

NC APCO Chapter Meeting
Wednesday, May 4, 2022 1:00 p.m.
Wilmington, NC

Call to Order and Welcome - Grayson Gusa

Pledge of Allegiance

Recognition of our 2022-2023 Corporate Partners

- o AT&T
- o Carolina Recording Systems
- o Horizon Consoles
- o Motorola Solutions
- o RapidSOS

Introduction of 2021-2022 North Carolina APCO Board Members

- o Grayson Gusa – Chapter President (next 6 hours)
- o Christine Moore – 1st Vice President
- o Herman Weiss – 2nd Vice President
- o Ray Gilleland – Immediate Past President
- o Frank Thomason – Executive Council Representative
- o Missy Ezzell – Secretary
- o Lori Laughlin – Treasurer
- o Jeryl Anderson – Educational Advisor
- o Travis Essic – Public Information Officer
- o Janet King – Compassionate Care Coordinator
- o Gary Loflin – Commercial Advisor
- o Melanie Neal – NC 911 Board Representative
- o Randy Surratt – Historian
- o Regional Ambassadors
 - o Morrissa Ahl-Walters
 - o Chad Deese
 - o Samantha Dutch
 - o Shante Griffin

Special Welcome and Recognitions

- Past North Carolina APCO Chapter Presidents

- North Carolina APCO Chapter Life Members
- APCO International Senior Members
- APCO International Life Members
- Registered Public Safety Leaders (RPLs)
- Certified Public Safety Executives (CPEs)
- Pokey Harris & NC 911 Board Staff
- Industry Partners / Commercial Members

CHAPTER REPORTS

We have experienced technical issues getting the Meeting Minutes from our March 2022 Chapter Meeting online. The meetings will be approved during the July 2022 Chapter Meeting.

Commercial Advisory Council Report - Gary Loflin

The Commercial Partners would like to thank you and extend their appreciation for everyone stopping by their booths during the conference.

Compassionate Care Committee – Janet King

On behalf of NC Chapter of APCO 10 cards

- 3 (Death)
- 1 (LODD)
- 2 (Retirement)
- 4 (Thinking of You/Health Issues)

Conference Committee Report - Missy Ezzell

Thank you to everyone for attending and participating this week. There will be a JotForm survey emailed to registries following the conference, please make notes on what you feel is successful or isn't and give us your feedback.

Executive Council Report - Frank Thomason

Reminder to everyone about the National Conference in Anaheim, CA. This is a great experience and a wonderful networking opportunity. Lori Laughlin will speak about volunteer opportunities.

Historian Report - Randy Surratt

Reminder that this is APCO's 60th Anniversary. There is a table in the lobby of the Convention Center displaying pieces of NC APCO History. Randy has the program from the first NC conference 27 years ago; there are 5 attendees present at today's meeting that were at the first conference.

NC 911 Board Report - Melanie Neal

- 119 PSAPs on ESINet with four cutovers scheduled by September
- 5I3GIS remaining
- Thank you to the NC 911 Board Staff for attending the Conference and participating with a booth.

Training Report – Jeryl Anderson

The NC Chapter of APCO is committed to offering training to our members and friends and will closely follow all Executive Orders issued by our Governor and any additional agency safety protocol's, as our state now battles a very contagious variant strain of COIVD. We look forward to being able to offer more live training as the COVID numbers continue to improve in our great state!

If you wish to host a class or would like to see a certain topic offered in a classroom format or online platform, please contact Jeryl Anderson via email.

NC APCO is pleased to announce 2022 Telecommunicator Training Symposium, October 3-5, 2022. Our host site will still be at the Embassy Suites in Greensboro, NC. The call for presentations will open at the conclusion of this conference with more additional information to come!

Friendly Reminders:

Effective July 1, 2022, ALL Telecommunicators are required to have 40 hours of Telecommunicator training.

Today is May 4, 2022, you have SEVEN month and 26 days to finish your 2022 Telecommunicator In-Service Training. If you do the training in house, the training lesson plans, power points and handouts are now available through the NC Justice Academy book store.

It is required for those TC's that work under the direction of a Sheriff and beginning on July 1, 2022, work for a municipality, to become Telecommunicator Certified through the Sheriff Standards NC Telecommunicator Certification Course.

It is required for all staff hired on or before June 30th of the given year

If you do not do the classes in house, you can get it online from Richmond CC, Alamance CC, or the NC Justice Academy.

