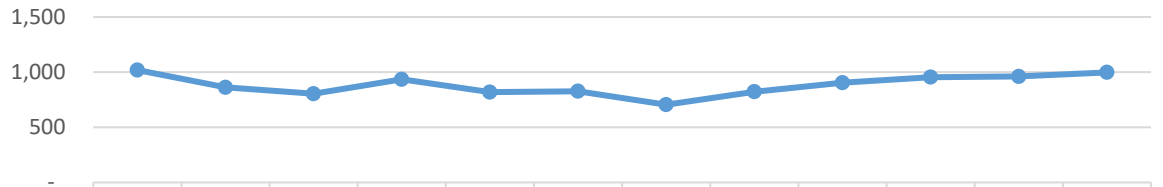
	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
Testing	7	9	2	8	5	2	7	1	8	10	6	2
Emergencies	17	6	11	17	11	4	5	8	10	7	9	11

911 Calls Employing TDD/TTY



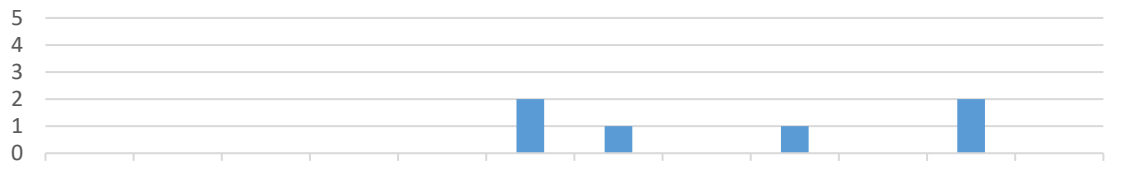
	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
911 calls employing TDD/TTY	7	10	12	8	8	6	6	5	7	13	16	7

911 Calls Abandoned Before Answer



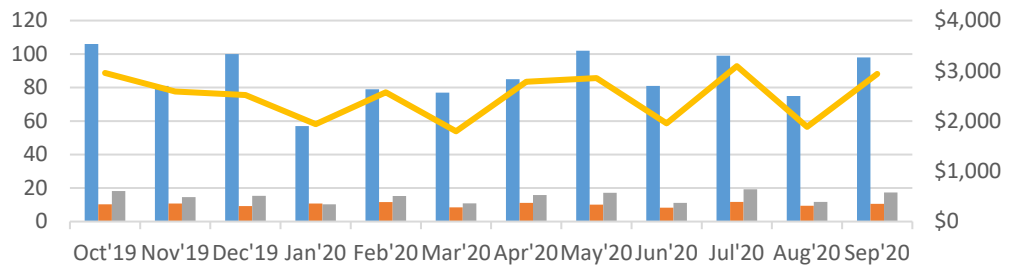
	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
911 calls abandoned before answer	1,019	862	804	935	819	827	705	822	904	954	961	998

911 Calls Abandoned Before Queue



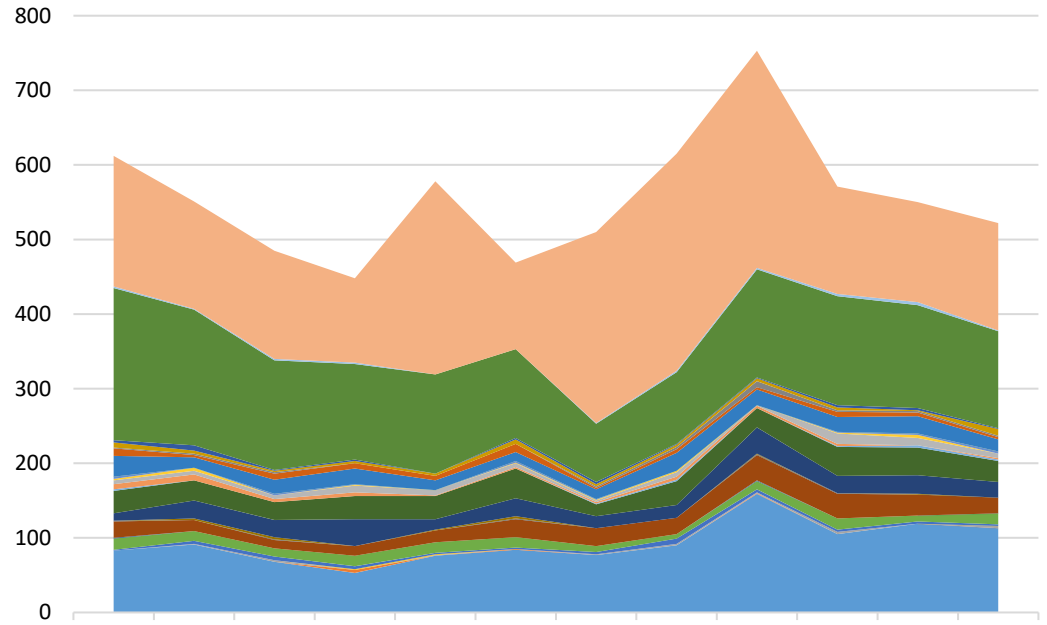
	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
911 calls abandoned before queue	0	0	0	0	0	2	1	0	1	0	2	0

Calls Requiring Language Line Interpretation



	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
Total calls	106	81	100	57	79	77	85	102	81	99	75	98
Average Length of Interpretation (mins)	10.3	10.8	9.2	10.8	11.6	8.5	11.2	10.1	8.3	11.7	9.4	10.6
Hours Spent	18.22	14.63	15.38	10.28	15.28	10.85	15.85	17.17	11.20	19.25	11.75	17.32
Language Line Charges	\$2,956	\$2,587	\$2,519	\$1,938	\$2,572	\$1,796	\$2,783	\$2,855	\$1,954	\$3,093	\$1,884	\$2,937

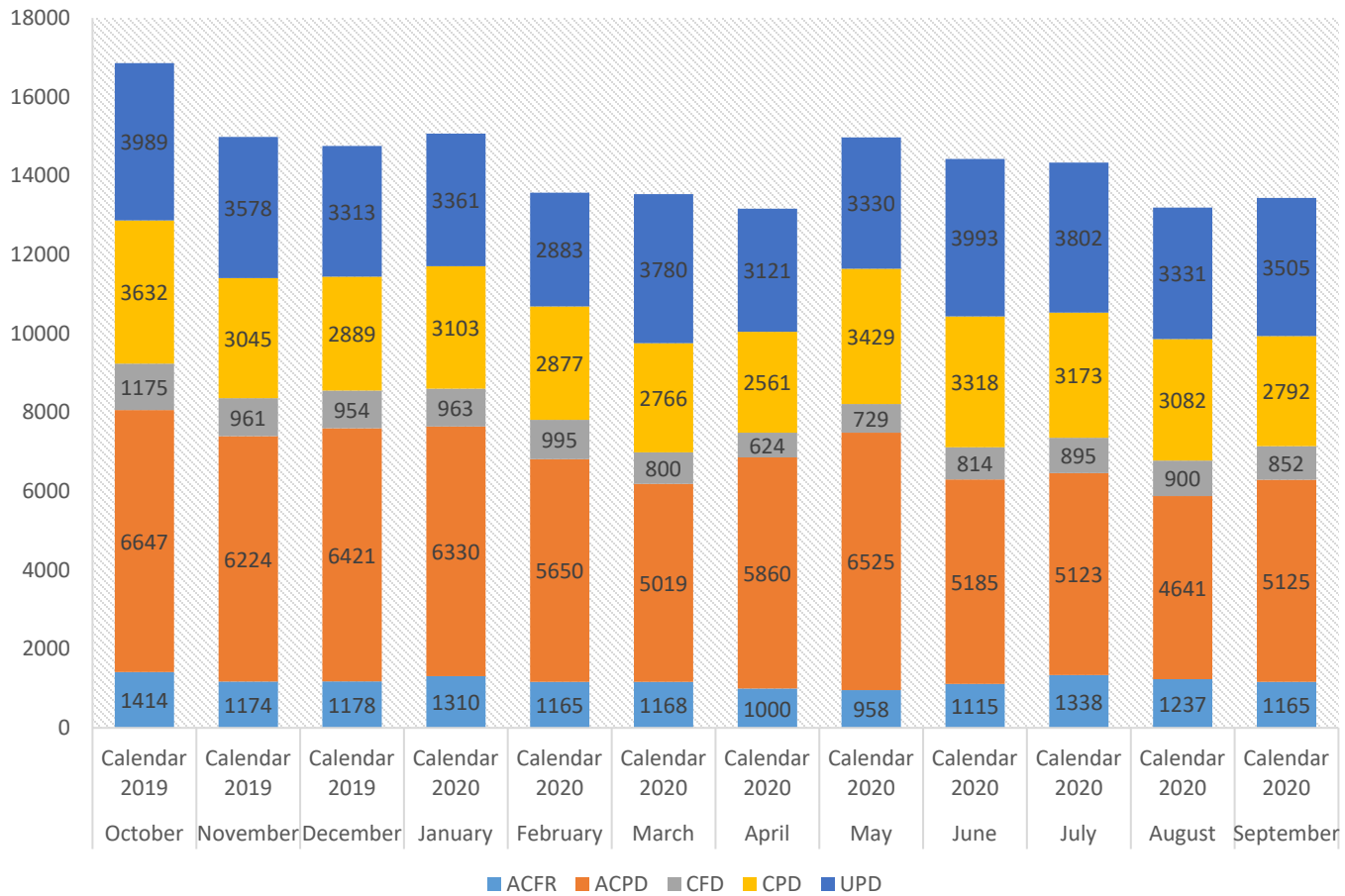
Calls Transferred to Other Agencies and Individuals



