



City of Harrisonburg

City Hall
409 South Main Street
Harrisonburg, VA 22801

Meeting Minutes - Final Emergency Communications Center Administrative Board

Wednesday, December 4, 2024

10:00 AM

101 N Main Street - 5th floor

1. Call To Order

2. Approval of Minutes

1. The meeting was called to order at 10:04 by Mr. Banks, with Mr. King, Mr. Armstrong, Director Doberstein, and Deputy Director Martin.
2. Vote to approve the October (10.24.2024) minutes passed unanimously with one spelling correction noted by Mr. King.
3. Director Doberstein presented the ECC Personnel status update. There are 12 ECO vacancies. There have been no departures since the last meeting. Four (4) candidates will be starting in December. We anticipate being able to fill the current vacant operational positions and approved over-hires. We continue to experience delays in physical start dates due to psychological screening exam scheduling, discussion ensued about potential modifications to speed up this part of the process. Deputy Director Siever has coordinated with City HR and they are prepared to repost the position before the end of the year if additional candidates are needed. Director Doberstein provided the Admin Board members and Mr. Armstrong a report on the maximum consecutive days worked by staff. The distributed report included Mr. King's request from the October meeting to include activated and non-activated "stand by" days as days worked. Discussion about the content of the report ensued and clarifying discussion surrounding the calculation of "days" as well as some additional clarification of "stand by" vs "on call" and elimination of the historical "overtime rotation" list. A status update on the most recent hires was presented. An update on the promotional process was presented.
4. The ECC financial update as distributed to board members. Director Doberstein reported the date and time for the annual budget meeting and advised that county and city representatives had been added to the calendar event.
5. Project Updates:
 - 5.1. CALEA - The third yearly process has completed and ECC is awaiting the report. Director Doberstein reminded the board that next year is the fourth and final year of the 4-year re- accreditation cycle and will result in two (2) evaluations by CALEA. One virtual assessment conducted in the summer months for the year, and an on-site assessment conducted for the entire 4-year period sometime in the fall.
 - 5.2. Everbridge -

- 5.2.1. Work continues with City departments for phase 1 deployments.
- 5.3. Functional back up site - No change currently the project remains on hold.
 - 5.3.1. There have been no additional changes as we continue to work to shore up the primary site and complete other high priority projects (JMU Fiber, CAD upgrade, Radio upgrade, etc). It was discussed that we would not verbally go over the previous details each meeting but the summary would continue to be listed in the notes each meeting for documentation and ease of locating the information.
 - 5.3.2. The following was not discussed but is included for documentation purposes:
 - 5.3.2.1. Purchased equipment thus far: phone equipment required to operate on the new ESInet 280K. Everything else has been done from decommissioning old equipment from the primary site. Mr. King and Chief Holloway toured the facility on 9.11.2024 w/DD Martin.
 - 5.3.2.2. Refresher of completed pieces: Racking for the equipment, fiber connectivity, Vesta phone equipment and connectivity deployed, tested, and migrated to NG 9-1-1.
 - 5.3.2.3. Remaining elements include physical workstations, radio equipment and connectivity, CAD workstations and connectivity, determinations on ECC network connectivity, additional cybersecurity considerations.
- 5.4. HVAC replacement
 - 5.4.1. Prework and site assessments have begun by the contractor for replacement of the HVAC unit that serves the Operations Floor. No project timeline has been identified yet but tentative completion in 2025, the vendor has advised it takes 30 plus weeks to build the unit.
- 5.5. Radio System upgrades
 - 5.5.1. Microwave infrastructure replacement - still technically on track for tentative Fall 2025 deployment.
 - 5.5.2. Four (4) towers failed their structural analysis. The Radio System Analyst and Deputy Director Martin are working through the tower modification needs. They have engaged with CTA for a quote to source the tower modification designs and manage the actual tower modifications. ECC has learned CTA is on the state contract which will greatly speed up the process.
- 6. Old Business
 - 6.1. Tyler CAD - Discussion ensued regarding migration to the Tyler Cloud environment. Contract negotiations between the legal teams on both sides of the project are nearing completion. When the final contract is ready, Director Doberstein will email the document to the board members for review and approval.
 - 6.2. Marcus Alert - no update, CSB continues their work and will engage ECC at the appropriate time.

- 6.3. Gap analysis -
 - 6.3.1. Multiyear plan - updating of the multiyear plan remains paused and will resume as time permits.
 - 6.3.2. Space Planning - no change, remains paused will resume as time permits.
 - 6.3.3. Project Paradigm - no change, remains paused to address operational matters and will resume as soon as practical.
- 6.4. JMU Fiber connection - The EPL has been established and is functional. Next steps involve ECC coordination with JMU to get everything routed appropriately (switch configurations) JMU has been notified of the status and next steps.
- 6.5. Mr. Banks noted that the city had completed the task to draft a contract for a previously discussed potential land purchase and the document was ready for county review. A short discussion ensued regarding next steps as well as ongoing coordination with existing co-locators.
- 7. New Business
 - 7.1. Building Roof - Since the last meeting, the roof was leaking in several spots dangerously close to critical servers and other technology infrastructure as well as very close to the 24x7 critical Emergency Communication Officers. Repairs were attempted but leaks persisted with the next rainfall. City Public Works is coordinating quote information to have the roof replaced. Director Doberstein will be back in touch with the board as more information is obtained.
 - 7.2. CIT - ECC has not been able to provide team members with CIT training since the departure of the county CIT coordinator. Deputy Director Siever has coordinated with HPD Captain Kidd to secure "Train the Trainer" opportunities for three (3) team members of HRECC. Going forward ECC will have CIT Trainers on staff and conduct the training in-house.
 - 7.3. The board was advised that Deputy Director Siever would be reaching out to them very soon to request a representative to attend an upcoming recognition ceremony for ECC teams working the wildfires and the Dayton structure fire. In Mid-December ECC wishes to recognize those employees for their performance during these large-scale events.
 - 7.4. Deputy Director Martin thanked Mr. King for his suggestion of reaching out to Energix for the Feedstone Radio Tower power project which has yielded very promising results.
 - 7.5. The recent unexpected CADDMS outages were discussed. Mr. King asked for some clarification on the situation and Deputy Director Martin provided network and bandwidth explanations. Director Doberstein took the task to send the board communication about the event that might help further their understanding of the situation. The Technology team is working with the provider to increase bandwidth and prevent the issue from happening in the future. They have also taken steps to conduct these previously routine GIS updates earlier in the week in case another outage should happen. Director Doberstein took the task to send additional information to the board from an internal email thread which was

subsequently completed. It was noted that moving to the high availability cloud solution for CAD will eliminate this type of outage entirely.

- 7.6. The 2025 meeting schedule was discussed. Director Doberstein took the task to schedule the 2025 meetings on the same cadence, fourth Thursday of each month at 10:00 a.m., which was subsequently completed.
- 7.7. The upcoming cultural/climate survey was discussed. The Administrative Board will draft and send a joint communication to all ECC introducing the vendor and a very brief project outline.
8. The meeting was adjourned at 10:55 by unanimous vote.

Approved Minutes for the December 4, 2024 meeting

This Minutes were approved.

Draft Minutes from the October 24, 2024 meeting

3. **Financial Updates**
4. **Project Updates**
5. **Old Business**
6. **New Business**
7. **Closed Session (possible)**
8. **Adjournment**

Notice to Public

Residents/Media will be able to attend the meeting.