

16 January 2026
Bi-monthly Membership Meeting Agenda
10:00 am- 10:40am

Herb Young Community Center
Cary, NC

1. Call to Order

TJ Wilkerson

Welcome to all in attendance today.

Thank you to all our commercial partners, and a special thank you to our 25-26 Diamond Sponsors- Carolina Recording System, Motorola, AT&T, SBFI-Horizon Console, and Priority Dispatch.

2. Introduction of 2025-2026 Board of Directors + Roll-Call

Ashley Warner

Executive Board Position	Member's Name	Present
Chapter President	TJ Wilkerson	X
1 st Vice President	Travis Essic	X
2 nd Vice President	Cassie Sexton	X
Immediate Past President	Corinne Walser	X
Chapter Treasurer	Jamison Sears	X
Chapter Secretary	Ashley Warner	X
Western Region Representative	Brian Drum	X
Central Region Representative	Corey Bodey	
Eastern Region Representative	Kim Parker	X
NC 911 Board Representative	Jason Compton	
Membership Outreach Director	Mitch Rieg	X
Commercial Advisory Representative	Wes Jones	X
Western Region Wellness Director	Monica Howard	X
Central Region Wellness Director	Ashley Warner	X
SWIC Liaison	Brandy Osborne	X
TERT Liaison	Amanda Winans	X

3. Special Recognitions

TJ Wilkerson

If you will please stand so you can be recognized for each accomplishment as I read them off:

- a. NENA Hall of Fame Members
- b. NENA Past Presidents
- c. Emergency Number Professionals (ENPs)
 - i. Recent Graduates:
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- d. Center Manager Certification Program (CMCP) Graduates
- e. First Time Attendees
- f. National NENA Board Members

4. Consent Agenda

TJ Wilkerson

- a. Review + Approval of Minutes from Previous Membership Meetings; Minutes are available online.

first motion- Christine Moore

second motion- Travis Essic

a. Treasurer Report

Jamison Sears

Civic

Money Market - \$61,009.20

General - \$15,213.43

Wellness - \$2,089.01

Wells Fargo

Checking - \$1,673.26

Savings - \$3,009.86

Total - \$82,994.76

Vote- I will entertain a Motion to accept these as presented:

Motion - Christine Moore , Second – Brian Drum , all in favor -

5. President's Report

TJ Wilkerson

As we move into the new year, I wanted to take a moment to share an update on the work your association has been engaged in since our last Chapter Meeting.

Conference

Our conference committee is hard at work and significant progress has been made regarding the upcoming 2026 NC Public Safety Telecommunications Conference (NCPSCC). The months ahead of conference season are often some of the busiest and most foundational. Be sure to mark your calendars for May 3rd through May 6th, it will be held again in beautiful downtown Wilmington, NC at the Wilmington Convention Center. Registration links will be posted as soon as possible along with hotel information.

NCPSCC Conference Shirt Design Contest
Deadline: Wednesday, January 28th at Midnight

We're bringing the 90's theme to life at this year's NCPSCC Conference — and we want YOU to help design the official conference shirt!

Design Rules

Must match the 90's conference theme
Keep it simple (clean + bold = best)
Two-tone color only (no gradients / full color)

How to Enter

Send your design submission to: tshirt@nc911conference.com

Winner Prize

The selected design winner will receive:
A FREE conference shirt
A challenge coin from BOTH associations:

- NC APCO
- NC NENA

Get creative, keep it 90's, and let's make something awesome!

Legislative & Advocacy Efforts

NC NENA continues to collaborate with NC APCO on legislative advocacy initiatives, including renewed efforts to organize a "9-1-1 Goes to Raleigh" event. The goal is to strengthen relationships with state legislators, highlight the impact of policy decisions on 9-1-1 professionals, and advocate for the needs of emergency communications across North Carolina.

