



The CCPS All-Points Bulletin

Mission: To reduce crime, enhance public safety and assist victims throughout North Carolina.

November 2010

Message from the Secretary



As we enter into the holiday season, I hope each of you are able to enjoy this time of year with your families, loved ones and friends. Along with those good tidings, I hope you will each take time to consider that because of the work we do in this department, more families are able to celebrate the season. We might never know how many crimes or collisions we've prevented. We might never find out how many minors we've kept away from alcohol and tobacco, or how many families have been touched by Victims Compensation or Emergency Management programs.

Because of the efforts you put forth each day, our department is in the business of helping families. You are the engine that drives this train and I am grateful to you for the effort you bring to your job each day.

On Oct. 29, Gov. Bev Perdue appointed Michael Gilchrist to be the 25th commander of the State Highway Patrol. Col. Gilchrist brings a wealth of experience to this leadership position, and I look forward to continuing my working relationship with him in his new role.

Col. Gilchrist has devoted his life to serving the citizens of this state and has demonstrated the essential qualities of a successful leader such as loyalty, integrity and professionalism. His commitment to the organization will reinforce the Highway Patrol's rich tradition. We wish him the best as he takes on his new responsibilities.

Have a safe and happy holiday!

Reuben Young

Governor's Award of Excellence Given to Trooper Jack L. Thorpe

For helping three children, State Highway Patrol Trooper Jack L. Thorpe received the Governor's Award for Excellence in a ceremony in Raleigh on Nov. 30.



Trooper Thorpe was among 10 award recipients. He was recognized in the category of safety and heroism for helping three children who were allegedly being abused by their stepmother while driving back to Maryland after a vacation in Myrtle Beach. The 14-year-old girl had texted her mother about the abuse and the mother called the State Highway Patrol. Trooper Thorpe received the information from the patrol telecommunicator, spotted the car and pulled them over.

The girl had a leg injury and her brother had a black eye. The stepmother admitted punching the boy because he was disrespectful.

The county social worker refused to accept custody of the children, claiming they were Maryland's problem. Trooper Thorpe called the children's mother in Baltimore who granted him temporary custody of the children. He then took them home with him to play with his children and eat dinner until their mother could make the 12-hour drive to pick them up.

In addition to the Governor's Award for Excellence, CCPS Secretary Rueben Young and Colonel Michael Gilchrist, commander of the N.C. State Highway Patrol, presented Trooper Thorpe with two additional awards on Nov. 18.

Trooper Thorpe received the CCPS Distinguished Service Award and the Highway Patrol Meritorious Award. The Distinguished Service Award is CCPS's highest award for meritorious service.

Marvin Waters Family Accepts the CCPS Distinguished Service Award



CCPS Secretary Reuben Young bestowed the Distinguished Service Award posthumously to Marvin Waters, former assistant secretary for the department. He passed on May 31 at Duke Hospital after a 4 ½ year battle with cancer.

Secretary Young said, “He was an inspiration to us all. He was a man who looked adversity in the face and smiled.”

As the assistant secretary for administration, Waters supervised several sections including IT, fiscal and human resources.

“Marvin epitomized outstanding service in State Government, representing the department with honor and providing a high level of service to the public,” Young said. “At one point, he was actually fulfilling the needs of his old job as general counsel, while taking on the responsibilities of his new job. Yet, he would still ask, “What can I help you with?”



Young said Waters had an uplifting sense of humor and was never too busy to stop and laugh and share a smile and kind words with his colleagues. He put others needs first, interacting with everyone in the department from the first-line employees on up. He made himself available to everyone no matter how busy he was. Needless to say, he arrived to work early in the morning and left late in the evening. He was truly a hero in every sense of the word.

Waters, wife, Peggy, accepted the award. She was accompanied by her two daughters, Amy and Charlotte, and Charlotte’s husband, Ted.

The Distinguished Service Award is CCPS's highest award for meritorious service.

Winter Weather Tips

Winter is upon us, time to prepare for possible power outages or roads made impassable by snow or ice.



Here are a few winter safety tips:

- Properly vent kerosene heaters. Keep electric generators OUTSIDE and away from any open windows or doors to prevent carbon monoxide poisoning. DO NOT burn charcoal indoors.
- Keep fresh batteries on hand to use with flashlights and weather radios.
- Always keep at least a three-day supply of non-perishable food in your home.
- If you must travel during a winter storm, store an emergency kit in your vehicle.
- Wear multiple layers of thin clothing to stay warm.
- If driving on snow- or ice-covered roadways, reduce your speed. Driving at the regular speed limit will reduce your ability to control the car if you begin to slide. Leave plenty of room between you and other vehicles.

Congratulations!