	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
Other Agencies or Individuals	175	144	145	113	259	116	256	291	291	144	134	144
Waynesboro Police Department	2	1	2	2	0	0	1	2	2	3	4	1
Virginia State Police	204	182	147	128	133	119	78	96	145	146	138	130
Virginia Department of Transportation	3	7	1	2	0	2	3	1	1	3	3	1
University of Virginia Police Department	7	4	2	3	3	6	3	3	4	4	1	9
Poison Control	1	2	2	0	0	0	2	3	8	2	2	2
Orange County Fire-Rescue and Sheriff's Department	10	3	8	7	6	11	2	5	3	7	5	3
Nelson County Sheriff's Department	28	14	19	21	13	12	13	24	21	20	23	16
Medic 5	0	0	0	0	0	0	0	0	0	0	0	0
Medcom	3	0	2	1	0	2	1	0	0	1	2	3
Madison County Sheriff's Department	2	4	0	1	0	1	1	2	0	1	4	0
Louisa County Sheriff's Department	5	5	5	9	7	5	2	6	1	14	10	6
JADE/Terrorism Hotline	7	8	4	5	1	2	2	4	3	3	0	2
Harrisonburg/Rockingham ECC	2	0	0	0	0	0	1	2	0	1	3	2
Greene County Fire-Rescue and Sheriff's Department	30	27	24	31	31	40	16	32	26	39	37	28
Fluvanna County Sheriff's Department	10	24	23	36	14	24	16	17	35	23	25	21
Culpeper Sheriff's Department	0	2	3	0	1	3	0	0	1	0	1	0
City of Charlottesville Sheriff's Office	1	0	1	0	0	1	0	0	1	1	0	0
City of Charlottesville Police Department	22	15	11	13	16	24	24	22	34	33	28	21
City of Charlottesville Fire Department	1	0	0	0	0	0	0	0	1	0	0	0
Buckingham County Sheriff's Department	15	13	11	14	14	14	8	6	11	15	8	15
Augusta County Sheriff's Department	1	4	5	4	2	2	3	7	4	3	3	2
Amherst Sheriff's Department	0	0	0	1	1	0	0	0	0	0	0	0
Albemarle County Sheriff's Department	0	1	2	0	1	0	1	2	1	3	0	3
Albemarle County Fire/Rescue	0	0	0	4	0	1	0	0	1	0	0	0
Albemarle County Police Department	83	91	68	53	76	84	77	90	159	105	119	113

II. CAD System Statistics

Calls for Service by Month and by Agency

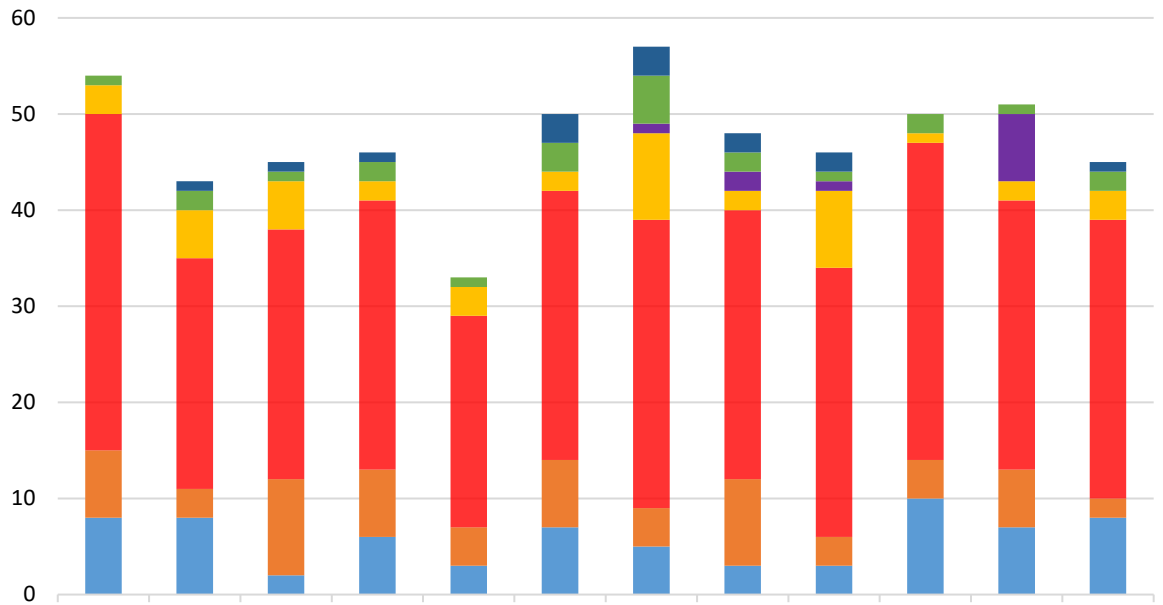


*Excluding a) canceled calls and b) test call types.

