Agenda Item:

2) Board Membership and Officers
August 28, 2019

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

Dear Mr. Saxton:

As you are aware, Mrs. Leslie Beauregard has recently tendered her resignation to pursue another career opportunity with another municipality. As a result of her forthcoming departure from the City of Charlottesville, I have selected Ms. Letitia Shelton, Deputy City Manager and Chief Operating Officer, to serve as our new representative on the Charlottesville-Albemarle-University of Virginia Emergency Communications Center (ECC) Management Board.

In accordance with the By-Laws set forth in our 1984 Joint Powers Agreement, this appointment once again satisfies our required number of Board members from the City of Charlottesville. Ms. Shelton will attend all scheduled meetings and vote on my behalf as it relates to ECC matters.

Thank you in advance for your review of this correspondence and welcoming Ms. Shelton to the Management Board.

Sincerely,

Tarron J. Richardson, Ph.D.
City Manager
TO: Sonny Saxton, Executive Director, City of Charlottesville/Albemarle County/University of Virginia Emergency Communications Center

FROM: J.J. Davis, Executive Vice President and Chief Operating Officer, University of Virginia

RE: University of Virginia Designee to the Emergency Communications Center Management Board

DATE: November 1, 2019

I write regarding a change in the representation of the University of Virginia on the Charlottesville/Albemarle/UVA Emergency Communications Center (ECC) Management Board. Earlier this month, we confirmed via the attached correspondence that Interim Chief Tim Longo and Tom Berry will serve on the ECC Management Board for the University. As you are aware, our Associate Vice President for Safety and Security Gloria Graham has resigned effective November 1, 2019. Consequently, I ask that Tom Harkins, Chief, Environment of Care, serve as the University's third seat on the ECC Management Board.

Please note that Mr. Longo will attend meetings of the Management Board and vote on my behalf on any matter brought forward for consideration to the ECC Board. He will work closely with me on any matters that require my personal attention. He should assume the chair position of the ECC Management Board, which Gloria vacates with her resignation as of November 1, 2019.

My thanks for accepting the University's designations to the ECC Board.

cc: Tim Longo
    Tom Berry
    Tom Harkins
TO: Sonny Saxton, Executive Director, City of Charlottesville/Albemarle County/University of Virginia Emergency Communications Center

FROM: J.J. Davis, Executive Vice President and Chief Operating Officer, University of Virginia

RE: University of Virginia Designee to the Emergency Communications Center Management Board

DATE: October 16, 2019

I write in follow-up to my January 23, 2019 letter (attached) outlining the University's appointments to the Emergency Communications Center Management Board. Upon Tommye Sutton's retirement on September 27, 2019, I designate Interim Chief of Police, Tim Longo, to serve on the ECC board as the University of Virginia's designee on the ECC Management Board, as called for in Addendum #1 of the Emergency Communications Center Management Board Bylaws.

My thanks for accepting this update to the University's designations on the Emergency Communications Center Management Board.
Agenda Item:

4) Approval of Minutes
ECC Management Board Meeting
March 5, 2019
Executive Committee Meeting
Emergency Communications Center Conference Room

Members Present: Chief Andrew Baxter, Mr. Doug Walker and Ms. Gloria Graham.

Others Present: Barry Neulen, Jill Preddy, Gerald Smith, Amanda Farley, Anthony Bessette, Madeline Curott and Allison Linney

Call to Order (0:13)

Mr. Doug Walker called the meeting of the ECC Management Board Executive Committee at 2:07 p.m.

Discussion of Management Board Retreat (0:26)

Chief Baxter introduced the prospective facilitator Allison Linney, CEO of Allison Partners. Ms. Linney gave a background on herself and her company. The Committee discussed the goals of the retreat. They also agreed that she would interview board members individually, as well as maybe some staff. The Committee advised Jill Preddy to send Ms. Linney the joint services agreement, by-laws, couple sets of meeting minutes and the organizational chart. The Executive Committee is empowered by the by-laws to act on a formal proposal and report it back to the full board.

CLOSED Meeting (46:20)

At 2:53 p.m. Chief Baxter made motion, seconded by Ms. Graham, that the Charlottesville-UVA-Albemarle County Emergency Communications Center Management Board Executive Committee 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 ECC director; and subsection 8 to discuss and consider legal options regarding contract performance. The motion passed unanimously.
Certify CLOSED Meeting (no tape)

At 16:00 p.m., Gloria Graham made motion to certify that, to the best of her 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. Chief Baxter seconded the motion and it passed unanimously on a roll call vote.

Adjourn

At 4:01 p.m., with no further business to discuss, the Executive Committee adjourned the meeting.
ECC Management Board Meeting
March 11, 2019
Special Meeting
Emergency Communications Center Conference Room

Members Present: Chief Dan Eggleston, Major Greg Jenkins (for Chief Ron Lantz), Tom Berry, Dayton Haugh, Gloria Graham, Doug Walker, Chief Andrew Baxter, Chief Tommye Sutton and Chief RaShall Brackney.


Call to Order (0:00 – 1st recording)

Mr. Doug Walker called the meeting to order at 2:00 p.m. He advised that we do have a quorum and there are a couple board members that are wrapping up other things and on their way. He would like to move the CLOSED meeting item to be done after item 2, Matters from the Public. Chief Eggleston made motion, seconded by Ms. Graham, to change the order of the agenda and do the CLOSED meeting after Matters from the Public. The motion passed unanimously.

Matter from the Public (1:07 – 1st recording)

There were no matters from the public.

Closed Meeting (1:07 – 1st recording)

At 2:01 p.m., Chief Baxter made motion, seconded by Ms. Graham, 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 and evaluation of ECC director; and subsection 8 to discuss and consider consultation with legal counsel concerning statutory obligations of boards; legal options regarding contract performance. The motion passed unanimously.
Certify Closed Meeting (1:30 – 2nd recording)

At 2:58 p.m. Chief Brackney made motion, seconded by Mr. Haugh, to certify that, to the best of each member’s 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 passed on a roll call vote with all members voting affirmatively.

(2:17 – 2nd recording) Mr. Walker advised that here are three action items that are coming out of closed meeting. The first is a resolution:

RESOLUTION REGARDING THE DIRECTOR OF THE EMERGENCY COMMUNICATIONS CENTER

WHEREAS the Director of the Emergency Communications Center (the “ECC”), Barry Neulen, has offered to resign his position as Director;

BE IT RESOLVED that the Board hereby accepts Mr. Neulen’s resignation, effective immediately;

BE IT FURTHER RESOLVED that the Board hereby directs Mr. Neulen be provided severance pay and benefits through September 30, 2019, and directs the Albemarle County Human Resources Department to take all steps necessary to effectuate this resolution. The Chair is empowered to execute an agreement consistent with this Resolution and Neulen’s employment contract, if necessary; and

BE IT FURTHER RESOLVED that the Board empowers the Chair to constitute a Director Search Committee to pursue recruitment of an ECC Director with all speed.

Chief Brackney made motion, seconded by Ms. Graham, to adopt the resolution. The motion passed on a unanimous vote by roll call.

(3:58 – 2nd recording) Mr. Walker said the second action is a resolution appointing the interim director of the Emergency Communications Center:

RESOLUTION APPOINTING INTERIM DIRECTOR OF THE EMERGENCY COMMUNICATIONS CENTER

BE IT RESOLVED by the Management Board of the Emergency Communications Center that Tom Berry is hereby appointed the interim director of the Emergency Communications Center. Berry’s appointment shall be effective immediately and continue until relieved by further appointment by the Board;

BE IT FURTHER RESOLVED that Berry shall have the powers and duties set forth in the Code of Virginia 1950 as amended, the Joint Powers Agreement and by-laws of the Management Board and any other powers and duties delegated or imposed by standing or duly adopted policy, motion, resolution or other action of the board.

Chief Sutton made motion, seconded by Chief Baxter, to adopt the resolution. The motion passed on a unanimous vote by roll call.
(5:04 – 2nd recording) Mr. Walker said the third action is the appointment of the director search committee. He is appointing Ms. Graham from the University, Chief Baxter from the City and Chief Lantz from the County. He would ask that Gloria Graham serve as chair of that committee.

(5:37 – 2nd recording) Mr. Walker said we will change the Executive Committee meeting that is currently scheduled for April 9, 2019 to a full management board meeting.

(5:57 – 2nd recording) Mr. Walker asked that we defer the ECC Needs Assessment Update and Calls for Service/Cost Share Discussion to a future meeting. Mr. Haugh made motion, seconded by Ms. Graham to defer these items to a future meeting. The motion passed unanimously.

**FY 2020 ECC Budget** (6:43 – 2nd recording)

Mrs. Preddy advised that she provided the board with the materials in January. ECC met with the budget and finance committee on February 8, 2019. Chief Eggleston made motion, seconded by Mr. Haugh, that the board adopt the budget as presented removing the Deputy Director position. The motion passed unanimously.

**FY 2020 Internal CIP Requests** (10:36 – 2nd recording)

Mrs. Preddy advised the board that ECC reduced its Internal CIP by $58,000 from what was presented last year per the direction of the board for items that are continuous and not one time costs. Those were moved to the regular budget to align it appropriately. All CIP items are funded from the ECC Fund Balance. Chief Eggleston made motion, seconded by Mr. Haugh, to approve the Internal CIP as presented. The motion passed unanimously.

