



North Carolina APCO Chapter Meeting Minutes

Wednesday, May 5, 2021 | 2:00pm EST

Call to Order

Grayson Gusa

President Gusa called the meeting to order at 2:00pm and welcomed all in-person Board Members and other members joining virtually.

Pledge of Allegiance

Roll Call

Christine Moore

Jeryl Anderson <i>Educational Advisor</i>		Travis Essic <i>Public Information Officer</i>	X	Christine Moore <i>1st Vice President</i>	X
Judy Capparelli <i>Regional Ambassador</i>	X	Missy Ezzell <i>Secretary</i>	X	Melanie Neal <i>NC 911 Board Representative</i>	X
Byron Burns <i>Commercial Advisor</i>	X	Ray Gilleland <i>Immediate Past President</i>	X	Randy Surratt <i>Historian</i>	
Chad Deese <i>Regional Ambassador</i>	X	Grayson Gusa <i>President</i>	X	Tracy Trogdon <i>2nd Vice President</i>	X
David Dodd <i>Executive Council</i>	X	Janet King <i>Regional Ambassador</i>	X	Herman Weiss <i>Regional Ambassador</i>	X
Greg Dotson <i>Regional Ambassador</i>	X	Lori Laughlin <i>Treasurer</i>	X	Elton Wright <i>Asst. Commercial Advisor</i>	X
Samantha Dutch <i>Regional Ambassador</i>		Andrew McKenzie <i>Photographer</i>			

Special Welcome and Recognitions

Grayson Gusa

President Gusa recognized the following:

Past North Carolina APCO Chapter Presidents

Chapter Life Members

Registered Public Safety Leaders (RPL)

Certified Public Safety Executives (CPE)

Remarks on behalf of APCO International

Margie Moulin

APCO International President Margie Moulin shared remarks on behalf of APCO International.

Approve Meeting Minutes (March 19, 2021 Chapter Meeting)

Meeting minutes from the March 19, 2021 Chapter Meeting have been posted on the NC APCO website.

A motion was made by Christine Moore to approve the minutes, seconded by Herman Weiss. The Board approved the meeting minutes as posted.

Chapter Reports

Commercial Advisory Council Report*Elton Wright*

CRS is excited to announce that Gary Loflin has joined the team as Chief of Services. In this role, Gary will lead the field services and helpdesk support teams. Gary has spent his career in various roles supporting public safety. Gary served as the 911 Director and Director of Public Communications in York County SC for nearly 20 years and has worked in various technical leadership roles in the commercial partner space for the past 5 years.

Jennifer Taylor with Horizon Consoles reports that they have added John Walters as a new design engineer to the mission critical team to help support console design efforts. Jennifer would like to remind everyone that Horizon Consoles is the mission critical division of SBFI. In addition to this, SBFI is currently engaged in 30 projects within the mission critical space.

Compassionate Care Committee*Janet King*

Numerous cards were sent out to telecommunicators, their family members, and agencies for various reasons. Please make contact with me or any of the board members with any requests for cards to be sent and I will take care of mailing a card. The name, address if possible, some information about the situation, etc.

Executive Council Report*David Dodd*

The East Coast Region's Executive Council members met with the East Coast Board of Directors on Monday, April 26th. This was the pre-Board of Directors meeting/call, in preparation for their Board meeting on Saturday, May 8th. A post Board meeting/call will be held a couple weeks after their meeting, at a date to be determined.

Normally, the Executive Council report at the annual State conference would include a summary of the business meetings at the APCO International Conference and Exposition. Since the annual meeting of the NC APCO Chapter has been moved to May, this report will most likely be presented to the membership at the September Chapter meeting.

APCO International Conference is August 15-18 at the Henry Gonzalez Convention Center, in San Antonio, Texas. The annual meeting of the Executive Council will be on Friday, August 13th. Attendee and vendor registrations are open. As of April 26th, attendee registrations were around 800, which is about a hundred less than Baltimore, 2019. Vendor spaces are selling well. The Grand Hyatt is the host hotel for the Conference. Other conference hotels are the Marriott Riverwalk and Marriott Rivercenter, the Westin Riverwalk, and the Hilton Palacio Del Rio.

