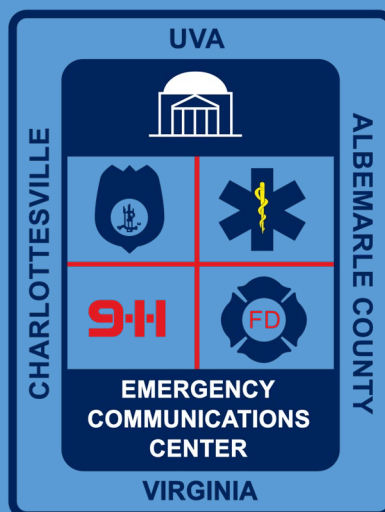# ECC MANAGEMENT BOARD 5/18/2021 MEETING PACKET

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

Print date: 5/11/2021

Agenda Item:

4.1) Productivity Report

Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report

Quarter 1 / January to March 2021

Table of Contents

> **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

Incoming Telephone Call Volume*
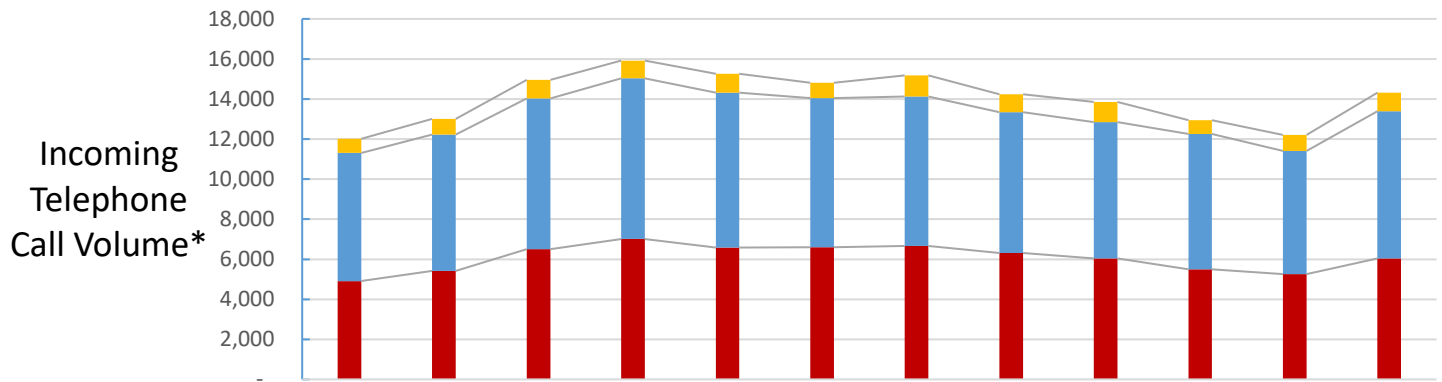
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
Alarm & 10-digit Emerg.	708	796	928	888	938	765	1,058	900	1,004	692	803	930
Non-Emergency Number	6,392	6,802	7,523	8,023	7,742	7,445	7,450	7,032	6,808	6,746	6,155	7,352
Emergency 911	4,913	5,416	6,499	7,008	6,578	6,599	6,670	6,312	6,035	5,502	5,253	6,040

*includes calls that disconnected from queue before being answered
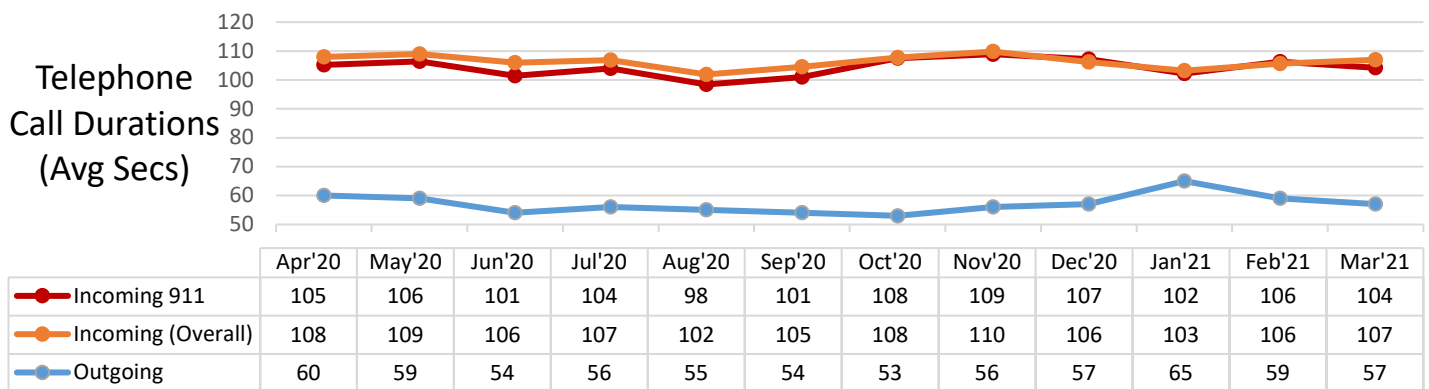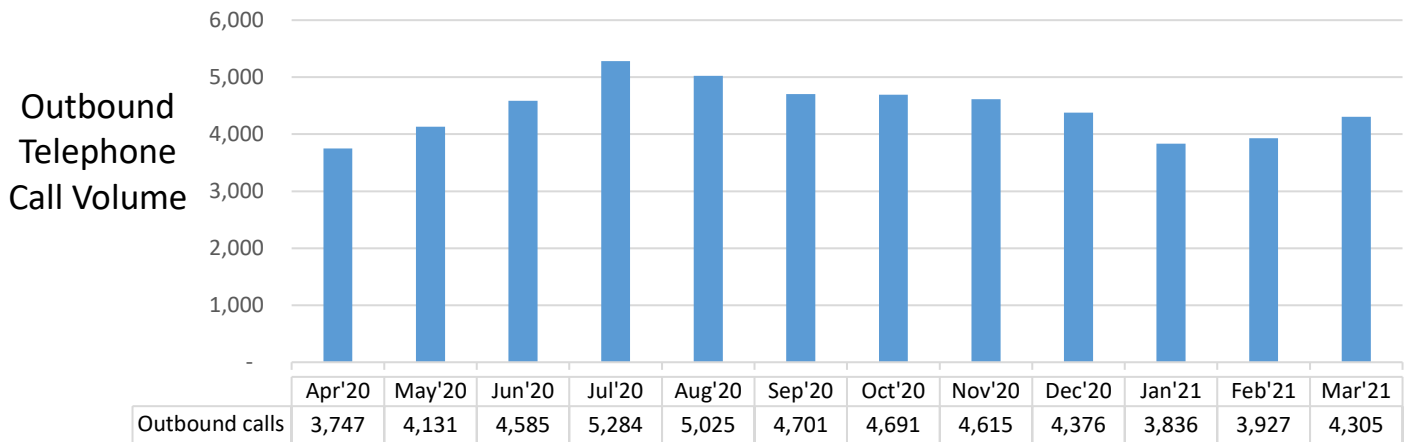
911 Call Answer Times
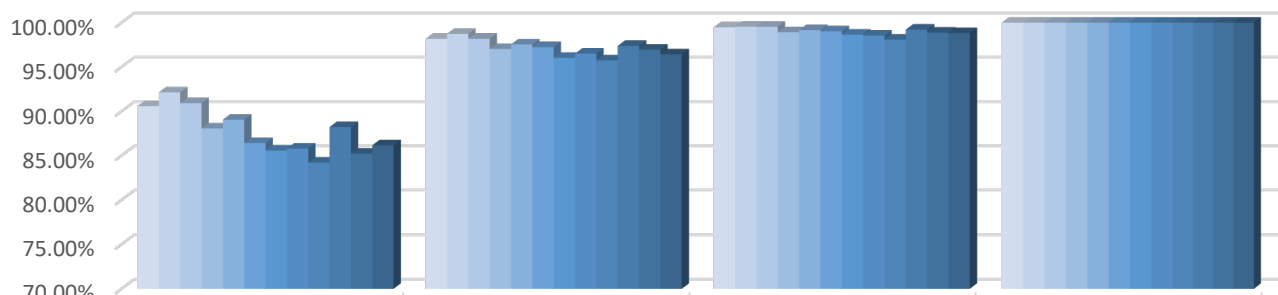
	≤ 10 Secs	≤ 15 Secs	≤ 20 Secs	≤ 40 Secs
Apr'20	90.58%	98.17%	99.47%	100.00%
May'20	92.13%	98.73%	99.55%	100.00%
Jun'20	90.91%	98.18%	99.54%	100.00%
Jul'20	88.06%	97.03%	98.92%	100.00%
Aug'20	89.04%	97.54%	99.16%	100.00%
Sep'20	86.41%	97.24%	99.02%	100.00%
Oct'20	85.56%	96.03%	98.65%	100.00%
Nov'20	85.79%	96.51%	98.54%	100.00%
Dec'20	84.21%	95.74%	98.09%	100.00%
Jan'21	88.22%	97.38%	99.22%	100.00%
Feb'21	85.23%	96.95%	98.88%	100.00%
Mar'21	86.16%	96.42%	98.82%	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 *(NENA-STA-020.1-2020, 9-1-1 Call Processing Standard)*	✓	The ECC consistently meets and exceeds this standard, answering 96-98% of all 9-1-1 calls within fifteen seconds. *Note: This standard was updated by NENA in Q2 2020.*
Ninety-five (95%) of all 9-1-1 calls SHOULD be answered within (≤) twenty (20) seconds *(NENA-STA-020.1-2020, 9-1-1 Call Processing Standard)*	✓	The ECC consistently meets and exceeds this standard, answering 98-99% of all 9-1-1 calls within twenty seconds.