Total Calls for Service by Participant Over Time

Participant	Q1 2020	Q2 2020	Q3 2020
Charlottesville	11,509 (27.28%)	11,487 (26.97%)	11,694 (28.55%)
UVA	10,026 (23.76%)	10,446 (24.52%)	10,638 (25.97%)
Albemarle	20,659 (48.96%)	20,664 (48.96%)	18,629 (45.48%)

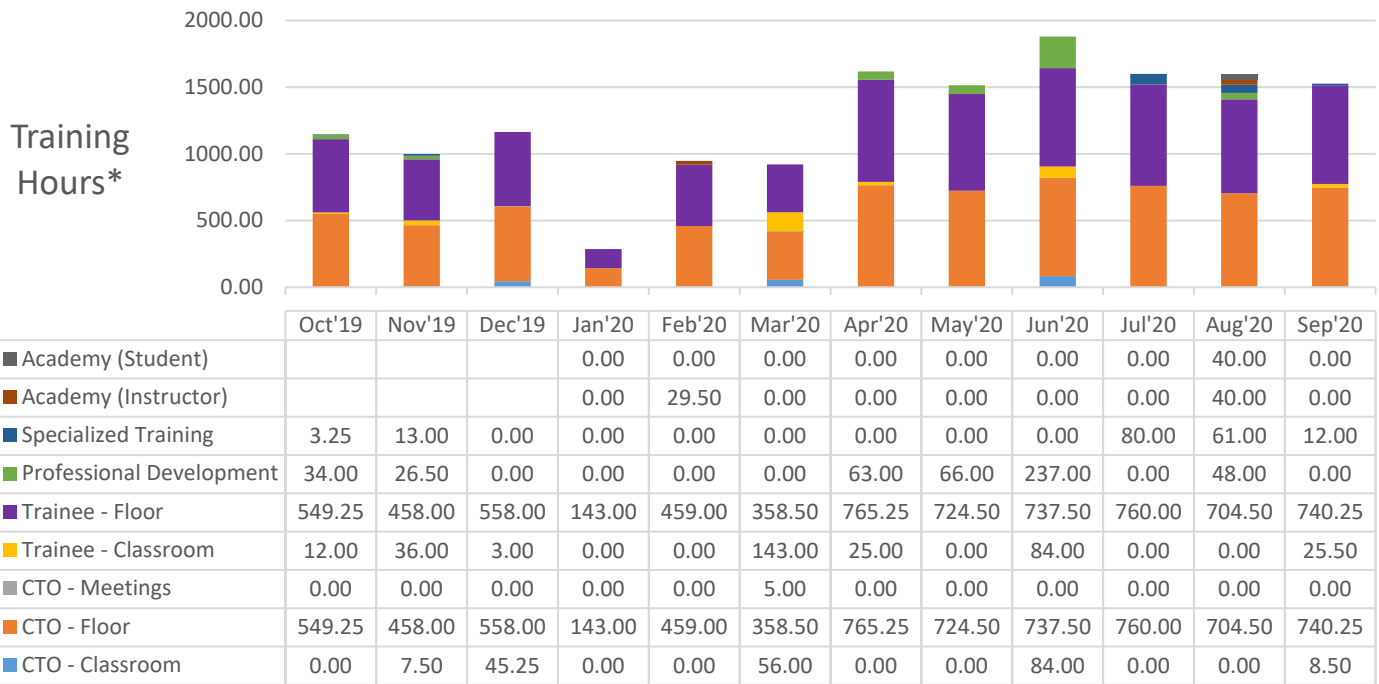
Critical Life Threatening/Saving Events*



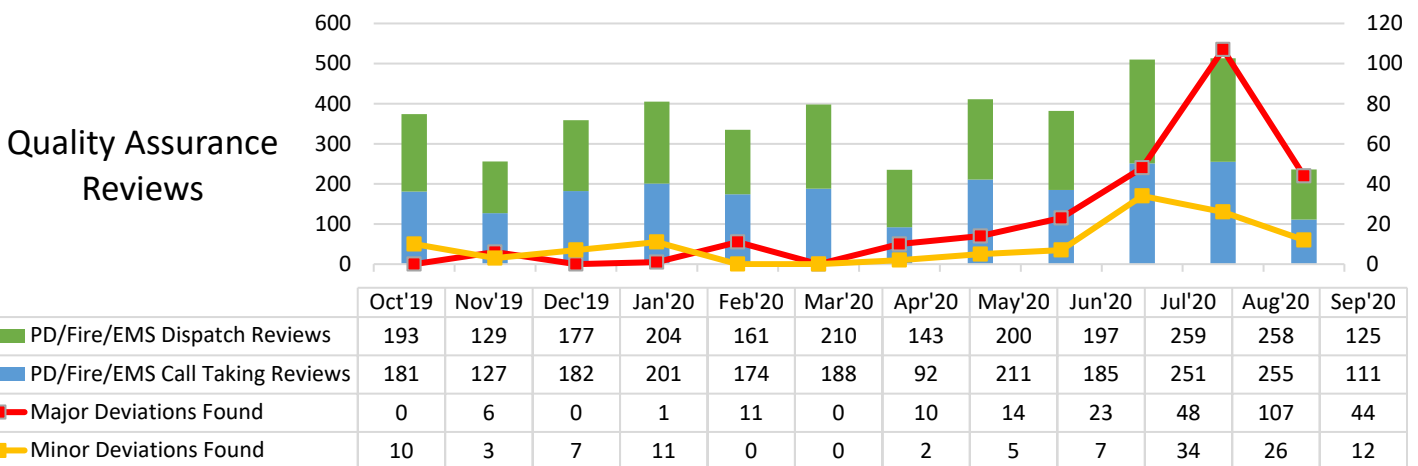
	Oct'19	Nov'19	Dec'19	Jan'20	Feb'20	Mar'20	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20
■ Stabbing Events	0	1	1	1	0	3	3	2	2	0	0	1
■ Shooting Events	1	2	1	2	1	3	5	2	1	2	1	2
■ Drowning Events	0	0	0	0	0	0	1	2	1	0	7	0
■ Attempted Suicide Events	3	5	5	2	3	2	9	2	8	1	2	3
■ Cardiac Arrest Calls	35	24	26	28	22	28	30	28	28	33	28	29
■ Choking Events	7	3	10	7	4	7	4	9	3	4	6	2
■ Obstetric Calls	8	8	2	6	3	7	5	3	3	10	7	8

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

III. Performance Improvement



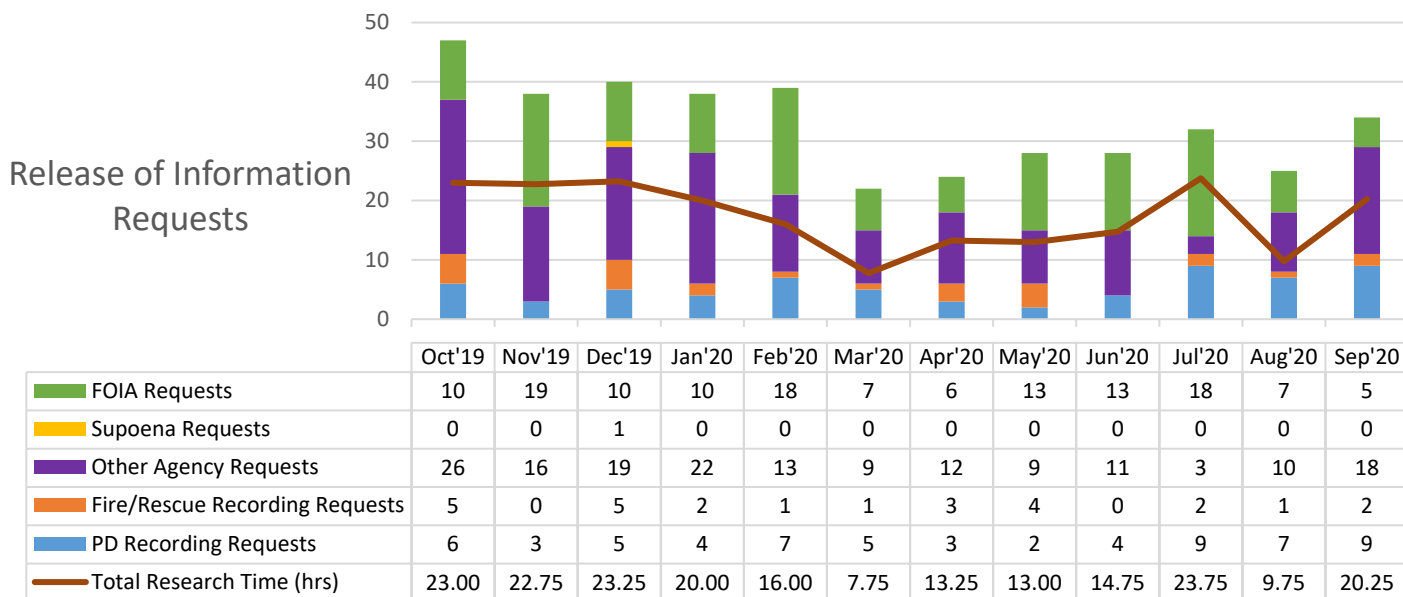
Legend	
Specialized Training	Employee (non-trainee) time spent in training for NICE, CAD, and related/similar in-services
Professional Development	Employee (non-trainee) time spent in APCO, VACAP Conferences, County class offerings, and other PD
Trainee – Floor	Trainee time spent paired with a trainer
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



