NORTH CAROLINA STATE HIGHWAY PATROL



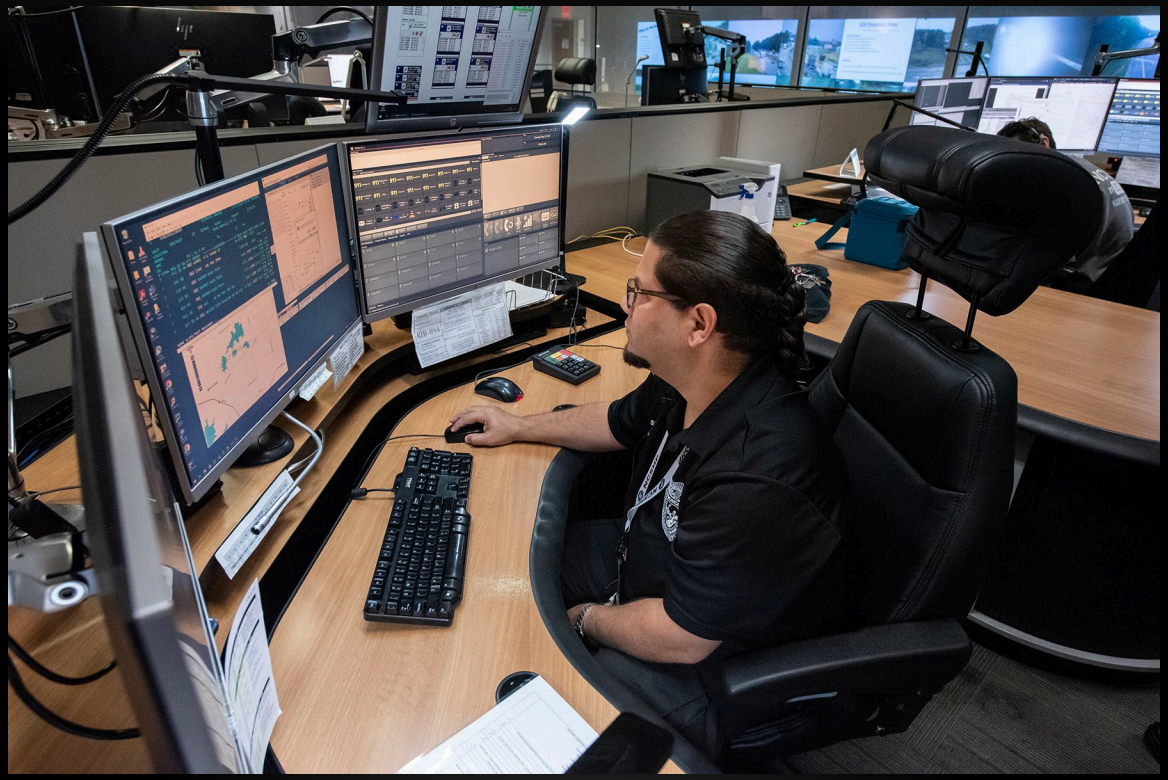
NORTH CAROLINA STATE HIGHWAY PATROL

“WE ARE IN THIS THING TOGETHER”

WHO I AM

- Communications Manager/Telecommunications Training Coordinator
- Employed 26 years
- General Instructor 21 years
- Master's Degree Criminal Justice
- Advanced Telecommunicator Certificate
- Manage CTO Program and all Training for Telecommunicators
- School Director for all Basic & In-Service Telecommunicator Schools
- Maintain Telecommunicator Sheriff's Standards Certifications
- Member of Member Assistance Team (MAT)
- Chairman of Colonel's Civilian Advisory Board
- Currently assigned to Field Operations – Raleigh Headquarters

COMMUNICATION CENTERS



NCSHP COMMUNICATION CENTERS

TROOP B

DISPATCHES 11 COUNTIES

Harnett, Cumberland, Sampson,

Duplin, Onslow, Robeson, Bladen,

Columbus, Pender, Brunswick and New Hanover

Located in Elizabethtown, NC

NCSHP COMMUNICATION CENTERS

TROOP A,C

DISPATCHES 34 COUNTIES

Durham, Granville, Vance, Warren, Franklin,
Wake, Johnston, Wayne, Wilson, Greene, Nash, Edgecombe, Halifax,
Northampton, Hertford, Bertie, Gates, Chowan, Perquimans,
Pasquotank, Camden, Currituck, Dare, Tyrell, Washington, Hyde,
Beaufort, Lenoir, Craven, Jones, Pamlico, Carteret, Martin and Pitt

Located in Raleigh

NCSHP COMMUNICATION CENTERS

TROOP D,E

DISPATCHES 19 COUNTIES

Rockingham, Guilford, Randolph, Caswell, Alamance, Chatham, Lee, Orange, Person

Davidson, Stanly, Montgomery, Forsyth,

Stokes, Surry, Davie, Yadkin, Rowan, Cabarrus

- **Located in Salisbury**

NCSHP COMMUNICATION CENTERS

TROOP F & G

DISPATCHES 27 COUNTIES

Ashe, Alleghany, Wilkes, Alexander, Iredell, Watauga, Caldwell, Burke, Catawba, Lincoln, Avery, Mitchell, Yancey, Madison, McDowell, Rutherford, Polk, Henderson, Transylvania, Buncombe, Haywood, Jackson, Swain, Graham, Macon, Clay, Cherokee