A couple items that will be on the Executive Council meeting agenda include a discussion on the Compassionate Care program, and where it will be housed, and possible policy manual amendments, cleaning up wording on APCO International Senior and Life membership.

Total APCO membership, as of 3/31/2021, is 33,155, up from 31,053 on 3/31/2020.

Inter-Agency Communications Report

Christine Moore for Lewis Cheatham

State VIPER template is available and has had changes made. NC Encryption SOG should be referenced when agencies are making any encryption changes.

Membership Report

Grayson Gusa

President Gusa provided the following NC APCO membership numbers as of May 5, 2021:

Associate Members	65
Commercial Members	14
Full Members	575
Online Members	907
Total NC APCO Members	1,561

President Gusa reported that the membership has increased by 30 members since the last meeting.

NC 911 Board Report

Melanie Neal

The next meeting was announced as May 21 that should be May 28, 2021.

Nominations Committee Report

Ray Gilleland

Ray Gilleland (Chairperson of the Nominations Committee) reminded everyone of the changes in position since the last elections due to members of the board leaving for the private sector. The current election results were announced:

Herman Weiss	2 nd Vice President
Lori Laughlin	Treasurer
Missy Ezzell	Secretary
Morrissa Ahl-Walters	Region B Ambassador
Greg Dotson	Region F Ambassador

Shante Griffin was appointed to fill the position of Region D Ambassador. Grayson Gusa will continue serving as Chapter President and Christine Moore will continue serving as 1st Vice President.

Training Report

Christine Moore on behalf of Jeryl Anderson

NOTE: Effective January 1, 2021 All APCO classes offered by the Chapter will now reflect a new rate. This rate increase is due to the increase in price for the class books.

Guilford Metro 9-1-1 will be hosting an APCO Communications Center Supervisor class June 11-13, 2021. The facility is located 1903 Midway Street, Greensboro 27403. Cost for this class is \$250 for APCO members and \$275 for non-members.

NOTE: All on-site training classes will require the following:

All students must wear mask

All students must submit to a temperature check

All students will be arranged for social distancing (so classes will have strict attendee numbers)

NOTE: Students who did not get to attend classes cancelled due to COVID will be given preference for attendance.

2021 APCO International Conference and Expo will be hosted at the Henry B. Gonzalez Convention Center in San Antonio, Texas August 15-18, 2021.

More information will be shared closer to the date of this event regarding our annual Chapter Hosted dinner for NC Chapter members in attendance. This year's event will be a self-pay event.

NC APCO is pleased to announce 2021 Telecommunicator Training Symposium, October 4-6, 2021. Our host site will still be at the Embassy Suites in Greensboro, NC. Our slogan is still going to be: Soar to New Heights – Engage ~ Energize ~ Empower

The call for papers for this event will open at the conclusion of our 2021 Virtual NC Public Safety Communications Conference. Registration and lodging information will be released soon.

The 2021 NC School Directors conference will be hosted at the Embassy Suites in Greensboro, October 19-21, 2021. This training event is MANDATORY for all School Directors and Qualified Assistants. Room blocks are available for reservations. Registration for the event will open on July 1, 2021.

NOTE: 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.

The NC Chapter of APCO is committed to offering training to our members and friends and will closely follow the Executive Order issued by our Governor and any additional agency safety protocols. We look forward to being able to offer more live training as the COVID numbers continue to improve in our great state!

Treasurer's Report

Lori Laughlin

Treasurer Lori Laughlin provided the following chapter financial update:

Checking Account	\$1,653.38
Symposium Account	\$1,741.92
Scholarship Account	\$1,432.00
Money Market Account	\$58,130.56
Total Assets	\$62,957.86

Regional Ambassador Reports

Region A

Herman Weiss

Regional Ambassador Herman Weiss provided the following updates:

Gates County has one part-time position available; you can apply online. They have gone live with ESInet and everything is going well.