These efforts have also led to impacts at the national level. Following a meeting with Representative Deborah Ross in December and Donald Davis in January, we were pleased to see their names listed as two of the newest co-sponsors of the PROTECT 911 Act (HR 2937). Events such as these reinforce the importance of consistent engagement and unified messaging.

Wellness Retreat

Final preparations are also underway for the 2026 NC NENA Wellness Retreat, more will be stated during our Wellness Team's update, but I would be remised to not commend the work that our team continue to provide across the state for the well-being of our 9-1-1 telecommunicators.

Upcoming Elections – Call for Nominations

North Carolina NENA is strongest when it reflects the voices, experience, and dedication of those working every day in our 9-1-1 centers. As we look ahead to upcoming elections, I want to personally encourage you to consider running for an elected office within NC NENA. This year we have open positions for western regional representative, eastern regional representative,

Treasurer, and 2nd Vice President. Each term is a two year term except for 2nd VP which rotates to first VP, President then Immediate Past President.

Serving in a leadership role provides a meaningful opportunity to advocate for our profession, influence the future of 9-1-1 across our state and nation, and ensure that both operational challenges and successes are represented at the table. NC NENA continues to support professional growth through initiatives such as 9-1-1 Goes to Washington, the return of 9-1-1 Goes to Raleigh, and nationally recognized professional development pathways including CMCP and ENP. Leadership within the association helps guide and strengthen these efforts for the benefit of our members and the communities we serve.

You do not need to have all the answers—just a willingness to learn, collaborate, and serve. Many of our most impactful leaders once questioned whether they were “ready.” The truth is, leadership grows from commitment, perspective, and the courage to step forward. Your experience matters. Your voice matters. And your involvement can make a lasting difference for our association and for 9-1-1 professionals statewide.

If you have ever considered contributing in a larger way, I encourage you to take that next step and consider running for office. NC NENA needs engaged, thoughtful leaders—like you—to continue advancing our mission and strengthening the future of 9-1-1 in North Carolina.

Thank you for all that you do in service to 9-1-1 and to the communities we support.

Please keep an eye on the **NC NENA website** for the nomination link. Once posted, it will also be shared via NC NENA social media, the PSAP Managers email group, and the NENA listserv. We strongly encourage members to consider serving or nominating a colleague—leadership engagement is vital to the continued success of our association. All nominees will be given a brief opportunity to introduce themselves at our next March Chapter Meeting.

None of this work happens without the commitment of our members. I am deeply appreciative of the professionalism, passion, and care that each of you brings to this profession and to NC NENA. Thank you for your continued trust and engagement. I look forward to what we will accomplish together in 2026.

6. **National NENA Report**

Cassie Sexton

The SBP (Standards + Best Practice) Conference saw the highest attendance to date, with more than 450 participants.

911 Goes to Washington (February 22–25) is also shaping up to be our largest yet, with **30 State Captains confirmed** so far.

We recently celebrated a major milestone—**reaching 25,000 NENA members**.

In addition, the **EMDR-Informed Care for 9-1-1 Professionals** course, developed in collaboration with **EMDRIA**, is now live. This course was made possible through the collective efforts of **Jim Marshall, MA**, numerous telecommunicators and subject-matter experts, along with **NENA, APCO, and EMDRIA**.

Bernard J. Brown “Buster” from Melanie Jones- read by TJ Wilkerson

I want to take a moment to honor someone who has had a lasting impact on this community.

Some of you may not have known Buster personally. Some of you may be hearing his name for the first time. But I can say with confidence that his influence touched all of us, whether directly or indirectly.

We learned yesterday, on his birthday, that Buster lost his battle with cancer.

When many of us were notified last year of his diagnosis, one phrase kept coming up again and again: no one fights alone. People wanted to do something. Not something polished or performative, but something visible, collective, and human.

That is what led to Wear Green Wednesday.

Green became a symbol of support, chosen partly with humor because Buster famously did not like eating his green vegetables, and partly with intention. It gave us a simple way to say, “We see you. We are with you.” without needing words.