Located in Newton

NCSHP COMMUNICATION CENTERS

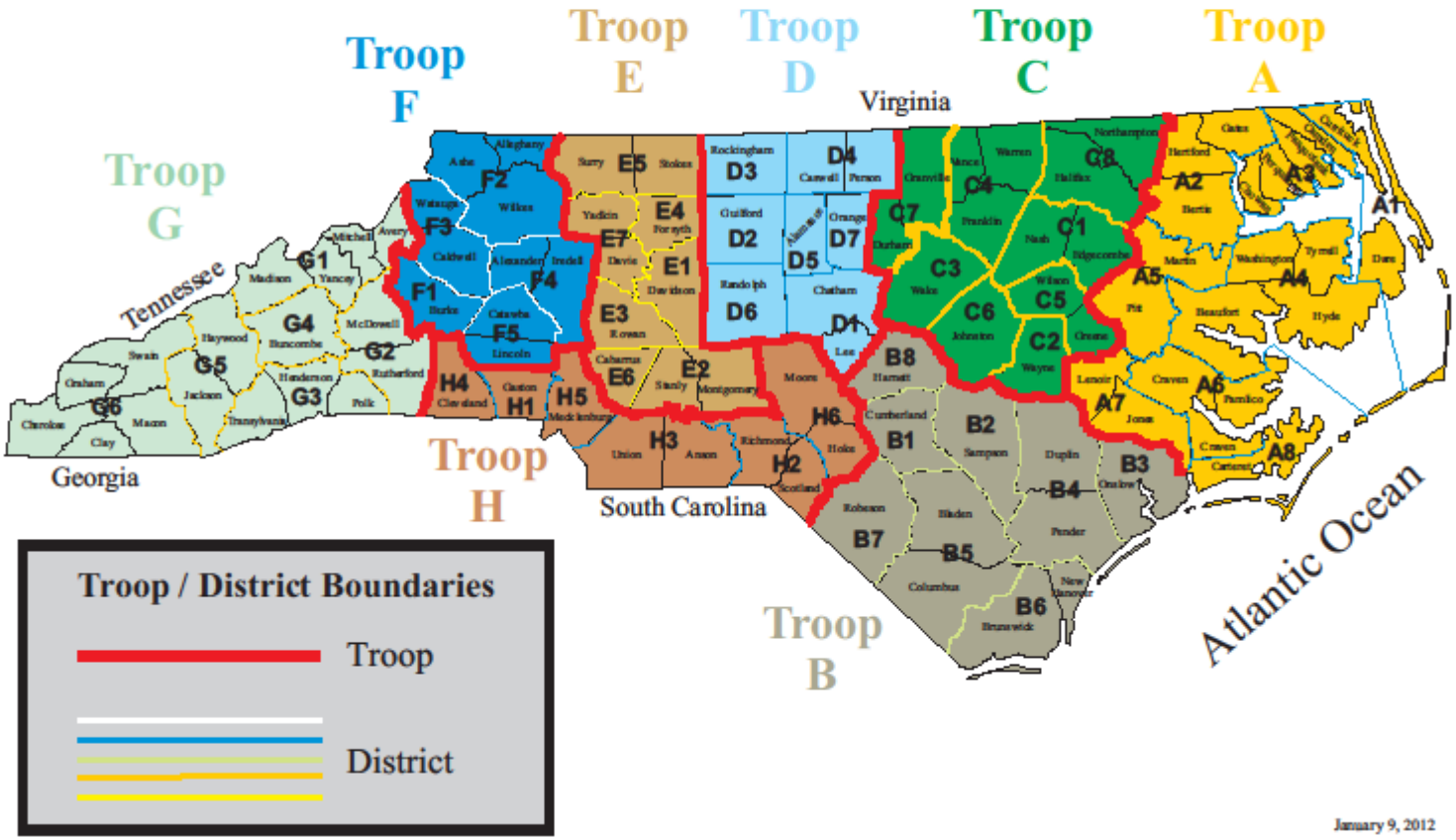
TROOP H

DISPATCHES 9 COUNTIES

Cleveland, Gaston, Mecklenburg, Union, Anson, Richmond, Moore, Scotland, Hoke

Located in Monroe

North Carolina State Highway Patrol
Troop and District Boundaries



January 9, 2012

NCSHP SPECIALIZED UNITS

- AVIATION UNITS
- ACCIDENT RECONSTRUCTION UNITS
- MOTORCYCLE UNITS
- MOTOR CARRIER ENFORCEMENT UNITS
- DRUG INTERDICTION UNITS
- CAISSON UNIT
- SWIFT WATER RESCUE TEAM
- PUBLIC ORDER TEAM
- RAPID RESPONSE TEAM

AVIATION UNITS & ACCIDENT RECONSTRUCTION





HELICOPTER REQUESTS



HELICOPTER REQUEST

- REQUEST FOR SHP HELICOPTER WE WILL NEED:
- LOCATION OF THE REQUEST – ROAD NAME & CROSS STREET
- REASON FOR THE REQUEST – MENTAL PATIENT, MISSING CHILD, MANHUNT
- CONTACT INFORMATION FOR SUPERVISOR ON SCENE
- (2) UNITS BASED IN RALEIGH & SALISBURY

ACCIDENT RECONSTRUCTION/DRONE TEAM





MOTORCYCLE UNITS & MOTOR CARRIER UNITS





MOTOR CARRIER ENFORCEMENT



MOTORCYCLE UNITS & MOTOR CARRIER UNITS

- **Motorcycle Units based in Charlotte**
- **Used to assist with traffic collisions in Troop H**
- **Also assist with Special Assignments such as escorts for dignitaries and Charlotte Motor Speedway Events**
- **Motor Carrier Units are statewide in each Troop**
- **Assist with calls for service on an as needed basis but primary responsibility is CMV infractions and federal inspections**
- **Salary funded by Federal Government**