911 Class of Service
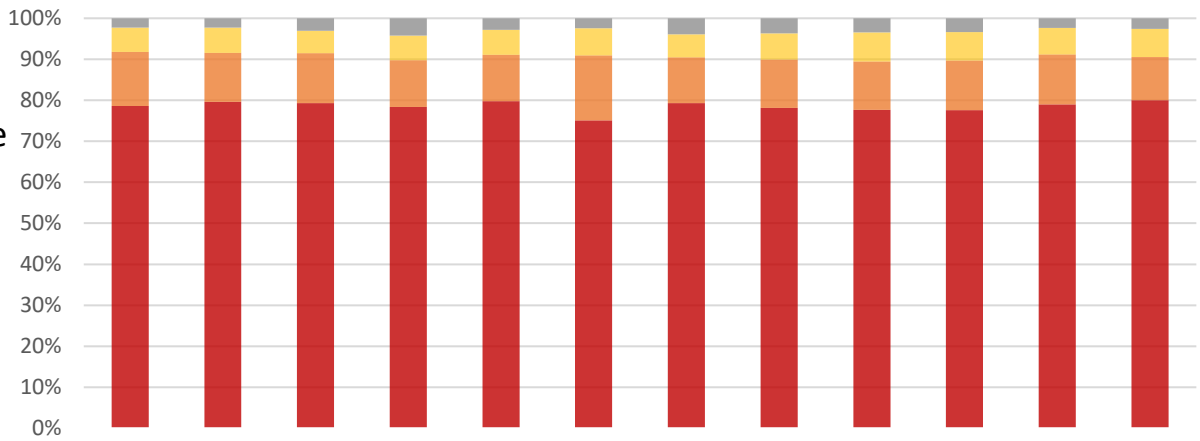
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
■ 911 Unknown	113	122	199	296	185	159	259	233	206	185	124	155
■ 911 VoIP	290	335	352	419	401	438	376	401	430	383	340	414
■ 911 Wireline	647	647	793	801	745	1,047	743	745	712	667	641	637
■ 911 Wireless	3,863	4,312	5,155	5,492	5,247	4,955	5,292	4,933	4,687	4,267	4,148	4,834

Outbound Telephone Call Volume

	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
Outbound calls	3,747	4,131	4,585	5,284	5,025	4,701	4,691	4,615	4,376	3,836	3,927	4,305

Telephone Call Durations (Avg Secs)

	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
━ Incoming 911	105	106	101	104	98	101	108	109	107	102	106	104
━ Incoming (Overall)	108	109	106	107	102	105	108	110	106	103	106	107
━ Outgoing	60	59	54	56	55	54	53	56	57	65	59	57

**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.
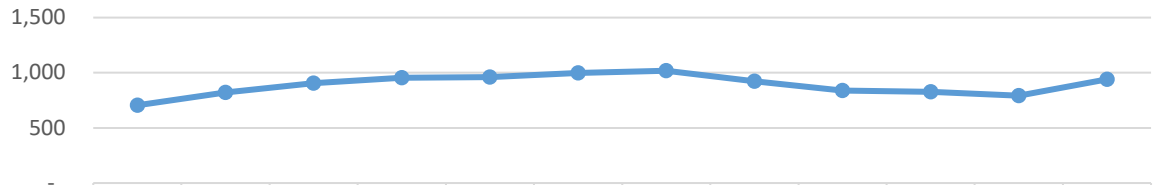
Texts to 911 (# of Sessions)
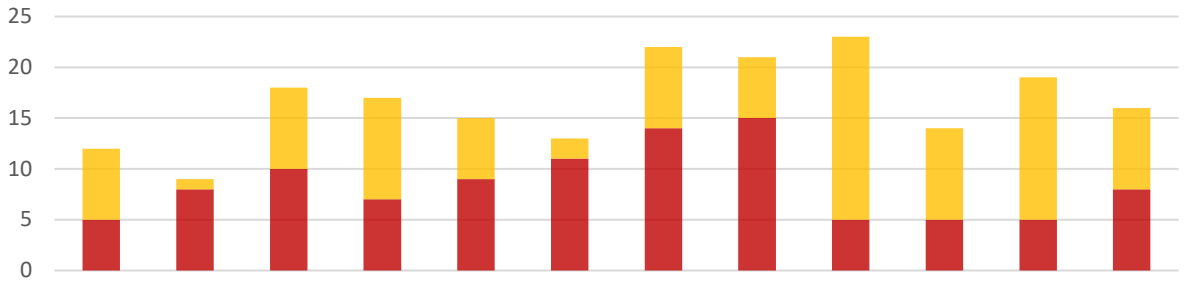
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
Testing	7	1	8	10	6	2	8	6	18	9	14	8
Emergencies	5	8	10	7	9	11	14	15	5	5	5	8

911 Calls Employing TDD/TTY
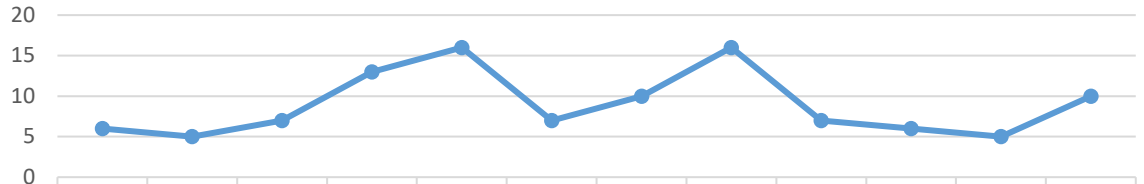
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
911 calls employing TDD/TTY	6	5	7	13	16	7	10	16	7	6	5	10

911 Calls Abandoned Before Answer

	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
911 calls abandoned before answer	705	822	904	954	961	998	1,018	922	839	827	791	941

911 Calls Abandoned Before Queue
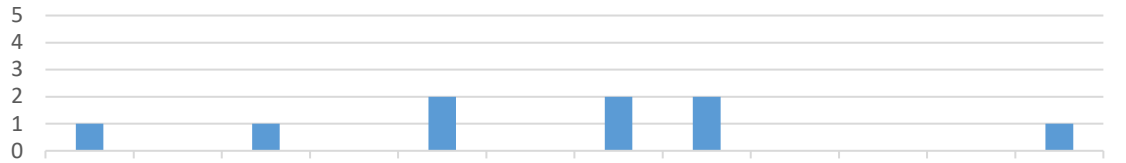
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
911 calls abandoned before queue	1	0	1	0	2	0	2	2	0	0	0	1

Calls Requiring Language Line Interpretation
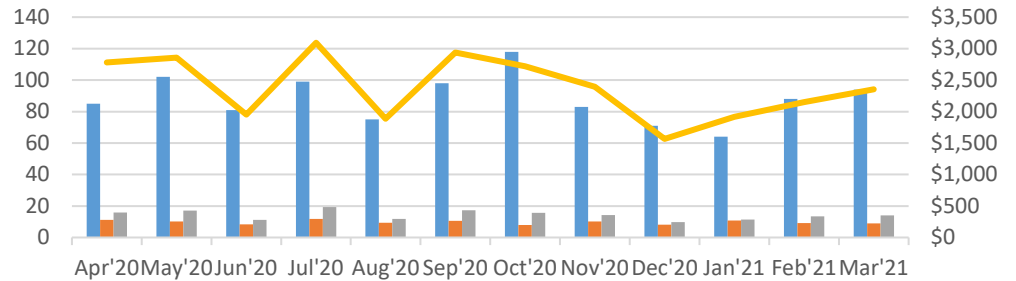
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
Total calls	85	102	81	99	75	98	118	83	71	64	88	94
Average Length of Interpretation (mins)	11.2	10.1	8.3	11.7	9.4	10.6	8	10.2	8.2	10.7	9.2	8.9
Hours Spent	15.85	17.17	11.20	19.25	11.75	17.32	15.70	14.13	9.67	11.42	13.50	14.00
Language Line Charges	$2,783	$2,855	$1,954	$3,093	$1,884	$2,937	$2,720	$2,396	$1,566	$1,918	$2,151	$2,353

