



City of Harrisonburg

City Hall
409 South Main Street
Harrisonburg, VA 22801

Meeting Minutes - Final Emergency Communications Center Administrative Board

Thursday, April 24, 2025

10:00 AM

101 North Main Street, 5th Floor

Call To Order

1. Approval of Minutes

1. The meeting was called to order at 09:58 by Mr. Banks, with Mr. Armstrong, Director Doberstein, Deputy Director Siever, Deputy Director Martin, and Harrisonburg HR Director Clem in attendance.
2. Vote to approve the February (02.27.2025) minutes passed unanimously.
3. Director Doberstein presented the ECC Personnel status update. There are four (4) ECO vacancies. There have been two (2) operational departures since the last meeting both ECO's were from a recent hiring class, the reasons were discussed. One (1) full-time termination for conduct was discussed. One (1) Assistant Supervisor position remains vacant and filled in an interim capacity. The Radio System Administrator position is vacant. The remaining 2025 hiring classes are doing well. We anticipate being able to fill the vacancies and all remaining approved over-hires. The recent posting for ECO I resulted in 54 applications. Interviews will be taking place over the next few weeks. Interviews for Operations Manager will be taking place May 14, 2025.
 - 3.1. Director Doberstein provided the Admin Board members the report on the maximum consecutive days worked by staff. Discussion ensued to explain the changes to format and the additional information now provided. Mr. Banks pointed out the long stretch of days worked by a couple of employees. Director Doberstein explained the individuals are voluntarily taking on the bulk of those overtime hours to earn additional income. Director Doberstein explained the call answer time graph, emphasizing that HRECC is significantly outperforming national standards. So far in 2025, HRECC has answered over 90% of 9-1-1 calls within 10 seconds each month. The national standard is 90% answered within 15 seconds-HRECC is currently at 95% within that timeframe. he also reviewed the call processing time data. On average, calls are processed-from initial intake to presentation at the radio dispatch position-in under 2 minutes (100 seconds in March). The full call cycle-from answer to caller disconnection-averaged under 3 minutes (161 seconds in March).
4. The ECC financial update was distributed to board members.
5. Project Updates:
 - 5.1. CAD Tyler Cloud - DDoT Martin advised the Civil Serve (Courts) portion of Tyler Cloud goes live today at noon. We are still waiting for the "VPN Sheet" back with information from one stakeholder, this information is needed to get the timeline built out

- with Tyler. Some of the VPN boxes have been shipped out, it is believed that JMU has received theirs and is working with the Tyler team to get that configured and operational.
- 5.2. CALEA - No change, in progress for the 4th annual and the full 4-year assessments both will take place this year one in summer and one in fall.
- 5.3. Everbridge - Work continues with City departments for phase 1 deployments. Project Manager Quick has been engaged with Mr. Parks to work out the “key word” features worked out. We continue to address modifications as they surface, for example there have been some groups that initially were thought to be obsolete and a situation comes up that changes the course. We work with our partner agencies to identify and create those as appropriate. Mr. Banks asked a question about geofencing refinement. Discussion ensued related to a recent notification that identified opportunities to improve the geofencing and the messaging. DDops Siever is working with HPD on standardizing scripts and is working on creating some retraining for additional understanding. Mr. Armstrong inquired if Social Services had reached out regarding their desire to pursue a communication package for their operations. HRECC has not heard directly from Social Services, HRECC is happy to be of assistance.
- 5.4. Functional back up site - No change currently the project remains on hold. It was suggested that the ECC team provide a tour to Mr. Armstrong in the near future. DDops Siever and Director Doberstein will attempt to coordinate this during upcoming evacuation training if possible.
- 5.4.1. 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.
- 5.4.2. The following was not discussed but is included for documentation purposes:
- 5.4.2.1. 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.
- 5.4.2.2. Refresher of completed pieces: Racking for the equipment, fiber connectivity, Vesta phone equipment and connectivity deployed, tested, and migrated to NG 9-1-1.
- 5.4.2.3. Remaining elements include physical workstations, radio equipment and connectivity, CAD workstations and connectivity, determinations on ECC network connectivity, additional cybersecurity considerations.
- 5.5. HVAC replacement - In progress through coordination with City Public Works. On site work and installation will take place May 5th through the 13th.
- 5.6. PSB Roof Replacement - No change, in progress through coordination with City Public Works.
- 5.7. Radio System upgrades
- 5.7.1. Microwave infrastructure replacement - working through the tower modification needs and have engaged with CTA to get the best price and appropriate statement

of work for tower modifications.

