



The CCPS All-Points Bulletin

March 2004

A Message from the Secretary

The department is in the process of conducting customer satisfaction surveys to determine how well we are meeting the needs of our customers. The first two surveys are complete and the results showed that our employees are professional, responsive, and provide quality information. The surveys contained 14 questions and were sent first to law enforcement executives and then to local government officials, judges and magistrates. Law enforcement executives' satisfaction results were 86% for personnel, 78% for services, and 88% overall satisfaction. For other government officials, personnel were rated 84%, services 76% and the overall satisfaction index was 84%. The lowest score in both surveys concerned whether the divisions had sufficient manpower to meet needs. Only 67 % of law enforcement agreed with that statement, and 69% of government officials. Our customers have told us they would like to be better informed about issues and activities going on in the department, and we are currently working on a method to do that.

I'd like to introduce you to two new employees in CCPS Administrative Services. Marvin Waters is our new General Counsel. Marvin comes to us from the Attorney General's Office and had previously worked in the Durham County District Attorney's Office and as the ABC Commission's attorney. Renee Gleaton is our new Internal Auditor. She held similar positions with the Department of Health and Human Services, and before that, Cumberland County. I hope you'll join me in welcoming these new members of the CCPS family.

Lastly, two of our division directors are retiring, and I want to take this opportunity to thank them for their service to this department and to the State of North Carolina. Rufus Sales retires this month as Director of Butner Public Safety. Colonel Richard Holden has announced he will retire at the end of June as commander of the Highway Patrol. Both of these men have dedicated their lives to making North Carolina a safer place to live and I ask you to join me in wishing them well in the future.

Bryan E. Beatty



Save The Date!

The annual Employee Appreciation Day picnic will be May 7th at the State Fairgrounds. EAD Committee members will have tickets for sale in the next couple of weeks. Be on the lookout for emails and posters with all the details! Some photos from previous years are at <http://www.nccrimecontrol.org/intranet/eap.html>.

Congratulations!

The following promotions in the Highway Patrol were effective February 27th: Majors **M.R. Johnson** and **Peter White**; Captains **S.G. Angell**, **J.K. Glidewell**, **W.R. Glover**, **W.M. Nichols**, **K.B. Ward**, and **V.E. White**; Lieutenants **T.E. Butler**, **K.M. Castelloe**, **J.A. Harris**, **M.D. Hayes**, **T.D. Hurley**, **J.R. Mumford**, **G.A. Smith**, and **D.B. Stamey**; First Sergeants **A.H. Batchelor**, **J.R. Fairchild**, **B.A. Jones, Jr.**, **D.B. Langley**, **C.R. Lee**, **J.L. Leonard**, **W.R. Maness**, **S.G. Massey**, **B.L. Parham**, **B.K. Regan**, **E.O. Ritter**, **G.M. Smith**, **W.K. Smith**, **K.M. Ward**, **B.A. Whisner**, and **H.C. Whitmire**; Sergeants **P.D. Autry, Jr.**, **B.A. Beddingfield**, **J.S. Brooks**, **S.F. Canady**, **T.T. Coleman**, **K.W. Cooke**, **H.L. Cox, III**, **T.L. Gibson**, **D.B. Gilreath**, **M.A. Gravitte**, **C.L. Johnston, IV**, **C.R. Joyner**, **J.T. Lane**, **G.M. McNeill, Jr.**, **Malcolm A. Mills**, **J.C. Morton**, **T.C. Needham**, **R.L. Reynolds, Jr.**, **J.C. Rigsbee**, **M.A. Rutledge**, **T.L. Siler**, **K.J. Sturgill**, **V.E. Terry**, **C.E. Thomas, Jr.**, **E.L. Thompson**, **D.P. Wainwright**, and **B.C. Wright**.

The following people have reached state government service milestones in 2004. Please congratulate these fellow CCPS employees on their achievements. 25 years: **William Chandler**, **Kathryn Dickinson**, **Jesse Henson**, **John McNeill**, **Charles Ransdell**, **Pat Watson**. 20 years: **Ronald Locklear**.