Instructors remember you must successfully test out of a class to teach it. Also, if you are an instructor, do not forget to go to the NC Justice Academy website and do your annual Instructor Update class, this is how you will keep your General Instructor Certification.

The training for 2022 became available on January 1st.

NOTE: If it is time for your NC General Instructor Certification to be renewed, you MUST complete the MANDATORY one-hour training online through the NC Justice Academy training portal.

This training is new each year (January 1) and takes no time to complete. If you fail to do this EVERY YEAR, your GI Certification will be REVOKED! You no longer need to fill out the old forms and send them in to renew, your certification will renew automatically when they see you have successfully completed the MANDATORY training.

It our Chapter's goal to continue to provide quality training for our members across the state at a cost-effective cost. We thank you for your support in our efforts by attending the training and we only want to widen our efforts.

Treasurer's Report – Lori Laughlin

Checking Account.	\$ 250.02
Symposium Account.	\$6,096.91
Scholarship Account.	\$1,307.00
<u>Money Market</u>	<u>\$54,019.42</u>
Total.	\$ 61,673.35

Lori also spoke to the group about volunteer opportunities for the National APCO Conference and gave instruction on how to sign up on the website.

Regional Ambassadors Reports

- Region A – No Representative
- Region B – Morrissa Ahl-Walters
 - *Nothing to report.*
- Region C – Chad Deese
 - *Nothing to report.*
- Region D – Shante Griffin
 - *Nothing to report.*
- Region E – Samantha Dutch
 - *Nothing to report.*
- Region F – No Representative

President's Report – Grayson Gusa

I will share some additional remarks tonight, but for now, I just want to take a moment to thank the membership for your support over the last 32 months as Chapter President of North Carolina APCO. During this – anything but normal times – today marks only the 4th time of an in-person Chapter Meeting. And I thank you all for being here with us today as we conduct the business of the Chapter.

My only other report is that as of this morning, North Carolina APCO is 1,540 members strong!

OLD BUSINESS

· During our March Meeting I shared with the membership that the Executive Board had passed a resolution recommending two individuals for Life Membership in North Carolina APCO. In accordance with our Chapter Bylaws, this resolution must be approved by the Membership Quorum and presented at the Annual Conference. I will now ask the two Life Membership Candidates – Ray Gilleland and Janet King – to please leave the room for the consideration of the Membership Quorum. I now present to the Membership Quorum the resolution, as passed on February 17, 2022 by the North Carolina APCO Executive Board recommending Ray Gilleland and Janet King to be elevated to the level of Life Member of North Carolina APCO.

Ray Gilleland, from the Cabarrus County Sheriff's Office, has been a member of North Carolina APCO since September 16, 2004, and during that time has served as Second Vice President, First Vice President, Chapter President, and Immediate Past President for two terms. I will now entertain a motion from the Membership Quorum to elevate Ray Gilleland to the level of Life Member of North Carolina APCO. (SECOND) (IN FAVOR) (OPPOSED) Janet King, from Randolph County Emergency Services, has been a member of North Carolina APCO since August 24, 2007, and during that time she has served as Regional Ambassador, and volunteered at all Conferences and Symposiums; and most recently, she has taken on the role as our Compassionate Care Coordinator, ensuring that we are doing all we can to take care of our fellow public safety professionals. I will now entertain a motion from the Membership Quorum to elevate Janet King to the level of Life Member of North Carolina APCO. (SECOND) (IN FAVOR) (OPPOSED)

(Invite Ray and Janet to return) Ladies and Gentlemen, it is a great honor to recognize Ray Gilleland and Janet King as the two newest Life Members of APCO International. On behalf of the membership of North Carolina APCO we thank you both for your dedicated service and look forward to formally recognizing you at tonight's Closing Banquet.

· **2022 Chapter Election Results (Ray Gilleland – Chair of Nominations Committee)**
Swearing in by Grayson Gusa

· Earlier Ray announced the winners of our 2022-2023 North Carolina APCO Chapter Elections, and it is now my honor to swear in our Executive Council Representatives, our Regional Ambassadors (both ones elected and appointed by the Board) and our Commercial Advisor. I will now invite all of the following to the front of the stage:

- **Incoming Executive Council Representative**
Jeryl Anderson (Orange County Emergency Services)
- **Incoming Regional Ambassadors**
Morissa Ahl-Walters (North Carolina Highway Patrol)
Joshua Benfield (Caswell County 911)
Chad Deese (Robeson County Emergency Communications)
Samantha Dutch (Scotland County Communications)
Anna Johnson Joining Remotely (Washington County Sheriff's Office)
Story McIntyre (Cleveland County Communications)
- **Commercial Advisor**
Gary Loflin (Carolina Recording Systems)

Oath:

You have been duly elected or appointed to the position in which you are about to serve. By this selection you have been invested with the power of the North Carolina Chapter of APCO. It bestows upon you its confidence, trust, and places in your hands the duties of your office as established.