Washington County has 1 full-time and 2 part-time positions available. They will be going live with ESInet in June. Anna Johnson has been hired as their new Director.

Perquimans County does not have anything to report.

Bertie County telecommunicators are all EMD certified and they are scheduled to go live May 26. They have 2 full-time positions and 1 part-time position available.

Chowan County has 1 full-time position available. Haley Perkins has been promoted to Training Officer.

Region B

Judy Capparelli

Regional Ambassador Judy Capparelli provided the following updates:

Wake Forest Police – TC opening (Dawn Hartwick) – go to website to apply

Orange County – TC opening (Jeryl Anderson). If interested, the posting can be found on the website for Orange County Government under Human Resources. Out of the last hiring process, we are hoping to start four (4) on June 7th.

Region C

Chad Deese

Regional Ambassador Chad Deese provided the following updates:

Bladen County is taking applications for 2 full-time positions. They are working to change over CADs to Southern Software.

Brunswick County has 2 full-time vacancies. The Brunswick County Chamber of Commerce recognized a Telecommunicator, Jonathon Talley, as First Responder of the Year. He was also awarded the Lifesaver Award by the Brunswick County Sheriff's Office.

Robeson County has 4 positions available. They are working toward a 2021 go live of ESInet. The agency recognized one of their telecommunicators for the outstanding job she did during a recent 911 call on I-95.

Lumberton Communications is still working on the implementation of the 911 grant for the MCC7500 consoles.

Columbus County went live with ESInet March 4, 2021, everything is going well. They have 4 positions available.

Region D

Janet King

Regional Ambassador Janet King provided the following report:

Guilford Metro 911's information is provided by Christine Moore - Operations Manager

- We have 12 vacancies (we hired two new-hires who had a start date of 5/3)
- We have recently hired Keith Hayes and Darrell Washington in our Technical Support Division (Radio Shop)
- We are in the final stages of hiring a Help Desk Analyst for our Public Safety IT Division
- Please continue to keep our Executive Director, Melanie Neal, in your thoughts and prayers as she continues her recovery from recent surgery and fights her battle with breast cancer.
- We would like to congratulate Guilford Metro 911 award winners: Support Person of the Year: Andrew Harvey, Rookie of the Year: Shanice Scott, and TC of the Year: all of our Telecommunicators for having made it through the last year, and performed like superstars!
- Please continue to tune in to GM911's Facebook page for the new weekly series: Behind the Scenes: 911-the First, First Responder

Wake Forest University updates: provided by Dennette Lilly - Supervisor at Wake Forest University PD

In the interview process for a part-time and temporary full-time T/C. A BIG thank you to the WFU Communications Center during the pandemic. Their campus closed, and the communications center had to take on many more responsibilities. Dennette advised as their supervisor, she is extremely proud of their willingness to go above and beyond to help the faculty, staff, and students during the pandemic.

Randolph County: provided by Lt Janet King - Shift Supervisor, NC Chapter of APCO Region D Ambassador

--Just completed the interview process and will begin the hiring process.

--Randolph County 9-1-1, part-time telecommunicator Kelly Braxton, who is a full-time employee with UNC Aircare dispatch was selected as UNCMC Assistive Personnel of the Year for Emergency Services. Kelly was nominated by colleagues and awarded for her excellence in UNC Health values of customer service, safety, accountability, collaboration, improvement, and support of the nursing profession.

On a personal note: I would like to say "THANK YOU" for your vote of confidence that you all have had for me to serve as NC Chapter of APCO Region D Ambassador for many years. It is hard to believe that this chapter of my life is ending, however in my heart I know it's the right time. It has been my honor and pleasure to represent Region D and serve in this capacity. Thanks a million for all your support, both professional and personal. I will remain an active member. I would like to express my gratefulness to my family and my agency for always supporting me throughout my State Level service years. My heart is fuller, and my soul is richer because of all the valuable friendships that I have been blessed with and will treasure forever!!

