

# Central Shenandoah Criminal Justice Training Academy

11th Edition Newsletter



## ACADEMY COMPLETES CALEA ANNUAL COMPLIANCE REVIEW

Central Shenandoah Criminal Justice Training Academy successfully completed their CALEA Annual Compliance Review on October 18, 2020. Customer Service Member, J. Marc Duguay, Retired District Chief of Broward Sheriff's Office reviewed 25% (49) of the Academy standards and found the Academy in compliance with the standards reviewed. Mr. Duguay complimented the Academy in maintaining efficient records. The Commission approved Mr. Duguay's verification of standards in a report sent to Director McNally.

The next compliance review is set for October 15 – 23, 2021. We would like to thank Laurie Skinner, Accreditation Manager, for her role in keeping the Academy updated on accreditation. A big thank you also goes to all Academy staff for their role in helping obtain the documentation needed for proofs of compliance.

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## Member Agency Spotlight



The Harrisonburg-Rockingham Emergency Communications Center (HRECC) is located on the top floor of the Public Safety Building in downtown Harrisonburg. The HRECC was established and opened for operation on July 27, 2005. This consolidation joined the Communications Centers of the City of Harrisonburg Police Department, the

Rockingham County Sheriff's Office and the Emergency Operations Center (formally initial 9-1-1 answering point and Fire-EMS dispatching operation).

The Center serves over 133,000 citizens of Harrisonburg and Rockingham County and dispatches services for: Harrisonburg Police Department, Rockingham County Sheriff's Office, Broadway Police Department, Bridgewater Police Department, Dayton Police Department, Grottoes Police Department, Elkton Police Department, Massanutten Police Department, Timberville Police Department, Harrisonburg Fire Department, Rockingham County Department of Fire and Rescue, 18 Fire agencies, and 19 EMS agencies.

The HRECC is governed by an Administrative Board made up of the City of Harrisonburg, City Manager and the Rockingham County, County Administrator.

The ECC runs four shifts consisting of 8 Communicators, a Shift Supervisor and an Assistant Shift Supervisor. Communicators are cross-trained in all specialties which include:

- \*Call Taking
- \*Law Enforcement Dispatching
- \*Fire and Rescue Dispatching

The HRECC is excited to introduce our new Director, Courtney Doberstein. Courtney brings more than 20 years of 9-1-1 experience and formally served as the fire dispatch assistant manager for the Milwaukee Fire Department. “I believe I bring the experience needed for the position, but more important to me is personality; collaboration and enthusiasm,” I believe we can make a difference when we collaborate. Working together and building relationships with those we serve is very important to me.”



**Courtney Doberstein, Director**  
Harrisonburg-Rockingham Emergency  
Communications Center





# Member Agency Spotlight



## Charlottesville/University of Virginia/ Albemarle County Emergency Communications Center



### Who We Are

As the “first responders,” our Public Safety Communications team answer the call, to the tune of hundreds of 9-1-1 telephone calls and texts a day, and take 24/7 care of our citizens and our valued public safety partners. Our Center, a unique partnership between the County of Albemarle, City of Charlottesville, and University of Virginia, dispatches police, fire and rescue for a population of approximately 184,000 people covering over 700 square miles. The Center is comprised of 13 primary positions, 6 backup positions, and over 50 operations and administrative staff.

In 2006, our agency became one of a few to be Nationally Accredited by CALEA, and we continue to achieve this award, receiving our latest re-accreditation in 2019. Our distinguished Communications Officers come from around the region and around the country, with our most seasoned veterans having served for over thirty years, and our newest starting work later this month.

Under the guidance of the ECC Management Board and our new Executive Director, Sonny Saxton, we have been fine-tuning our hiring process, investing in our people through promotions and professional development, improving staff morale, purchasing and installing new console furniture, and investigating new electronic protocols in order to provide better customer service to our citizens, users, and responders.



We’ve come a long way from our beginnings, in the basement of the Charlottesville Police Department, and now house numerous regional programs and lines of efforts, with touchpoints throughout our community – some of the recent highlights are below.

## Regional Emergency Management



The Regional Office of Emergency Management Coordination, headed by Maribel Street, leads collaborative region-wide efforts, inclusive of all partners and the communities we serve, to support capability and capacity for disaster mitigation, preparedness, response, and recovery. These include tabletop and full-scale emergency response exercises, multi-agency Emergency Support Function (ESF) coordination, and community response and education programs (including CERT & VOAD). We are also actively growing our internship program, creating structured opportunities for students to get involved with local emergency management efforts and add value to our partners.