TYPES OF MOTOR CARRIER UNITS

3 TYPES OF MOTOR CARRIER UNITS:

- Safety Units – which deal with CMV Inspections
- Size and Weight – responsible for checking oversized loads and weight infractions
- Radiological and Haz Mat – responsible for CMV incidents involving the bad stuff

DRUG INTERDICTION



DRUG INTERDICTION



DRUG INTERDICTION



DRUG INTERDICTION

Western Team – Asheville

- **5 Uniformed Members and 1 DEA Supervisor**
- **(2) K-9 Units**

Central Team – Greensboro

- **5 Uniformed Members and 1 DEA Supervisor**
- **(2) K-9 Units**

Eastern Team – Benson

- **5 Uniformed Members and 1 DEA Supervisor**
- **(2) K-9 Units**

PUBLIC ORDER/CIVIL DISTURBANCE UNIT



RAPID RESPONSE TEAM



EXECUTIVE PROTECTION





EXECUTIVE PROTECTION

- Provides protection to the Governor and First Lady
- Coordinating, planning, and surveying travel routes and activities involving a protectee's travel into other areas of the state or nation, and coordinate activities involving a protectee's security with any outside agencies to include the United States Secret Service
- Making an advance inspection of all sites and facilities to be visited by the protectee
- Maintaing an intelligence file on those persons considered to be a threat to the safety of the Governor, First Family, or other protectees

CAISSON UNIT



CAISSON UNIT



CAISSON UNIT



CAISSON UNIT

- **Highway Patrol Caisson Unit is for the purpose of conducting funeral processions for law enforcement and firefighters killed in the line of duty; current and past Governors of North Carolina; Incumbent Members of the Council of State, Cabinet Members, NC General Assembly Members and Sitting Sheriff's and enforcement officers from bordering states killed in the line of duty.**
- **If you have a request for the Caisson Unit, please contact your Communications Center in your district and your request will be forwarded to the State Duty Officer to proceed through chain of command.**

CAISSON UNIT

- At the current time the North Carolina Highway Patrol is the only active law enforcement agency in the United States with a Caisson Unit

- Only other active Caisson Unit is owned by the Federal Government and is stationed at Arlington National Cemetery

CAISSON UNIT

The unit operates solely off donations to donate contact:

NCTA Caisson Unit
PO Box 840
Summerfield, NC 27358

If you would like to donate materials or a service contact:

Debbie Wilborn 336-707-3704

caisson@nctroopers.org/caissonunit@nctroopers.org

www.nctacaisson.org

MEMBERS ASSISTANCE TEAM (MAT)



Members Assistant Team (MAT)

- Enforcement situations involving discharge of firearm
- Use of force situations involving death or serious injury
- Vehicle pursuits involving death or serious injury
- Death of an employee
- Line of duty death
- Incidents involving large numbers of victims
- Situations in which there is serious injury or threat of death to an employee

REQUESTING MAT TEAM ASSISTANCE

- The SHP MAT Team is available for all agencies nationwide not just SHP
- If you have an incident and would like to request the SHP MAT Team for a Critical Incident or any of the aforementioned incidents contact your local SHP Communications Center and speak with a Shift Supervisor or Center Supervisor with your contact information and someone will contact your agency immediately
- Troop B Communications 910-862-3133
- Troop C Communications 919-733-3861
- Troop E Communications 704-855-1047
- Troop F Communications 828-466-5500
- Troop H Communications 704-292-1539

HOW CAN WE WORK TOGETHER TO BETTER SERVE THE PUBLIC?

INCLEMENT WEATHER



INCLEMENT WEATHER

- When taking calls for vehicle collisions during inclement weather not only is location important but the type of vehicle is paramount as to not duplicate calls
- On an average snow or ice day Troop E can take upwards of 800 calls for vehicle collisions and often it could be the same crash
- On an average day we take upwards of 300 calls for service including vehicle collisions

REQUESTS FOR ROAD CONDITIONS

IS EVERYONE FAMILIAR WITH NCDOT'S LINK FOR ROAD CONDITIONS?