Calls Transferred to Other Agencies and Individuals
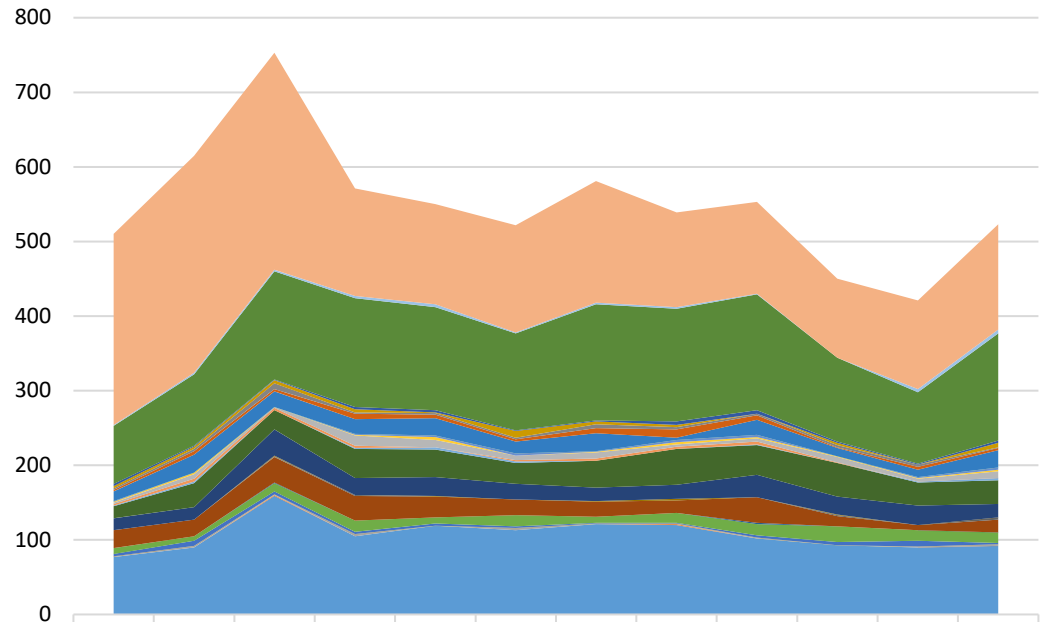
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
Other Agencies or Individuals	256	291	291	144	134	144	163	127	123	106	119	141
Waynesboro Police Department	1	2	2	3	4	1	2	2	1	0	4	5
Virginia State Police	78	96	145	146	138	130	156	151	155	112	96	144
Virginia Department of Transportation	3	1	1	3	3	1	1	5	5	2	1	3
University of Virginia Police Department	3	3	4	4	1	9	4	3	0	3	0	6
Poison Control	2	3	8	2	2	2	5	3	2	3	3	1
Orange County Fire-Rescue and Sheriff's Department	2	5	3	7	5	3	7	11	6	1	4	3
Nelson County Sheriff's Department	13	24	21	20	23	16	24	3	20	11	10	23
Medic 5	0	0	0	0	0	0	0	0	0	0	0	0
Medcom	1	0	0	1	2	3	1	3	3	0	1	3
Madison County Sheriff's Department	1	2	0	1	4	0	1	3	2	1	1	2
Louisa County Sheriff's Department	2	6	1	14	10	6	8	3	4	7	4	9
JADE/Terrorism Hotline	2	4	3	3	0	2	3	3	4	1	0	0
Harrisonburg/Rockingham ECC	1	2	0	1	3	2	0	0	1	0	1	3
Greene County Fire-Rescue and Sheriff's Department	16	32	26	39	37	28	36	48	40	45	31	32
Fluvanna County Sheriff's Department	16	17	35	23	25	21	18	19	30	24	26	18
Culpeper Sheriff's Department	0	0	1	0	1	0	1	2	0	1	0	0
City of Charlottesville Sheriff's Office	0	0	1	1	0	0	0	0	0	1	0	3
City of Charlottesville Police Department	24	22	34	33	28	21	20	17	34	14	7	17
City of Charlottesville Fire Department	0	0	1	0	0	0	0	0	2	0	0	0
Buckingham County Sheriff's Department	8	6	11	15	8	15	8	13	15	21	14	14
Augusta County Sheriff's Department	3	7	4	3	3	2	1	1	3	4	8	2
Amherst Sheriff's Department	0	0	0	0	0	0	0	0	0	0	0	0
Albemarle County Sheriff's Department	1	2	1	3	0	3	1	1	1	0	1	2
Albemarle County Fire/Rescue	0	0	1	0	0	0	0	1	0	0	0	0
Albemarle County Police Department	77	90	159	105	119	113	121	120	102	93	90	92

II. CAD System Statistics

## Calls for Service by Month and by Agency
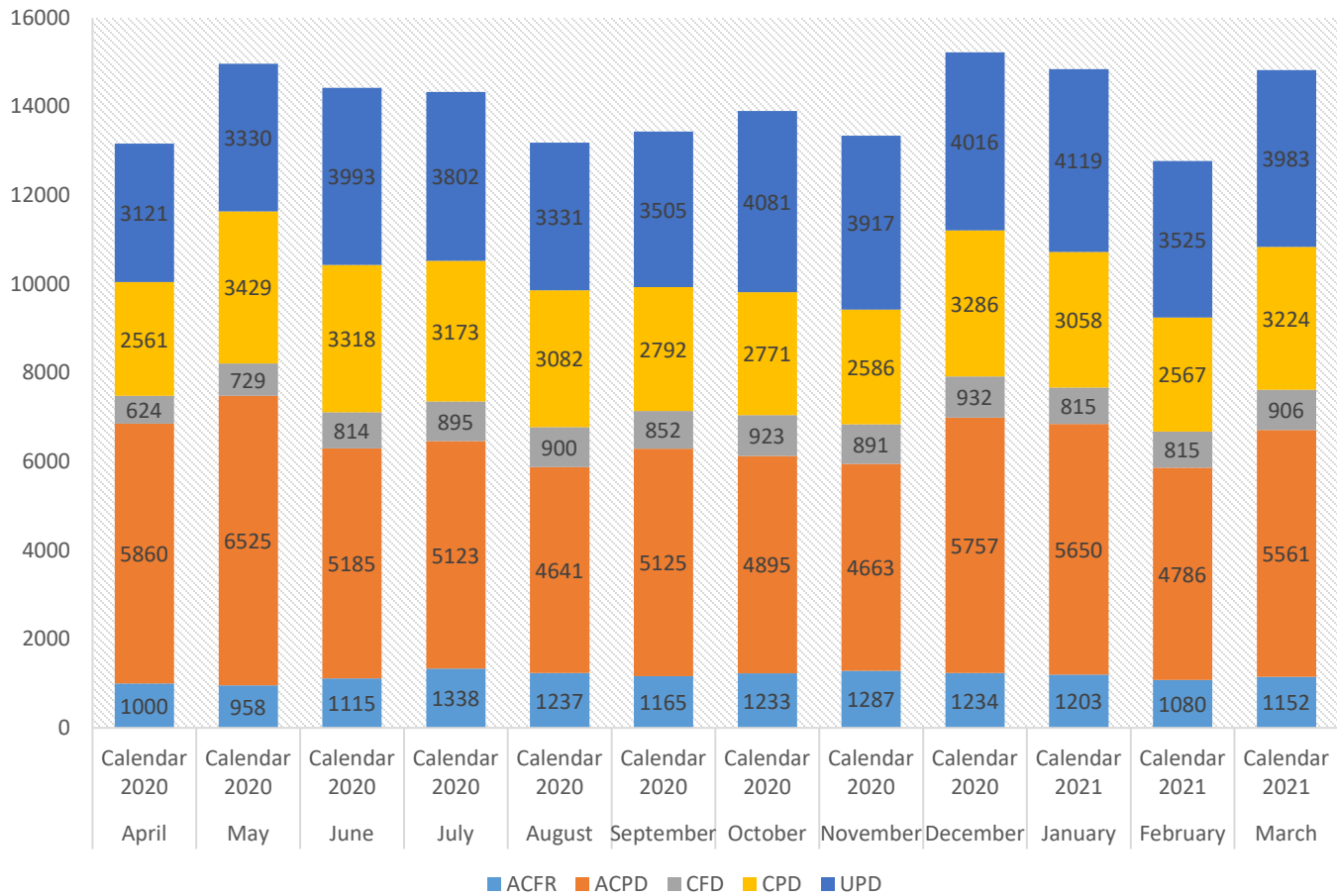
*Excluding *a*) canceled calls and *b*) test call types.