Buster was a past president of NENA, deeply involved with APCO, and served as an adjunct professor. But more than his titles, he was someone who showed up for people. He always had a kind word. He would quietly pull you aside when you were choosing to serve at the national level, offering encouragement, perspective, and honesty when it mattered most.

It is safe to say that Buster touched each one of us, even if we did not know it at the time.

Today, we honor his life, his service, and the reminder he gave us that leadership is personal, service is shared, and no one walks this path alone.

7. NC 911 Board & Legislative Report

Jason Compton

- The next 911 Board meeting will be on Friday, January 23rd at 10:00 AM. This will be a condensed meeting with action items. If you are coming in person to the 911 Board meeting, or are interested in making public comment, you will need to register on the 911 Board’s website. This requirement is due to newly implemented NCDIT security measures. The link to register will be on the meetings page of the 911 Board’s website.

Reminders:

- The first round of funding reconsideration requests for FY2027 will be due February 28, 2026. If your PSAP needs additional funding for ETSF eligible expenditures that your distribution won’t be able to cover, please reach out to your regional coordinator or financial review specialist for assistance with a funding reconsideration.
- The 2027 grant cycle workshop will be held on March 25. Be on the lookout for more information regarding registration for the workshop if you are interested in applying for a grant for your PSAP. Attending the workshop is required to apply. Attendance to a past workshop does not count as attending this year’s workshop.
- If you have not already uploaded your PSAPs training certificates into Virtual Academy for basic telecommunicator training and/or EMD, this needs to be done. Also, if you have not updated your roster of users in a while, this will also need to be done.

Resiliency Compendium:

- All enhanced wireless PTT radios have been received by the 911 Board staff and are currently in the process of

being programmed. PSAPs will receive an MOU from the Board staff that will need to be signed prior to delivery of the radios. Delivery of all radios should occur over the next few weeks

8. Commercial Advisory Council (CAC) Update

Wes Jones

- Sponsorship levels for the conference in May were sent out. Registration will open in a few weeks. There was a typo- Diamond sponsorship was changed from 5 to 7, this will be corrected and sent back out.
- One vendor update- Carbyne has entered into agreement with Axon for acquisition. Expected in Q1 of 2026.

9. SWIC

Brandy Osborne

- Hear in Hyde- registration is open. April 9-12
- SWIC office hours- every other Friday at 10am . There will be a link for open quarium
- SIEC February 13th- public meeting
- New ICS basic class- piloting the first version- in TERMS- online class for 3 hrs. Testing out to be a prereq for INTD, COM-L, COM-T- offered quarterly
- Cybersecurity- there has been an uptick since January 1. Do not click the links or attachments.

10. TERT Report

Amanda Winans

In addition to the cybersecurity topic, some PSAPS across the country are receiving calls from people acting as radio vendor to access into the radio system. Ask them to provide credentials and names before granting access

Adding to the Hear in Hyde exercise – If you are interested in joining TERT or need to expand your abilities/skills, please attend.

COMMITTEE REPORTS

11. Western Region Report

Brian Drum

Scott Schiefelbein with Rutherford County 911 reports:

- They would like to recognize Bryanna Dockery, Arthur Sneed, and James McGuinn who provided CPR instructions and had units on scene within minutes for one of Rutherford County Sheriff's Office deputies. It was truly a team effort with a fantastic outcome.
- They are currently scheduled for new installation of Horizon consoles in the first week of February.
- They are currently in the process of switching to Southern Software CAD, RMS, and JMS, with an expected go live date around September 2026.
- They currently have two open positions with several candidates. Applications are always accepted and can apply at RutherfordCountyNC.gov

Todd Lankford with Wilkes County 911 reports:

- They would like to recognize Chloe Harreleson for her CPR save on November 19th, 2025. This CPR save along with the one from Rutherford County shows that Telecommunicators do make a difference.