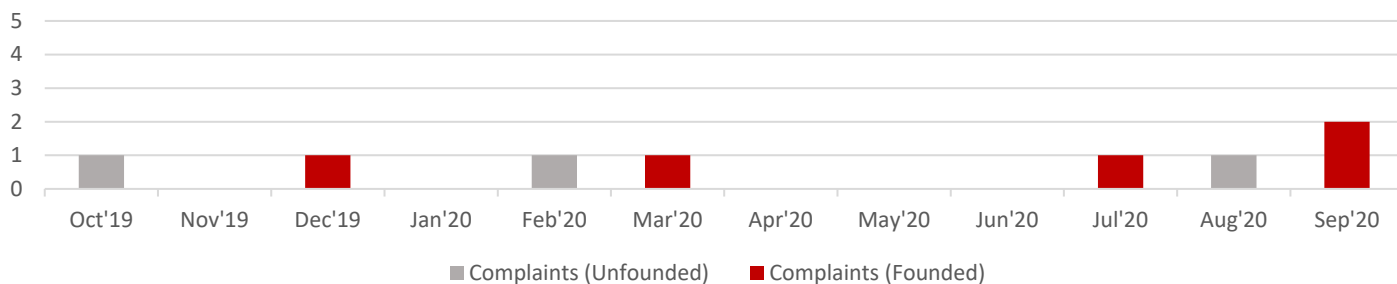
Quality Assurance Reviews - Trend Analysis

Major deviations increased in Q2 and early Q3 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

- July 2020:** A complaint was filed alleging a telecommunicator did not send a police response to check on suspicious, possible criminal, activity. An investigation determined that the CO entered a call for an officer to call the complainant, but did not send PD to check on the issue. The complaint was founded.
- August 2020:** A complaint was filed alleging that a telecommunicator was not looking at their screen and tracking the status of fire units and asking unnecessary questions on the radio. After investigation, the complaint was deemed unfounded.
- September 2020:** A complaint was filed alleging a telecommunicator mishandled radio traffic where requests were made for additional resources on two separate calls. The complaint was founded.
- A complaint was filed alleging mishandling of an animal control call and lack of customer service. After investigation, the customer service component of the complaint was deemed founded, while the mishandling component was deemed unfounded.

V. Budget and Financial Information

All numbers are current as of November 9th, 2020, as reported in and sourced from the Albemarle County AADR report.

FY21 Budget Snapshot

Department	Original Budget	Current Budget*	Actual Expenditures**	Encumbrances	Balance	% Expended
31040-ECC-Operations	\$5,344,897	\$6,563,588	\$1,955,280	\$295,958	\$4,312,350	34.3%
31045-EMERGENCY SERVICES	\$347,333	\$408,371	\$94,591	\$532	\$313,248	23.3%
31048-800 MHZ OPERATIONS	\$1,076,388	\$1,076,388	\$643,809	\$23,460	\$409,120	62.0%
Grand Total	\$ 6,768,618	\$8,048,347	\$2,693,680	\$319,950	\$1,968,291	37.4%

*Includes re-appropriations

** Does not include pending transactions

FY2020 Minimum Staffing Pay / Overtime Wages for 31040-ECC-Operations

Budgeted	Expended	Balance	% Expended
\$188,237	\$59,481	\$128,756	31.6%



Agenda Item:

4.2) Technology and Building Report



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director

From: Gabe Elias, ECC Systems Manager

Date: November 17, 2020

Subject: ECC Technology and Building Report

P25 Project

Installation of key P25 radio system components continued during the previous quarter. Core equipment is installed, powered, and connected between both ECC facilities. Based on substantial delivery of the P25 system equipment, the ECC processed a partial milestone in September, paying 80% of contract milestone 4. The amount paid was \$2,226,168.69, reflecting a 1% discount (\$22,486.5) for prompt payment.

L3Harris was unable to utilize the constructed cable protection (ice bridge) system at Bucks Elbow Mountain, and has recommended changes. The ECC is pursuing solutions, including adding this scope to an upcoming contract change order, which will also include replacement and maintenance of aging HVAC systems at current sites. Bucks Elbow site readiness is currently a critical path.

Tower extension and reinforcement at Peters Mountain was completed during this quarter. There, and at other sites (except Bucks Elbow), microwave backhaul dish antennas are being installed and path-aligned in November.

Fleet mapping work, discussed in the last report, has resumed. Initial public safety coordination work is underway, with public service radio users to follow. A formal fleet mapping workshop with L3Harris is scheduled for December. Draft decisions from that workshop will be reviewed and locked in as soon as possible following to facilitate infrastructure and subscriber configuration and readiness in 2021, anticipating acceptance testing later in the year.

Project point of contact (POC): Gabe Elias

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“APCO Project 33 Certified Training Program”



Charlottesville-UVA-Albemarle County Emergency Communications Center



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

The ECC has submitted a request for an extension to the November 15th deadline for executing a contract with AT&T. The extension will allow time to secure funding and review the contract.

Upgrades to the ECC's end-of-life Call Handling Equipment (CHE), which are 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.

Project POC: Lily Gregg

ECC Datacenter Replacement/Upgrade Projects

Installation and configuration of the replacement primary and backup datacenters was completed in early September, with no downtime experienced during the transition. The new platform increases capacity, improves performance, and allows for replication of production servers between the two datacenters. The backup datacenter now has the same storage and computing capacity as the primary.

Project POC: Lily Gregg

Tyler New World Public Safety Software Upgrade

The upgrade to the testing instance of the Tyler New World public safety software suite was completed in August. The Regional CAD and RMS team is working together to test open issues for resolution in the new version, ensure operational functionality, and test new features. The upgrade to the production system is scheduled for December 1st starting at 0500 and the system is expected to be down no longer than 8 hours.

Project POC: Lily Gregg, Taylor Ashley

ECC Voice Logger VOIP Upgrade

The ECC's voice logging recorder, recently replaced as part of the P25 Project, is a modern, voice-over-IP (VOIP) recording platform. However, it currently records via analog position-based connections, and only records answering positions at the primary ECC facility. It is being upgraded and expanded to utilize modern voice-over-IP (VOIP) recording technology. In addition to improving reliability, this upgrade enables recording of Backup ECC phone positions.

Project POC: Lily Gregg, Penny Banks

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Charlottesville-UVA-Albemarle County Emergency Communications Center



G2 Fire Station Alerting

Installation of radio equipment at the ECC has been completed. Testing of the station alerting system and development of dispatch protocols is in progress at the ECC in coordination with ACFR and USDD.

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.

Project POC: Josh Powell, Jerry Waller

ECC Building Leaks

Roof evaluation and repair quotes are underway. 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: Sonny Saxton, Josh Powell

ECC HVAC & Duct Assessment

Duct cleaning has been completed. Add-on UV-C Air Sanitizers have been installed to the ECC's HVAC air handlers to reduce airborne contaminants. A holistic review of building airflow has been completed, and quotes have been acquired to implement accompanying recommendations.