511

http://tims.ncdot.gov/tims/

NCDOT NORTH CAROLINA DEPARTMENT OF TRANSPORTATION

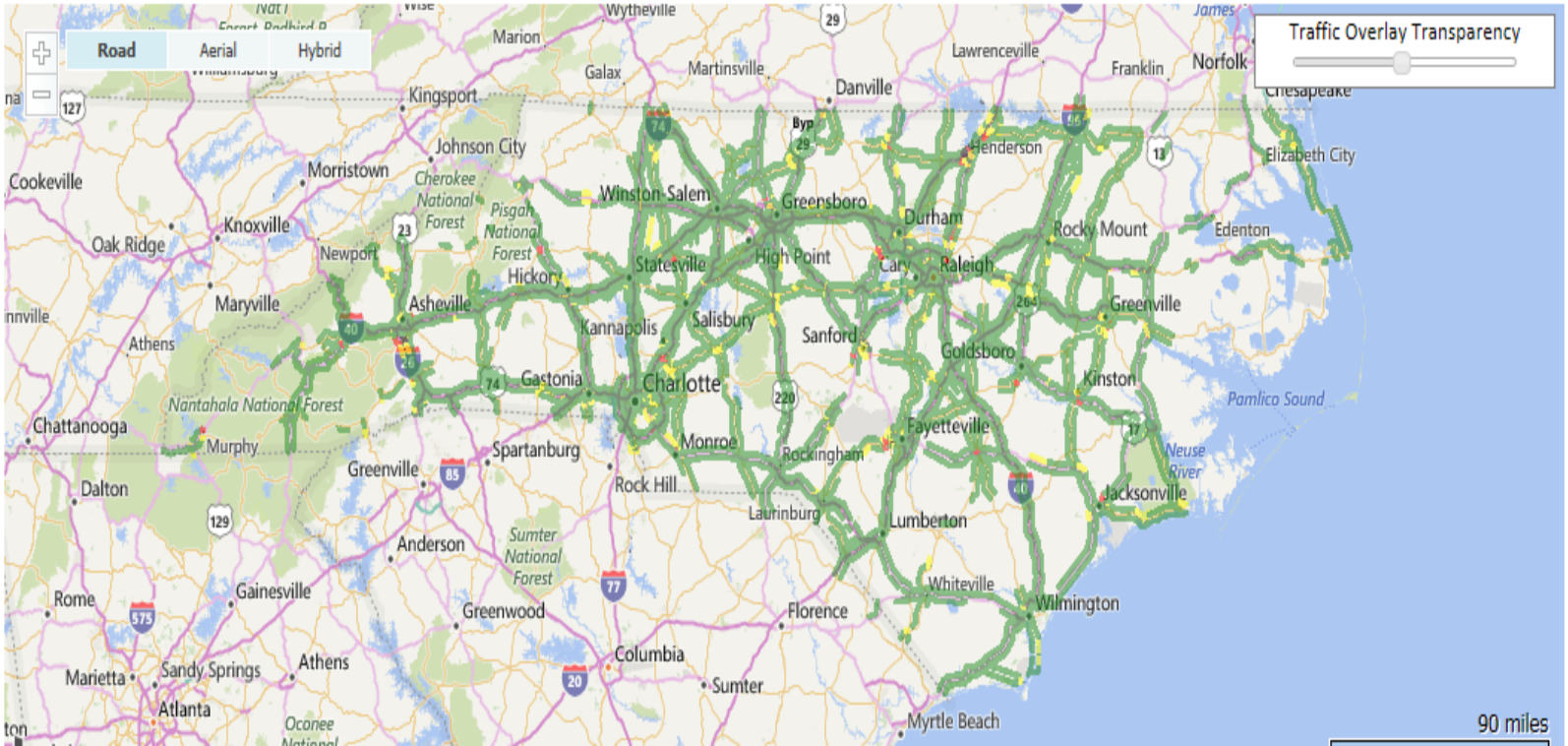
Connecting people, products, and places safely and efficiently with customer focus, accountability and environmental sensitivity to enhance the economy and vitality of North Carolina.

- Travel Information (TIMS)
  - Travel Info. Home
  - 511
  - Emergency Info.
  - National Traffic & Road Info.
- North Carolina Travel
  - Blue Ridge Parkway
  - Ferry Info.
  - NC Tourism
  - Train Info.
- Road Safety & Laws
- Travel Info. FAQ
- Weather
  - Central NC Weather
  - North Eastern NC Weather
  - South Eastern NC Weather
  - North Western NC Weather
  - South Western NC Weather