**Regional ICS 305 Training Opportunity** (12:17 – 2nd recording)

Chief Baxter gave a brief presentation on the Regional ICS 305 Training Opportunity. This is an interim step to develop our own competencies to the next level beyond our current NIMS/ICS training. This is a type three all hazard incident management team ICS 305 course. This is a five day course, it is the core foundational course that one takes prior to becoming a planning section chief, an operations section chief, or an IMT incident commanders. It is possible for folks to take this course and they would be dramatically improved in terms of their ability to operate as an incident management team member of our current staff for whichever agency participates. Allison has identified LEMPG funding. There is a five day course in May which will take place in Goochland. They are asking the board to find out from your agencies if you have staff you would be willing to send to this training. If the numbers are high enough we will schedule our own class here in June. He recommends the board consider this. Allison will send out correspondence to find out the specific interest from each agency. This is open to anyone that has a role in an EOC can benefit from this training.
Closed Meeting (19:04 – 2\textsuperscript{nd} recording)

At 3:15 p.m., Mr. Haugh made motion, seconded by Ms. Graham, 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) subsection 8 to discuss and consider consultation with legal counsel concerning statutory obligations of boards; legal options regarding contract performance. The motion passed unanimously.

Certify Closed Meeting (0:15 – 3\textsuperscript{rd} recording)

At 4:06 p.m., Mr. Haugh made motion, seconded by Ms. Graham, to certify that, to the best of each member’s 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 passed on a roll call vote with all members voting affirmatively.

Other Matters not listed on the agenda from the Board (0:59 – 3\textsuperscript{rd} recording)

There were no matters not listed on the agenda from the board.

Adjourn (1:04 – 3\textsuperscript{rd} recording)

At 4:07 p.m., Chief Haugh made motion, seconded by Chief Brackney that the board adjourn. The motion passed unanimously.
Call to Order (0:00 – 1st recording)

Mr. Doug Walker called the meeting of the ECC Management Board Executive Committee to order at 3:35 p.m.

Update on status of Center staffing and training (0:19 – 1st recording)

Tom Berry, Interim Director, handed out some slides that will go with this item and the next item on the agenda. He went over current staffing including vacancies, gave an overview of training projections and training methodology.

Update on near-term operational priorities including discussion of an outline for the analysis of CAD/RMS system operations (10:42 – 1st recording)

Tom Berry said this is to review near-term operational priorities and then provide an update on the course of action analysis. Over the last two weeks of assessment (1) implementing the training methodology in order to get as many people through the training process (2) find a solution for the CAD/RMS system operations (3) staff retention (4) mediation effort between the ECC and the board (5) Standardize dispatching procedures for the responding agencies. The team went through three different options for the integrated public safety solutions: (1) status quo, (2) bringing in some software components to integrate with New World CAD or standalone, (3) take a look at how we transition from what we have now to something different.
Review of a proposal for facilitation services from Allison Partners, LLC related to the ECC Management Board retreat on June 17 (20:46 – 1st recording)

Chief Baxter said on March 5th we met with Allison Lenny, Allison Partners. She put together a scope letter which he shared with the Executive Committee. She would meet one-on-one with 10 ECC board members, two ECC staff members and one representative from the County Attorney’s office for about 90 minutes before the retreat to get one-on-one feedback and discussion from each as to what they hope to achieve out of the retreat. We would provide all of the background materials and prepare a retreat design. The Executive Committee would meet with her to put the final touches on the retreat itself. She has the retreat date held. Going back to Tom Berry’s, Ms. Linney did indicate her perception that her services or someone with her skillset might be able to provide some mediation services. Chief Baxter made motion, seconded by Ms. Graham, that the Executive Committee authorizes moving forward with Allison Partners based on the scope letter provided to the Executive Committee and be paid for from the ECC Fund Balance. The motion passed unanimously.

Discussion on Executive Search Services (29:12 – 1st recording)

Ms. Graham said she revamped the job description, there wasn’t a lot that needed to be done to it. She sent that to the board today for feedback and edits due Thursday. She will then get it to Lorna Gerome in HR. She will incorporate the edits, send back out for final review and have posted by April 4th. It will be posted on APCO, CALEA and ICP. Board members can get it posted to their professional organizations and the ECC so they can help us in direct referrals. She is recommending because of the urgency that we do rolling reviews in real time to immediately touch base with anybody who looks like they are qualified and that we are interested in. She anticipates more concrete with steps before the next full board meeting. It will run open until filled.

Discussion of current practice related to ECC Management Board minutes (41:19 – 1st recording)

Mr. Walker said he added this item late last week and wanted to discuss the current practice related to ECC Management Board minutes. He asked Mrs. Preddy to bring samples of verbatim minutes and action minutes for comparison. The difference is pretty dramatic. We have had a lot of meetings and a lot of long meetings and the impact that has on Jill is pretty significant. This is a preference. The recording is kept as a document for anyone that wants to go back and listen to the entire meeting on a verbatim basis. His preference is that we move away from verbatim and move to action minutes relying on the recording for anyone wanting more detail. The Executive Committee can make a decision today but it may or may not be ratified by the full board. He would recommend making this retroactive to the last set of minutes that was prepared. Ms. Graham said she supports us moving to action minutes. She would recommend if the executive committee is in agreement we give the board the option that we either need to do this or we need to go ahead and contract with someone that can
transcribe these. Chief Baxter said he agrees and feels we should present this as the recommendation. Ms. Farley advised that they are empowered to decide it. Chief Baxter said he feels it is worth discussing with the full board because there were some members that seemed passionate about the need for verbatim minutes but we never flushed out another option. **Chief Baxter made motion, seconded by Ms. Graham, that the Executive Committee recommend to the ECC Management Board that we move to action minutes with an understanding that there will an audio version retained for review if needed. The motion passed unanimously.**

**CLOSED Meeting** (49:27 – 1st recording)

At 4:25 p.m., Chief Baxter made motion, seconded by Mrs. Graham that the Charlottesville-UVA-Albemarle County Emergency Communications Center Executive Committee 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 personnel issues of staff; and appointment of interim director; and subsection 8 to discuss and consider advice of legal counsel regarding appointments; and advice of legal counsel regarding contracts. The motion passed unanimously.

**Certify CLOSED Meeting** (0:00 – 2nd recording)

At 6:03 p.m., Ms. Graham made motion 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. Chief Baxter seconded the motion and in passed unanimously on a roll call vote.

Mr. Walker said there are two actions coming out of closed meeting. Chief Baxter made motion, seconded by Ms. Graham, to authorize payments due to Tyler/New World for the CAD/RMS system in the amount of $134,547 plus or minus $1 for elements of the project related to law enforcement record management system, field reporting and corrections. The motion passed unanimously. (0:32 – 2nd recording)

Mr. Walker said the second action item is a resolution appointing the interim director of the Emergency Communications Center: (1:35 – 2nd recording)

**RESOLUTION**
**RECOMMENDING THE APPOINTMENT OF THE INTERIM DIRECTOR OF THE EMERGENCY COMMUNICATIONS CENTER**

**BE IT RESOLVED** by the Executive Committee (the “Executive Committee”) of the Management Board of the Emergency Communications Center (the “Board”), that the Executive Committee hereby recommends to the Board that Gerald Smith (“Smith”) be appointed the Interim Director of the Emergency Communications Center. Smith’s
appointment would be effective immediately upon formal action by the full board and continue until relieved by further appointment by the Board and would be made with terms to be negotiated.

Ms. Graham made motion, seconded by Chief Baxter, to adopt the resolution. The motion passed unanimously on a roll call vote.

Adjourn (4:59 – 2nd recording)

At 6:08 p.m., with no further business to discuss, the Executive Committee adjourned the meeting.
ECC Management Board Meeting  
April 9, 2019  
Special Meeting  
Emergency Communications Center Conference Room

Members Present: Deputy Chief Puckett (for Chief Dan Eggleston), Chief Ron Lantz, Tom Berry, Dayton Haugh, Leslie Beauregard, Doug Walker, Chief Andrew Baxter, Gloria Graham and Chief RaSchall Brackney.

Others Present: Jill Preddy, Amanda Farley, Anthony Bessette, Allison Farole, Gerald Smith, Gabe Elias, Todd Richardson, Maribel Street, Madeline Curott, Carl Stowall, Nicki Marshall, Lisa Stayments, Ashley Moje and Amy Layman

Call to Order (0:00 – 1st recording)

Mr. Doug Walker called the meeting to order at 2:00 p.m.

Discussion regarding Board meeting minutes change from verbatim to action effective February 1, 2019 (0:00 – 1st recording)

Mr. Walker advised the Executive Committee is recommending the Management Board consider changing from verbatim to action meeting minutes effective February 1, 2019. The Board directed the clerk to order dictation software to use for audio recording. Ms. Graham made a motion, seconded by Chief Baxter, to change from verbatim minutes to action minutes assuring that the minutes be prepared in advance of the next regularly scheduled meeting and indicate key times associated with the recording or, as an alternative, if the minutes are not able to be prepared at the next meeting, the board have access to the recorded (audio) minutes beginning with the February 1, 2019 meeting. The motion passed unanimously.
Update on Staffing and Training (9:04 – 1st recording)

Mr. Berry provided the board with an update on staffing, projection for training release projections and training methodology.

Virginia Emergency Management Associations Emergency Professional of the Year Award (14:51 – 1st recording)

Maribel Street advised the board that Allison Farole won the Virginia Emergency Management Associations Emergency Professional of the Year Award. This award is for an emergency manager professional and leader who displays outstanding leadership to both the association as well as leadership and professionalism in a disaster situation and provides safety and preparedness information for local citizens. Maribel said anyone that wants to see the full nomination is welcome.

Closed Meeting (18:32 – 1st recording)

At 2:20 p.m., Mr. Haugh made motion, seconded by Ms. Graham, 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 appointment of interim ECC director; and subsection 8 to discuss and consider consultation with legal counsel concerning statutory obligations of boards; legal options regarding contract performance. The motion passed unanimously.