Project POC: Sonny Saxton, Josh Powell

ECC Building Repairs and Renovations

Water damaged areas and aging surfaces have been patched and painted to restore the main dispatch floor and offices. Renovations and new office furniture to increase building occupancy and develop additional work spaces for new employees are nearing completion.

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: November 10, 2020

Subject: ECC Staffing and Recruitment Report

Staffing, Organizational Strength, and Recruitment

In February 2020, ECC's vacancy rate was 13% overall, down substantially from previous vacancy rates of around 25% overall. In May 2020, our vacancies fell further still, to 1% overall, or 0.6 FTE. In August, our vacancy rate increased to 10%, due to the FY21 authorization of three additional temporary positions (2.7 FTEs), and two separations.

Since our last report, there have been **three separations** (one PSCO and two PSCO recruits/trainees), **three new hires**, and **three position/status changes**.

Currently, we are at **8% vacancy**. Additional information about our current organizational strength is detailed in the adjacent chart.

Organizational Strength [11/2020]	Authorized	Actual		Vacant	% Vacant
		Full-time	Part-time		
Operational	42	38.30		3.70	9%
Public Safety Communications Officers¹	30	25	2.3		
Regular	19	19	2.3	2.70	9%
Probationary/Trainees	6	6			
Public Safety Communications Supervisors	8	7		1	13%
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	6		0	0%
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	1		0	0%
Public Safety Communications Technician	1	1		0	0%
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%
Custodian	0.7	0		0.7	100%
Overall	53.70	49.30		4.4	8%

Recruitment is underway for all current vacancies. Final interviews for the **Public Safety Communications Supervisor** position will be complete by November 13th. Seventeen candidates for the **Public Safety Communications Officer** vacancy have been invited to complete pre-employment skills testing. We expect to return to **full staffing next month**.

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¹ Authorized count does not include overhire; 0/3 positions filled.

* 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: November 2, 2020

Subject: Update from the Training Division

We currently have six (6) trainees, attached to a training officer, working different positions in the center. Three (3) of those trainees just completed the classroom on October 30th.

The new onboarding program was a success – exposing candidates to what our job entails before being hired. The candidates that we hired all agreed that it helped them determine whether they wanted to accept the job after the interview. We have also made modifications to portions of the classroom training, to include: updated training material/lesson plans, and meet and greets with Administrative, IT and Emergency Management staff. Additional revisions will be made for the next classroom, which is tentatively scheduled to start mid-December.

Full-time and part-time staff continued with their mandatory training. We had two (2) supervisors attend a Leadership Training as well as two (2) staff attend the DCJS required Basic Dispatch school at the Central Shenandoah Criminal Justice Training Academy. For the months of August and September, staff participated with the Charlottesville Fire Department in their Blue Card training, thereby improving the ability of our Communications Officers to give a scene size-up report for incoming units and the Battalion Chief. Two (2) staff members attended additional Crisis Intervention (CIT) Training in August.

During the month of November, I will be busy with the re-certification process for the APCO Agency Training Program, formerly Project 33, to be completed by December 1, 2020.

A breakdown of training hours is listed below, and additionally graphed on page eight of the productivity report.

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Breakdown of Training Hours

	Jul '20	Aug '20	Sep '20	Oct '20
<i>Academy (instructor)</i>		40		
<i>Academy (student)</i>		40		80
<i>Specialized Training</i>	80	61	12	
<i>Professional Development</i>		48		48
<i>Trainee- Floor</i>	760	704.5	740.25	415
<i>Trainee- Classroom</i>			25.5	133.5
<i>CTO- Meetings</i>				
<i>CTO - Floor</i>	760	704.5	740.25	415
<i>CTO - Classroom</i>			8.5	79.5
<i>TPM - Classroom</i>			13.5	54

Additional Training Detail

August 2020

- Academy 2 instructors to the academy, (1) for 3 days and (1) for 2 days
1 student DCJS Basic Communications Class
- Specialized Training 2 students for a total of 49 Hours – CIT
12 hours Blue Card Training – CFD
- Professional Development 2 students for a total of 48 hours- Leadership Class

September 2020

- Specialized Training 12 hours Blue Card Training – CFD

October 2020

- Professional Development 2 students for a total of 48 hours – Leadership Class

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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: November 2, 2020

Subject: August - October OEM Overview

Note: This memo is a review of the Regional Office of Emergency Management's fall activities (August-October) 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.

The month of September was National Preparedness Month, and this year's focus was "Disasters Don't Wait, Make Your Plan Today." Each week was centered on a different topic: making and building a kit, preparing for disasters, teaching the youth, and preparing for natural disasters. Daily content was created for each week and posted on the ECC's Twitter and Facebook pages.

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.

The CERT program is being conducted virtually this fall and will have an in-person final exercise once it is safe to do so. We hosted seven virtual level-one courses and taught over 150 citizens. We are currently in our level two classes and have about 15 active students.

IAEM Conference 2020

This conference will now be held virtually. Maribel will be conducting her presentation at the 2021 conference in Grand Rapids, MI. Maribel will be participating in a leadership symposium, a disasters resilience workshop for small businesses, and a planning workshop as well as many other lectures from around the country.

Interns

Our interns continue to do great work for our office. They are working on the ESF/EOP review, social media campaigns, a November CodeRed campaign, grant and legislative research, and assisting with VOAD and the airport exercise.

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EOP Review

The Regional Office of Emergency Management in partnership with all stakeholders is preparing to begin review of 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 will start in November 2020 and run through Winter 2021. Our first step is to review each Emergency Support Function (ESF) sections. The principal/head section (basic plan) of the EOP will be reviewed in the coming months with input from the Regional Emergency Management Coordination Committee and other stakeholders.

The regional office has five interns who began to research and review several ESF's. We will be sending out invitations to each ESF group that has been reviewed so far for an initial presentation of the findings. These meetings will kick off the review process. In the Spring, we will have another round of interns who will analysis more ESF sections and continue this process. Once the initial kickoff meeting has occurred the ESF as a group will decide priorities and create a schedule to complete the review. Starting in the Spring, we will also be having workgroup sessions to review the basic plan as well as the annexes.

CodeRED Registration

CodeRED is our free emergency alert system, in which we have registered over 24,000 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
August	130	3
September	6	6

Coming Up

Training

- Past training – Hazard Rail training class – 23 students (Oct. 1st)
- Upcoming training - ICS 300 – Dec. 8,9, 10th in partnership with PVCC

Grants

- Regional EOC/ECC Public Assistance Application
- LEMPG 2020
- Flood Mitigation Assistance and Building Resilient Infrastructure and Communities (3 submissions)
Scottsville: river-clearing grant; Albemarle: one private HOA dam repair and one community grant for a flood study

Exercises

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

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Charlottesville-UVA-Albemarle County Emergency Communications Center



To: Sonny Saxton, Executive Director

From: Maribel Street, Regional Emergency Management Coordinator

Date: November 10, 2020

Subject: August- October COVID-19 Logistics

N95 Fit Testing

The Regional Office of Emergency Management conducted a N95 Fit Testing Train the Trainer course which trained 16 regional volunteers how to conduct fit testing.

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. From August to October, we have distributed 3,100 N95/KN95 masks, 14,500 surgical masks, 4,100 gowns, as well as gloves, face shields, hand sanitizer and other various PPE items (estimated amounts). We have provided PPE to over 40 different medical offices and long-term care facilities.