Total Calls for Service by Participant Over Time

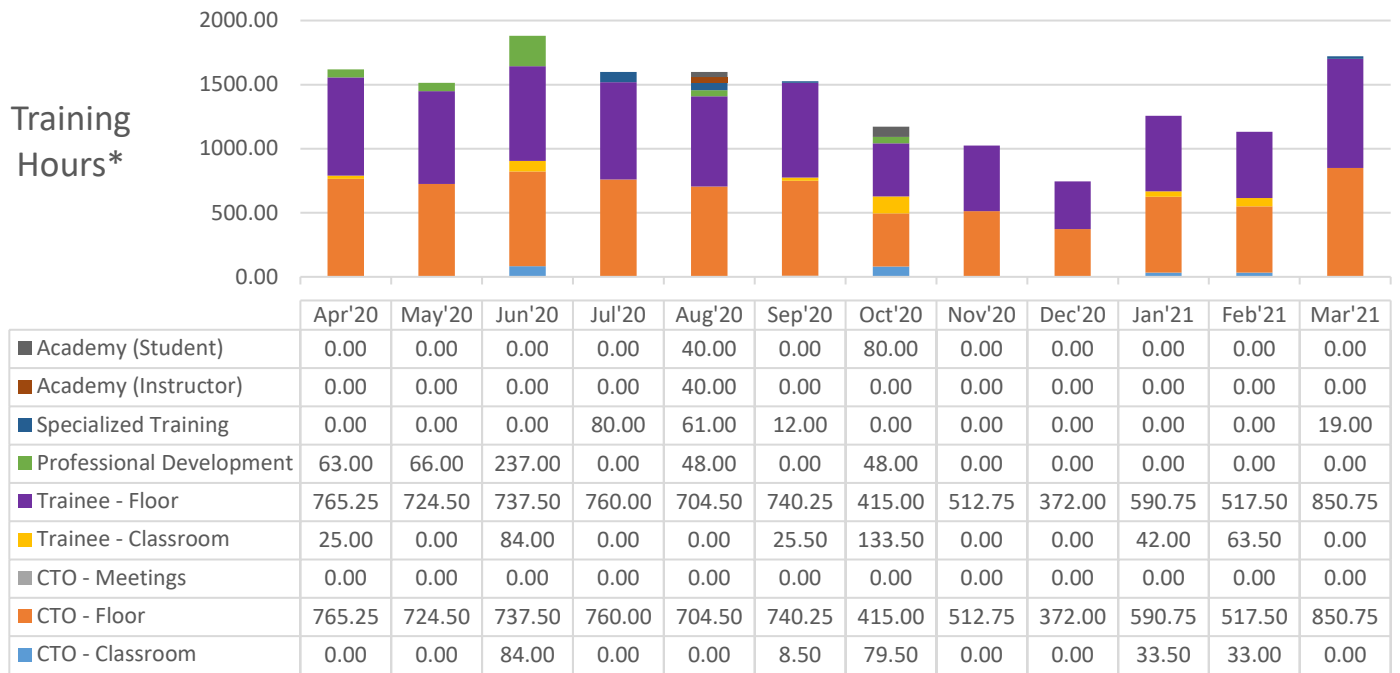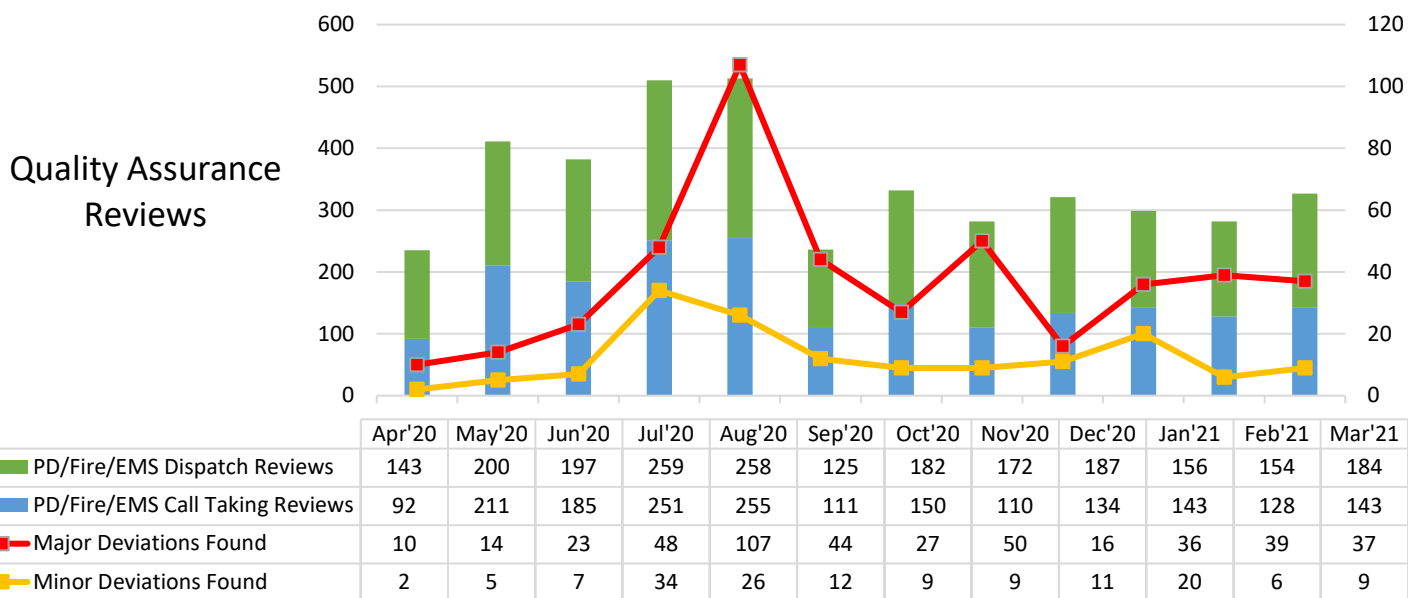| Participant	Q2 2020	Q3 2020	Q4 2020	Q1 2022
Charlottesville	11,487 (26.97%)	11,694 (28.55%)	11,389 (26.82%)	11,385 (26.82%)
UVA	10,446 (24.52%)	10,638 (25.97%)	12,014 (29.29%)	11,627 (27.39%)
Albemarle	20,664 (48.96%)	18,629 (45.48%)	19,069 (44.90%)	19,432 (45.78%)

Critical Life Threatening/Saving Events*
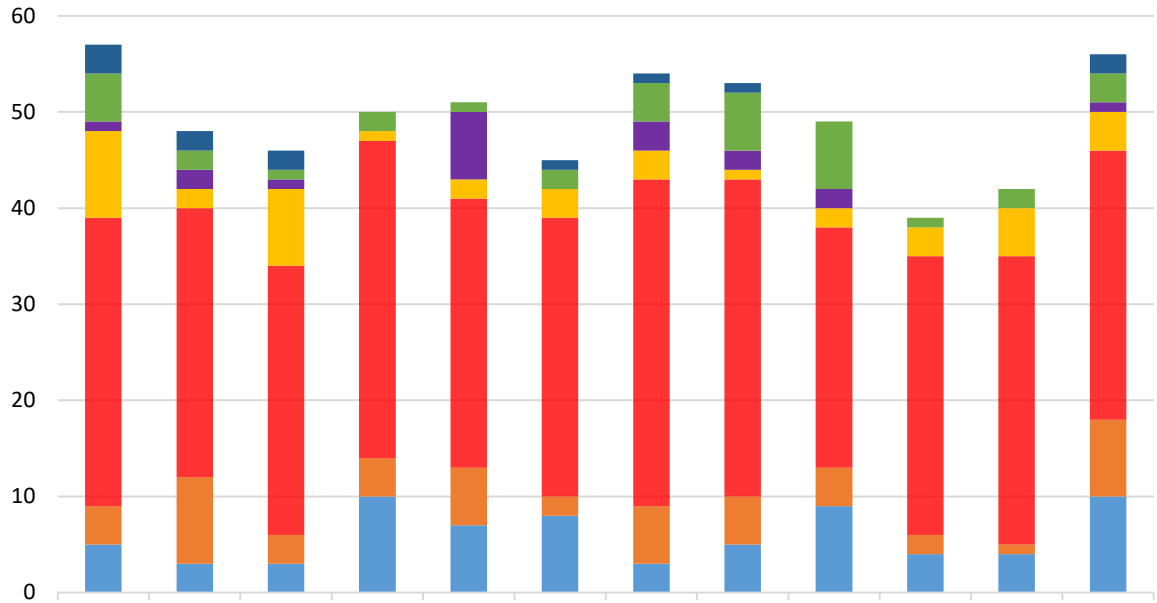
	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
Stabbing Events	3	2	2	0	0	1	1	1	0	0	0	2
Shooting Events	5	2	1	2	1	2	4	6	7	1	2	3
Drowning Events	1	2	1	0	7	0	3	2	2	0	0	1
Attempted Suicide Events	9	2	8	1	2	3	3	1	2	3	5	4
Cardiac Arrest Calls	30	28	28	33	28	29	34	33	25	29	30	28
Choking Events	4	9	3	4	6	2	6	5	4	2	1	8
Obstetric Calls	5	3	3	10	7	8	3	5	9	4	4	10