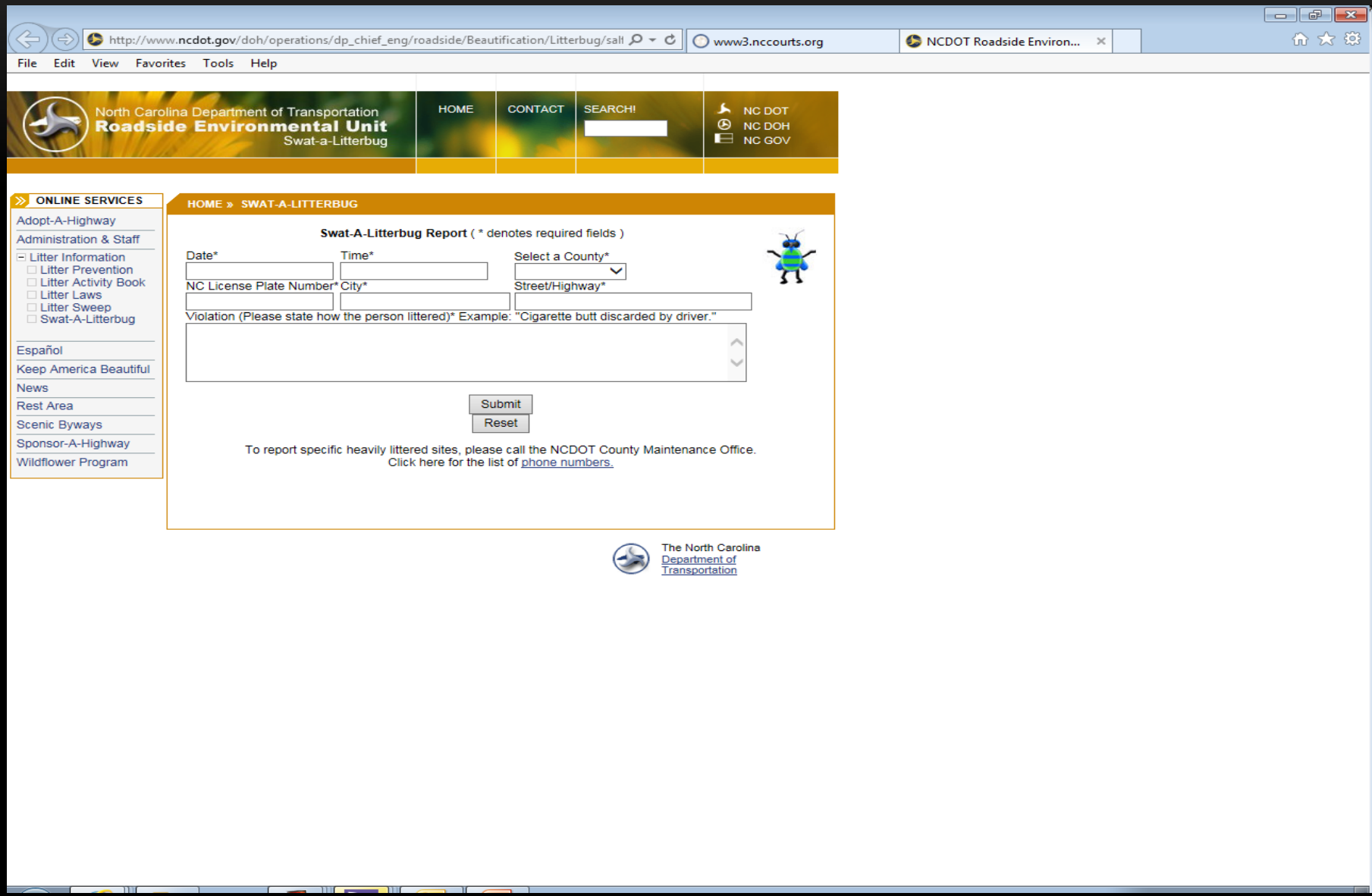
Traveler Information Management System

Get real time information on events that cause severe and unusual congestion on NCDOT maintained roadways in North Carolina by clicking a region icon on the map or by choosing a region, route or county from the drop down list below.

Select by Region: **Route:** **County:** **Project:**



SWAT – A - LITTERBUG



DCI MESSAGES

GOOD DCI MESSAGES:

- 10-50 PD 2560 MAPLE GROVE RD X-STREETS GLENN RD AND OAKDALE LANE RED FORD TRUCK AND BLUE CHEV CAVALIER
- 10-50 PD I40 WESTBOUND AT 164MM GREEN LEXUS AND BLACK MERCEDES

NOT SO GOOD DCI MESSAGES:

- 10-50 I77 NB WHITE TRUCK
- 10-50 HIGHWAY 51 NEAR THE OLD KROGER GROCERY STORE THAT BURNED YEARS AGO

TRANSFERRING CALLS TO SHP

- When taking calls to transfer what is your protocol? Do you take all the information and then transfer the call? Or do you briefly listen and then just transfer without taking any of the pertinent information?
- Stranded motorists, does your policy not allow deputies to check in on motorists or tag abandoned vehicles?
- Mental patients or suspicious person walking in areas? Is it your policy to transfer the call to the Highway Patrol? Why?
- Assisting the public with phone numbers to other states law enforcement agencies?