5.7.2. ECC is working through requests from various tower co-locators with the City legal time to evaluate requests for lease changes. A request for co-location on the tower at the Public Safety Building (PSB) was discussed.

6. Old Business

6.1. Marcus Alert - no update, CSB continues their work and will engage ECC at the appropriate time.

6.2. Gap analysis -

6.2.1. Multiyear plan - Budget planning has finished work on this document has resumed.

6.2.2. Space Planning - no change, remains paused will resume as time permits.

6.2.3. Project Paradigm - no change, policies are being updated it is the overhaul that remains paused to address operational matters and will resume as time permits.

6.3. Additional law enforcement radio channel request. Mr. Armstrong inquired about the status of the request from the Town Police Chiefs to consider an additional radio channel, RCSO is not immediately opposed to the idea but believes the Towns should contribute financially. After the quarterly meeting with the Town Police Chiefs, it was determined that they would approach RCSO about some minor radio etiquette changes that would likely reduce the radio traffic and allow everyone to remain on the same talk group.

6.4. JMU Fiber connection - No substantive change, EPL has been established and is functional. ECC continues to work with JMU on routing (switch configurations) JMU has been notified of the status and waiting on them for next steps.

6.5. Recognition Ceremony - to recognize the employees and their performance during the wildfires and the Dayton fire had to be rescheduled due to a family medical situation within our team. DDops Siever will be reaching out to the board to see if they or a representative will be able to attend once a date for the event has been confirmed. During the 2.26.25 Advisory Board meeting, DDops Siever advised the group of the event and requested Chief Holloway attend to give his remarks to the attendees we will confirm his availability for the new date once identified.

6.6. JMU MOU - DDoT Martin and Director Doberstein are working on drafting updated MOUs for CAD and Phone as well as a new MOU for radio per JMU request. There was a short discussion about how calls route to JMU Police Dispatch and HRECC. The Admin Board unanimously confirmed they are still in favor of the creation/update of MOUs for all HRECC managed systems they utilize for JMU PD operations. The radio cost investigation is the piece requiring additional time but will allow us to provide a cost breakdown for all users to the board going forward.

7. New Business

7.1. Training

7.1.1. LifeSpot - Training for all frontline personnel is this week and next.

7.1.2. Yearly evacuation training and evaluation planning is underway.

7.1.3. ECC has only provided one CIT training session in four years due to COVID and changes in the CIT staff. HRECC now has one in-house instructor and are coordinating CIT training for all new team members. Curriculum development and

updates are in progress with Social Services and other partners. There was a short discussion describing what is involved in CIT training including de-escalation, identifying and understanding various mental health crises, learning available resources, etc.

7.1.4. Mr. Saupp presented at a conference in March.

7.1.5. Ms. Quick was able to attend the brand new NG9-1-1 fundamentals preconference course in advance of the NENA 9-1-1 Goes to Washington conference. She indicated the information was incredibly beneficial. Director Doberstein reported receiving multiple reports from the instructors, NENA staff, and industry experts that Ms. Quick was impressive not only in her knowledge, willingness to learn, but also her representation of herself and her organization, they all expressed their desire to see Ms. Quick become involved in standards development committees and workgroups to help direct the future of 9-1-1.

7.1.6. The Denise Amber Lee Foundation conference was attended by three ECO I's. DDOps Siever discussed the morale initiative those attendees have created and presented to management based on their experience at the event.

8. DDOps Siever took a moment to recognize the level of emotional stress the team endured the past week including a barricaded subject and a traumatic death call. He explained some of the support and resources that have been provided to help the team navigate these situations.
9. Mr. Armstrong moved that the board enter into a closed session 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 vote at 10:40 a.m.
10. Closed session ended by vote at 11:27 a.m.
11. Next meeting is scheduled for 5.22.2025 at 10 a.m.
12. The meeting was adjourned at 11:27 by unanimous vote.

***This meeting was recorded on Director Doberstein's work phone for the sole purpose of making sure the notes were correct and was deleted upon completion of the transcription.*

1.a. February 27, 2025 Minutes

2. Staff Updates

3. Financial Updates

4. Project Updates

5. Old Business

6. New Business

7. Closed Session

8. Adjournment

Notice to Public

Residents/Media will be able to attend the meeting.