Do you, under God, under country, and before these witnessed here hereby accept this power, this responsibility, this confidence, this trust, this establishment of duties, and solemnly swear to uphold, protect, and execute – to the best of your abilities – the

aims and objectives of the North Carolina Chapter of the Association of Public Safety Communications Officials? You will all signify with saying “I Do”.

So be it, I now pronounce you duly established in your office for North Carolina APCO. Congratulations!

- No other new business

Motion made for the North Carolina APCO Chapter Meeting to go into recess until tonight's Closing Banquet.

Motion made by: Melanie Neal
Second: Morissa Ahl-Walters

(Meeting reconvened during Conference Banquet)

President's Remarks and Award Presentations – Grayson Gusa

- As we reconvene from dinner, we have remarks from Governor Roy Cooper to help wrap up this week's Conference
- Reconvene and Call Back to Order the NC APCO Chapter Meeting
- We will now present our 2022 North Carolina APCO Chapter Awards
- Telecommunicator of the Year Jordan Robinson Granville County Emergency Communications
- Communications Trainer of the Year Jody Sherrill Iredell County Emergency Communications
- Communications Supervisor Melissa Lounsbury Charlotte Fire Department
- Communications Director of the Year Jackie Ezzell Pender County Sheriff's Office
- Communications Center Team of the Year Haywood County 911

- Public Safety Information Technician of the Year Casey Paver City of Charlotte Public Safety
- Public Safety Radio Technologist of the Year Keith Hayes Guilford Metro 9-1-1

· The next award is for the Commercial Member of the Year In mid-2021, we were notified by our previous Commercial Advisory Member that he would be leaving the public safety industry to take a job in a different field. Shortly after his departure, we were lucky enough to have this award winner join our North Carolina APCO Board as our Commercial Advisor. In addition to serving North Carolina APCO, he also serves as the Commercial Advisor of South Carolina APCO. This partnership has proven beneficial to help both Chapters to work together and learn from one another. In addition to the role as Commercial Advisor, he has also served as one of the North Carolina APCO Representatives to the NC Public Safety Communications Conference Committee. It is my great honor to recognize Gary Loflin of Carolina Recording Systems as the 2022 North Carolina APCO Commercial Member of the Year!

· The next awards are the 2022 North Carolina APCO President's Awards, and it is my honor to recognize two individuals who have been a tremendous resource for me as I have served my term as Chapter President. As we navigated a pandemic, and changes in our Board makeup, and so many other matters that I can't even begin to list... I would very frequently email these two gentlemen... to an extent that we called it our own little "Advisory Panel". Anytime I would come to them with questions... Needing help... Needing guidance... and more often, just to vent – I could always count on them to be there for me and provide the support needed to help guide me in whatever the situation was. Additionally, in August 2021, when our Executive Council Representative David Dodd was elected to his role on the APCO International Board of Directors, this one winner was my first and only call to serve as the Interim Executive Council Representative to fulfill the remainder of David's term. Unfortunately, one of the recipients experienced a COVID exposure earlier this week and in an abundance of caution, he was not able to be with us tonight... but it is my great honor to call these two gentlemen friends and truly appreciate all they have done to help keep me on track over the years. It is a great honor to recognize David Dodd and Frank Thomason as the North Carolina APCO President's Award recipients.

- Now, we will present the last Chapter Award of the night:

Craig Moser Award Melanie Neal Guilford Metro 9-1-1

· Earlier today, during our Chapter Meeting, the Membership Quorum present voted to finalize two new Life Members of North Carolina APCO. Ray Gilleland, from the Cabarrus County Sheriff's Office, has been a member of North Carolina APCO since September 16, 2004, and during that time has served as Second Vice President, First Vice President, Chapter President, and Immediate Past President for two terms. Janet King, from Randolph County Emergency Services, has been a member of North Carolina APCO since August 24, 2007, and during that time she has served as Regional Ambassador, and volunteered at all Conferences and Symposiums; and most recently, she has taken on the role as our Compassionate Care Coordinator, ensuring that we are doing all we can to take care of our fellow public safety

professionals. It is now my honor to recognize both Ray Gilleland and Janet King with commemorative plaques recognizing them as an official Life Member of North Carolina APCO.