Certify Closed Meeting (0:00 – 2nd recording)

At 3:33 p.m., Chief Baxter made motion, seconded by Ms. Graham, to certify that, to the best of each member’s 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 passed on a roll call vote with all members voting affirmatively.

(0:33 – 2nd recording) Mr. Walker advised that here are two actions coming out of closed meeting. The first is authorization upon receipt of a proper invoice to provide payment in the amount of $66,504.65 to Tyler/New World conditioned upon satisfaction of an acceptable invoice. Mr. Haugh made motion for this authorization, seconded by Ms. Graham, and the motion passed unanimously.

(1:11 – 2nd recording) Mr. Walker said the second action is following resolution:

RESOLUTION APPOINTING THE INTERIM DIRECTOR OF THE EMERGENCY COMMUNICATIONS CENTER

BE IT RESOLVED by the Management Board of the Emergency Communications Center (the “Board”), that Gerald Smith ("Smith") is hereby appointed the Interim Director of the Emergency Communications Center. Smith’s appointment shall be effective immediately and continue until for not more than six months or until affected by further appointment by the Board; and
BE IT FURTHER RESOLVED that Smith shall receive additional compensation for the entire
duration of service as Interim Director in the amount of his annual salary plus an additional 10% of his
annual salary; and,

BE IT FURTHER RESOLVED that Smith shall have the powers and duties set forth in the Code of
Virginia (1950), as amended, the Joint Powers Agreement and By-laws of the Management Board, and
any other powers and duties delegated or imposed by a standing or duly adopted policy, motion,
resolution, or other action of the Board.

Chief Baxter made motion, seconded by Ms. Graham, to adopt the resolution. The motion passed
unanimously on a roll call.

(5:04 – 2nd recording) Mr. Walkers said the third action is the appointment of the director search
committee. He is appointing Ms. Graham from the University, Chief Baxter from the City and Chief
Lantz from the County. He would ask that Gloria Graham serve as chair of that committee.

(5:37 – 2nd recording) Mr. Walker said we will change the Executive Committee meeting that is
currently scheduled for April 9, 2019 to a full management board meeting.

(5:57 – 2nd recording) Mr. Walker asked that we defer the ECC Needs Assessment Update and Calls for
Service/Cost Share Discussion to a future meeting. Mr. Haugh made motion, seconded by Ms.
Graham to defer these items to a future meeting. The motion passed unanimously.

Adjourn (2:25 – 2nd recording)

At 3:35 p.m., with no further business, the meeting was adjourned.
ECC Management Board Meeting  
April 22, 2019  
Special Meeting

Emergency Communications Center Conference Room

Members Present: Chief Ron Lantz, Chief Dan Eggleston, Chief Andrew Baxter, Mrs. Leslie Beauregard, Ms. Gloria Graham, Mr. Tom Berry, Chief Tommye Sutton and Chief RaShall Brackney.

Others Present: Gerald Smith, Jill Preddy, Gabe Elias, Ms. Amanda Farley, Anthony Bessette, Madeline Curott and Miranda Butler, Brian McKensie (The Daily Progress).

Call to Order (3:45 – 1st recording)

Ms. Gloria Graham called the meeting to order at 3:32 pm and advised that Doug Walker had made contact to advise that he could not be at this meeting.

Discussion of Jefferson Country Fire and Rescue Association representation on the ECC Management Board (3:45 – 1st recording)

Ms. Graham advised the board that Dayton Haugh sent a note to Mr. Walker advising that he could not be here but was aware of the topic and understands the reasoning for this and this wasn’t something that would catch him off-guard and he’s perfectly fine with the board discussing this without him here. Ms. Graham said while reviewing the by-laws the Jefferson Country Fire Rescue Association is listed as having representative on the board and seems that entity is no longer a registered entity. Mr. Bessette provided the board with a copy of a Notice of Termination of Corporate Existence dated January 5, 2007 from the State Corporation Commission (SCC). After some discussion from members, Ms. Graham said the question then becomes should they continue to be part of this board. She then asked counsel how the board would handle this if we are deciding. Ms. Farley suggested that the board go into closed meeting to seek advice of legal counsel regarding status of Board of membership.

CLOSED Meeting (11:38 – 1st recording)

At 3:40 p.m., Chief Brackney made motion, seconded by Mrs. Beauregard, 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 personnel issues of staff; and use of County Attorney legal services; and subsection 8 to discuss and consider advice of legal counsel regarding insurance; and advice of legal counsel regarding status of board of membership. The motion passed unanimously.

At 4:29 p.m. the board reconvened into open meeting and Chief Baxter made motion, seconded by Mrs. Beauregard, to amend and include a new subsection in the closed meeting motion to include subsection 7 advice of legal counsel regarding threatened litigation. (0:40 – 2nd recording)

Certify CLOSED Meeting (0:00 – 3rd recording)

At 5:26 p.m., Chief Baxter made motion that to the best of his knowledge, only public business matters lawfully exempted from open meeting requirements and 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. Mrs. Beauregard seconded the motion and it passed unanimously on a roll call vote (Chief Eggleston left during closed session and was not present during certification). (0:00)

Adjourn (1:19 – 3rd recording)

Chief Brackney made motion to adjourn, seconded by Chief Baxter. The motion passed unanimously.
ECC Management Board Meeting
August 20, 2019
Regular Meeting
Emergency Communications Center Conference Room

Members Present:
Ms. Gloria Graham, Chief Ron Lantz, Mr. Tom Berry, Chief Andrew Baxter, Mrs. Lori Allshouse, Mrs. Leslie Beauregard, Chief RaShall Brackney and David Puckett (for Chief Dan Eggleston)

Others Present:
Jill Preddy, Allison Farole, Gabe Alias, Maribel Street, Tom Hanson, Brian McKenzie (The Daily Progress), Penny Banks

Call to Order (0:23 – 1st recording)
Ms. Gloria Graham called the meeting of the ECC Management Board to order at 2:04 p.m.

Matters from the Public (0:35 – 1st recording)
There were no matters from the public.

Approval of Minutes: May 13, 2019 (Executive Committee Meeting), May 21, 2019 (Regular Meeting), June 17, 2019 (Special Meeting), June 20, 2019 (Special Meeting), July 18, 2019 (Special Meeting) and August 2, 2019 (Special Meeting) (0:49 – 1st recording)
Chief Lantz made motion, seconded by Chief Baxter, to approve the minutes from the May 13, 2019 (Executive Committee Meeting), May 21, 2019 (Regular Meeting), June 17, 2019 (Special Meeting), June 20, 2019 (Special Meeting), July 18, 2019 (Special Meeting) and August 2, 2019 (Special Meeting) meetings. The motion passed unanimously. (1:48 – 1st recording)

Consent Agenda (1:54 – 1st recording)
Ms. Graham called on Gabe Elias, acting director while Gerald Smith is out of town, to introduce the consent agenda items. Ms. Graham had questions about the monthly productivity report, asking whether the budget on page 10 was close to being closed out. Jill Preddy advised that it is not closed, due to outstanding bills still coming in, and confirmed with Mrs. Allshouse that Mrs. Lisa Breeden would try to close it in the next couple of weeks. Mrs. Allshouse suggested it would probably be a preliminary
close. Ms. Graham referenced the report of dispatcher overtime, noting the highest amount of overtime worked by any dispatcher was 54 hours in the period reported, and asked for clarification on what it meant to be on call. Mrs. Preddy advised that it meant that communications officers were restricted, on call and subject to be called back in if another communication officer, for instance, called out sick. She explained that communications officers are only allowed to be on call for their days off, and would be required to report within two hours of being called in. Chief Baxter asked whether the data was broken up by position. Mr. Elias did not have that data available. Mrs. Preddy noted that the distinction was not on this report but available if necessary. Ms. Graham stated that the CAD team met on August 15th and noted that she has not yet received an update on that meeting. Ms. Graham asked Mr. Elias to get an update on that prior to the next board meeting. Ms. Graham asked when a preliminary reaccreditation report would be returned. Mr. Elias said they were anticipating within 45 days, but would confirm. **Chief Baxter made motion, seconded by Ms. Beauregard, to approve the consent agenda as presented. The motion passed unanimously.**

**Personnel Recognitions – Gloria Graham** *(10:00 – 1st recording)*

The board celebrated the contributions of Mrs. Preddy, Ms. Farole, and Ms. Beauregard, for whom this was their last ECC board meeting. Ms. Graham presented Mrs. Preddy and Ms. Farole with plaques recognizing their service to the community and the board.

**Itemized review of reserve budget to understand what is available** *(23:00 – 1st recording)*

Mrs. Allshouse noted that she did not have a lot of time to work on this project, and proposed that another conversation would be held in the future. She focused on the operations fund, and noted that the fund balance was consistently around 50% of the operating budget. Mrs. Allshouse referenced page two of addendum two, paragraph D of the 1984 agreement, dated January 1, 2013, that specified that the fund balance is not to exceed 25% of the center’s annual operating budget and the excess shall either be pro-rated and returned to each participant or appropriated by the management board for reasons that must be approved by each participant. She suggested that this issue be brought to the executive committee for follow-up. Chief Brackney asked if the fund accrued interest. Mrs. Allshouse advised that it does. Chief Brackney asked if this would be a good opportunity to discuss what projects and upgrades to systems may be beneficial to ECC and the participants. Mrs. Beauregard agreed, and suggested the phrasing of the addendum may need to be rewritten. Ms. Graham asked whether there are timetables that participating agencies need to be aware of. Mrs. Allshouse said this should be talked about in future budget meetings. Mr. Elias suggested this may be an opportunity to turn past practices into policy, structuring the fund with consideration to the CIP cycle. Chief Baxter asked, in light of the new director assuming his role and his presumed review of the immediate funding needs of the ECC, what restrictions if any are placed on the use of the fund balance? Mrs. Allshouse said she did not see anything specified in writing other than the board’s approval. Mr. Elias cited historic examples of it being used for one-time expenses. Mrs. Preddy noted that this was in line with changes made to the budget this year, with ongoing expenses being removed from the CIP and budgeted in operations. Chief Brackney asked if 25% is an appropriate amount of reserve. Mrs. Beauregard suggested that it is common practice, and city funds are often kept at the same amount. Mr. Barry asked if there were
circumstances where the various agencies were invoiced throughout the year. Mrs. Preddy replied that it was done for approved projects like the 800 MHz project. Mrs. Allshouse suggested that it be brought to the executive committee and discussed again by the board at a later date.

