

OUR MISSION

North Carolina APCO is a member driven association of communications professionals that provides leadership and opportunities; influences public safety communications decisions for government and industry; promotes professional development; and fosters the development and use of technology for the benefit of the public and responders.

CHAPTER LEADERS

Grayson Gusa, RPL
Chapter President

Christine Moore, RPL
Acting 1st Vice President

Tracy Trogdon
Acting 2nd Vice President

Ray Gilleland
Acting Immediate Past President

David Dodd
Executive Council

Lori Laughlin, RPL
Treasurer

Missy Ezzell
Secretary

Byron Burns
Commercial Advisory Member

Elton Wright
Asst Commercial Advisory Member

Jeryl Anderson, CPE
Educational Advisory Member

Travis Essic
Public Information Officer

Randy Surratt
Chapter Historian

Andrew McKenzie
Chapter Photographer

Regional Ambassadors

Chad Deese
Greg Dotson
Janet King
Sarah Templeton
Herman Weiss

EMERGENCY COMMUNICATIONS MUST CONTINUE DURING UNCERTAIN TIMES

We are living through uncertain and unprecedented times across the state. This is a time when typically we are all anticipating the excitement of warmer weather, which has now been overshadowed by the current COVID-19 pandemic.

Since this rapidly changing pandemic has now forced us to cancel our March 2020 Chapter Meeting, it is the goal of this newsletter to serve as an update to our membership, in lieu of our regular bi-monthly meeting.



Grayson Gusa, RPL
Chapter President

As the pandemic continues to evolve, the one thing that is certain is that communications personnel are a highly integral part of the local and state response. There are front line telecommunicators all across the state helping to gather and verify information, screening medical calls to ensure no out of

country travel or flu like symptoms exist. These telecommunicators remain the very first point of contact, exert a voice of calm, and give potentially life saving instructions – all while multi-tasking and making split second, often, life or death decisions.

APCO International President Tracey Hilburn has recently shared an acronym, “In a play-on words defining a **TELECOMMUNICATOR: Those Employees Locating Emergencies Can Often Move Mountains, Uncover Needs, Instruct with Care And Tenacity, Officiating a Response.**” This acronym is a simple, yet tremendous way to describe the activities performed by emergency communications professionals each and every day.

To all of the public safety professionals across the state, while your job can sometimes seem frustrating and even redundant, know that your are performing a tremendous service to your community and that your work and dedication does not go unnoticed.



**2020 Telecommunicator
Training Symposium**
ENGAGE • ENERGIZE • EMPOWER

POSTPONED

TELECOMMUNICATOR TRAINING SYMPOSIUM POSTPONED TO OCTOBER 11-14, 2020

North Carolina APCO has announced that the 2020 Telecommunicator Training Symposium which was originally scheduled for April 5-8, 2020 has been postponed to **October 11-14, 2020**. If you have previously registered for the Symposium, your registration will automatically transfer to the new dates. If you had already made lodging arrangements using the Symposium group rate, your reservations will automatically be canceled by the venue.

While this decision was not taken lightly, the safety and wellbeing of our members and attendees remains our top goal and we appreciate your continued support as we work to move this event to the fall of 2020.

Additional information can be found by visiting www.tcsymposium.org, you can also view a list of Frequently Asked Questions by visiting <http://faq.tcsymposium.org>.

CORPORATE SPONSORS

We appreciate and recognize our North Carolina 2020 Corporate Sponsors.



CHAPTER NEWS

North Carolina APCO Announces New Board Appointments

During the January 2020 Chapter Meetings held in Lumberton, both Immediate Past President Brett Wrenn and First Vice President Stephanie Conner announced that they had both accepted new positions which would require them to step down from the North Carolina APCO Executive Board. Following their resignations, in accordance with the Chapter Bylaws, Second Vice President Christine Moore has advanced into the role of Acting First Vice President.

Additionally, with the concurrence of the Executive Board, President Grayson Gusa has appointed Tracy Trogdon to serve as Acting Second Vice President and Ray Gilleland to serve as Acting Immediate Past President. These individuals will remain in the “acting” capacity until the next chapter elections are held in May 2021.

Tracy Trogdon currently serves as the 911 System Administrator for the Fayetteville Police Department, and has previously served as a North Carolina APCO Regional Ambassador from 2015 to 2019.



Ray Gilleland serves as the Communications Lieutenant for the Cabarrus County Sheriff's Office, and has previously served as North Carolina APCO Chapter President in 2011-2012.

2021 NC Public-Safety Communications Conference

North Carolina APCO and North Carolina NENA continue working on planning for the 2021 North Carolina Public-Safety Communications Conference. Representatives from both organizations have conducted site visits at two locations across the state. The Boards are continuing to negotiate with potential host sites with a goal of announcing the host location during the May 2020 Chapter Meeting.