WHAT WE DO NOT DO



TROOPERS DO NOT CALL IN TRAFFIC STOPS





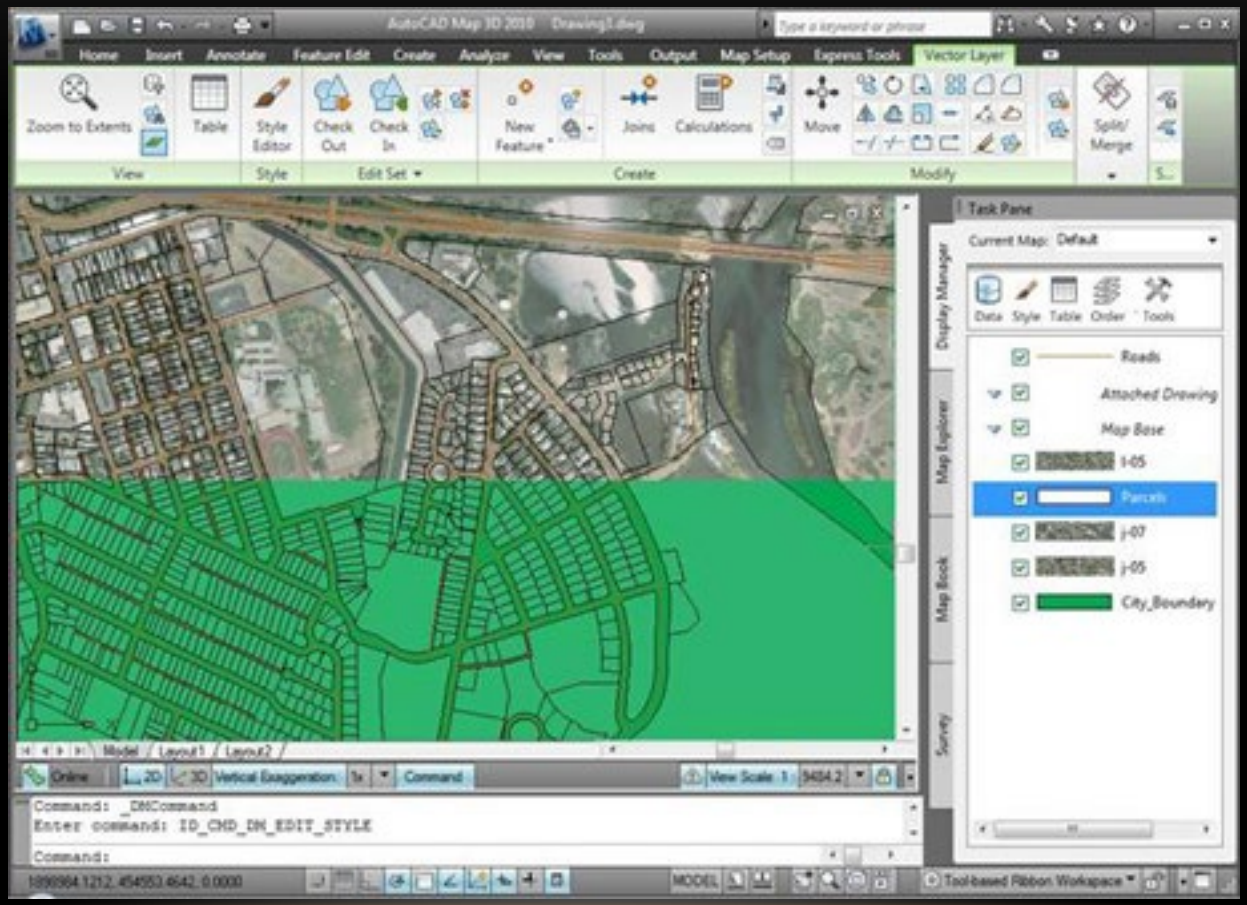
WE DO NOT DISPATCH FIRE TRUCKS



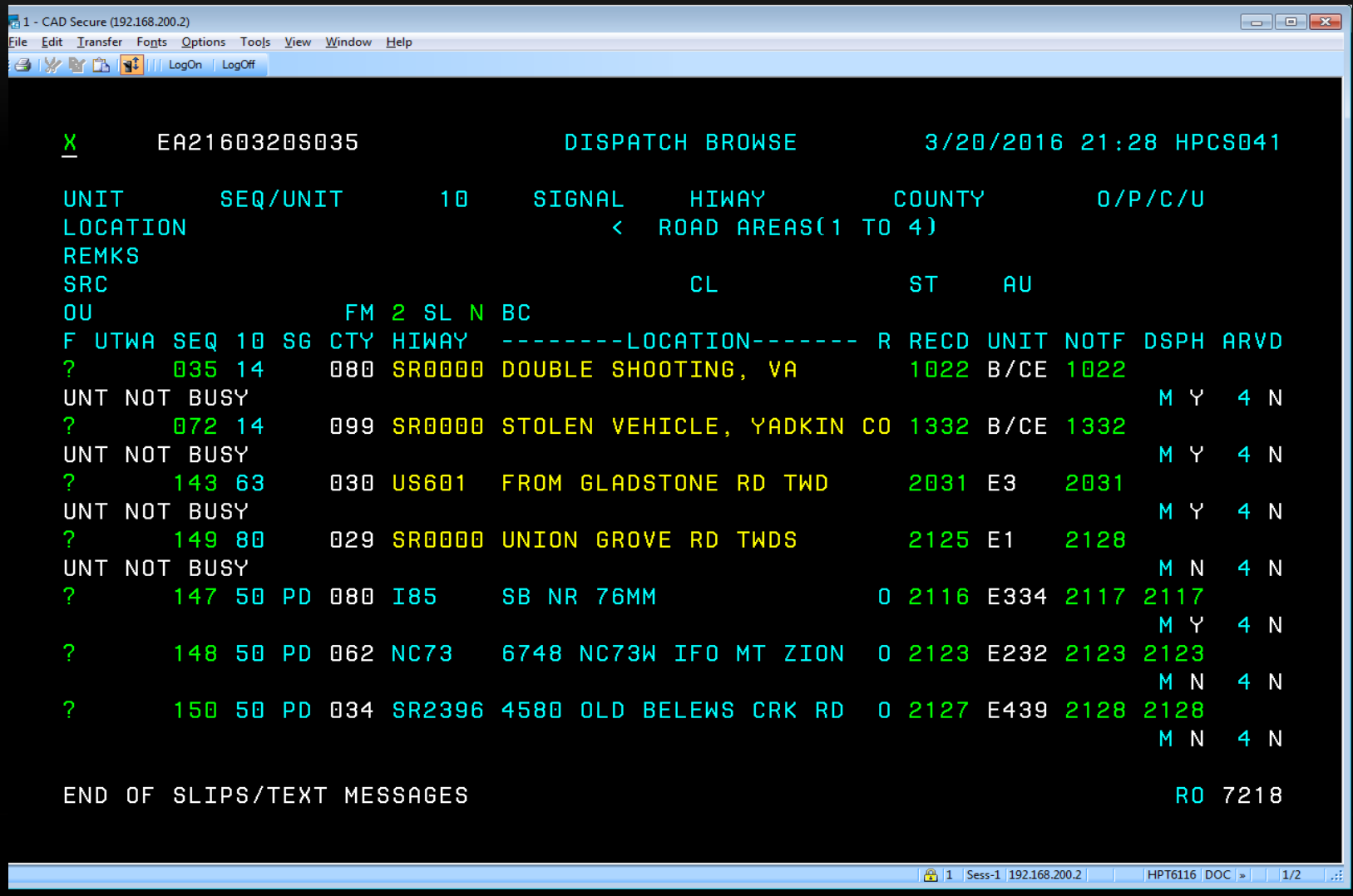
WHAT WE DO HAVE



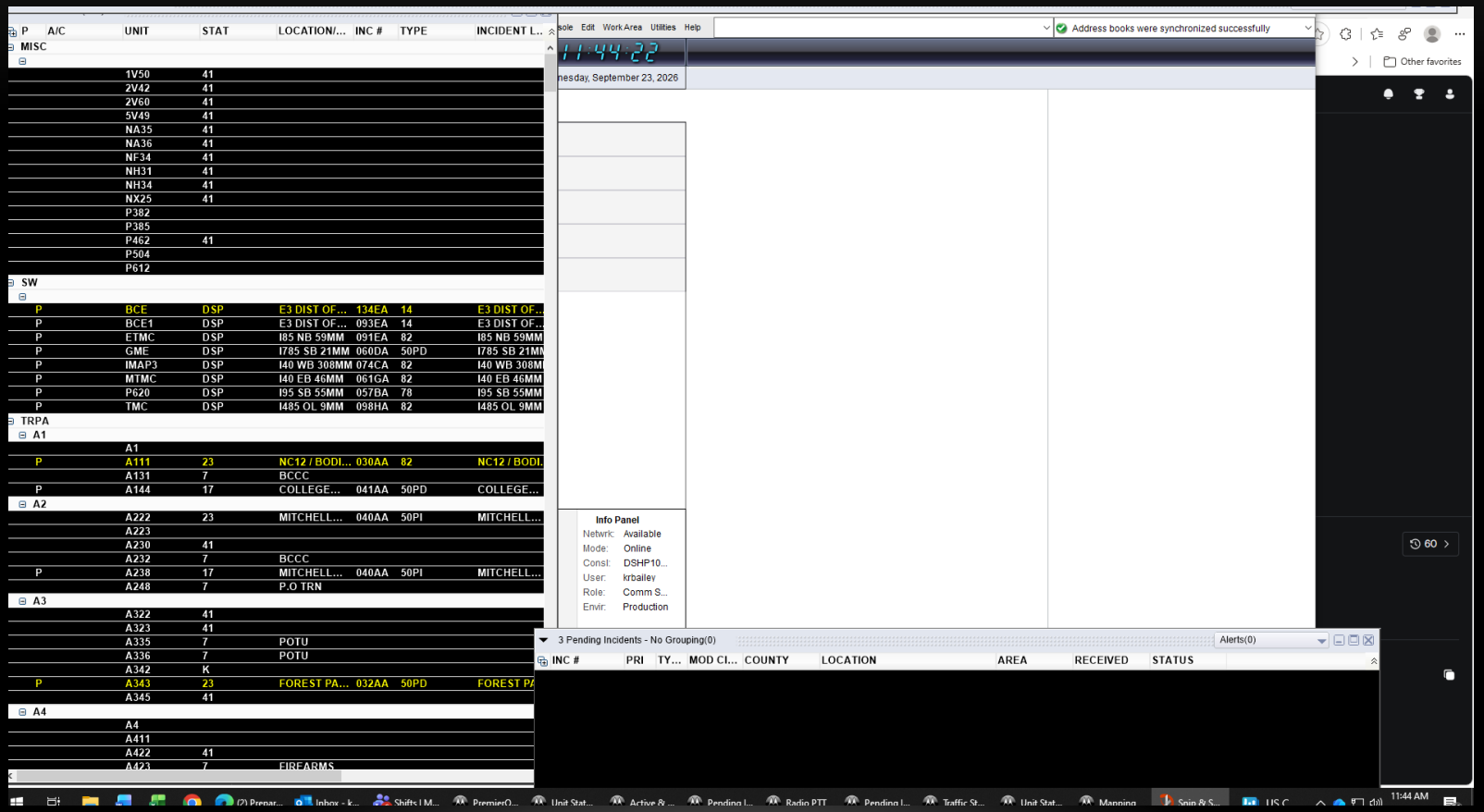
CAD SOFTWARE



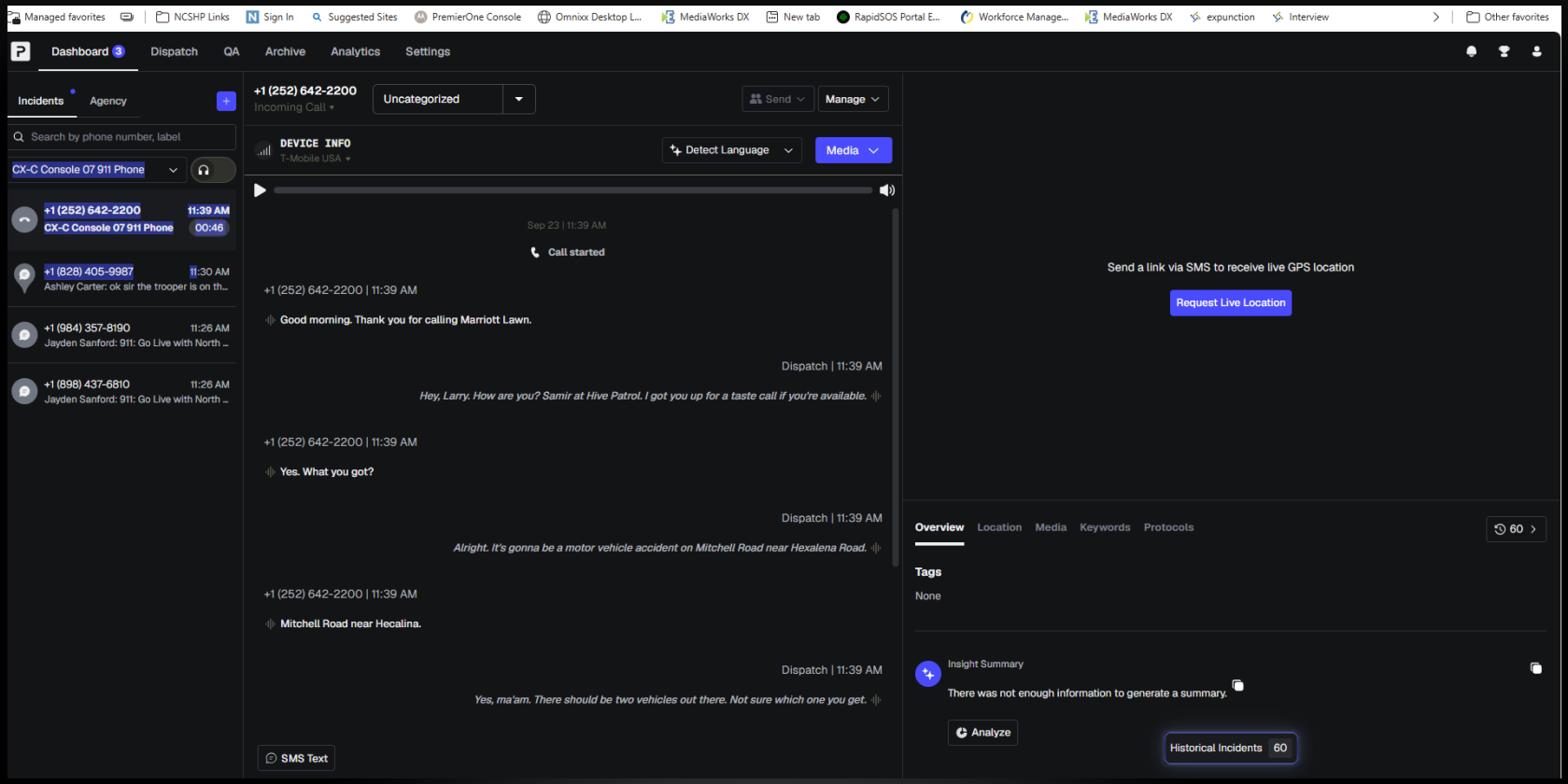
SHP CAD


1 - CAD Secure (192.168.200.2)
File Edit Transfer Fonts Options Tools View Window Help
LogOn LogOff
X EA2160320S035 DISPATCH BROWSE 3/20/2016 21:28 HPCS041
UNIT SEQ/UNIT 10 SIGNAL HIWAY COUNTY O/P/C/U
LOCATION < ROAD AREAS(1 TO 4)
REMKS
SRC CL ST AU
OU FM 2 SL N BC
F UTWA SEQ 10 SG CTY HIWAY --------LOCATION------- R RECD UNIT NOTF DSPH ARVD
? 035 14 080 SR0000 DOUBLE SHOOTING, VA 1022 B/CE 1022
UNT NOT BUSY M Y 4 N