**Committee Updates** (49:21 – 1st recording)

There were no committee updates.

Chief Brackney said determining committee chairs would be helpful for ownership. Ms. Graham noted that there were seven ECC team members who wanted to be on a wide array of committees and that she would add them. Ms. Graham also suggested that it would be good for Director Saxton to lead some of the committee meetings and projects after his arrival.

**Other Matters Not Listed on the Agenda from the Board** (50:42 – 1st recording)

There were no other matters not listed on the agenda.

**Adjourn** (51:08 – 1st recording)

Chief Baxter made motion, seconded by Chief Lantz, to adjourn the meeting. The motion passed unanimously.
Agenda Item:

5.1) ECC Productivity Report
Charlottesville-UVA-Albemarle County Emergency Communications Center Productivity Report

September 2019

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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.
II. Telephone System Statistics

### Incoming Telephone Call Volume*

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*Includes calls that disconnected from queue before being answered

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No Text to 911 data available prior to December 2018.

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Texts to 911* (# of Sessions)

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911 Calls Employing TDD/TTY

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911 Calls Abandoned Before Answer

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<th>Dec'18</th>
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911 Calls Abandoned Before Queue

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Calls Transferred to Other Agencies and Individuals

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<td>43</td>
<td>73</td>
<td>3</td>
<td>57</td>
<td>96</td>
<td>85</td>
<td>90</td>
<td>85</td>
<td>84</td>
<td>77</td>
</tr>
</tbody>
</table>
End of Section II
III. CAD System Statistics

Coming Soon: Call Process Times

The ECC is working to get access to and validate data for call process times. It is currently our top data-gathering priority. Once complete, we will report the total time to process and dispatch a call and break out the individual sub-components:

- Ring time
- Telephone call answered to CAD call created
- CAD call created to first agent/unit dispatched

We further aim to delineate this datapoint by call priority and service provided (e.g. police, fire, EMS).

In the meantime, see data below on call answer times for a partial measure of this metric.

911 Call Answer Times

NENA 56-005.1, Call Answering Standard 3.1: Ninety percent (90%) of all 9-1-1 calls arriving at the Public Safety Answering Point (PSAP) shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

The ECC is not consistently meeting the NENA standard for answer times, and is prioritizing improvement in this area.
The above CAD data has been calculated and displayed in the same manner it has been reported historically by the ECC. This is currently under review and subject to change in future reports. Thus, historic data has not been backfilled, but it is available in previous quarterly reports.

One planned revision is the separation of ALS and BLS events, so as to provide more granular data.
A future revision of this measurement will break out cardiac events and delineate verified saves.

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

*Critical Life Threatening/Saving Events*

<table>
<thead>
<tr>
<th>Event Type</th>
<th>Oct'18</th>
<th>Nov'18</th>
<th>Dec'18</th>
<th>Jan'19</th>
<th>Feb'19</th>
<th>Mar'19</th>
<th>Apr'19</th>
<th>May'19</th>
<th>Jun'19</th>
<th>Jul'19</th>
<th>Aug'19</th>
<th>Sep'19</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stabbing Events</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>3</td>
<td>1</td>
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<td>0</td>
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<td>Shooting Events</td>
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<td>5</td>
<td>3</td>
<td>5</td>
<td>7</td>
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<tr>
<td>Cardiac Arrest Calls</td>
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<td>26</td>
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<td>3</td>
<td>2</td>
<td>7</td>
<td>7</td>
<td>2</td>
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<tr>
<td>Obstetric Calls</td>
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<td>13</td>
<td>6</td>
<td>10</td>
<td>9</td>
<td>5</td>
<td>2</td>
<td>8</td>
<td>5</td>
<td>11</td>
<td>6</td>
<td>10</td>
</tr>
</tbody>
</table>

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

** A future revision of this measurement will break out cardiac events and delineate verified saves.

End of Section III
IV. 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

*Training hour detail newly captured and reported from 9/2019

### Training Hours*

<table>
<thead>
<tr>
<th>Month</th>
<th>Specialized Training</th>
<th>Professional Development</th>
<th>Trainee - Floor</th>
<th>Trainee - Classroom</th>
<th>CTO - Meetings</th>
<th>CTO - Floor</th>
<th>CTO - Classroom</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oct'18</td>
<td>33.00</td>
<td>1.00</td>
<td>572.00</td>
<td>22.00</td>
<td>18.00</td>
<td>572.00</td>
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<tr>
<td>Nov'18</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dec'18</td>
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<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Jan'19</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Feb'19</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mar'19</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Apr'19</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>May'19</td>
<td></td>
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<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Jun'19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>Jul'19</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>Aug'19</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Sep'19</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

### Quality Assurance Reviews

<table>
<thead>
<tr>
<th>Month</th>
<th>PD/Fire/EMS Dispatch Reviews</th>
<th>PD/Fire/EMS Call Taking Reviews</th>
<th>Major Deviations Found</th>
<th>Minor Deviations Found*</th>
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<tbody>
<tr>
<td>Oct'18</td>
<td>65</td>
<td>66</td>
<td>3</td>
<td>33</td>
</tr>
<tr>
<td>Nov'18</td>
<td>62</td>
<td>60</td>
<td>2</td>
<td>20</td>
</tr>
<tr>
<td>Dec'18</td>
<td>57</td>
<td>75</td>
<td>2</td>
<td>4</td>
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<tr>
<td>Jan'19</td>
<td>187</td>
<td>185</td>
<td>6</td>
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<tr>
<td>Feb'19</td>
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<td>Mar'19</td>
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<td>Aug'19</td>
<td>164</td>
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<tr>
<td>Sep'19</td>
<td>113</td>
<td>86</td>
<td>0</td>
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</tr>
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</table>

*Minor deviations newly collected and reported from 7/2019.

---

September 2019 Report | Page 9 of 11
A complaint was filed alleging a Public Safety Telecommunications Staff did not completely enter officer safety information into a CAD event record and thus it did not get passed along to responders. It was deemed to be founded.

A complaint was filed alleging a Public Safety Telecommunications Staff incorrectly dispatched a call for service intended for Scottsville Rescue, based on a geographical misunderstanding. It was deemed to be founded.

End of Section IV
## V. Budget and Financial Information

### Budget Snapshot

<table>
<thead>
<tr>
<th>Department</th>
<th>Original Bdgt.</th>
<th>Current Budget</th>
<th>Actual Expenditures</th>
<th>Encumbrances</th>
<th>Balance</th>
<th>% Expended</th>
</tr>
</thead>
<tbody>
<tr>
<td>31040-ECC-Operations</td>
<td>$5,081,618.00</td>
<td>$5,935,548.16</td>
<td>$1,561,921.94</td>
<td>$184,765.04</td>
<td>$4,188,861.18</td>
<td>29.4%</td>
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<tr>
<td>31045-EMERGENCY SERVICES</td>
<td>$360,803.00</td>
<td>$360,803.00</td>
<td>$122,833.34</td>
<td>-</td>
<td>$237,969.66</td>
<td>34.0%</td>
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<tr>
<td>31048-800 MHZ OPERATIONS</td>
<td>$903,078.00</td>
<td>$903,078.00</td>
<td>$610,317.16</td>
<td>$17,473.79</td>
<td>$275,287.05</td>
<td>69.5%</td>
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<tr>
<td><strong>Grand Total</strong></td>
<td><strong>$6,345,499.00</strong></td>
<td><strong>$7,199,429.16</strong></td>
<td><strong>$2,295,072.44</strong></td>
<td><strong>$202,238.83</strong></td>
<td><strong>$4,702,117.89</strong></td>
<td><strong>34.7%</strong></td>
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</table>

### Actual Expenditures by Month

<table>
<thead>
<tr>
<th>Department</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>Grand Total</th>
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</thead>
<tbody>
<tr>
<td>31040-ECC-Operations</td>
<td>390,667.98</td>
<td>389,856.85</td>
<td>412,488.66</td>
<td>368,908.45</td>
<td>1,561,921.94</td>
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<tr>
<td>31045-EMERGENCY SERVICES</td>
<td>-63,509.27</td>
<td>167,830.75</td>
<td>10,730.61</td>
<td>7,781.25</td>
<td>122,833.34</td>
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<tr>
<td>31048-800 MHZ OPERATIONS</td>
<td>562,074.75</td>
<td>28,884.34</td>
<td>10,096.89</td>
<td>9,261.18</td>
<td>610,317.16</td>
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<tr>
<td><strong>Grand Total</strong></td>
<td><strong>889,233.46</strong></td>
<td><strong>586,571.94</strong></td>
<td><strong>433,316.16</strong></td>
<td><strong>385,950.88</strong></td>
<td><strong>2,295,072.44</strong></td>
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</table>

### FY2020 Minimum Staffing Pay / Overtime Wages

<table>
<thead>
<tr>
<th>Budgeted</th>
<th>Expended</th>
<th>Balance</th>
<th>% Expended</th>
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</thead>
<tbody>
<tr>
<td>$225,982.00</td>
<td>$118,124.69</td>
<td>$107,857.31</td>
<td>52.3%</td>
</tr>
</tbody>
</table>

(As of 11/4/2019. Source: Albemarle County AADR Reports)
Agenda Item:

5.2) ECC Technology and Building Report
To: ECC Management Board

From: ECC I.T. Staff

Date: November 7, 2019

Subject: ECC Technology and Building Report

P25 Project

The P25 Project, which upgrades and replaces the infrastructure of the regional public safety and public service land mobile radio system, completed several key tasks in recent months. Most significantly, factory acceptance testing was completed, demonstrating proper operation of the contracted system. This triggered a milestone payment to L3Harris Corporation of 15% ($1,686,491.43) of contract value, which has been invoiced and is currently being processed.