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: November 10, 2020

Subject: ECC Press and Social Media Update

ECC in the News

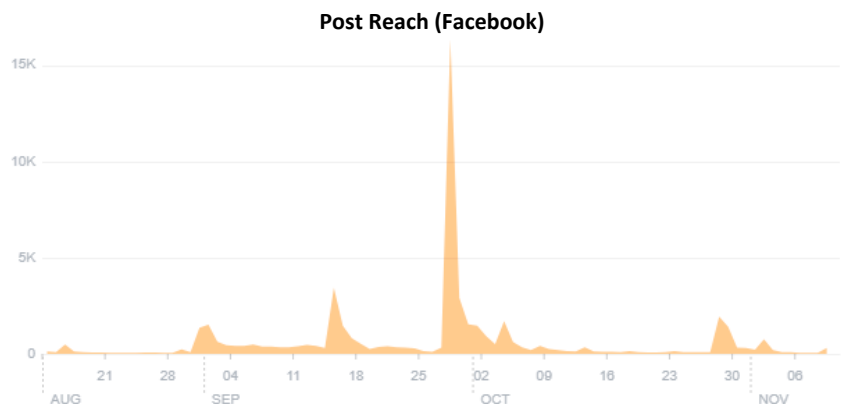
Over the past quarter, local news stories involving the Charlottesville-UVA-Albemarle County Emergency Communications Center and/or its co-workers include:

- **9/24/2020:** [“Officials putting together emergency response group to include businesses, nonprofits”](#), highlighting the regional Voluntary Organizations Active in Disaster (VOAD) partnership
- **9/16/2020:** [“Under new director, dispatch center turns fortunes around”](#), detailing recent improvements in staffing, morale, and other initiatives
- **9/4/2020:** [“Community emergency response training offered online for the first time due to COVID-19”](#), detailing the virtual CERT trainings held by the Regional Office of Emergency Management
- **8/19/2020:** [“ECC discusses Pandemic Risk Recognition Program for Charlottesville area”](#), covering the last ECC Board Quarterly Meeting and the Pandemic Risk Recognition Program

Social Media

The ECC continues to maintain and grow its presence on social media, including Facebook, Twitter, NextDoor, and a **newly-launched Instagram**. In the last quarter, the ECC created **50+ posts** on its various social media pages, with more than **51,000 impressions** (views) on Facebook alone. This represents a **new record** in both unique posts and impressions.

Posts garnering the most engagement have included: status updates (e.g. brush fires, road closures, phone outages); safety infographics (e.g. flood awareness); and ECC co-worker recognition posts (e.g. yearly awards).



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FOR IMMEDIATE RELEASE

Charlottesville-UVA-Albemarle Emergency Communications Center Recognizes Employees' Community Impact with 2020 Awards

CHARLOTTESVILLE, Virginia, October 30, 2020: Celebrating a job well done is always worthwhile, and that is particularly true for those at the Charlottesville-UVA-Albemarle Emergency Communications Center, whose work has had such a direct impact on the Charlottesville-area community. This year, the ECC recognized five individuals and one team for going beyond the call of duty and demonstrating unparalleled initiative and commitment to service.

The **Team Excellence Award** was presented to **John Adkins, Denise Zambrotta, Christine Lightner, Randy Garrett, Rachael Box, Doreen Wells, Katie Lister, Rick Johnson, and Jan Farruggio** for an incident involving a caller who was experiencing a mental health crisis in summer 2019. The call-taker spent over twenty minutes on the phone, making use of crisis-intervention training to build a rapport while coordinating a response. The rest of the platoon leapt into action – managing radios, telephone calls, and units from multiple responder agencies – while also ensuring other emergency and non-emergency calls were covered.

The **Class Act Award** was presented to **Penny Banks**, the ECC's Senior Systems Engineer, for her outstanding work seeing a multi-year console replacement project to completion. Mid-implementation, the COVID-19 pandemic added further complexity to an already massive undertaking, requiring design adaptations and new approaches to site access. Penny's leadership resulted in a dramatic improvement to the work environment, health, safety, and technological capabilities of our team.

The **Michael T. Carroll Supervisory Award** was presented to **Kelly Moore**, one of the ECC's newer Public Safety Communications Supervisors, who has had an outsized impact during her two-year tenure as supervisor. In her nomination, her colleagues wrote about her reliability, level-headedness, and heartfelt care for each person that she interacts with on a daily basis. Kelly supports and encourages others, so they can join her in providing excellent service to our community.

The **Distinguished Training Officer Award** was presented to **Tom Berta**, who has spent a remarkable 589 hours with trainees in the past year. In addition to bringing pedagogical excellence to create engaging trainings, he worked diligently to improve the Training Program as a whole, growing new training officers and developing new resources whenever he saw the need.

The **Chuck Shultz/David Dodge MVP Award** was presented to Public Safety Communications Officer **Kate Webster** to recognize her commitment to her community. As described by her co-workers, Kate is "calm, sympathetic, and caring to each person she talks to." Her experience with managing stressful situations and her knowledge of emergency services are a true benefit to the communities served.

The **Executive Director's Award** was presented to Operations Manager **Todd Richardson**, to recognize his efforts last year during the transition to new ECC leadership. He remained focused on providing quality service to the community while attending to the operational needs of the team. His steady hand of calm leadership has contributed to many new successes for the center and continues to inspire all with whom he works.

In addition, **Years of Service** awards were presented to **Penny Banks, Gabe Elias, and Randy Garrett** in recognition of their twenty years of service to the community.

With telecommunicators putting down their headsets for brief moments to be celebrated and to celebrate their colleagues, Executive Director Sonny Saxton said, "As we continue our daily work along with responding to the pandemic, we are thankful for the opportunity to pause and show our appreciation for those who work at the ECC. We are thankful for the service of the 'first, first responders' – our Public Safety Communication Officers – as well as our Emergency Management Coordinator, and all those who support them each day."

Chief Tim Longo, Chair of the ECC Management Board, stated, "We are incredibly proud of the men and women who serve our Emergency Communications Center. While we have taken the time to recognize the self-less service of particular team members, it is important to note that there are countless efforts that take place each and every day that go without public acknowledgment. Each and every person who pass through these doors are owed a debt of gratitude for their commitment to public service, and their daily contributions to the safety and well-being of our community."

Award photographs are available on the ECC's Facebook, at [facebook.com/CommEmerg](https://www.facebook.com/CommEmerg).



Agenda Item:

4.7) Volunteer Activity and NDA Disclosure



Charlottesville-UVA-Albemarle County Emergency Communications Center



10/19/2020

Chief Timothy Longo Sr.
Chairman
Charlottesville-UVA-Albemarle County ECC Management Board
2306 Ivy Road
Charlottesville, VA 22903

Mr. Chairman,

I am writing to make awareness and disclose/re-disclose a prior relationship with a prospective vendor of the ECC. I do not believe this to be a "conflict of interest". This does not interfere with or detract from my duties as Director and does not influence the decision to recommend purchase of goods and services.

As you are aware, the ECC Management Board has authorized the purchase of electronic dispatch protocols that follow the International Academy of Emergency Dispatch (IAED), a non-profit entity, which defines a science-based standard approach to call-taking and dispatching of emergency requests for service. The ECC and stakeholders are actively exploring the purchase of software systems and training to support the use of IAED protocols. The only distributor for IAED who produces the electronic protocol system is Priority Dispatch Corporation (PDC). More information can be found at: <https://www.emergencydispatch.org>.

I have a non-monetary relationship with IAED in that I participate with, and am a current Chair of, their international committee on medical transfer protocol systems. In March of 2019, I entered into a participation agreement which defines non-disclosure of proprietary and confidential information relative to my participation with the committee. I volunteer my time with IAED in order to enhance emergency communication centers service to their communities.

I have a non-monetary relationship with PDC in that I hold a limited integrator agreement for purposes of interfacing third-party dispatch software to their systems. In August 2012, I entered into the agreement which defines a mutual non-disclosure of proprietary and confidential information. I do NOT receive compensation from PDC. I hold similar non-disclosure agreements with other third-parties.