? 072 14 099 SR0000 STOLEN VEHICLE, YADKIN CO 1332 B/CE 1332
UNT NOT BUSY M Y 4 N
? 143 63 030 US601 FROM GLADSTONE RD TWD 2031 E3 2031
UNT NOT BUSY M Y 4 N
? 149 80 029 SR0000 UNION GROVE RD TWDS 2125 E1 2128
UNT NOT BUSY M N 4 N
? 147 50 PD 080 I85 SB NR 76MM O 2116 E334 2117 2117
M Y 4 N
? 148 50 PD 062 NC73 6748 NC73W IFO MT ZION O 2123 E232 2123 2123
M N 4 N
? 150 50 PD 034 SR2396 4580 OLD BELEWS CRK RD O 2127 E439 2128 2128
M N 4 N
END OF SLIPS/TEXT MESSAGES RO 7218
1 Sess-1 192.168.200.2 HPT6116 DOC 1/2

MOTOROLA P1 CAD



PREPARED 911



DIALING *HP

- WHEN A CALLER DIALS *HP THEY WILL USUALLY GET THE CLOSEST HIGHWAY PATROL COMMUNICATION CENTER
- MOST CALLERS DO NOT WANT TO CALL 911 FOR EMERGENCIES BUT RATHER CALL *HP WHICH SOMETIMES CAUSES A DELAY IN RECEIVING ASSISTANCE BECAUSE WE DO NOT DISPATCH FIRE OR EMS



NCSHP 800 NUMBER

- Only works if you have North Carolina based cell phone number
- Every Communications Center has their own 800 numbers
- Each state has their own version of *HP example Virginia is *77 or *SP

WE DO NOT RECEIVE ANY FUNDS FROM 911 CHARGES ON CELL PHONES

THE HIGHWAY PATROL IS FUNDED SOLELY ON TAX DOLLARS

THANK EACH OF YOU FOR THE JOB YOU DO!!



"A Telecommunicator is one of the most important people you will never see."

QUESTIONS/COMMENTS

MY CONTACT INFORMATION:

CEDRIC THOMAS

4231 MAIL SERVICE CENTER

RALEIGH, NC 27699-4231

STATE CELL: 704-431-2040

EMAIL: CEDRIC.THOMAS@NCSHP.GOV

PERSONAL CELL: 336-692-5888