Additionally, Gabe Elias and Sonny Saxton participated in an organization-wide radio budget workshop with the City of Charlottesville in October.

For more detail on project progress and guidance on user agency radio budgets, please see the September issue of the project’s newsletter, which is attached to this memo.

Cybersecurity Assessment

The ECC is partnering with the Virginia National Guard, who will perform an on-site cybersecurity assessment in November. The results of this assessment will drive current and future investments to secure public safety infrastructure.
ECC Datacenter Replacement/Upgrade Projects

The ECC Datacenter projects sustain, upgrade, and replace current and end-of-life components of the regional public safety datacenter. Technical issues from core network upgrades, reported to this Board in August, which were affecting IT operations were resolved in September. Lily Gregg, Senior Systems Engineer, is actively engaged with internal resources and Dell, and is revising and refining the ECC’s five year datacenter sustainment plan, focused on previously approved fiscal year (FY) 2020 and 2021 projects.

Data Backup and Recovery System

This project, which replaced the ECC’s data protection environment with a more secure, more redundant, geo-diverse system, was completed in September.

Virginia Next-Generation 9-1-1 Transition

The statewide transition away from legacy 9-1-1 technology to Next Generation 9-1-1 (NG9-1-1) continues. The Commonwealth continues to recommend the AT&T ESINet (Emergency Services IP Network) backbone as offered via the Fairfax County cooperative contract. A related RFP issued by Virginia Beach last year resulted in an award to AT&T. The Virginia Beach ESINet RFP, initially discussed by this Board in May of 2018, was issued in January of 2019. It resulted in an additional contract award to AT&T, signed on October 29, 2019, with equal pricing, and only minor differences.

Upcoming work includes coordination and meeting with each county bordering Albemarle to validate the “PSAP response boundary.” In NG9-1-1, call routing is fundamentally different and requires close GIS coordination with surrounding localities. ECC and County GIS staff recently met with Fluvanna County, with more meetings to follow.

Staff are coordinating a meeting with the Regional Coordinator from VITA (Virginia’s Information Technology Agency) ISP (Integrated Services Program) to develop a short- and long-term NG9-1-1 work plan.

Dispatch Console Furniture and Carpet Replacement

The ECC has been in its current building for nineteen years with the same dispatch consoles and flooring. Both are worn. Replacement parts are unavailable for inoperable consoles. Replacements, previously approved by this Board, are underway.

An internal team, led by Penny Banks, Senior Systems Engineer, is soliciting information and quotes from three different vendors via a cooperative purchasing agreement. The team will narrow its selection to two vendors, and then make site visits to agencies within Virginia.

Vendor selection is tentatively scheduled for January, 2020.
CrewForce Mobility App
The ECC is working with the Charlottesville Fire Department and Tyler New World to implement an app for Apple IOS which extends CAD functionality to mobile devices. Configuration is underway and Tyler New World will be scheduled to complete the setup in the next few weeks. Once complete, CFD will register a subset of users and begin training.

G2 Fire Station Alerting
Members of Albemarle County Fire Rescue and US Digital Designs will be onsite, along with ECC IT staff, at the ECC on Tuesday November 18th to configure and install equipment as part of the Fire Station Alerting project. Work to design and develop an interface between Tyler New World and this system is underway and will be funded by Albemarle County Fire Rescue.

NICE Inform
The ECC is pursuing information about additional features that can be added to the NICE Inform recording system. These include NICE Inform Intelligence Center, an analytics and metrics tool for emergency communications centers, and NICE Uptivity, a screen recording feature. Quotes for these features have been obtained and a follow-on meeting with NICE has been scheduled to discuss their functionality in greater detail.

ECC Building Leaks
Multiple heavy rains during October resulted in water leaks. Staff mitigated the indoor affects in all cases. City Facilities Maintenance and a contractor addressed rooftop drainage issues presumed to be the cause, with a longer-term fix under investigation. Staff and, if necessary, contractors will determine the extent of damage, if any, to interior drywall or surfaces.

ECC Fire Alarm Panel and System Replacement
As previously discussed, contractors have addressed multiple alarm panel issues during calendar year 2019. The panel and detectors are at end of life, making replacement parts more expensive and hard to source. Staff are investigating replacement costs with a firm under cooperative contract with the County of Albemarle.

ECC HVAC Duct Assessment
Following up on questions from staff, the ECC is seeking options and quotes from multiple vendors to examine and, if possible, clean HVAC duct system.
P25 Project

Project Update

Welcome back to the P25 Project newsletter. This issue comes after a long period during which the team and our partners have been working hard. Since the last issue, the Project has:

- Finalized system design
- Acquired leases
- Acquired insurance
- Acquired building, environmental and historical Permits (more to go!)
- Replaced generators and fuel systems
- Replaced UPS battery backups
- Extended existing system maintenance
- Upgraded existing system dispatch consoles
- Replaced 9-1-1 and radio voice logging recorder with new, more resilient & redundant system
-Completed microwave backhaul factory testing
- Staged the new P25 system in the factory (see page 3)
- Successfully tested Motorola radios on the new P25 system
- Begun Bucks Elbow Mountain new tower construction

That’s a lot of progress, but it only matters if we have radios to work on the new system. It is already budget season for FY21, so let’s talk about radio purchases, feature sets, budgets, and timelines.

New System: Which Radios?

<table>
<thead>
<tr>
<th>Subscriber</th>
<th>Works on P25 System?</th>
<th>Details and Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Motorola ASTRO Spectra mobiles</td>
<td>No</td>
<td>Very old. Replace with new radios.</td>
</tr>
<tr>
<td>Motorola XTS portables or XTL mobiles (end-of-life)</td>
<td>Phase 1 only; Only if entitlements already purchased before 12/2018</td>
<td>Phase 1 only radios will not be allowed on system one year after cutover as defined by P25 Project Team</td>
</tr>
<tr>
<td>Existing Motorola APX portables/ mobiles</td>
<td>Yes, with correct software options/ entitlements installed or upgraded</td>
<td>Please see detailed information on Motorola entitlements on page 3</td>
</tr>
<tr>
<td>New Motorola APX portables/ mobiles</td>
<td>Yes, if ordered with correct software options</td>
<td>Please see detailed information on Motorola entitlements on page 3</td>
</tr>
<tr>
<td>New Harris portables/mobiles</td>
<td>Yes</td>
<td>Will not work until cutover</td>
</tr>
</tbody>
</table>

Feature Details on Page 3

Project Team

Regional Team:
- Alex Belgard (Rescue)
- Chip Walker (ACFR)
- Chris Easton (UPD)
- David Rhodes (ACPD)
- Doug Henley (ECC)
- Gabe Elias (ECC)
- Lily Gregg (ECC)
- Sonny Saxton (CFD)
- Troy Hunt (CPD)

Consultant:
- AECOM

Radio System Vendor:
- Harris Corporation

Project Stakeholders:
- You!

Feedback/Questions
- interop@albemarle.org
<table>
<thead>
<tr>
<th>Time Period</th>
<th>Activity Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summer 2019</td>
<td>Clear Communications inventories subscribers</td>
</tr>
<tr>
<td>Summer 2019 to Early 2020</td>
<td>Budget for FY21 radio purchases</td>
</tr>
<tr>
<td>Late 2020 to Early 2021</td>
<td>Agency bulk radio purchases</td>
</tr>
<tr>
<td>Spring/Summer 2021</td>
<td>Radio programming &amp; user training</td>
</tr>
<tr>
<td>Late Summer 2021</td>
<td>Coverage testing</td>
</tr>
<tr>
<td>Fall 2021</td>
<td>Cutover</td>
</tr>
</tbody>
</table>

**Budgets and Timelines**

Agencies currently purchasing Motorola radios on a recurring schedule should continue doing so unless they plan to switch to Harris radios.

Anyone planning to purchase new radios in bulk for the new system should budget radio purchases for and execute radio purchases in Fiscal Year 2021 (FY21).

Agency radio purchasing departments or other buyers, please validate your Motorola (or Clear Communications) P25 radio quotes with a P25 Project team member (page 1) or Gabe Elias, project manager (gelias@albemarle.org / 434-971-3087).

The current project schedule anticipates cutover to the new system in Summer/Fall 2021. However, any project extension will delay coverage testing. Since that process requires full foliage, it can only occur between May and September. That extension is indicated in the timeline to the left as a “Contingency Timeline.” Continue to budget for FY21 radio purchases. Because of some minor remaining uncertainty in final features/entitlements (see page 3, Table 1), the team recommends a 10% contingency in subscriber budgets if possible.

The team will communicate any schedule changes. Budget, finance, and administrative staff should contact their agency’s team member (page 1) or reach out to Gabe Elias, project manager, at gelias@albemarle.org / 434-971-3087 with questions on purchase or project timing.
Motorola Subscribers: Features and Entitlements

Our new P25 radio system requires P25-compatible radios. P25 Phase 1 will be available during cutover and for a short time after, but optimal system performance requires all radios to operate as P25 Phase 2 devices. P25 Phase 2 is designed to offer higher utilization of advanced services, including location, and over the air programming, as well as support additional radio traffic. (Our system supports nearly 3,000 users!) While Motorola’s APX series are capable of P25, units ordered prior to Summer 2019 may not have all of the needed features, often called “entitlements” in Motorola language. In the past, Motorola quotes generally targeted current system requirements, not future system needs. This reduced cost, but resulted in multiple batches of APX radios with different features, sometimes even within a department. Minimum Motorola features for operating radios on the current system and future P25 system are in Table 1 on this page.