Statistics are based on remarks entered in CAD and final event types.
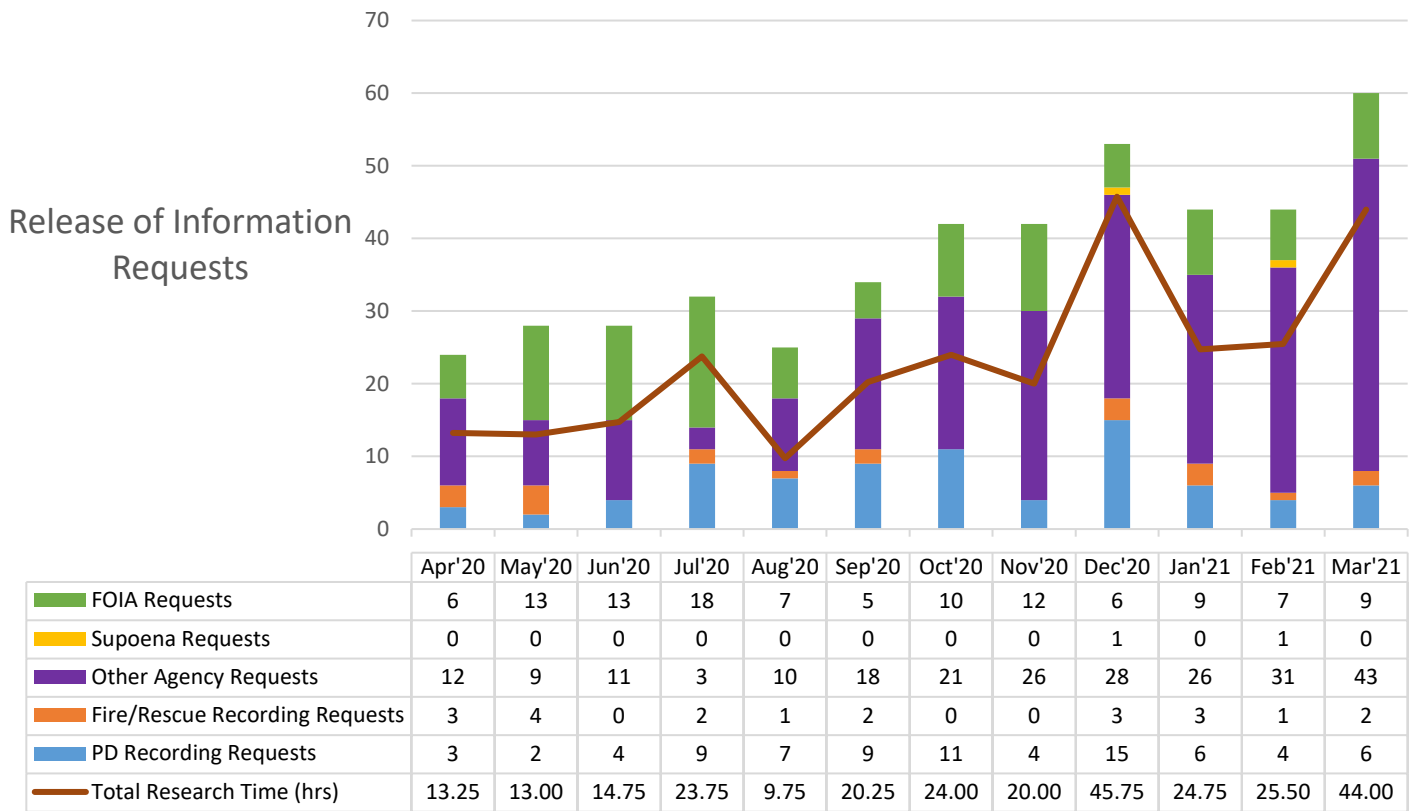
III. Performance Improvement

	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
■ Academy (Student)	0.00	0.00	0.00	0.00	40.00	0.00	80.00	0.00	0.00	0.00	0.00	0.00
■ Academy (Instructor)	0.00	0.00	0.00	0.00	40.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
■ Specialized Training	0.00	0.00	0.00	80.00	61.00	12.00	0.00	0.00	0.00	0.00	0.00	19.00
■ Professional Development	63.00	66.00	237.00	0.00	48.00	0.00	48.00	0.00	0.00	0.00	0.00	0.00
■ Trainee - Floor	765.25	724.50	737.50	760.00	704.50	740.25	415.00	512.75	372.00	590.75	517.50	850.75
■ Trainee - Classroom	25.00	0.00	84.00	0.00	0.00	25.50	133.50	0.00	0.00	42.00	63.50	0.00
■ CTO - Meetings	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
■ CTO - Floor	765.25	724.50	737.50	760.00	704.50	740.25	415.00	512.75	372.00	590.75	517.50	850.75
■ CTO - Classroom	0.00	0.00	84.00	0.00	0.00	8.50	79.50	0.00	0.00	33.50	33.00	0.00

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

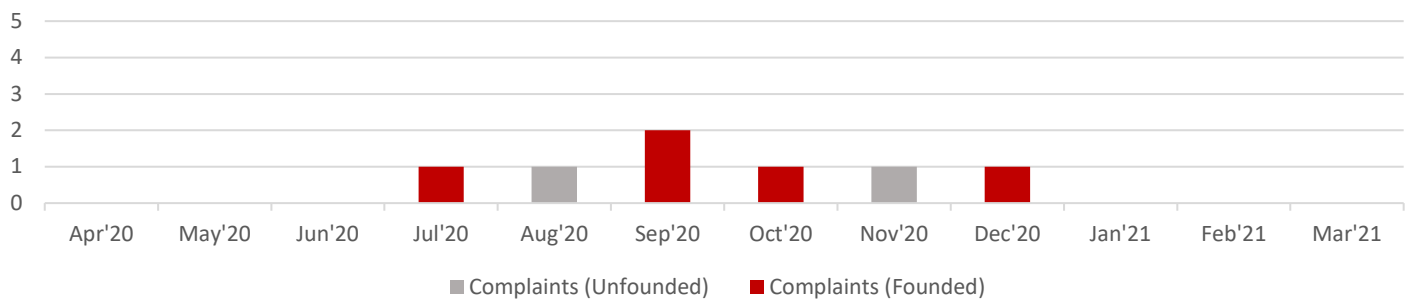|	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
■ PD/Fire/EMS Dispatch Reviews	143	200	197	259	258	125	182	172	187	156	154	184
■ PD/Fire/EMS Call Taking Reviews	92	211	185	251	255	111	150	110	134	143	128	143
■ Major Deviations Found	10	14	23	48	107	44	27	50	16	36	39	37
■ Minor Deviations Found	2	5	7	34	26	12	9	9	11	20	6	9

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.

IV. Release of Information and Other Research

Release of Information Requests

	Apr'20	May'20	Jun'20	Jul'20	Aug'20	Sep'20	Oct'20	Nov'20	Dec'20	Jan'21	Feb'21	Mar'21
FOIA Requests	6	13	13	18	7	5	10	12	6	9	7	9
Supoena Requests	0	0	0	0	0	0	0	0	1	0	1	0
Other Agency Requests	12	9	11	3	10	18	21	26	28	26	31	43
Fire/Rescue Recording Requests	3	4	0	2	1	2	0	0	3	3	1	2
PD Recording Requests	3	2	4	9	7	9	11	4	15	6	4	6
Total Research Time (hrs)	13.25	13.00	14.75	23.75	9.75	20.25	24.00	20.00	45.75	24.75	25.50	44.00

Complaints

Q1 2021 Complaint Summary	
January 2021:	No complaints were filed.
February 2021:	No complaints were filed.
March 2021:	No complaints were filed.