## Regional P25 Project



We operate a regional public safety and public service 800 MHz trunked radio system, serving over 3,000 users across Albemarle County, the City of Charlottesville, UVA, and beyond. Users include all regional public safety, plus many regional public service agencies, as well as hundreds of mutual aid users from surrounding jurisdictions, and state and federal agencies. The P25 Project is an ongoing project to replace and upgrade the aging infrastructure of this system. In addition to modernizing equipment, the new system will add sites, improve coverage, add redundancy, and facilitate better interoperability with our partners. Cutover is planned for Fall 2021.

## Regional CAD/RMS Systems

The Center's first Computer Aided Dispatch System was put into service in April 2001. That project that has since grown to encompass public safety software solutions – including CAD, mobile CAD, RMS, and corrections – for numerous agencies throughout the region. We are currently spearheading a holistic review of our systems to identify new opportunities to improve functionality for our team and our participant agencies. As our community grows and our technology advances, particularly with Next Generation 9-1-1 and upcoming connections to the Commonwealth's ESInet, we believe it is paramount to strive for continual improvement and use each new challenge as an opportunity for growth. Recently, with the support of our Management Board, we have further invested in the program by way of the hiring of a dedicated Public Safety Applications Technician.

## Crisis Intervention Team

We are a proud member of the Thomas Jefferson Area CIT, the largest CIT in Virginia, covering 9 localities and the University of Virginia. Thanks to the hard work of Public Safety Communications Supervisor Lisa Fitzgerald, and many others in our team, CIT training is an essential component of basic training for our Communication Officers.

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To learn more about our Center and our ongoing efforts, please visit our website at [www.albemarle.org/ecc](http://www.albemarle.org/ecc) and follow us on Facebook at [www.facebook.com/CommEmerg](https://www.facebook.com/CommEmerg).



## Instructor Spotlight



**Captain Troy Estes**

Madison County Sheriff's Office

Troy Estes grew up in Madison County, Virginia. He worked as a defense contractor for 7 years before coming back home to Madison County. Troy Estes has been with the Madison County Sheriff's Office for 11 years. He has served the role as deputy, Corporal, Lieutenant and now Captain. Troy Estes oversees day to day operations at the sheriff's office. One of the greatest tasks he enjoys is overseeing training while working to bring the best training he can to the Madison County Sheriff's Office.

He is a General Instructor, Firearm Instructor, Radar Instructor, and Control Tactics Instructor. He enjoys teaching at the academy throughout the year. In 2019 he was asked to be part of a patrol subject matter expert group to help write the new patrol curriculum for the state of Virginia. When not at work he enjoys time with his wife and two kids. He enjoys shooting, fishing, and spending time in the outdoors.

## Instructor Spotlight



**1st Sergeant Sean C. Hackney**  
Albemarle County Police Department

1<sup>st</sup> Sergeant Sean C. Hackney has been with the Albemarle County Police Department since 1995. Prior to joining law enforcement, he served in the US Army for four years. 1SG Hackney has been a DCJS instructor since 2001. Currently, 1SG Hackney instructs First Aid, CPR, Law, Traffic Stops, Active Shooter Response and Officer Survival. Some of his past assignments include K9 Handler, Honor Guard, Under Cover, Explorer Mentor, SWAT member and Team Leader, Traffic Supervisor, Motor Officer and Crash Reconstructionist. 1SG Hackney leads the Patrol Midnight Division.



## Academy Staff Spotlight



**Roger D. Knott**

Part-time Training Coordinator

Roger began his law enforcement career in 1990 after serving in the United States Army as a Reconnaissance Scout. He is a 30-year retired veteran of the Harrisonburg Police Department and has also served as a Special Investigator for the Virginia State Police and several Federal Task Forces agencies.