Please let me know if you wish to discuss further or recommend additional action.

Sincerely,

Sonny Saxton, EMT-P, ENP
Executive Director ECC

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Agenda Item:

4.8) ECC Response to Citizen Concern



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: ECC Management Board

From: Sonny Saxton, Executive Director

Date: November 10, 2020

Subject: Response to Citizen Concern

This year, the ECC has investigated four separate complaints from one complainant. This memo provides a high-level overview of the complaints and the responses undertaken by the ECC.

Issues identified by the complainant included:

- Response to animal control calls
- Response to parking violation calls
- Questions asked by call-taker
- Level of courtesy shown by call-taker
- Level of assistance offered upon asking to speak with a supervisor
- Being unable to speak directly with animal control officers
- Being unable to speak directly with the ECC Management Board and/or Board of Supervisors and/or County Executive to lodge a complaint in a venue other than Public Comment during Board meetings

In most instances, complainant requested that all Communications Officers and Communications Supervisors involved have their employment terminated.

Recordings of each call, and accompanying CAD and radio data, were gathered, and each complaint was thoroughly investigated by multiple members of ECC Leadership. In each instance, the call-taker tried to use all available resources to help the caller; in each instance, the Communications Officer correctly followed ECC dispatch policies. During any instance in which the call-taker sounded audibly frustrated by the caller's tone and/or caller's personal statements directed at the call-taker, they and their supervisor(s) were given additional guidance on how to respond to future situations of a similar nature. Per departmental policy, any personnel-specific remediation would not be shared with complainant.

In addition to the above actions, Director Saxton has provided follow-up feedback by phone, and the ECC is formally responding to the complainant by way of written correspondence to detail the process and findings of each investigation.

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Agenda Item:

4.9) Previous Meeting Minutes

ECC Management Board - Regular Meeting Minutes

August 18th, 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 RaShall Brackney, Mr. John DeSilva, Mr. Tom Harkins, Chief Ron Lantz, Chief Tim Longo, Deputy Chief John Oprandy (*Designee for Chief Dan Eggleston*), Chief Emily Pelliccia, and Ms. Letitia Shelton

Others present electronically: Amanda Farley (Counsel to the Board), Anthony Bessette (Counsel to the Board), Sonny Saxton (ECC Executive Director), Josh Powell (ECC Management Analyst II), Members of the Public

Members present physically: None

Members absent: None

1. Call to Order

Chief Longo called the meeting to order at 2:00 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. Powell recorded the minutes.

2. Roll Call

Roll call was taken for the record. With seven members attending virtually and two absent at the time of roll call, a quorum was present.

3. Matters from the Public

Mr. Powell advised the Chair that there were eight 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. *Chief Brackney joined the meeting at 2:02 p.m.*

4. Consent Agenda

With no items removed from the consent agenda for further discussion, **Mr. DeSilva made motion, seconded by Mr. Harkins, to adopt the Consent Agenda (“Productivity Report,” “Technology and Building Report,” “Staffing and Recruitment Report,” “Training Program Report,” “Emergency Management Coordination Reports,” “Commendations, Awards, and Press,” and “Previous Meeting Minutes: May 19, 2020”). The motion carried on a voice vote.**

5. Director’s Report

Mr. Saxton expressed his gratitude for the ongoing work of the ECC staff and provided updates to the Board on ECC performance metrics, new and ongoing projects, and the ECC’s updated website. Mr. Saxton overviewed the ECC’s response to the COVID-19 pandemic, as well as ongoing work done by the Regional

Emergency Operations Center (EOC) to support vulnerable populations in the local community. *Ms. Lori Allshouse joined the meeting at 2:09 p.m.*

Mr. Saxton advised the Board that the regional team working on Public Safety Software Systems had been meeting regularly to evaluate replacement modules and was beginning the final stages of preparing an RFP for the project.

Mr. Saxton thanked the Board and asked if there were any questions from the Board.

Chief Brackney mentioned the ECC's support of the EOC and asked about the budgetary impact thereof. Chief Brackney also asked whether funding requirements were known for any changes to the Public Safety Software Systems. Mr. Saxton advised that EOC expenses were lower than previously projected, and that the ECC expected some savings in FY2020. Mr. Saxton advised the Board would have the option of reallocating previous year savings, as well as monies contained within the fund balance, to cover at least part of the costs for the Public Safety Software Systems project.

Chief Longo asked if there was a known timeline for the Public Safety Software Systems project. Mr. Saxton advised that he and his staff were targeting the release of the RFP in the Fall, so that responses could be received and evaluated by December or January.

6. Pandemic Risk Recognition Program

Mr. Saxton advised that he was requesting Board authorization to provide compensatory recognition to ECC employees for their continued work in the pandemic and their associated increased risk of COVID-19 exposure, at a total cost of approximately \$61,000, to be funded by FY2020 savings.

After fourteen minutes of discussion by the members of the Board, **Mr. DeSilva moved 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. The motion carried on a voice vote, with one abstention.**

7. Closed Session

At 2:39 p.m., **Chief Longo made motion, seconded by Chief Pelliccia, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board go into a closed meeting as authorized by the Virginia Freedom of Information Act, section 2.2-3711(A) of the Code of Virginia under Subsection 1 to discuss and consider performance of the ECC Director. The motion carried on a voice vote.**

8. Certify Closed Session

At 2:58 p.m., **Chief Longo made motion, seconded by Chief Brackney, to certify that, to the best of his knowledge, only public business matters lawfully exempted from open meeting requirements under this chapter and only such public business matters as were identified in the closed meeting motion were heard, discussed or considered in the closed meeting. The motion carried unanimously on a roll call vote – Pelliccia: Aye; Lantz: Aye; Shelton: Aye; DeSilva: Aye; Oprandy: Aye; Harkins: Aye; Brackney: Aye; Allshouse: Aye; Longo: Aye.**

9. Annual Performance Review for ECC Executive Director

Chief Longo advised Mr. Saxton that the Board wanted to first and foremost thank Mr. Saxton for the work that he has done to make the Emergency Communications Center better for the people who work there and for the community, as evidenced by better staff morale, improved recruitment, and productive regional collaboration. Chief Longo advised that the Board would circle back with a written document to detail how good of a job the Board feels that Mr. Saxton has done, as well as goals and objectives to guide Mr. Saxton's work and the work of his staff.

Each member of the Board individually thanked Mr. Saxton for his service, noting: leadership and professionalism that was exemplified throughout the COVID-19 crisis and in work at the Regional EOC; ability and humility in delivering the high level of service demanded and deserved by this community; local, regional, and state partnership and collaboration; improved worker morale; financial and budgetary skills.

Mr. Saxton thanked the members of the Board for their mentorship and support, and for welcoming him into the community.

Chief Longo asked Mr. Powell to distribute evaluation materials to the members of the Board, to be returned to the Executive Board, and then to be compiled by the Chair into a written review.

Ms. Farley asked the Clerk to make a note for the agenda that Mr. Saxton's permanent annual evaluation is to occur during a meeting of the Board prior to May 1st.

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

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

11. Adjourn

At 3:12 p.m., Mr. DeSilva made motion, seconded by Ms. Shelton, to adjourn the meeting. With no further business to come before the Board, the meeting was adjourned.

ECC Management Board

Emergency Management Steering Committee Meeting

August 27, 2020 at 3:00PM

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 Dan Eggleston, Mr. Tom Harkins, Deputy Chief John Oprandy, Chief Emily Pelliccia, Mr. Sonny Saxton, Ms. Nichole Matthews

Members Unable to Attend: Mr. John DeSilva

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

1. Call to Order

Chief Eggleston called the meeting to order at 3:01 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. Powell recorded the minutes. All members of the Emergency Management Steering Committee were present virtually, with one member absent.