V. Budget and Financial Information

All numbers are current as of May 11th, 2021, 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	$7,278,808	$4,666,347	$217,951	**$2,394,510**	67.1%
31045-EMERGENCY SERVICES	$347,333	$408,371	$338,884	$51,772	**$17,715**	95.7%
31048-800 MHZ OPERATIONS	$1,076,388	$1,126,388	$769,664	$23,718	**$333,006**	70.4%
Grand Total	**$ 6,768,618**	**$8,813,567**	**$5,774,895**	**$293,440**	**$2,745,231**	**68.9%**

Includes re-appropriations

*** Does not include pending transactions*

FY2021 Minimum Staffing Pay / Overtime Wages for *31040-ECC-Operations*

Budgeted	Expended	Balance	% Expended
$188,237	$201,846	($13,609)	107.2%

Overtime Wage Detail

ECC Pay Period	Month	CBOT	CTO	OC	ROT	ROT-Long Wk	Other	Total
Jun 6 - Jul 3, '20	Jul-20	$ 9,380	$ 3,383	$ 1,837	$ 1,735	$ 3,915		$ 20,250
Jul 4 - Jul 31, '20	Aug-20	$ 5,368	$ 2,895	$ 1,961	$ 1,358	$ 3,866	$ 413	$ 15,860
Aug 1 - Sep 4, '20	Sep-20	$ 11,464	$ 3,821	$ 2,086	$ 1,934	$ 4,066		$ 23,370
Sep 5 - Oct 2, '20	Oct-20	$ 8,794	$ 2,912	$ 1,583	$ 1,383	$ 3,538	$ 51	$ 18,260
Oct 3 - Oct 30, '20	Nov-20	$ 12,162	$ 1,664	$ 1,649	$ 3,340	$ 2,660		$ 21,474
Oct 31 - Nov 27, '20	Dec-20	$ 9,675	$ 2,419	$ 1,593	$ 2,278	$ 2,841		$ 18,807
Nov 28, '20 - Jan 1, '21	Jan-21	$ 15,154	$ 1,831	$ 1,960	$ 2,872	$ 3,188		$ 25,004
Jan 2 - Jan 29, '21	Feb-21	$ 8,984	$ 2,482	$ 1,572	$ 922	$ 2,948	$ 338	$ 17,245
Jan 30 - Mar 5, '21	Mar-21	$ 9,067	$ 3,321	$ 1,988	$ 718	$ 3,086	$ 992	$ 19,172
Mar 6 - Apr 2, '21	Apr-21	$ 12,273	$ 3,191	$ 1,694	$ 2,197	$ 3,046		$ 22,402
Total		$ 102,321	$ 27,918	$ 17,923	$ 18,737	$ 33,153	$ 1,793	**$ 201,845**

Legend	
CBOT	Mandatory or voluntary call-back overtime
CTO	Communications Training Officer stipend for training (paid hourly)
OC	On-call pay
ROT/OT-Long Wk	Full-time employee regularly scheduled overtime
Other	May include: comp payoffs due to resignations and position changes, back pay required to correct errors in hourly rates, non-reimbursable pay for dedicated officers during special events

Difference in wage detail total ($201,845) and AADR total ($201,846) is due to rounding.

Agenda Item:

4.2) Technology and Building Reports

Charlottesville-UVA-Albemarle County
Emergency Communications Center

To: Sonny Saxton, Executive Director

From: Lily Gregg, Interim ECC Systems Manager

Date: May 18, 2021

Subject: ECC Technology Report

Executive Summary

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

Regional P25 Project Budget: $18,808,000 Funded: FY16 5 year duration	**Scope**: Replace end of life Motorola 800 MHz SmartZone radio system infrastructure with L3Harris P25 system. **Status**: Installation of the core radio system components was completed. Amendment 04 to the contract was executed in April. This amendment included a conduit addition at the primary ECC, adjustments to the Bucks Elbow tower, replacement AC Units at existing tower sites, and maintenance of those units. Microwave field testing was completed the week of April 26th. Console installation at the primary and backup ECC is in progress.
Replacement Public Safety Software RFP Budget: pending Funded: n/a Duration pending	**Scope**: Through the RFP process, develop a recommendation to the ECC Management Board for replacement of legacy public software suite with options to maintain interfaces to current software platforms. **Status**: Vendor demonstrations were completed in April. The Regional Evaluation Team is working to complete reference checks. Virtual site visits will be scheduled later in May.
Next-Generation 9-1-1 Transition Budget: see CHE Funded: see CHE 2 year duration	**Scope**: Migrate 9-1-1 system from an analog network to a statewide IP network to improve and enhance 9-1-1 services. Funding supplemented by state grant. **Status**: Funding has been approved. Participation Agreement with AT&T is pending signature.

Call Handling System Upgrade Budget: $608,908 Funded: FY20/FY21 9 month duration	**Scope**: Replace end-of-support phone system equipment and upgrade to the latest software version. This upgrade is required for the NG9-1-1 transition. As such, funding supplemented by state grant. **Status**: Front end console equipment replacements have been completed. The requisition for replacement of servers, switches, and firewalls is underway.
Electronic Dispatch Protocols Budget: $234,238 Funded: FY20 6-9 month duration	**Scope**: Implement electronic dispatch protocols for police, fire, and EMS, including integration with the CAD system. **Status**: Project kickoff meeting will be scheduled later in May. The ECC Dispatch Review Committee was formed with representatives from each regional agency. Among other things, this committee will lead the implementation of Electronic Dispatch Protocols.
PulsePoint Budget: $17,480 Funded: FY21 6 month duration	**Scope**: Implement PulsePoint Respond and integrate with the CAD system. PulsePoint Respond will alert citizens of the need for CPR assistance and the location of the nearest AED as soon as the call comes into the ECC. **Status**: Project kickoff meeting is scheduled in May. The project implementation team has been identified and includes representatives from regional agencies filling each key role.
USDD Fire Station Alerting Budget: n/a Funded: n/a 2 year duration	**Scope**: Project led by ACFR to replace Westnet alerting system with USDD station alerting. **Status**: Finalization of dispatch protocols is in progress at the ECC. Cutover to the new system is scheduled for early June.
Carbyne Budget: $75,000 Funded: FY20/FY21 3 month duration	**Scope**: Standalone software application that allows wireless callers to provide video from their device, provides enhanced device-based location, and has silent chat capabilities. **Status**: The requisition is in process. Internal policy development is underway.
Data Analytics Budget: $21,000 Funded: FY 21 Duration contingent on PS Software RFP	**Scope**: System to analyze and share key performance indicators with internal and external stakeholders. **Status**: Internal proof of concept work has begun connecting and building data streams with 9-1-1 telephone and computer aided dispatch data.

Charlottesville-UVA-Albemarle County
Emergency Communications Center

To: Sonny Saxton, Executive Director

From: Lily Gregg, Interim ECC Systems Manager

Date: May 18, 2021

Subject: ECC Building Report

Executive Summary

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

Building Leaks

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

Building Renovations

Renovations to the conference room to increase optimization of the limited space are planned to begin after July 1.

UPS Battery Replacements

There are currently two out of five UPS battery strings out of service. With only 60% UPS battery capacity the building and equipment is at risk during power outages and weekly generator tests. Quotes have been obtained to complete the replacement, and funding is being identified.

Fire Suppression System

Annual inspection and testing of the fire alarm system and backflow preventer revealed deficiencies that must be fixed, and additional recommendations for improvement. An emergency procurement was initiated to rectify deficiencies.

Agenda Item:

4.3) Staffing and Recruitment Report

To:	ECC Management Board
From:	Josh Powell, Management Analyst II
Date:	May 18, 2021
Subject:	ECC Staffing and Recruitment Report

Staffing, Organizational Strength, and Recruitment

Since our last report, there have been **five separations** (four PSCO recruits/trainees; one ECC Systems Manager), **and one re-classification** from full-time PSCO to part-time/PRN. **Five contingent offers** (PSCO recruits) are in the process of being extended for a mid-June start date. **One contingent offer** (Temporary Custodian) is in the process of being extended for an immediate start. **Recruitment efforts are underway**, and applications have been received, for the ECC Systems Manager vacancy.

Currently, we are at **16% overall vacancy**, or 8.6 FTE, up from 5% / 2.6 FTE in February. Additional information about our current organizational strength is detailed in the following chart.

Organizational Strength [5/2021]	Authorized	Actual Full-time	Part-time	Vacant	% Vacant
Operational	42	35.40		6.60	16%
Public Safety Communications Officers ¹	**30**	**21**	**2.4**		
Regular		*19*	*2.4*	**6.60**	**22%**
Probationary/Trainees		*2*			
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	5		1	17%
ECC Systems Manager⁺	**1**	**0**		**1**	**100%**
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	5	4.00		1	20%
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 (Temporary)	**1**	**0**		**1.0**	**100%**
Overall	54.00	45.40		8.6	16%

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

"A CALEA Nationally Accredited Communications Center"
"APCO Project 33 Certified Training Program"

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: May 1, 2021

Subject: Update from the Training Division

We currently have four (4) trainees all of which are working different positions in the center. We are preparing for our next classroom start to begin sometime in June. Updates to the classroom portion are under way and are expected to be complete by the start of this next class of recruits.

