



# City of Harrisonburg

City Hall  
409 South Main Street  
Harrisonburg, VA 22801

## Meeting Minutes - Final Emergency Communications Center Administrative Board

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Thursday, January 23, 2025

10:00 AM

101 N Main Street - 5th floor

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### Call To Order

#### 1. Approval of Minutes

1. The meeting was called to order at 09:57 by Mr. Banks, with Mr. Armstrong, Director Doberstein, Deputy Director Siever, and Deputy Director Martin in attendance.
2. Vote to approve the December (12.04.2024) minutes passed unanimously.
3. Director Doberstein presented the ECC Personnel status update. There are zero (0) ECO vacancies. There have been zero (0) operational departures since the last meeting and one (1) resignation from the support team. One (1) Assistant Shift Supervisor position remains vacant. Six (6) candidates started during December and four (4) candidates started during January. An additional three (3) candidates are tentatively starting in February. We anticipate being able to fill the two (2) remaining approved over-hires. Deputy Director Siever was contacted by a previous HRECC employee inquiring about ECO vacancies and the possibility of returning to employment. Mr. Siever has coordinated with City HR and they are prepared to repost the position in the coming weeks to fill the remaining two (2) over-hire positions which will allow the inquiring individual the opportunity to re-apply. Director Doberstein provided the Admin Board members the report on the maximum consecutive days worked by staff. The distributed report includes both activated and non-activated "stand by" days in the consecutive total. 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" limitations to be within a 2-hour response area and no alcohol consumption. A discussion ensued regarding the current training process and length of time for training (approximately 8-12 months) as well as a desire to see the ongoing trend of stand-by and overtime since July. Mr. Armstrong inquired about eligibility to become a trainer. Deputy Director Siever explained the newly developed selection process including the proficient shift performance requirement to train another team member. Director Doberstein will work with the team to include the overtime and standby trend report going forward.
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. Director Doberstein reported that the Advisory Board was provided an electronic copy of the proposed

ECC budget via email with their feedback requested by February 1st. She reported that no feedback has been received to date.

5. Project Updates:

5.1. CALEA - The third yearly process has completed. Director Doberstein reported that the most recent review did identify some deficits in the area of annual evaluations, recognition and corrective action tracking, and incident tracking. All deficits are related to the upgrade of Guardian Tracking rendering the system inaccessible for a time. These will be corrected before the next review and will not jeopardize our re-accreditation. The board was reminded 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. A brief explanation of CALEA was given to bring the new County Administrator current. Information on CALEA can be found here:

[<https://www.calea.org/>](https://www.calea.org/)

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. No change, 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. PSB Roof Replacement is in progress in coordination with City Public Works.

The active leaks seem to have been repaired. As the temperatures rise, we will continue to monitor the ECC space as snow melts to ensure repairs have been successful.

- 5.6. Radio System upgrades
  - 5.6.1. Microwave infrastructure replacement - still technically on track for tentative Fall 2025 deployment.
  - 5.6.2. 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.
- 5.7. Tyler Cloud migration will be added to future agendas
6. Old Business
  - 6.1. Training compensation initiative, the final published memo (Administrative Program Memo #22) was distributed in the pre-meeting packet and the group briefly reviewed the contents, including the change in application of the per day amount and the final compensation amounts. A discussion ensued regarding team interest in the initiative, eligibility benchmarks, selection process, and number of currently eligible employees, as well as discussion about the existing training program, milestones, and ongoing evaluation of the overall program. Director Doberstein recognized the substantial effort of Training & QA Specialist Burton and Deputy Director Siever in creating and coordinating this initiative with HR to not only increase the compensation but identify a comprehensive plan affording flexibility to trainers and setting rigorous standards to join and sustain trainer status. Mr. Armstrong inquired how many operational employees were currently qualified under the new initiative to be trainers, Deputy Director Siever reported a total of 15 eligible.
  - 6.2. Tyler CAD - Discussion ensued regarding migration to the Tyler Cloud environment. The final contract was distributed by Director Doberstein in December. Target is still for the time frame between end of school and beginning of summer school, updated project timelines will be communicated going forward in the projects area of this meeting.
    - 6.2.1. JMU finance have reached out asking to review the MOU for CAD; Director Doberstein and Deputy Director Martin will coordinate discussions. A short explanation regarding CAD, Phone, and Radio contributions of various agencies was provided to bring the new County Administrator current.
  - 6.3. Marcus Alert - no update, CSB continues their work and will engage ECC at the appropriate time.
  - 6.4. Gap analysis -
    - 6.4.1. Multiyear plan - updating of the multiyear plan remains paused and will resume as time permits.
    - 6.4.2. Space Planning - no change, remains paused will resume as time permits.
    - 6.4.3. Project Paradigm - no change, remains paused to address operational

matters and will resume as soon as practical. It was noted that ECC policies are being updated just the overhaul is on pause.

- 6.5. JMU Fiber connection - No substantive change, 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.
7. New Business
  - 7.1. The board was advised that Deputy Director Siever is still working to schedule and coordinate a recognition ceremony for ECC teams working the wildfires and the Dayton structure fire. The newly identified tentative date is January 31st.
  - 7.2. Deputy Director Siever introduced and explained the newly developed structured ride along program as part of the improved training process. This was developed with Training and QA Specialist Burton and was coordinated with HPD, HFD, RCFR & RCSO by Mr. Siever. Feedback from all the partner agencies was favorable. A longer discussion ensued regarding about the existing training program, milestones, and ongoing evaluation of the overall program. It was reported that Ms. Burton is compiling a presentation reporting success and deficit areas based on completion data of the participants over the last year. There was a discussion of Quality Assurance on our future vision to overhaul that entire program in an intentional way before rolling out any major changes.
  - 7.3. Director Doberstein reported that Deputy Director Siever and three (3) ECOs would be attending the Denise Amber Lee Foundation (DALF) Be the Difference conference in Myrtle Beach SC. A short discussion was had regarding the expectations of attendance and the session agenda.
  - 7.4. Director Doberstein inquired if there was an interim Assistant County Administrator to fill Mr. Armstrong's previously held position. It was announced that Ms. Trish Davidson was appointed to the position the following evening. All distribution lists will be updated to include Ms. Davidson as the back up for the Administrative Board.
  - 7.5. A discussion regarding a request for possible modification to the sheriff law enforcement radio talk group. Director Doberstein reported that she has agreed to meet with the Town Chief's and gather the information to take forward to the Advisory Board. This discussion was for situational awareness only.
8. Mr. Armstrong moved that the board enter into a closed meeting as authorized by the Virginia Freedom of Information Act, Virginia Code Section 2.2-3711(A), under: Subsection 1 for the discussion of the performance of specific ECC employees. Closed session entered by unanimous vote at 11:18.
9. Closed session was ended by unanimous vote at 11:34
10. The meeting was adjourned at 11:35 by unanimous vote.

**1.a.** Minutes from the December 4, 2024 meeting

Approved January 2025 ECC Administrative Board Minutes

These minutes were approved

2. **Staff Updates**
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.**