The following employees were promoted:

Administration: **Margaret Murga**
Alcohol Law Enforcement: **William Berryhill**
Emergency Management: **Callion Maddox**

State Capitol Police: **Everette Johnson**

State Highway Patrol: **Michael Gilchrist, Joseph Lawrence and Leah Reading**

The following employees celebrate significant service milestones in their state careers:

25 years

State Highway Patrol: **Cary Lewis and Scottie Murdock**

N.C. National Guard: **Sallie Johnson**

20 years

State Highway Patrol: **Thomas Perry and Jack Leaird**

Governor's Crime Commission: **Wesley Walters**



Comings and Goings



Welcome to our new employees:

Administration: **Jessica Bond**

N.C. National Guard: **Michael Gilson**

Emergency Management: **Andrew Langan and Angelo Owens**

State Highway Patrol: **Maureen Barnett, Sylvia Brecheisen, Bradley**

Coker, Kathy Durocher and Sabrina Wroblewski

Victims Compensation: **Sonya Pope**

Best wishes to our recent retirees:

State Highway Patrol: **David Brown, Thomas Ellis and Willie Long**

In Memoriam

Administration: **Patricia Harris**, assistant controller





From the Desk of Staff Development

By Terri Butler

***Staff Development Coordinator
CCPS Human Resources***

Stand Out From the Crowd

By paying attention to a few simple things we can improve our work environment while becoming a better and more visible employee.

- **Open up the playing field** – The more you protect your domain the quicker you'll lose it. We provide more value and productivity when we share our knowledge and teach others. Experts are recognized, but hoarders may jeopardize their credibility. Remember, the best form of flattery is imitation.
- **Credit where credit is due** – One of the easiest ways to eliminate someone's interest in, or motivation to assist you is by failing to credit others for their contributions or accomplishments.
- **Build co-workers up** – Learn to identify and minimize your co-workers' issues. Attack the problems, not the person. Offer assistance. That's actually what good leaders do.
- **Don't make waves, make decisions** – So there's a problem; let's fix it. Pointing fingers just creates tension and inflames already tense situations. Dive in, analyze it and propose a solution.
- **Take a chill pill** – try not to let your moments of personal or professional unhappiness blanket the office. We all have bad days; just make sure your glass is half full on those days.

Finally, remember to check out the Wellness Page on the CCPS Website. Go to www.nccrimecontrol.org and click on Employees then Wellness.



What do I do with my old computer?

By Glenn Mack

**Chief Information Officer
CCPS Information Technology Section**

With the Holiday Season right around the corner, some of you may be considering buying a new computer. If you don't have plans to donate your old computer to a worthy cause or family member – most people often wonder what is the best way to properly dispose of the old computer equipment.



The city of Raleigh, in partnership with Wake County, collects old computers from Raleigh residents for recycling. The city offers the special collection service to support waste reduction and to keep potentially harmful materials inside computers from disposal in the county's landfill. There is no fee for the service. Most counties have some sort of recycling program – (see *URL's below for surrounding county information*).



IMPORTANT! Residents are responsible for removing any sensitive data from hard drives and other storage media. Erasing the hard drive of sensitive information before recycling a computer is extremely important. There are software packages that can be purchased from computer and electronic stores that can help do this. Computers with Windows 95 and 98

come with an F-disk that can be inserted into the computer during start-up which will help in removing sensitive data. Talk with someone who is knowledgeable about computers to ensure all the sensitive data deleted prior to recycling or donating a computer.

Residents must call Solid Waste Services at (919) 996-6890 to arrange for the special computer collection. Once an appointment is made the resident can leave the computer equipment at the curbside. Please do not set equipment out prior to the morning of the day designated for collection as it is not uncommon for such equipment to be taken by other people before city crews can get to it.

Acceptable items include: computer monitors, cords, processing units, computer speakers, scanners, parts, keyboards, mice, fax machines and copiers. **Only computer equipment or devices that are normally attached to computers such as printers, scanners or external drives are collected by appointment at the curbside by city crews.**

<http://www.raleighnc.gov/services/content/SolidWaste/Articles/LocalComputerRecycling.html>

http://www.co.durham.nc.us/departments/gnsv/recycle/Computer-Electronic_Waste.html

<http://www.chathamnc.org/Index.aspx?page=497>

Employee Spotlight

For nearly a decade, North Carolina has been moving toward a communications architecture that supports law enforcement and public safety personnel, so that in any emergency all can easily communicate and coordinate their efforts.

In June 2009, a major thrust to this statewide effort was made by hiring **Percina Curtis-Diggs** as the N.C. Statewide Interoperability Coordinator, a newly-established position within the Department of Crime Control and Public Safety, Office of the Secretary. The position serves as a single point of collaboration and coordination for statewide emergency communications. This oversight includes much more than ensuring all agencies have 800 megahertz radios.