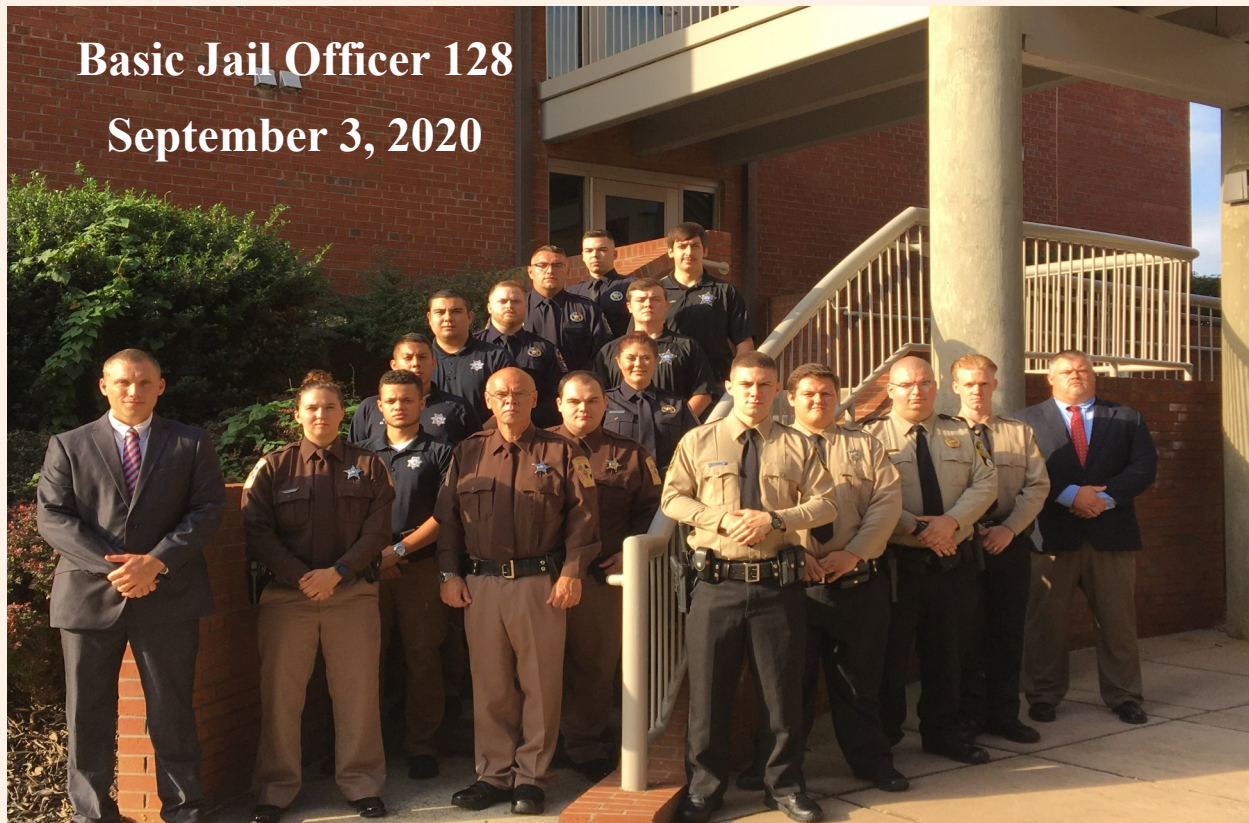
During his career with the HPD, Roger served in several assignments, including Patrol, Investigations, Major Crimes, Special Operations, Training, and Administration units. He progressed to become the Commander in each of these sections. Roger has held certifications in General Instruction and Firearms with the Department of Criminal Justice. He has served on several local and state outreach and resource committees. Roger completed his time at HPD serving as an Interim Captain of the Operations Bureau. Specializations include Mental Health and Crisis Taskforce oversight (CIT), Crisis (Hostage) Negotiations, Special Weapons and Tactics, and Civil Disorder Unit disbursement.

Roger's formal education has been in Criminal Justice, Leadership, and Organizational Studies. He is a graduate of the Northwestern University's Center for Public Safety Command and the Professional Executive Leadership Program (PELS) at Richmond University.

Roger is a native of Page County, Virginia, where he and his daughter, Trinity, now live. During his childhood, he spent considerable time with his extended family in El Paso, Texas, and Juarez, Mexico.

Roger is bilingual and enjoys traveling, especially abroad. His hobbies are gardening, small DIY projects, and cooking.

# Recent Graduations





## Recent Graduations



**85th Basic Communications Officer**  
**August 28, 2020**



**86th Basic Communications Officer**  
**October 23, 2020**