Nikki Carswell with Iredell County 911 reports:

- The Iredell County VIPER Simulcast Project is 85% complete with a tentative go live date of April 2026.
- Their USDD Automated Voice Dispatch project is finishing up with a potential go live date of March 2026.
- They would like to thank all the agencies that reached out during the high-profile aircraft incident involving Gregg Biffle’s family and friends. They appreciate the support.
- They are currently going through the ECOM reorganization phase I to include the transition of Telecommunicators tier structure and implementing Master Telecommunicator incentive.
- They currently have four open positions.

Just a friendly reminder from the SIEC of the fast-approaching transition of majority of the Statewide Events, DPR, Statewide Call, the Statewide Law Enforcement Encrypted zone, the Highway Patrol Mutual Aid and Common 2 talkgroups to TDMA July 15th of 2026. Once the transition occurs, radios that are not properly programmed for TDMA will not be able to communicate on those talkgroups. You can test your radio’s programming by testing on Statewide Events Tango 1 – 4.

12. Central Region Report

Travis Essic

Kyle Thaggard – High Point 9-1-1

- High Point welcomes Courtney Cummins, who officially started on Monday. “We’re excited to have her join the team.”
- High Point currently has three vacancies; those interested can apply via the city’s website.

Samanth Dutch – Scotland County 9-1-1

- Recently hired 1 part-time and 2 full-time employees. Still have 2 telecommunicator and 1 shift supervisor positions to fill.
- “Kudos to our team for working an immense number of overtime hours to ensure that we meet minimum staffing requirements!”
- Ask to keep Operations Manager, Melody Jones, in your thoughts and prayers as she is recovering post-op. We look forward to having her back in the office mid-February.

Travis Wilkerson – Richmond County 9-1-1

- Selected Carbyne as its future phone handling solution.
- Recently filled 4 vacancies for telecommunicators, still have 1 position available and will be posted soon for hire.
- Would like to congratulate Garrett McInnis on his promotion to Shift Supervisor and Angie Dixon to Assistant Shift Supervisor.
- Would like to congratulate Katie Goodman on her recent Cardiac Arrest Save. Due to immediate recognition and intervention, the patient was quickly treated and found to have a pulse shortly after EMS arrival. The patient was released from the hospital and returned to work within two weeks of the event.

Melanie Jones – Guilford Metro 9-1-1

- Guilford Metro has six vacancies in our 9-1-1 center. The transition to the new CAD has slowed somewhat, but still moving forward
- Angela Mitchell- Senior Supervisor- after 30 years of service, January 29th at 10-1pm we will be celebrating her retirement

Stephanie Chatman – Burlington 9-1-1

- Very happy to announce that they are fully staffed. Currently have 4 trainees in various phases of their training but hope to have them all released by mid spring/early summer. Also have one applicant in the hiring process for part-time.

Morrissa Ahl-Walter- NCSHP

- The North Carolina State Highway Patrol has implemented Prepared ACT and AQA across four of its five communication centers, with the final center scheduled to launch next week. Early implementation has shown strong user adoption and operational efficiency. Support from the Prepared team contributed to a smooth transition. Agencies currently using Prepared are welcome to connect with us to share information and coordination opportunities.

Travis Essic, Harnett County-

Currently have 7 openings.

Kara Gautier was recently promoted to Supervisor.

They are implementing Southern Software on April 1, 2026.

13. Eastern Region Report

Kim Parker

Pasquotank-Camden Emergency Communications – Director, Kylie Felton

- Special Recognition
 - Congratulations to Krystal Tutwiler on completing her ENP

Pitt County 911 Communications – Director, Jimmy Hodges

- Jimmy Hodges asked to pass along his appreciation to everyone for the donations and support that has been given to Telecommunicator, Erin Harris during the recent fire that destroyed her home and belongings. He said that Erin and her husband have been overwhelmed with the support and help they have received from the 911 community in Pitt County and across the state.