North Carolina APCO Statistics



TREASURER'S REPORT

Money Market	\$49,486.67
Primary Checking	\$1,976.05
Scholarship Account	\$1,432.00
TOTAL ASSETS	\$52,894.72



MEMBERSHIP NUMBERS

Associate Members	75
Commercial Members	13
Full Members	460
Online Members	889
TOTAL MEMBERS	1,437



COMMITTEE REPORTS

Audit Committee

The Audit Committee was scheduled to meet in April to perform the annual financial audit. This meeting has been indefinitely postponed due to the COVID-19 pandemic. Beth Smith serves as Chairperson of this committee.

For more information, contact Beth Smith at enine11@icloud.com.

Criminal Justice Information Network Committee

Steve Lingerfelt, North Carolina APCO Representative to the North Carolina Criminal Justice Information Network (CJIN) Committee, reports that the next CJIN Board Meeting has been cancelled in response to the Coronavirus threat. The Committee is still working on their Legislative Report which will be posted to the CJIN website (<http://www.cjin.nc.gov/>) once it is completed.

For more information, contact Steve Lingerfelt at steve.lingerfelt@highpointnc.gov.

Interagency Communications Committee

Lewis Cheatham, North Carolina APCO to the North Carolina Statewide Interoperability Executive Committee (SIEC), reports to be on

the lookout for upcoming change to talk groups on the VIPER system. The SIEC has created a working subgroup to guide the changes needed in this process. Once implemented, this will require the reprogramming of radios, consolettes, and consoles to reflect the changes.

For more information, contact Lewis Cheatham at lewis.cheatham@greensboro-nc.gov.

Compassionate Care Committee

Janet King, chairperson for the North Carolina APCO Compassionate Care Committee, reports Janet King reports that the Compassionate Care Committee has mailed out 15 cards since our last meeting. Nine of the cards were sympathy cards, five were sent to individuals recovering from recent illness or surgery and one retirement card was sent following 30 years of dedicated service.

For more information or if you know of someone suffering a hardship who could be lifted up, please contact Janet King at janet.king@randolphcountync.gov.

All other Committee Reports will be shared at the next North Carolina APCO Chapter Meeting.

TRAINING REPORT

Jeryl Anderson, the North Carolina APCO Educational Advisor provides the following Training Report:

Upcoming Training Opportunities

- ◆ The **APCO Communications Training Certification** class, scheduled for March 27-29, 2020 at the Apex Police Department, has been **postponed**. Once new dates are available for this location, we will send out an additional announcement. Anyone registered for this course will be automatically moved to the new dates.
- ◆ North Carolina APCO is offering the **APCO Communications Center Supervisor Class**, May 29-31, 2020. This training will be hosted at the Davie County 9-1-1 Center, located at 146 Doctor Slate Drive, Mocksville, NC. Registration for APCO members is \$225 and \$250 for non-members, and is available online.
- ◆ North Carolina APCO is pleased to announce that the 2020 Telecommunicator Training Symposium has been rescheduled. The new dates are **October 11-14, 2020**. Our host site will still be the Embassy Suites in Greensboro, NC. Our slogan is: Soar to New Heights—Engage ~ Energize ~ Empower
 - ◆ Includes our first ever Vendor Hall
 - ◆ New Managers and Directors Training track
 - ◆ Bigger and better event, with more training, great social and networking opportunities
 - ◆ Call for papers may be reopened if additional speakers are needed for the new dates

If you wish to host a class or would like to see a certain topic offered, please contact Jeryl Anderson by email (jeryl.anderson@ncapco.org).

Friendly Reminders

As of March 20, 2020, you have NINE months and TEN days to finish your 2020 Telecommunicator In-Service Training. This is required for Telecommunicators who work under the direction of a Sheriff and is required for all staff hired on or before June 30 of the given year.