2. Regional Emergency Management Discussion and Planning

Chief Eggleston provided an overview of the Regional Emergency Management program and the recent implementation of Albemarle County's local emergency management function. Chief Eggleston stated that they are committed to a regional approach as they build out their own local resources, and that he envisions this committee as the place to determine how local efforts blend in with regional efforts in emergency management.

Mr. Saxton and Ms. Street delivered a presentation overviewing some other regional approaches to emergency management in and near Virginia, as well as a proposed draft vision for the Charlottesville-UVA-Albemarle County Office of Regional Emergency Management Coordination. Mr. Saxton asked that the committee come up with a recommendation to the ECC Regional Agreement Review Committee, to scope out exactly what the role of regional emergency management would be.

The committee discussed opportunities, including: a comprehensive threat and risk assessment; strategic initiative development; formalized governance documents; consistent communication and aligned efforts between partners; mitigation grants and efforts; regional exercises and trainings; identifying a common framework and scoring for threat and risk assessments completed by each participant.

The committee came to a consensus that Mr. Saxton would meet with representatives of each participant to explore individual needs, and then collate and reflect back that information in a future meeting of the committee.

3. Adjourn

With no further business to come before the Committee, the meeting was adjourned at 4:14p.m.

ECC Management Board
Regional ECC Calls for Service and Funding Model Review Committee Meeting
October 15, 2020 at 11:00AM
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. Letitia Shelton, Mr. Sonny Saxton, Mr. Brian Logwood, Deputy Chief Melissa Fielding, Ms. Lori Allshouse, Mr. Josh Powell

Members Unable to Attend: None

Others Present: Members of the Public

1. Call to Order

Ms. Shelton called the meeting to order at 11:01 a.m., held electronically pursuant to and in compliance with Albemarle County Ordinance No. 20-A(14), an ordinance to ensure the continuity of government during the COVID-19 disaster. Mr. Powell recorded the minutes. All members of the committee were present virtually, with one member absent at the time the meeting was called to order.

2. Regional ECC Funding Model Discussion and Planning

Ms. Shelton advised that this committee meeting was called to evaluate the funding model used to fund the regional ECC for Charlottesville, Albemarle, and UVA. *Ms. Allshouse joined the meeting at 11:04 a.m.*

Mr. Saxton presented a staff report compiled by Mr. Powell that overviewed the current and past funding models for the ECC, as well CAD Calls for Service (CFS) by Participant as the primary input to funding for the ECC Operations budget.

The committee had thirty-six minutes of discussion, on: the previous funding formula revision; volumetric differences in various types of calls for service between agencies; potential components of and requirements for a cost allocation model; rolling averages to create more predictability for the funding partners; reviewing the mechanism for funding model changes to determine whether future adjustments would be made by the ECC Management Board or continue to require action by the governing bodies of the three participants; timeline for revision implementation.

The committee directed ECC Staff to analyze all CFS and produce a report that would allow them to be weighted or categorized by effort; and to benchmark and report on the funding models of other regional PSAPs. The committee agreed to target a follow-up meeting during the first or second week of December.

3. Adjourn

With no further business to come before the Committee, the meeting was adjourned at 11:53a.m.



Agenda Item:

4.10) ECC Management Board 2021 Meeting Schedule



Charlottesville-UVA-Albemarle County Emergency Communications Center



To: ECC Management Board

From: Josh Powell, ECC Management Analyst II

Date: November 10, 2020

Subject: ECC Management Board 2021 Meeting Schedule

By motion and concurrence of the board, effective November 17, 2020, the ECC Management Board will meet on the following dates at 2:00 p.m.:

- February 16, 2021
- May 18, 2021
- August 17, 2021
- November 16, 2021

For such time that a local ordinance to ensure the continuity of government during the COVID-19 disaster remains in effect, meetings will be held electronically, with opportunities for the public to access and participate in the electronic meeting posted on the Emergency Communications Center homepage at www.albemarle.org/ecc. Upon the expiration or suspension of the continuity of government ordinance, meetings will return to their regular physical location of the ECC Conference Room at 2306 Ivy Rd.

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Agenda Item:

5) Committee Updates



Charlottesville-UVA-Albemarle County Emergency Communications Center

Fiscal Year 2022 Budget Calendar

October/November 2020	
	Staff Prepares Initial Draft of Budget ➔ Staff submits draft requests to Executive Director by November 30 th
December 2020	
Week of 14 th <i>Tentative</i>	Work Session #1 - ECC Management Board Finance Committee ➔ Executive Director Presents First Draft
Week of 14 th	First Draft to Albemarle County Office Management and Budget
January 2021	
Week of 11 th <i>Tentative</i>	Work Session #2 - ECC Management Board Finance Committee ➔ Committee Approves Final Draft
Week of 18 th <i>Tentative</i>	Final Draft sent to: Albemarle County Office of Management and Budget Charlottesville City Manager's Office UVA Office of Executive VP and COO <i>Note: Final information on expected salaries and benefits may not be available until late January.</i>
February 2021	
Feb. 16 (Tue)	Work Session # 3: ECC Management Board Receives Recommended Budget for Review and Discussion ➔ Board Approves Recommended Budget or Schedules Follow-up
<i>Tentative</i>	If needed - ECC Management Board Final Review and Approval

Other Milestones

Feb. 24 (Wed.)	Albemarle County Executive Presents Recommended Budget (Includes ECC) to Board of Supervisors
March 2021	
TBD	Charlottesville City Manager's Presentation of Recommended Budget Share to City Council
TBD	University of Virginia's Presentation of Recommended Budget Share
April 2021	
28 (Wed.)	Public Hearing on the CY 21 tax rate and Board's Proposed Budget
May 2021	
5 (Wed.)	Albemarle County Board approves FY 22 Budget and sets tax rate



Agenda Item:

6) Director's Report

Charlottesville-UVA-Albemarle County
Emergency Communications Center

Agenda Date: 11/17/2020
Action Required: Motion to Approve Authorization
Presenter: Sonny Saxton, Executive Director ECC
Title: Temporary Full-Time Custodian Position

Background: Earlier this year, the Executive Board approved a 0.7 FTE temporary part-time (benefits eligible) Custodial position which was expected to replace contracted custodial services to include cleaning and disinfecting. Despite multiple advertisements and review of potential applicants, we have been unsuccessful in attracting someone to the position.

Discussion: CDC and VDH guidelines continue to dictate increased cleaning and disinfecting of all workstations, common areas, and high-touch surfaces, which we anticipate continuing throughout FY 2021. Current solution has included contracting for services at an average cost of \$3,750 per month.

Human Resources has recommended consideration of a temporary full-time offering to increase potential for attracting a suitable candidate and analysis of position specific tasks to determine correct salary/wage assignment for the prospective hire.

Budgetary Impact: Approximately \$22,211 would be utilized from previously allocated FY 21 funds yet unspent for the year. Support for this would not require any additional funding from Participants. This would provide approximately 37% savings over current contracted rate.

Recommendation:

- 1) Board approval for an additional 0.3 temporary FTE to bring the total balance to one full-time temporary position in order to be more competitive in the job market.
- 2) ECC and Human Resources staff continue analysis of position-specific tasks to determine correct salary/wage assignment.

Alternatives:

Continue contracted services. We have reached out to other vendors to find better competitive price. As of this writing, no other comparable services have been identified at a lower overall cost. No motion or action necessary.

SAMPLE MOTION TO APPROVE:

I move that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board authorize hiring an additional full-time temporary custodian (1.0 FTE), using previously allocated FY21 funds, in replacement of the 0.7 FTE temporary part-time custodian position.