Wilson County Emergency Communications – Director, Jeff Williford

- Positions
 - Currently recruiting for 3 Telecommunicator positions. Wilson County is a multi-agency PSAP that handles all EMS, Fire, and Law Enforcement calls for Wilson County and the City of Wilson. Applications can be found at www.governmentjobs.com/careers/wilsoncountync.
- Special Recognition
 - Congratulations to Shemeka Best-Taylor on recently receiving her Advanced Telecommunicator Certificate from Sheriff's Training and Standards Division.
- New Team Members
 - Welcome new team members, Tanner Halvorson and Tiffany Jones.

Bladen County Sheriff's Office 911 Communications – Sarah Murphy

- Projects
 - In the process of purchasing new consoles for their backup center.

Robeson County 911 – Director, Chad Deese

- Positions
 - They currently have 1 full-time position open.
- Projects
 - Recently went live with ASAP to PSAP and advises it is working great. Chad strongly encourages other PSAP's to consider getting on board.
 - They are scheduled to go live with the CAD-to-CAD project with the City of Lumberton on January 20.

Greene County 911 – Manager, Deborah Haddock

- Special Recognition
 - Congratulations to Telecommunicator, John Fischer on a recent CPR save. EMS had ROSC upon arrival. Patient recovered and has been released from the hospital.

Brunswick County 911 Communications – Deputy Director, Patti Long

- Positions
 - Currently interviewing for 5 open full-time positions.
- New Team Members
 - Welcome Telecommunicators, Jessica Ivey & Victoria Yarborough.
- Special Recognition
 - Congratulations to Tiffany Holden, Julie DePriest and Jaimee Vanskiver on completing their CMCP today.
- Misc.

Recently completed an audit of our NENA EPRC data and users. For those who aren't familiar it is an online database and mapping tool that provides contact and boundary info for PSAP's in the US. The link is <https://eprc-nea.hub.arcgis.com/pages/psap>

14. Membership Committee Report

Mitch Reig

If you or your agency has not renewed membership, be sure to do so.

ENP exam dates for Winter 2025 are from January 24th – February 7th. The deadline to register has already passed, so good luck to all who are registered and will be testing!

ENP Exam dates for Spring 2026 are from April 4th – April 18th. The deadline to apply is March 6th, 2026. We encourage anyone who is considering applying to do so and would like to remind you that the ENP exam is ETSF eligible.

Upcoming NENA Classes in NC:

Center Manager Certification Program (CMCP) - Castle Hayne, NC

1/12/2026 » 1/16/2026 - **Will conclude today, congratulations to all those who graduate!**

9-1-1 Center Supervisor Program - Raleigh, NC

2/3/2026 » 2/5/2026

15. Wellness Committee

Monica Howard

As we prepare for our 4th annual NC NENA wellness retreat we would like to thank our 2026 Wellness sponsors StandTall SBFi Horizon Consoles Shatterproof Southern Software and Our Retreat Sponsors Bradshaw Consulting All of our attendees have been confirmed and are preparing to arrive for retreat Feb 1-5 in Kill Devil Hills for a week of wellness and resilience training. This week you NC NENA wellness team will be conducting training, preparing meals, and entertaining our attendees (so pray for them) this year we had 73 applications to attend. All applicants were interviewed and the team made very hard decisions to choose attendees. We are excited to host this event again this year. We continue to respond to peer support needs across the state as well.

16. Awards Committee Report

TJ Wilkerson

5 members in attendance responded to the Western Region for Hurricane Helene and due to their efforts, they were provided NCNENA's Hurricane Helene challenge coin.

17. Comments for Questions

TJ Wilkerson

18. Adjournment

Thank you all for coming. We will take a brief moment to break as NC APCO prepares to begin their portion of the Chapter Meetings. One final announcement, our March 2026 Chapter Meeting will be hosted at the NC Zoo in Asheboro, March 20th, 2026. Mark your calendars, we hope to see you all there.

Motion- Travis Essic

Second- Cassie Sexton