“In simple terms, this program exists so that people, parts and the process can work together, in real time, to communicate by voice, data, and information sharing to support the public safety mission,” Curtis-Diggs said. “The people and parts work together to ensure critical information is passed back and forth with language and terms that is universally understood during routine and emergency situations. VIPER (the 800 MHz system) is an essential tool of interoperability and the backbone of statewide communications for North Carolina.”

Curtis-Diggs’ job is to manage, coordinate, support and promote operable and interoperable emergency communications across North Carolina’s 100 counties and tribal regions through governance, grants management, technology, training and exercises and the development of standard operating procedures.

“We were very excited to be able to formalize North Carolina’s interoperable communications initiative with this coordination role,” said Rhonda Raney, CCPS deputy secretary. “Bringing Percina on board with her background and experience has allowed us to enhance our infrastructure in a way that will benefit our efforts tremendously.”

For the five years previous to joining the Department, Curtis-Diggs had been working as a top secret senior analyst in weapons of mass destruction consequence management with an aerospace and bio-defense consulting firm in Alexandria, Va. The firm was supporting NASA, Department of Homeland Security and Department of Defense programs.

Although she was born in Washington, D.C., Curtis-Diggs has roots in North Carolina with her mother being from Brunswick County. Her father was from Alabama. She was an only child. She played basketball and softball from third grade to high school. In 1988, she graduated from Elizabeth Seton High School, Bladensburg, Md.

She loved her early years, attending Catholic schools and growing up in a diverse and full-of-action atmosphere that the nation's Capitol has to offer.

Curtis-Diggs decided to go to college in her mother's home state and graduated from the University of North Carolina-Greensboro in 1993 with a Bachelor of Science degree in Public Health, Epidemiology/Disease Prevention. In 2000, she earned a Master of Science degree from the University of Maryland in Business Administration. That same year she met her husband, Malcolm, and they married in 2005.

"My husband and I have an amazing friendship which serves as the basis for a phenomenal marriage and partnership - we balance each other and support one another fully in personal and professional pursuits - he is awesome," said Curtis-Diggs.

Curtis-Diggs was working closely in pharmaceuticals for the Centers for Disease Control's Vendor Managed Inventory program when the terrorist attack on New York City occurred.

"After the events of 9-11, public health took on a new role," Curtis-Diggs said.

Curtis-Diggs became the first public health emergency preparedness director for the Office of Emergency Preparedness and Response with the Anne Arundel County Department of Health in Annapolis, Md. She worked closely with local, state, military, and federal emergency preparedness policy, planning, and training initiatives in the Washington, D.C. area for more than three years.

She started using her science and technology background in concert with emergency planning and response when she was recruited by the Alexandria, Va. consulting firm, a job she found to be really thrilling, even if she can't divulge any of the top secrets.

"It married all of my interests, law enforcement, public health, systems engineering, science and research," Curtis-Diggs said. "These were things I thought would never connect."

For years and years, Curtis-Diggs said she and her husband talked about moving to North Carolina. Finally, the doors opened. Curtis-Diggs was offered the CCPS job, and her husband took a job with the computer giant, SAS, in global security operations. They moved with their three children, Jade, Malcolm Jr. and Malik to Raleigh in the summer of 2009.

"What a wonderful opportunity to relocate and still have this impact on what's going on statewide," said Curtis-Diggs. "I've always seen the value and the essential nature of multi-disciplinary, multi-jurisdictional, pre-event relationships. Effective communications is fundamental daily and in mission-critical situations.

“The people, parts and process are all critical to interoperability. That’s why it’s important and that’s why we’re here. It means the public can be assured their public safety entities are working in an interoperable and coordinated fashion.”

The Office of Interoperability is a two-person staff that includes technical writer Alyssa Young. They work closely with Emergency Management and with the Statewide Interoperability Executive Committee guiding and facilitating the interoperability program for North Carolina. Curtis-Diggs is the executive director of the group.

When not immersed in interoperability, Curtis-Diggs said she loves to cook with her husband. They are active in their church. She volunteer’s with her 6-year-old son’s touch football team. Curtis-Diggs has an interest in helping elderly people and connecting them to available resources. She gained experience in that arena during her father’s illness and subsequent passing as well as helping to support her mother who now lives with her.

"Parents are so important – they shape so much of our lives and have so much wisdom and experience we can learn from. My dad owned a heating and air conditioning business for over 30 years and really demonstrated and passed on to me a strong work ethic and business acumen. My mother also worked outside of the home in the dental field, but also showed me how to love, support, and nurture the family - I am doing my best to emulate all of those qualities with my bunch," said Curtis-Diggs. "It is truly a blessing to have her with us – we have always been very close. I love her. She is one of my best friends.

“My kids love it here, we love it here. I’m really, really happy we moved here. The CCPS as a whole has been welcoming and extremely supportive.”

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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 pmcquillan@nccrimecontrol.org before the 15th of each month.