· I attended my first joint NC APCO/NC NENA Conference here in Wilmington in 2003... which really does make this year's Conference feel like a homecoming to me. We hope that you have enjoyed all of the elements that our Conference and that Wilmington has been able to provide over the past days.

In 2019, following discussions between the North Carolina APCO and North Carolina NENA Boards, it was decided to implement a MOU between the two Chapters to establish an official Conference Committee. As part of the Conference Committee, each Chapter has five voting members to the Conference Committee. This year's Conference has been our first event with this governance, and I want to take a moment to recognize the North Carolina APCO representatives to this year's Conference Committee. I do have a small token of appreciation to each of you, if you will come to the stage when I call your names.

o Missy Ezzell (Conference Co-Chair)

o Jeryl Anderson

o Samantha Dutch

o Gary Loflin

o Lori Laughlin (Co-Treasurer)

o Shante Lipscomb (Secretary)

· I now have another special recognition of North Carolina Agencies who have recently obtained the or renewed their APCO Agency Training Program Certification. Crystal Lawrence was hoping to be with us tonight to help in this recognition, however due to another conflict she was not able to be with us. But, tonight we recognize the following Agencies who have received or renewed their Training Program Certifications in the last year:

o Alamance County Central Communications

o Charlotte Mecklenburg Police Department

o Charlotte Fire Department

o Hoke County Emergency Communications

o Raleigh / Wake 911

Join me now as we recognize these five agencies for ensuring their training programs meet the highest standards.

Now before we swear in the incoming President, I want to take a moment to share just a few more remarks with you all. I did this earlier, and will say it again now, THANK YOU to ALL OF THE MEMBERS who have continued to be engaged and support North Carolina APCO – especially as we have navigated through so much uncertainty caused by the pandemic. I can only ask that you would all provide the same support to Christine Moore as she will soon assume the role of Chapter President.

When I was sworn into this role 966 days ago, I never could have imagined what the next 32 months would have in store. One thing that still stands out to me is the resiliency and patience of the membership. As the pandemic began quickly unfolding in 2020, we only had to cancel one Chapter Meeting (in March) and by May we were able to quickly pivot to hosting virtual Chapter Meetings, which we hope have continued to help keep you all engaged and involved in YOUR CHAPTER of North Carolina APCO.

In addition to you – the members – there is another group of people that I would be remiss in not recognizing. That is the entire North Carolina APCO Board. (SLIDE) Earlier this week during our Board Luncheon, I presented a copy of this photo to all of our Executive Board members. This group has continued to dedicate themselves to service to the Chapter, and I know this group will continue to support Christine in the exact same way that they have for me over the last years.

So again, I do say – THANK YOU to all of the North Carolina APCO Board for everything!

And to Christine... I cannot begin to tell you how much I value the friendship that we have developed over the last years, and as I step away from this role.... I have full confidence that your leadership and vision for North Carolina APCO will help us to continue moving forward as we continue advocating and meeting the needs of our membership.

I will now ask Current Second Vice President Herman Weiss and Incoming Second Vice President Shante Lipscomb along with our newly installed Executive Council Representative Jeryl Anderson to the stage for the installation of:

- Herman Weiss as First Vice President
- Shante Lipscomb as Second Vice President
- And, myself as the Immediate Past President

Now, I will call on current First Vice President Christine Moore and our 911 Board Representative Melanie Neal to the stage for the installation of Christine Moore as your new North Carolina APCO Chapter President.

Christine Moore was sworn in by Melanie Neal as NC APCO President.

Incoming President's Remarks

Grayson, I would ask you to stay on stage with me for a moment. On behalf of the North Carolina APCO Board and Membership, we would like to present you with your presidential gavel.

As you know, we have faced some challenges throughout these last few years. I think I can safely speak on behalf of our board and membership and thank you for your service and dedication to NC APCO. You graciously and expertly held the office of President for two and a half years. When I started this journey with you, you made a simple request of me, okay one of many simple requests, but you asked me, if I would one day have a flag flown over our nation's capital in your honor. While you may not remember that conversation, I do.....so as a token of our appreciation, I am excited to present you with this flag.