Congratulations to Shante Griffin who will be sworn in later in this meeting as the new NC Chapter of APCO Region D Ambassador.

Region E

Christine Moore for *Samantha Dutch*

Christine Moore provided the following report on behalf of Regional Ambassador Samantha Dutch:

Iredell County – Candy Miller:

--Iredell dispatchers were presented with Save Awards from Insurance Commissioner Mike Causey, see information below.

--Iredell has one employee out of work with COVID, she is now home from the hospital, her entire family tested positive including grandchildren, please keep Wanda in prayers.

Scotland County – Samantha Dutch:

--Scotland County is currently fully staffed with Telecommunicators. We are hiring for a Public Safety Technology Specialist and Emergency Communications Director.

--Please keep Samantha's dad in your prayers as he was admitted to the hospital Monday night with chest pains. As of this morning, it is still unsure if he will be discharged today.

Stanly County – Kyle Griffin:

--Stanly County currently has no open positions!

Region F

Greg Dotson

Hendersonville PD: Monica Howard reports... They currently have 3 new folks in training. 2 are in the final phase and will be set to solo status in May. Their trainers have worked very hard to get the new folks up and running with the knowledge they need to comfortably do the job.

Rutherford County 911: we have three call takers in training. We have moved our go live for I3 and Enterprise CAD to September.

Polk County 911 - Jeremy Gregg reports... They have 3 dispatchers that just completed telecommunicator training. 3 more going to a telecommunicator class in June. They have 4 people enrolled in the APCO CTO class online. They have 2 that just completed EMD training. Jeremy Gregg and Susan Lawter are attending Critical Incident Stress Debriefing training in Hendersonville in June.

Cleveland County 911 - Stori McIntyre reports.... 4 new hires started in April. She has just added a QA position that was filled with an internal candidate Sharon Baugham.

And of course, we continue to have EACH of the agencies in Watauga County in our thoughts and prayers.

Awards Ceremony

The following 2021 Chapter Awards were presented:

Support Personnel of the Year – Myra Williams (Alamance County Central Communications)
Information Technologist of the Year – Michael Greco (Wake Forest University Police)
Communications Team of the Year – City of High Point 911 Baker Team
Trainer of the Year – Casandra Reid (Burke County Emergency Communications)
Supervisor of the Year – Connie Gartin (NC State Highway Patrol)
Telecommunicator of the Year – Jeff Lemons (Kernersville Police Dept)
Commercial Member of the Year – Jennifer Taylor (Horizon Consoles by SBFi)
President's Award – Tracy Trogon (Fayetteville Police Dept)
President's Award – Janet King (Randolph County Emergency Services)
Craig Moser Award – Byron Burns (Carolina Recording Systems)
Craig Moser Award – Ray Gilleland (Cabarrus County Sheriff's Office)

The full Virtual Awards Ceremony can be viewed online at <https://youtu.be/qm3coZHIEGw>.

Installation of 2021-2022 Chapter Officers

Margie Moulin

APCO International President Margie Moulin provided the oath of office to the following incoming North Carolina APCO Chapter Officers:

Grayson Gusa, President
Christine Moore, First Vice President
Herman Weiss, Second Vice President
Ray Gilleland, Immediate Past President
Lori Laughlin, Treasurer
Missy Ezzell, Secretary
Morrissa Ahl-Walters, Regional Ambassador (Region B)
Shante Griffin, Regional Ambassador (Region D)
Greg Dotson, Regional Ambassador (Region F)
Elton Wright, Commercial Advisory Member

A video of the swearing in of Chapter Leaders can be viewed online at https://youtu.be/zW_ERo0_ntQ.

Closing Remarks and Adjournment

Chapter President Grayson Gusa provided pre-recorded closing remarks before adjourning the meeting.

The full video of the closing remarks can be viewed online at <https://youtu.be/gWs4M4jM91M>.