Full-time and part-time staff continued with their mandatory training and re-certifications. For the months of January, February and March, 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.

The APCO Agency Training Program, formerly Project 33, received approval by APCO International on March 15, 2021. This certification is valid for three years.

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

Breakdown of Training Hours

	Dec '20	Jan '21	Feb '21	Mar '21
Academy (instructor)				
Academy (student)				
Specialized Training				19
Professional Development				
Trainee- Floor	372	590.75	517.5	850.75
Trainee- Classroom		42	63.5	
CTO- Meetings				
CTO - Floor	372	590.75	517.5	850.75
CTO - Classroom		33.5	33	
TPM - Classroom		8.5	30.5	

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Additional Training Detail

January 2021

Specialized Training   8 hours Blue Card Training- CFD

February 2021

Specialized Training   2 hours- Supervising Teleworking Employees

March 2021

Specialized Training   8.5 hours CIT Training – 2 employees

March 15, 2021

Janet Farruggio, Training Program Manager
Charlottesville/UVA/Albemarle County Emergency Communications
401 McIntire Rd
Charlottesville, VA 22902-4579

Dear Ms. Farruggio:

Charlottesville/UVA/Albemarle County Emergency Communications Center recently submitted its training curriculum for APCO International's Agency Training Program Certification, a Project 33® Initiative, and a review was conducted of the materials and documents provided. The review evaluated your agency's training curriculum to ensure it provides trainees with both the required content and focuses on the demonstration of decision and psychomotor skills cited within the standards.

On behalf of APCO International and APCO's Agency Training Program Certification Committee, I am pleased to inform you that the Charlottesville/UVA/Albemarle County Emergency Communications Center's training curriculum has been approved and will be certified as meeting the APCO ANS 3.103.2-2015: Minimum Training Standards for Public Safety Telecommunicators and qualified to carry "APCO International's Agency Training Program Certification" designation. This certification will be valid for a period of three years and will require recertification on a three-year cycle thereafter.

Sincerely,

Margie Moulin, RPL, CPE
President

Agenda Item:

4.5) Emergency Management Coordination Reports

To: ECC Management Board

From: Maribel Street Regional Emergency Management Coordinator

Date: May 3, 2021

Subject: February 2021 – April 2021

Note: This memo is a review of the Regional Office of Emergency Management's Spring activities (Feb.-April) 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. Our Spring Interns are working on monthly outreach topics for each month through May.

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 was conducted virtually in Feb. and reached over 60 new citizens.
***Over the last 4 months we have had over 60 members volunteer over 900 hours to the Regional BRHD vaccine clinic program.

EOP Review

The Regional Office of Emergency Management, in partnership with all stakeholders, is reviewing the Regional Emergency Operations Plan. Every four years a full review is conducted by our office and stakeholders to ensure our regional plan is as complete as possible. This review started in November 2020 and will run through Winter 2021. All ESF's have had kickoff meetings apart from Health and Hazmat, which will be conducted this summer. 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.

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. We also purchased some yard signs with signup information to spread around the region. If you would like a yard sign to put outside your workplace, please let us know.

Charlottesville-UVA-Albemarle County Emergency Communications Center

Month	Number of New Citizens Registered	Number of New Businesses Registered
February	31	2
March	19	2
April	n/a	n/a

Interns

Our five spring interns will be finished with their semester as of May 7th. Combined they worked almost 900 hours in 18 weeks. They worked on many projects, including: Regional EOP Review, COVID-19 response review, professional trainings, and social media preparedness campaigns. Our interns are doing big things! One has started working at the Ohio EPA, two others have just been hired by a large EM contracting company, one is enlisting in the VANG, and another is going on to graduate school.

We are currently conducting a search for two summer interns to continue some of these projects.

Regional Hazard Mitigation Plan Task Force

The Regional OEM is working with the Thomas Jefferson Planning district task force on reviewing the Regional Hazard Mitigation Plan. This project consists of monthly/quarterly meetings.

Coming Up

Meetings
- LEPC – May 25th 1pm (virtual)

Training
- Maribel is participating in virtual training for an Infrastructure Disaster Management Certificate. 3 of 4 classes completed.
- Social Services departments and our office are participating in a region 3 shelter readiness workshop May 18th.
- May 26-27th – Maribel is participating in VA Fusion Center Liaison Officer Training. (in person)
- June 7th -8th IAEM Encore training/conference (virtual)
- June 14th-17th VEMA conference (virtual)
- June 23rd-24th EOC Operations and Planning for All-Hazards Events

Grants
- Regional EOC/ECC Public Assistance Application
- LEMPG 2020/2021
- 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. – All three have been submitted and we should hear back in May/June.

To: **Sonny Saxton, Executive Director**

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

Date: **May 3, 2021**

Subject: **February - April 2021 COVID-19 Logistics**

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 February to April, we have been able to distribute 5,200 N95/KN95 masks, 23,000 surgical masks, 2,000 gowns, as well as gloves, face shields, hand sanitizer and other various PPE items (estimated amounts). We have provided PPE to over 100 different medical offices, long-term care facilities, and other community partners.

COVID-19 Vaccination POD

The Regional EOC in partnership with the Blue Ridge Health District, were very busy in the first quarter of 2021. We assisted in the set up and management of several community pop up clinics for schools, local government, and seniors. The Regional EOC also assisted with the setup and ongoing logistics needs of the Regional Vaccine Clinic at JCPenney. We are currently planning the demobilization of the JCPenney site which is scheduled to take place in mid-June.

COVID-19 Review

Internally, the regional office is working on a review of EOC operations in regards to the COVID-19 response. We plan to have a final review document out by the end of June. We are also working on designing a scope for a complete third party review of the regional response to COVID-19.

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: May 18, 2021

Subject: ECC Press and Social Media Update

ECC in the News

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

- **2/11/2021**: "Regional office of Emergency Management offers preparedness classes" (NBC29)
- **3/18/2021**: "Charlottesville/UVA/Albemarle County Emergency Communications Center Receives APCO Agency Training Program Certification" (PSC Online)
- **3/24/2021**: "A look inside BRHD's new COVID-19 vaccination clinic at the former JCPenney" (NBC29)
- **4/11/2021**: "Local funding for vaccine clinics relatively low" (Daily Progress)

Social Media

The ECC continues to maintain and grow its presence on social media, including Facebook, Twitter, NextDoor, and Instagram. In the last quarter, the ECC created **43+ posts** on its various social media pages, with more than **32,500 impressions** (views) on Facebook alone – nearly double that of the previous quarter.

Posts garnering the most engagement have included: status updates (e.g. brush fires, road closures, phone outages); safety infographics (e.g. storm preparedness); and ECC co-worker recognition posts (e.g. National Public Safety Telecommunicators Week).

Post Reach (Facebook)

"A CALEA Nationally Accredited Communications Center"
"APCO Project 33 Certified Training Program"

Agenda Item:

4.7) Committee Updates

To: ECC Management Board

From: Josh Powell, Acting Board Clerk/ECC Management Analyst II

Date: May 18, 2021

Subject: Committee Updates

Updates

No ECC Management Board committee meetings have occurred since the February regular meeting of the Board. A summary of current standing and ad hoc committees and membership is included below.

Status and Membership

Standing Committees

Executive Committee
- Chief Tim Longo (Board Chair)
- *Vacant Charlottesville* (Board Vice-chair)
- Chief Dan Eggleston (Board Secretary)

Budget and Finance Committee
- Ms. Lori Allshouse
- *Vacant Charlottesville*
- Mr. Brian Logwood
- Chief Tim Longo

Other, currently unseated, standing committees per Board bylaws: Personnel Committee, Communications Committee, Emergency Services Providers Advisory Committee

Ad Hoc Committees

Regional ECC Agreement Review and Revision Committee
- Chief RaShall Brackney
- Chief Ron Lantz
- Chief Tim Longo
- Mr. Sonny Saxton (or ECC designee)

Regional ECC Bylaw Review and Revision Committee
- Chief Emily Pelliccia (Chair)
- Chief Dan Eggleston
- Chief Tim Longo
- Mr. Sonny Saxton (or ECC designee)

Facility Planning Committee
- *Membership to be assigned*

Regional ECC Calls for Service and Funding Model Review Committee
- *Vacant Charlottesville* (Chair)
- Ms. Lori Allshouse
- Deputy Chief Melissa Fielding
- Mr. Brian Logwood
- Mr. Sonny Saxton (or ECC designee)

Emergency Management Steering Committee
- Chief Dan Eggleston
- Chief Emily Pelliccia
- Mr. John DeSilva
- Mr. Sonny Saxton (or ECC designee)
- Ms. Maribel Street
- Ms. Nichole Matthews
- Mr. Robert Truoccolo

Agenda Item:

4.8) Previous Meeting Minutes

ECC Management Board - Regular Meeting Minutes
February 16th, 2021 – 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: Chief Tim Longo, Ms. Lori Allshouse, Major Greg Jenkins (Designee for Chief Ron Lantz), Chief Dan Eggleston, Chief Hezedean Smith, Mr. John DeSilva, Mr. Chip Boyles, Chief RaShall Brackney

Members present physically: None

Members absent: None; one seat vacant

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

1. Call to Order

Ms. Shelton called the meeting to order at 2:01 p.m., held electronically pursuant to and in compliance with Albemarle County Ordnance No. 20-A(16), 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 eight members attending virtually and none absent, a quorum was present.