Lt. Col. **Aaron Harper**, Director of the CAP Division, and Capt. **Michele Peeler**, STARBASE deputy director & NCNG UH-60 pilot, are engaged. Congratulations to the high-flying happy couple!

Comings & Goings

Welcome to our new employees: **Renee Gleaton** and **Marvin Waters**, Administrative Services; **Kristi Hickman**, **Brandy Maynor**, **Thurman Turner**, and **Brandi Wilkes**, Controller's Office.

Good luck to our recent retirees: **Pat Watson**, LESS; Sgts. **C.S. Raines** and **D.C. Smith**, SHP.

From the Controller's Office

A lot of personnel changes are taking place in the Controller's Office. New employees include Assistant Controller **Thurman Turner** and Budget Officer **Kristi Hickman**, who both start their new jobs on April 1st. **Brandi Wilkes** is the new Accounts Payable Supervisor and **Brandy Maynor** is the new Accounting Clerk IV. There've also been two promotions in the Controller's Office recently: **Latisha Patterson** was promoted to Payroll Clerk V and **Danyel White** to Accounting Technician II. Please welcome these new employees and congratulate the promotees who help us keep the dollars and cents straight and make sure everybody gets paid!

Division News

North Carolina was selected by the Department of Defense this month to receive a full time **Weapons of Mass Destruction-Civil Support Team**. The 22-member team will be a unit of the **N.C. National Guard**. The Guard had previously established its own team, but with part time personnel instead of full time. Civil Support Teams deploy rapidly to assist a local incident commander in determining the nature and extent of a biological, chemical or radiological incident. The team has the ability to identify the agents involved and the ready knowledge of what actions to take and what response units can be brought in to assist.

LESS facilitated the transfer of more than 2,300 pieces of body armor from law enforcement agencies to the **National Guard** for use in Iraq. The armor will be used to line the floors and sides of HUMVEES and trucks to provide an extra layer of protection from explosions and shrapnel in addition to what is already in the vehicles. Soldiers themselves are wearing new body armor provided by the Army.

The **Civil Air Patrol's** cadet initiative/schools program is now the largest in the nation. Since the initiative's creation in October 2000, the wing's membership has increased from 1,200 to almost 1,800 by establishing 17 new units and developing hundreds of interagency partnerships. Special thanks goes to the Governor's Crime Commission, which helped support the initiative with a federal grant.

Virus Warning from Information Systems

There's been an increase lately of 'clever' attempts to infect a computer with a virus. Some e-mails will look like they're coming from a legitimate authority within the Department such as 'management@nccrimecontrol.org' or 'networksecurityteam@nccrimecontrol.org'. The good news is by the time the email gets to your employee workstations the attachment, which contains the virus, has been deleted. Information Systems would like to stress to all employees to be suspicious of any action dictated in an e-mail. Make sure you know who sent you an email before you open it. If you aren't sure, call or email the IS staff for verification. Thank you for helping keep our computers clean.

Celebrate STARS!

Governor Mike Easley has proclaimed April as State Employees Combined Campaign (SECC) Volunteer Month. The theme is "Celebrate STARS!" which has double meaning. STARS stands for "State employees Taking Action - Responding with Service" and "Sharing...Touching...Affecting...Reaching...Serving." State employees are allowed up to 24 hours per calendar year to volunteer in support of schools, communities, citizens and non-profit organizations. Parents may also use the leave for child involvement. State employees wishing to mentor or tutor a student may receive one hour per week (up to 36 hours) instead of the 24 hours annually. For more information, go to http://www.ncsecc.org/c_stars/c-stars.htm .

The *All-Points Bulletin* is your newsletter! If you have information you would like included, please contact the Public Affairs Office at 919-733-5027 or send e-mail to rhoffman@nccrimecontrol.org before the 15th of each month.