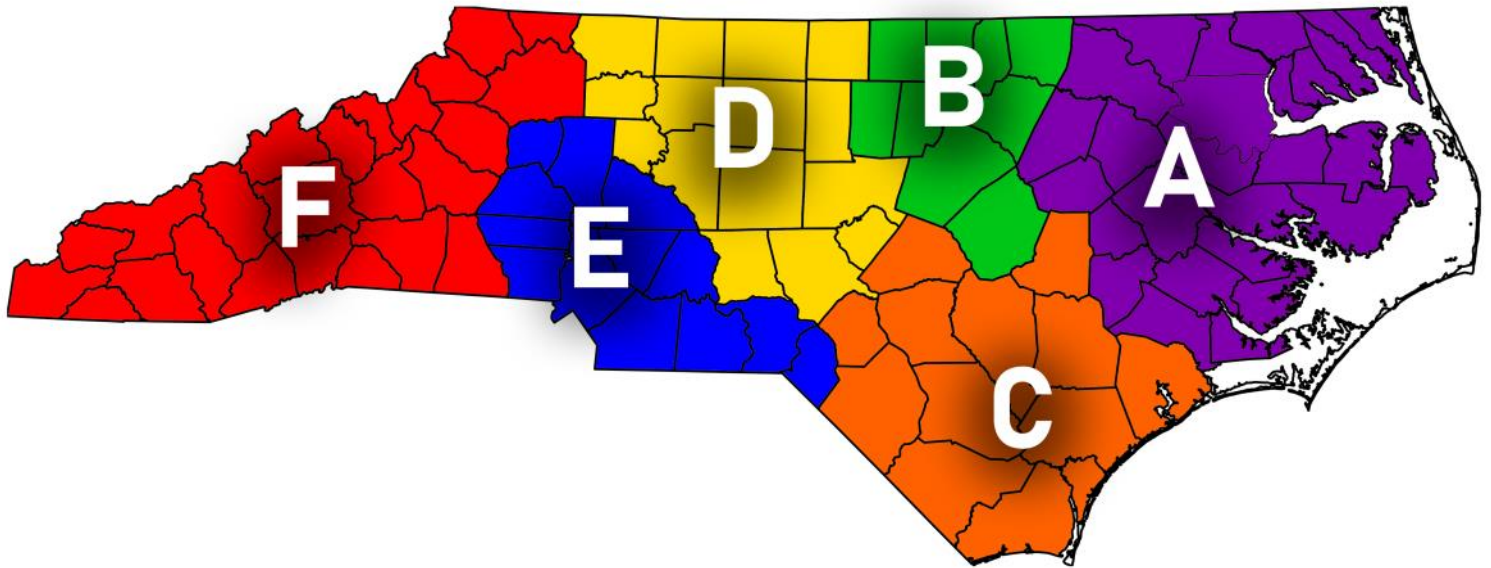
If you do not provide this training in house, this training is offered online by Richmond Community College, Alamance Community College and the North Carolina Justice Academy.

Instructors are reminded that you must successfully test out of a class in order to teach it. Also, if you are a School Director or Qualified Assistant, you must visit the NC Justice Academy website to complete your annual Instructor Update class, this is required to maintain your General Instructor Certification.

This training is new each year (January 1) and takes no time to complete. If you fail to do this EVERY YEAR, your General Instructor Certification will be REVOKED! You no longer need to fill out forms to send in for renewal, your certification will automatically renew when you complete the MANDATORY online training.

North Carolina APCO's goal is continue to provide quality, cost-effective training for all our members across the state. We thank you for your support in our efforts by attending the training and look forward to continuing to widen our efforts.

REGIONAL AMBASSADORS



North Carolina APCO has split up our 100 counties to provide representation from a Regional Ambassador across the state. These individuals serve as the conduit for the Executive Board to all members across the state. If you ever have comments, concerns or suggestions for how NC APCO can better serve our members, please reach out to the Ambassador covering your region.

Region A

Herman Weiss
Gates County 911
herman.weiss@ncapco.org

Region B

Sarah Templeton
Holly Springs Police Dept
sarah.templeton@ncapco.org

Region C

Chad Deese
Roberson County 911
chad.deese@ncapco.org

Region D

Janet King
Randolph County Emergency Services
janet.king@ncapco.org

Region E

Ray Gilleland
Cabarrus County Sheriff's Office
ray.gilleland@ncapco.org

Region D

Greg Dotson
Rutherford County Sheriff's Office
greg.dotson@ncapco.org

BOARD MEMBER CONTACT INFORMATION

Your North Carolina Executive APCO Board is here to serve the best interest of our membership. Please reach out to any board member if you ever need any type of assistance from the chapter. Visit www.ncapco.org to meet the entire board!

Title: Chapter President
Name: Grayson Gusa, RPL
Agency: Davie County 911
Phone: 704-637-6262
Email: grayson.gusa@ncapco.org

Title: Secretary
Name: Missy Ezzell
Agency: UNC-Wilmington Police
Phone: 910-962-7490
Email: missy.ezzell@ncapco.org

Title: Acting First Vice President
Name: Christine Moore
Agency: Guilford Metro 911
Phone: 336-373-2222
Email: christine.moore@ncapco.org

Title: Treasurer
Name: Lori Laughlin, RPL
Agency: City of High Point 911
Phone: 336-883-3224
Email: lori.laughlin@ncapco.org

Title: Acting Second Vice President
Name: Tracy Trogdon
Agency: Fayetteville Police Department
Phone: 910-433-1918
Email: tracy.trogdon@ncapco.org

Title: Commercial Advisory Member
Name: Byron Burns
Agency: Carolina Recording Systems
Phone: 704-426-3008
Email: byron.burns@crsnc.com

Title: Acting Immediate Past President
Name: Ray Gilleland
Agency: Cabarrus County Sheriff's Office
Phone: 704-920-3111
Email: ray.gilleland@ncapco.org

Title: Public Information Officer
Name: Travis Essic
Agency: Davidson County 911
Phone: 336-250-5182
Email: travis.essic@ncapco.org

Title: Executive Council Representative
Name: David Dodd
Agency: *Retired*
Phone: 704-692-1450
Email: david.dodd@ncapco.org

Title: North Carolina 911 Board Representative
Name: Melanie Neal
Agency: Guilford Metro 911
Phone: 336-373-2646
Email: melanie.neal@ncapco.org



**North
 Carolina
 APCO**

Leaders in Public Safety Communications