Starting now, Clear Communications is currently physically inventorying every Motorola radio in your agency at no cost to you. Clear staff will reach out to each agency/department to schedule the work. (Contact David Belew or Jessica Dettor (dbelew@clearcomva.com, jdettor@clearcomva.com) to check on your timeline). This inventory, which is the only way to determine the actual installed features in our regional radio fleet, will form a regional database of each agency’s radios and features, and will drive any future subscriber upgrades. New Motorola purchases will be added to the database by Clear.

As we head toward system cutover (see schedule and discussion on page 2), subsequent programming of each radio will be coordinated by the P25 Project.

Table 1

<table>
<thead>
<tr>
<th>Moto Features: For Existing &amp; New Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Smartzone Operation</strong> (existing system)</td>
</tr>
<tr>
<td>P25 Phase 1</td>
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<tr>
<td>P25 Phase 2 (TDMA)</td>
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<tr>
<td>DES Encryption (existing encryption users only)</td>
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<td>AES Encryption with Multi-Key (Public Safety only)</td>
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<tr>
<td>OTAR with Multi-Key (Public Safety only)</td>
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<td>OTAP</td>
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<td>Tier 2 GPS</td>
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<td>Conventional Operation</td>
</tr>
<tr>
<td>P25 Trunked Data</td>
</tr>
<tr>
<td>Software System Key</td>
</tr>
<tr>
<td>Packet Data</td>
</tr>
</tbody>
</table>

This Time / Next Time

We’re pretty sure this is the longest newsletter you’ll see for a while. Clarity on funding, features, and timelines is critical, so we hope this was useful. As always, do not hesitate to reach out to your team members or the project manager with questions, concerns, or suggestions.

Gabe Elias, Project Manager, on behalf of the P25 Project team
Agenda Item:

5.3) Staffing and Recruitment Report
To: ECC Management Board
From: Sonny Saxton, ECC Executive Director
Date: November 12, 2019
Subject: ECC Staffing and Recruitment Report

Update to Organizational Chart
Attached to this memo please find an updated organizational chart, to reflect revised job titles for the previously-approved and budgeted positions of Training Program Manager and Performance Improvement and Accreditation Coordinator.

Turnover and Organizational Strength
Contained herein (see Fig. 2 – 4) are reports on our organizational strength, including counts of authorized, full-time, part-time, separated and hired personnel for the previous three months (August, September, and October 2019). Overall vacancy rates were 17%, 19%, and 17% respectively. Public Safety Communications Officer vacancy rate was 12% for the same period.

We are in the process of developing a turnover report in a clear format that displays trends in staffing changes over time. We intend to analyze and report common reasons for departure, length of tenure, and opportunities for improvement.

Recruitment Updates
The following positions have been hired:
- Management Analyst II – start date: 12/2/2019

The following positions have been posted and are accepting applications:
- Operations Manager (Nights)
- Training Program Manager
- Performance Improvement and Accreditation Coordinator

Candidate review for the following positions is in progress:
- Public Safety Telecommunications Officer
  - 37 applications reviewed, 33 skill-testing invitations sent, 7 candidates completed skill-testing, 6 candidates passed initial skill-testing and have been invited to screening interviews.

Evaluation of recruitment cycles for Public Safety Communications Officers is underway. We aim to identify short-term and long-term strategies to reduce the overall application-to-hire time. See Fig. 1 for a graphical representation of the current cycle (with a total projected time of approximately six months).
Fig. 1

Current Communications Officer Recruitment Cycle

Organizational Strength [8/2019]

<table>
<thead>
<tr>
<th>Department</th>
<th>Authorized</th>
<th>Full-time</th>
<th>Part-time</th>
<th>Separated</th>
<th>Hired</th>
<th>Vacant</th>
<th>% Vacant</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operational</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Safety Communications Officers¹</td>
<td>30</td>
<td>24</td>
<td>2.4</td>
<td>1</td>
<td>3.60</td>
<td>12%</td>
<td></td>
</tr>
<tr>
<td>Regular</td>
<td>18</td>
<td>24</td>
<td>2.4</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Probationary/Trainees</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Safety Communications Supervisors</td>
<td>8</td>
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<td>0</td>
<td>0</td>
<td>0%</td>
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</tr>
<tr>
<td>Public Safety Accreditation Supervisor²</td>
<td>1</td>
<td></td>
<td></td>
<td>1</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Safety Training Supervisor</td>
<td>1</td>
<td></td>
<td></td>
<td>1</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operations Manager⁺</td>
<td>2</td>
<td>1</td>
<td></td>
<td>1</td>
<td>1</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>ECC Systems Manager⁺</td>
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<td></td>
<td>0</td>
<td>0%</td>
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</tr>
<tr>
<td>ECC Sr. Systems Analyst/Project Manager⁺</td>
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<td>1</td>
<td></td>
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<tr>
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<td>0%</td>
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</tr>
<tr>
<td><strong>I.T.</strong></td>
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<tr>
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<td>1</td>
<td>100%</td>
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<td></td>
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<tr>
<td>Assistant Emergency Management Coordinator</td>
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<td></td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td>3.75</td>
<td>2.75</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>27%</td>
<td></td>
</tr>
<tr>
<td>Executive Director⁺</td>
<td>1</td>
<td>1</td>
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<td>0</td>
<td>0%</td>
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</tr>
<tr>
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<td>1</td>
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<td>1</td>
<td>100%</td>
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<td></td>
</tr>
<tr>
<td>Office Associate III</td>
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<td>0.75</td>
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<td>0%</td>
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</tr>
<tr>
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<td>1</td>
<td></td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td>51.75</td>
<td>43.15</td>
<td>3</td>
<td>1</td>
<td>8.6</td>
<td>17%</td>
<td></td>
</tr>
</tbody>
</table>

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

---

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

“A CALEA Nationally Accredited Communications Center”
“APCO Project 33 Certified Training Program”
## Organizational Strength [9/2019]

<table>
<thead>
<tr>
<th>Category</th>
<th>Authorized</th>
<th>Full-time</th>
<th>Part-time</th>
<th>Separated</th>
<th>Hired</th>
<th>Vacant</th>
<th>% Vacant</th>
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<td><strong>Operational</strong></td>
<td>42</td>
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<tr>
<td>Public Safety Communications Officers[^1]</td>
<td>30</td>
<td>24</td>
<td>2.4</td>
<td></td>
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</tr>
<tr>
<td>Regular</td>
<td>18</td>
<td>2.4</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Probationary/Trainees</td>
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<td>Public Safety Supervisors</td>
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<tr>
<td>Public Safety Training Supervisor</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Operations Manager[^*]</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
<td>1</td>
<td>50%</td>
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<tr>
<td><strong>I.T.</strong></td>
<td>4</td>
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<td>25%</td>
<td></td>
</tr>
<tr>
<td>ECC Systems Manager[^*]</td>
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<td></td>
<td></td>
<td>0</td>
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</tr>
<tr>
<td>ECC Sr. Systems Analyst/Project Manager[^*]</td>
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<td></td>
<td>1</td>
<td></td>
<td>1</td>
<td>100%</td>
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</tr>
<tr>
<td>Sr. Systems Engineer[^*]</td>
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<td></td>
<td>0</td>
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<tr>
<td><strong>Administration</strong></td>
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<td>1</td>
<td>27%</td>
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<tr>
<td>Executive Director[^*]</td>
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<td>1</td>
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<tr>
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<tr>
<td>Office Associate III</td>
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<td></td>
<td>0</td>
<td>0%</td>
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<tr>
<td>Custodian</td>
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<td></td>
<td>0</td>
<td>0%</td>
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</tr>
<tr>
<td><strong>Overall</strong></td>
<td>51.75</td>
<td>42.15</td>
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<td>0</td>
<td>9.6</td>
<td>19%</td>
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</tbody>
</table>

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

[^2] Does not include 2 part-time temporary staff, working variable hours.