I would like to congratulate all of our award recipients tonight. Congratulations on jobs well done. I would also like to congratulate Grayson Gusa for receiving the West Virginia APCO President's Award a few weeks ago at their conference.

I would be remiss if I didn't also congratulate our NC APCO Board Members who were sworn in earlier today. If you are a NC APCO Board Member, please stand up and be recognized. I am excited to continue my journey with each of you.

Alright, so.... good evening, everyone! Since we have so many first-time attendees this year, I feel it would be good to take a moment and formally introduce myself to you. My name is

Christine Moore. I am the Operations Manager at Guilford Metro 911 in Greensboro, NC. I have been in public safety for almost 23 years, and in communications for almost 20 of those years. I have been married to my amazing husband, George for almost 21 years, and I am the proud mom of my 18-year-old daughter, Rhyan, who was just accepted to UNC Chapel Hill...GO HEELS!!

I want to thank each of you for attending this week's conference. Has everyone had a good time? It is hard to believe that this is our first in-person conference since 2019.

What a crazy journey it has been since I was sworn in as 2nd vice president at that conference. We have seen political turmoil, civil unrest, over two years of pandemic, and much more. In NC APCO's joint efforts with our NC NENA partners, we have done our best to provide support and resources for our membership throughout these events. We all recognize that times are tough, and this job has become even more stressful than ever before. We see team members facing compassion fatigue, and in worse cases complete burnout. Unfortunately, we have seen good people leave the job, because they could no longer handle the stress.

NC APCO and NC NENA have worked to provide peer support and critical incident stress management resources for our memberships by increasing the visibility of the resources through our webpages, through increased training at our joint conference, the NC APCO TC Symposium, and through other

avenues. As my year of presidency moves forward, I want to commit to you that I will be diving even deeper into the concept of peer support and critical incident stress management.

Incoming NC NENA President Jason Compton and I have pledged to work together to bring in our North Carolina resources and create partnerships with organizations that support mental wellness for 911 professionals. With this said, I want to ask a question...maybe rhetorically...what good is having Peer Support and CISM programs, if our peers are too afraid, or too embarrassed, to ask for help. It is my and Jason's goal to help destigmatize the act of reaching out for assistance. Our team members should not fear that there will be repercussions if they seek help. They should not fear that if they use their own peer support teams, that their information will get out. No one should ever be embarrassed to say, "you know that call really bothered me" or "I am having trouble getting this call out of my mind, and it is causing me sleepless nights, depression, or even thoughts of suicide".

Jason and I are teaming up with several peer support clinicians, therapists, and others to help normalize employees asking for help. We will be holding a monthly series where we will talk with these subject matter experts in a live virtual format, which will make the content more readily accessible, and anonymous to watch. Our goal is that by encouraging our team members to seek out assistance, when it is needed (or even just as part of

their own self-care), we can create a more well-rounded, more secure, more engaged and ultimately a healthier 911 workforce in North Carolina.

As some of you know, I learned about the concept of peer support many moons ago, when I was a 16-year-old girl who happened to be the sole witness to a single vehicle accident that resulted in 5 fatalities. It was that day that I began my peer support assistance, as I started talking, immediately, to my mom, who is in the audience today, about how I was feeling about what had happened. I learned then, and there, that I should never feel ashamed to ask for help, and to never hide how I was feeling. This has continued in my life, as I myself, have a therapist that I continue to speak to, to this day. There is no shame in saying that there have been times in my life when I am thankful that I had her to talk to.

You may not be at the talking point yet, so that is why I encourage you to join us for these monthly sit downs with our experts, so you can learn more about the process, the help that is available to you, and maybe, just maybe, feel safe and confident enough to finally reach out for that assistance you may have been so desperately needing.

Please know that NONE of you are alone. If you find yourself in that moment of need, and you are unsure of your local resources, please reach out to any member of the NC APCO or NC NENA Boards, and we will work to put you in contact with someone to help.

I hope you all enjoy the rest of your time here in Wilmington.

I need a motion for the adjournment of the North Carolina APCO business meeting.

Motion by: Melanie Neal

Second: Jeryl Anderson

It has been moved and properly seconded. Any discussion?

All in favor. Any opposed. Hearing none, the North Carolina APCO business meeting is adjourned. I will now turn the program over to North Carolina NENA.

Meeting adjourned.