3. Matters from the Public

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

4. Consent Agenda

With no items removed from the consent agenda for further discussion, **Ms. Allshouse made motion, seconded by Chief Brackney, to adopt items 4.1 – 4.6 of the Consent Agenda ("Productivity Report," "Technology and Building Report," "Staffing and Recruitment Report," "Training Program Report," "Emergency Management Coordination Reports," and "Commendations, Awards, and Press") as presented. The motion carried on a voice vote.**

Mr. DeSilva made motion, seconded by Chief Smith, to adopt item 4.7 of the consent agenda ("Previous Meeting Minutes: November 17, 2020; December 10, 2020; January 15, 2021; February 2, 2021") as presented. The motion carried on a voice vote.

5. Director's Update

Mr. Saxton advised the Board of ongoing work within the Emergency Communications Center and the Regional Emergency Operations Center, as well as his work as part of industry-related boards and committees.

Members of the Board asked Mr. Saxton questions about: complaints received and investigated by the ECC; overtime costs; scheduling; staffing; and quality assurance. All questions were addressed and answered by Mr. Saxton.

6. Committee Updates

Mr. Saxton advised the Board of ongoing work within the ECC Calls for Service and Funding Model Review Committee, with the goals of building a more equitable cost allocation model and minimizing year-over-year variability in funding proportions. Ms. Allshouse advised that the committee's goal was to have recommendations available for the FY 2023 budget cycle. Ms. Farley advised of the current language of the funding formula amendment and of the potential need for further amendment, depending on the scope of proposed changes. Chief Eggleston suggested that the Committee examine the funding models for various other regional entities in the area.

7. FY2021 Amended and FY2022 Budget Request

Mr. Saxton presented the FY2021 Amended and FY2022 Budget Request document for the Emergency Communications Center, Emergency Management, and 800Mhz Radio System, including operational budgets, capital improvement projects, and capital outlays.

Members of the Board asked Mr. Saxton questions about: participant funding formula; fund balance retention; capital outlay request details and funding; and the ECC building fund project. All questions were addressed and answered by Mr. Saxton.

In response to the unfunded capital improvement project, Chief Eggleston volunteered to be a facility planning process, and Chief Brackney suggested Mr. Boyles would additionally bring a valuable perspective to the effort. Chief Longo recommended that Mr. Saxton begin the process of assembling a group to examine the issue.

Mr. Powell presented a decision brief on Position and Compensation Initiatives.

After Board discussion, Chief Brackney made motion, seconded by Chief Eggleston, **that the Board approve the FY2021 Amended and FY2022 Budget as written, with the exception of the 2% salary increase, for submission to the Participant agencies and for appropriation by the Albemarle County Board of Supervisors. The motion carried on a voice vote.**

8. ECC Position and Compensation Initiatives

Ms. Allshouse expressed her appreciation for, and recognition of the importance of, the work done by ECC co-workers, and her desire that the Board re-visit the issue of compensation when feasible. Chief Longo expressed his agreement.

9. Public Safety Software Project Update

Mr. Saxton presented an update on the Public Safety Software evaluation process, including high/low budgetary numbers for a potential replacement. Mr. Saxton asked for the Board's approval to continue maintenance payments to the current software vendor. The Chair established that there was clear Board consensus that the maintenance contract be continued.

Members of the Board asked Mr. Saxton questions about: current system costs; timelines; scope of potential replacements. All questions were addressed and answered by Mr. Saxton.

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 4:22 p.m., with no further business to come before the Board, the meeting was adjourned.

Agenda Item:

7) FY2022 Operational Budget Update

Charlottesville-UVA-Albemarle County
Emergency Communications Center

Agenda Date:	5/18/2021
Action Required:	Motion to Approve Authorization or Authorizations
Presenter:	Sonny Saxton, Executive Director ECC
Title:	Position and Compensation Initiatives

This brief examines recommendations with the goals of stabilizing our workforce, encouraging employee well-being and retention, and recognizing the contributions of our dedicated co-workers.

Background:

During the February 2021 regular meeting of the ECC Management Board, the Board took action to approve the FY2021 Amended and FY2022 Budget request as submitted, with the exception of pay increases.

Since that date, all three ECC Participants have finalized, or are in the process of finalizing, pay increases for FY2022 in varying amounts. The County of Albemarle Board of Supervisors approved FY2021 amended and FY2022 budgets which included the following for employees reporting to the County Executive: 1) one-time payment to employees; 2) 2% pay increase; 3) wage advancement and compression adjustment to support $15 minimum wage.

Previously, due to funding impacts and uncertainties of the COVID-19 pandemic, the ECC paused pay increases for all employees in FY2021; however, the ECC Board authorized one-time Pandemic Risk Recognition payments for frontline co-workers who faced an increased exposure risk due to working onsite during the period of March 16th to June 30th, 2020.

Action 1: One-Time Payments Recommended

Discussion: Per recommendation, the Albemarle County Board of Supervisors and Albemarle County School Board, provided a one-time payment to all permanent employees, in consideration of market wage rates and of the prior removal of anticipated raises in FY2021. Payments in the amount of $1,000 were made to all active employees ≥0.7FTE, with a fractional amount offered to employees <0.7FTE.

Budgetary Impact: Total of $55,402 (includes FICA and Medicare, 7.65%); recommended to be re-allocated from fund balance resulting from one-time prior fiscal year savings.

Recommendation: ECC staff recommend making a one-time payment of $1,000 to all staff 0.7FTE or above, with the exception of the Executive Director, and of a fractional amount for employees working below 0.7FTE.

Alternatives:
1. Provide no further one-time payments, allowing the re-allocation of fund balance monies for another purpose
2. Provide one-time payments in an alternative dollar amount

Sample Motion: *I move that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board authorize recognition and compensation of ECC personnel, as presented, with one-time payments to be re-allocated from prior fiscal year savings.*

Action 2: Pay Increase Recommended for FY2022

Discussion: In addition to not providing pay increases for tenured co-workers, freezing the Public Safety Pay Scale in FY2021 reduced the starting wage for new Public Safety Communications Officer recruits. Since this change, two

offers the ECC extended to experienced candidates have been rejected; additionally, two fully-trained Public Safety Communications Officers have left full-time employment at the ECC for local jobs in other industries.

In order to maintain competitiveness in the job market and prevent additional salary lag, the FY2022 proposed budget as presented included 2% pay increases, effectively restoring the pay scale to what would have been the FY2021 rates prior to adjustment.

Budgetary Impact: The projected cost of 2% pay increases for all employees is $77,109, including FICA and benefits, and was included in the proposed FY2022 budget but placed in a pending status.

Recommendation: ECC staff recommend approving the FY2022 budget as previously presented and as recommended by the Budget and Finance Committee, with the addition of wage advancement and compression adjustment to support $15 minimum wage[1].

*Alternatives***:**

1. Continue the pause on pay increases, increasing the catch-up amount potentially required at a later date
2. Change the pay increases to 3%, reducing the catch-up amount potentially required at a later date, at an additional cost of approximately $38,600 above recommended action
3. Change the pay increases to 4%, restoring pay scale progression as planned prior to pandemic budgetary impacts, at an additional cost of approximately $77,200 above recommended action

Sample Motion: *I move that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board amend the FY2022 Budget, to include an increase of ____ for salaries and benefits, for submission to the Participant agencies and for appropriation by the Albemarle County Board of Supervisors.*

Future Actions: Market Review of Positions and Public Safety Pay Scale Grades

Discussion: The ECC is currently working with Albemarle County Human Resources to review Emergency Communications-specific market data. In addition, ECC staff are reviewing position and task assignments to determine whether there are opportunities for optimizing recruitment, retention, and services delivered (e.g. dividing call-taking and dispatch duties). This review would propose any catch-up salary adjustments if necessary.

Budgetary Impact: To be determined.

Recommendation: ECC staff continue research and prepare a comprehensive presentation for the Board in advance of the FY2023 budget cycle. Preliminary findings indicate a need for an expert-led workforce optimization review to examine all opportunities for improving recruitment, retention, and services delivered.

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[1] Financial impact of minimum wage and compression adjustment unavailable at press, pending HR calculations; to be provided when presented 5/18.