[^*] Salaried
**Organizational Strength [10/2019]**

<table>
<thead>
<tr>
<th>Category</th>
<th>Authorized</th>
<th>Full-time</th>
<th>Part-time</th>
<th>Separated</th>
<th>Hired</th>
<th>Vacant</th>
<th>% Vacant</th>
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<td>6.60</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>Public Safety Communications Officers¹</td>
<td>30</td>
<td>24</td>
<td>2.4</td>
<td>18</td>
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<td>12%</td>
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</tr>
<tr>
<td>Probationary/Trainees</td>
<td>Regular</td>
<td>18</td>
<td>2.4</td>
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<tr>
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<td></td>
<td></td>
</tr>
<tr>
<td>Public Safety Communications Supervisors</td>
<td>8</td>
<td>8</td>
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<td>0</td>
<td></td>
<td>0%</td>
<td></td>
</tr>
<tr>
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<td>0</td>
<td>1</td>
<td>100%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public Safety Training Supervisor</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Operations Manager*</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>50%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>I.T.</strong></td>
<td>4</td>
<td>3</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>ECC Systems Manager*</td>
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<td>1</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ECC Sr. Systems Analyst/Project Manager*</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Sr. Systems Engineer*</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Management</strong></td>
<td>2</td>
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<td>0</td>
<td>0</td>
<td>1</td>
<td>50%</td>
<td></td>
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<tr>
<td>Emergency Management Coordinator*</td>
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<td>0</td>
<td>1</td>
<td>100%</td>
<td>0%</td>
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<tr>
<td>Assistant Emergency Management Coordinator</td>
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<td>0</td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Administration</strong></td>
<td>3.75</td>
<td>3.75</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>Executive Director*</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management Analyst II</td>
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<td>1</td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Associate III</td>
<td>0.75</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0%</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td>51.75</td>
<td>43.15</td>
<td>0</td>
<td>1</td>
<td>8.6</td>
<td>17%</td>
<td></td>
</tr>
</tbody>
</table>

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

* Salaried
Agenda Item:

5.4) Emergency Management Coordination Report
To: ECC Management Board  
From: Maribel Street Acting Emergency Management Coordinator  
Date: November 8, 2019  
Subject: August-October OEM Overview

Public Outreach:
Between the months of September and October the OEM participated in 55 hours of public outreach/education events, including:

<table>
<thead>
<tr>
<th>Name of Event/Training</th>
<th>Date</th>
<th>Description</th>
<th>Training/Education or Public Outreach</th>
<th># of people</th>
<th>Time Allocated</th>
</tr>
</thead>
<tbody>
<tr>
<td>UVA student IT presentation</td>
<td>9/3/2019</td>
<td>Presentation on the OEM</td>
<td>T/E</td>
<td>100</td>
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</tr>
<tr>
<td>CERT Level One</td>
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<td></td>
<td>T/E</td>
<td>9</td>
<td>3 hours</td>
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<tr>
<td>CERT Level Two</td>
<td>9/10/2019</td>
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<td>T/E</td>
<td>14</td>
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</tr>
<tr>
<td>ICS 100/700 Course</td>
<td>9/11/2019</td>
<td>In-person training/review for ICS 100/700</td>
<td>T/E</td>
<td></td>
<td>2 hours</td>
</tr>
<tr>
<td>CERT Level Two</td>
<td>9/24/2019</td>
<td></td>
<td>T/E</td>
<td>14</td>
<td>2.5 hours</td>
</tr>
<tr>
<td>DSS Shelter Workshop</td>
<td>9/30/2019</td>
<td>Full-day workshop</td>
<td>T/E</td>
<td>130</td>
<td>8 hours</td>
</tr>
<tr>
<td>ICS 100/700 Course</td>
<td>10/8/2019</td>
<td>In-person training/review for ICS 100/700</td>
<td>T/E</td>
<td>1</td>
<td>2 hours</td>
</tr>
<tr>
<td>CERT Level 2 Class</td>
<td>10/8/2019</td>
<td></td>
<td>T/E</td>
<td>15</td>
<td>2.5 hours</td>
</tr>
<tr>
<td>American Heritage and Trail Life Presentation</td>
<td>10/9/2019</td>
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<td>T/E</td>
<td>50</td>
<td>1 hour</td>
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<tr>
<td>Junior League Presentation</td>
<td>10/10/2019</td>
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<td>T/E</td>
<td>10</td>
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</tr>
<tr>
<td>CERT Level 2 Class</td>
<td>10/15/2019</td>
<td></td>
<td>T/E</td>
<td>15</td>
<td>2.5 hours</td>
</tr>
<tr>
<td>CERT Level 2 Class</td>
<td>10/22/2019</td>
<td></td>
<td>T/E</td>
<td>13</td>
<td>2.5 hours</td>
</tr>
</tbody>
</table>
## Name of Event/Training | Date       | Description                                      | Training/Education or Public Outreach | # of people | Time Allotted |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>UVA Career / Internship Fair</td>
<td>10/23/2019</td>
<td>Internship Search and Educational Outreach</td>
<td>PO</td>
<td>1,000</td>
<td>5 hours</td>
</tr>
<tr>
<td>CERT Town Hall</td>
<td>10/23/2019</td>
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<td>T/E</td>
<td>25</td>
<td>2 hours</td>
</tr>
<tr>
<td>UVA Career / Internship Fair</td>
<td>10/24/2019</td>
<td>Internship Search and Educational Outreach</td>
<td>PO</td>
<td>1,000</td>
<td>5 hours</td>
</tr>
<tr>
<td>Glenmore Presentation</td>
<td>10/29/2019</td>
<td>Preparedness Presentation</td>
<td>PO and Citizen Education</td>
<td>10</td>
<td>1 hour</td>
</tr>
<tr>
<td>PVCC 10th grade Career Fair and Educational Outreach</td>
<td>10/30/2019</td>
<td>Educational Outreach program with PVCC</td>
<td>PO</td>
<td>1,000</td>
<td>5 hours</td>
</tr>
<tr>
<td>PVCC 10th grade Career Fair and Educational Outreach</td>
<td>10/31/2019</td>
<td>Educational Outreach program with PVCC</td>
<td>PO</td>
<td>1,000</td>
<td>5 hours</td>
</tr>
</tbody>
</table>

### CodeRED Registration:

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of New Citizens Registered</th>
<th>Number of New Businesses Registered</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td>60</td>
<td>9</td>
</tr>
<tr>
<td>September</td>
<td>24</td>
<td>3</td>
</tr>
<tr>
<td>October</td>
<td>57</td>
<td>1</td>
</tr>
</tbody>
</table>

A CodeRED campaign will be an intern project in the spring. We will present this at the next board meeting.

### CERT:

<table>
<thead>
<tr>
<th>Level</th>
<th>Number of citizens trained during the fall program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
<td>48</td>
</tr>
<tr>
<td>Level 2</td>
<td>13</td>
</tr>
</tbody>
</table>

### Interns:

**Fall Internship Program:**

Two interns from Virginia Commonwealth University have completed 68 hours of work with OEM from September 30th to October 25th. The main projects which the interns have been assisting on are the Regional Radiological Plan and the City COOP Project.
Spring Internship Program:
The Office of Emergency Management attended a two day internship fair at UVA on Oct 23rd and 24th. Maribel had the opportunity to share the ECC internship program with hundreds of students while also sharing educational information on emergency preparedness and 911.

The Office of Emergency Management has four interviews scheduled with potential spring interns. A few possible projects include: CommunityEmergency.org website overhaul, CodeRed outreach marketing plan, research and white paper project: best practices for training, and social media management project. The Admin and IT department are currently in discussion in regards to projects for the spring and have several interested students.
Agenda Item:

5.5) Citizen Survey Results
2018/2019

Citizen Survey Results
In April 2019, Charlottesville/UVA/Albemarle County ECC started its annual citizen survey designed to measure citizen satisfaction with the service they received from the 911 Center. The survey was created to gather information on overall agency performance, overall competency of agency personnel, communications officer's attitude and behavior towards citizens, and to identify concerns while gathering recommendations and suggestions for improvement.

Summary of Method

The survey was conducted for the timeframe of April to August, 2019. 400 citizens received surveys that were self-addressed and stamped for their convenience. The surveys were mailed out to select citizens based on calls for service records. Measures were taken to ensure the surveys covered all public safety providers. Citizen participants were chosen based on the percentage of total calls handled by ECC for each responder agency.

Any surveys returned due to address issues were sent out one more time. The criteria used for collecting mailing address for the returned survey was to replace it with the same type responder call from the listed timeframe.

Survey questionnaire included 7 specific questions and a rating scale.

To limit confusion, each survey included a letter requesting all surveys be completed to evaluate the service they actually received while talking to the 9-1-1 Operator on the phone. It was not intended to evaluate the service they received from the police, fire, or rescue responders.

The Center survey was returned by 48 (11%) citizens compared to 67 (13%) citizens in 2015/2016.

Survey Design Challenges

As with all surveying techniques, there are challenges in the design that should be acknowledged. First, while the return rate for mail in surveys are not as high as other methods, it is acknowledged the return rate was only 11% and we would have liked for it to be higher for a more accurate reflection of citizen perceptions. Second, even though we pulled more recent calls for service to cut down on the length of time between the citizen making the call to the 9-1-1 Center and the receipt of the survey it may still affect a person's response. The timeframe may have caused issues with survey respondents remembering how the call was handled by the Communications Officer. Third, the rating scheme may be a bit confusing to some citizens. The
scoring used 1 as unable to remember, 2 as dissatisfied, 3 was considered somewhat dissatisfied, 4 was somewhat satisfied, and 5 was considered the highest satisfaction level. The survey categories may have been affected by an individual's self interpretation of what the numbers of each category represented. The fourth challenge is some citizens rated the responders not the communications officer even though we explained the purpose of the survey.

Nevertheless, the comments citizens put on the surveys leads us to believe the majority of citizens understood the rating scheme to the level adequate for useful feedback and interpretation.

Comments:

"Never in my 50+ years have I needed to speak with law enforcement due to being scared. My situation was odd and I expected no help rather, my experience was one of educational assistance, calming my fears and feeling protected. Thank you so very much for being there for me and my family."

"My call was answered quickly and within minutes I had a call back to file my police report."

"I hope I get him again if I ever need you."

"Fantastic Job!!"

"Response and action was very competent efficient."

"Good Job!"

"I think they are doing a very Good Job and so far they are to be given a blue professional medal. No complaints all is well."

"Totally satisfied with how my call was handled."

"Your services are wonderful and always great time getting here."

"I would like to take this opportunity to commend not only the 911 Center of Albemarle County for going above and beyond their job and always being respectful. But I would also like to recognize the APD for their professionalism, courteous manner, tactfulness, caring and compassion for others and their job. I would like to recognize Officer White and Officer Knight in particular for going above and beyond their job and being remarkable officers and human beings. The world needs more people like them. Sincerely Allen and Tina Jenkins."
“Called regarding dog attack to my livestock. Within 1.5 hours Officer Crickenberger was here to check out the situation. With his help, the problem was handled/resolved in a timely manner. We are very pleased. Thanks”

“The operators and police officers were helpful and reassuring.”

“She was so great.”

“They referred me to another line in the CPD, so it was a brief encounter, but was completely professional.”

“We felt a little awkward when we learned the 977-9041 was also 911- our issue was not an emergency but a follow up of an ongoing detective related issue in our office complex. We didn’t want to jam up the 911 access for true emergencies. Everyone was very professional.”

“The best.”

“I felt that I was in excellent hands when I called for help. Response time was quick. Thank you Jennifer Story.”

“Great job, super professional service-Thank you!”

“Good customer service! / Very Helpfull”

“We were worried and just felt a little hesitation based on their previous experience. It wasn’t a big deal but we were made to feel guilty for calling at first.”

“Operator said they were sending someone- which seemed weird, but it just ended up being a call back which was fine.”

Say, “The police have been dispatched.”

“Relatives and friends living beyond James River Scottsville District over into Buckingham County yet still have a Scottsville address reports to others here in Albemarle County-closer to Charlottesville-that they are experiencing serious neglect and worries when they have needed emergency medical transportation and care of their life. The began in June 2019. UVA Medical Center- patients Buckingham County reportedly is seriously stack and slow endangering to these people in need.”

“It was a non-emergency as I informed the operator immediately and will be glad to explain. As promised an officer called quickly & helped.”
Results

The 911 Center received the following percentages for each question:

Question 1: Rate the promptness with which your call was answered.

- 92 % scored “5” HIGH
- 8 % scored “4”
- 0 % scored “3”
- 0 % scored “2” LOW
- 0 % scored “1” UNABLE TO RATE

Question 2: Rate the knowledge demonstrated by the Communications Officer.

- 88 % scored “5” HIGH
- 12 % scored “4”
- 0 % scored “3”
- 0 % scored “2” LOW
- 0 % scored “1” UNABLE TO RATE

Question 3: The 911 operator responded in a tactful, courteous and professional manner.

- 88 % scored “5” HIGH
- 10 % scored “4”
- 2 % scored “3”
- 0 % scored “2” LOW
- 0 % scored “1” UNABLE TO RATE

Question 4: Rate the interest and desire to help demonstrated by the Communications Officer.

- 88 % scored “5” HIGH
- 10 % scored “4”
- 2 % scored “3”
- 0 % scored “2” LOW
- 0 % scored “1” UNABLE TO RATE
Question 5: The operator understood the type of assistance I required.

- 94% scored “5”  HIGH
- 4% scored “4”
- 2% scored “3”
- 0% scored “2”  LOW
- 0% scored “1”  UNABLE TO RATE

Question 6: I experienced no confusion about how my call would be handled.

- 88% scored “5”  HIGH
- 12% scored “4”
- 0% scored “3”
- 0% scored “2”  LOW
- 0% scored “1”  UNABLE TO RATE

Question 7: On a scale of 1-5, with 5 being the highest and 1 being the lowest possible score, how would you rate your experience with 911?

- 83% scored “5”  HIGH
- 17% scored “4”
- 0% scored “3”
- 0% scored “2”  LOW
- 0% scored “1”  UNABLE TO RATE

Findings and Interpretation of Results

Overall, the majority of responding citizens who used ECC’s services during the survey time period were satisfied with their experiences associated with the E911 Center’s performance. Eighty-three percent of respondents compared to eighty-four percent in 2015/2016 gave the Center the very highest possible score regarding their overall experience with the center. 2018/2019 survey results showed an increase of 18% in the number of citizens giving the Center a score of “5” on all questions. If one interprets the combined answers of 5 and 4 as high scores on this survey scale, we find that 100% of survey respondents were satisfied with their overall experience with 911. There were no questions that received a score of less than 98% if scores of 4 and 5 were combined.

The areas requiring the most improvement from the 15/16 survey were:

- Rate the promptness with which your call was answered.
This question decreased to 0% in the 2018/2019 survey from 3% in the 15/16 survey for dissatisfaction of service.

- I experienced no confusion about how my call would be handled;
  - This remained at 3% of all respondents were dissatisfied with confusion on how their call would be handled.
- The operator understood the type of assistance I required.
  - 2% in 18/19 compared to 3% in 15/16 were confused about how their call would be handled.

This data would indicate the Center has either remained the same or decreased in the dissatisfaction in areas identified for improvement in the last survey.

This survey identified three areas of concern:

- The 911 operator responded in a tactful, courteous and professional manner (2%).
- Rate the interest and desire to help demonstrated by the Communications Officer (2%).
- The operator understood the type of assistance the caller needed (2%).

Next Steps

The results of this survey will be shared with the ECC Management Board and Communications Officers, so they can see what areas the respondents to this survey were most satisfied with and the levels of dissatisfaction. Communications staff will be encouraged to decrease the areas of dissatisfaction identified by this survey.

Data from this survey will be used as a benchmark for future improvements. A follow up survey is planned for 2019/2020 to determine whether the Center’s efforts to increase its effectiveness are successful.

Reviewed by Executive Director: [Signature]

Reviewed by Operations Manager: [Signature]
Question 1: Rate the promptness with which your call was answered.

Question 2: Rate the knowledge demonstrated by the 9-1-1 operator.

Question 3: The 9-1-1 operator responded in a tactful, courteous, and professional manner.

Question 5: The 9-1-1 operator understood the type of assistance I required.
Question 6: I experienced no confusion on how my call would be handled.

Question 7: On a scale of 1-5, with 5 being very satisfied, and 1 being very dissatisfied, how would you rate your experience with 911?
To:   ECC Management Board

From:  Sonny Saxton, ECC Executive Director

Date:   November 13, 2019

Subject:  ECC Citizen Survey Complaint Response

Operations Manager Todd Richardson investigated the below complaint, identified in the ECC Citizen Survey that was conducted April 2019 to August 2019:

“Relatives and friends living beyond James River Scottsville District over into Buckingham County yet still have a Scottsville address reports to others here in Albemarle County-closer to Charlottesville-that they are experiencing serious neglect and worries when they have needed emergency medical transportation and care of their life. The began in June 2019. UVA medical Center- patients Buckingham County reportedly is seriously stack and slow endearing to these people in need.”

After investigation, Mr. Richardson found that the appropriate emergency responders are being dispatched to the geographic area in question.
Agenda Item:

5.6) Commendations and Awards
REPORT – 2019-032309

LOCATION – 108 2nd ST NW

TIME – 02:28 hrs.

At our request and ECC’s approval, we modified the priority categorization of a commercial burglary alarm call to a priority one response. The hope of this request was to get the information out to the responding officers and save valuable time in hopes of catching the offenders that have burglarized several businesses in the city/county in recent months.

On 11/04/2019, First Shift Patrol responded priority one to a commercial burglary alarm call at the above location. Once on location, officers canvassed the immediate area and was able to locate the suspect who committed a vandalism to an area business that had been previously burglarized. After further investigation we were able to determine that this suspect might have been involved in other burglaries in the area.

I want to take the opportunity to thank two members from ECC, Erin Robinson and Thomas Berta that handled the call last night. They put our modified response plan in motion and upgraded this call that enabled us a better opportunity to apprehend this suspect. Again, thanks for your dedicated service to our community!

Respectfully Submitted

LT MA Brake CP 8
MEMORANDUM - GENERAL

To: File

From: Sonny Saxton, EMT-P, ENP
   Executive Director Emergency Communications Center

Date: 11/13/2019

Subject: Report on Fiber Cut and ANI/ALI Outage from 10/17 10:51 to 10/18 19:55

On 10/17 about 10:51 AM the Public Safety Telecommunication Staff noted that the usual ANI/ALI information for 9-1-1 callers was not available to them as per normal. After some contacts with the telephone providers, it was determined that an unintentional cut of a fiber cable had occurred around this same time. The staff quickly confirmed that all calls for service with the areas served by the ECC appear to be able to be routed as per normal and were being answered within the ECC. A consequence to this was a lack of automated location information (ALI) available for each 9-1-1 call received.

Public Safety Communication Officers should be commended. In addition to managing the loss of additional information within the ECC, they answered 9-1-1 calls for adjacent jurisdictions that were unable to be routed to their normal emergency communication centers. Calls were ringing within the ECC from the geographic areas of Campbell County, Nottaway, Rustburg, Lynchburg, Lexington, Blackstone and AltaVista. Our Public Safety Communication Officers ensured that everyone calling 9-1-1 received assistance, no matter where they were calling from.
Agenda Item:

8) Draft Budget Timeline
**Charlottesville-UVA-Albemarle County**

**Emergency Communications Center**

**FY2021 Budget Timeline**

**DRAFT**

**October/November** - Staff Prepares Initial Draft of Budget

**December** – Executive Director Presents Draft to ECC Management Board Finance Committee and County Office Management and Budget

**January** – Finance Committee Presents Recommended Budget to ECC Management Board for Review and Discussion

**January** – Recommended Budget Sent to Charlottesville City Manager’s Office

**January** – Recommended Budget Sent to University of Virginia Office of the Executive Vice President and Chief Operating Officer

**January** – Recommended Budget Sent to Albemarle County Office of Management and Budget for Final Review. Note: Final information on personnel expected salaries and benefits may not be available until late January.

**February** – Final Review and Approval Resolution of Recommended Budget by ECC Management Board

**February** – County Executive’s Presentation of the Recommended Budget (Includes ECC) to Albemarle County Board of Supervisors

**February/March (?)** – Charlottesville City Manager’s Presentation of Recommended Budget Share to City Council

**February/March (?)** – University of Virginia’s Presentation of Recommended Budget Share

**March** - Public Hearing on County Executive’s Recommended Budget (Includes ECC)

**May** - Budget Appropriation Resolution Completed by Albemarle County Board of Supervisors