



**North Carolina APCO Chapter Meeting**

Friday, March 20, 2026 | 10:00am

**Call to Order**

**Samantha Dutch**

**Welcome**

**Pledge of Allegiance**

**Recognition of 2025-2026 Corporate Partners (Motorola, AT&T, Carolina Recording Systems, Horizon Consoles and Priority Dispatch)**

**Introduction of Board Members**

Chad Deese <i>President</i>	E	Melanie Jones <i>NC 911 Board Representative</i>	E	Jackie Ezell <i>Region C Ambassador</i>	P
Samantha Dutch <i>1<sup>st</sup> Vice President</i>	P	Jeryl Anderson <i>Executive Council</i>	P	Kyle Thaggard <i>Region D Ambassador</i>	P
Jacob Butcher <i>2<sup>nd</sup> Vice President</i>	P	Grayson Gusa <i>Chapter Historian / PIO</i>	P	Samantha Peaks <i>Region E Ambassador</i>	P
Shante Lipscomb <i>Immediate Past President</i>	P	Josh Benfield <i>Compassionate Care/CORE</i>	E	Max Dula <i>Region F Ambassador</i>	P
T'airra Whitis <i>Treasurer</i>	E	Ruth Barefoot <i>Region A Ambassador</i>	P	Ashlee Russell <i>Commercial Advisor Member</i>	E
Christine Moore <i>Secretary</i>	P	Morrissa Moyer <i>Region B Ambassador</i>	P		

**Moment of Silence**

*Over the past several weeks, our public safety communications community has experienced significant loss and heartache with the passing of members of our 9-1-1 family. We especially remember Nakeya Farrer, a Telecommunicator with the Durham Emergency Communications Center. At this time, I ask that you join me in a moment of silence to honor her memory and to keep all of those grieving these losses in our thoughts.*

*Thank you. May we continue to honor their service and support those who carry on their work.*

**Special Welcome & Recognition**

*We would now like to give special recognition. Please stand when your category is called:*



*Past North Carolina APCO Chapter Presidents*

*North Carolina APCO Chapter Life Members*

*APCO International Senior Members*

*APCO International Life Members*

*Registered Public-Safety Leaders (RPLs)*

*Certified Public-Safety Executives (CPEs)*

*Additional Corporate Partners*

*First Time Attendees*

### **Approval of January 2026 Meeting Minutes**

*Motion to approve: Cassie Sexton*

*Second: Kenyon Harris*

### **Special Presentation by APCO International 2<sup>nd</sup> Vice President Candidate**

*Brian LaMonica*

### **Chapter Reports**

*\*Regional Ambassador Reports skipped due to nominee introductions, reports emailed for minutes.*

### **Executive Council Report/Training Report**

*Jeryl Anderson*

- Training Report
  - *Upcoming Training Opportunities: if you wish to host a class or would like to see a certain topic offered in a classroom format or online platform, please contact Jeryl Anderson via email.*
    - *FREE training provided by the National Criminal Justice Training Center at Fox Valley Technical College – 9-1-1 Telecommunicators and Missing & Abducted Children – This is a live 8hr class that is instructor led.*

*Contact NC Center for Missing Persons at [nccmp@ncshp.gov](mailto:nccmp@ncshp.gov) or call the 800 number listed on the NCCMP website for further information.*
    - *NC APCO is excited to invite you to be a part of our Regional Training Initiative, which was launched in 2025 with a simple, but powerful, mission: bring FREE, high-quality training directly to North Carolina Telecommunicators and, through our virtual offerings, to public safety professionals around the globe.*



*If your agency is interested in hosting, or if you have any questions, please email Samantha Dutch at [Samantha.dutch@ncapco.org](mailto:Samantha.dutch@ncapco.org).*

*We are now actively scheduling the next wave of training opportunities, and we want to hear from you.*

*This initiative only succeeds because of the incredible people in our industry who are willing to share their knowledge and open their doors. We hope you will join us in continuing to grow and strengthen North Carolina's public safety communications workforce.*

- *If you are interested in serving on a committee for APCO International, they are accepting applications for committee volunteers through April 1, 2026. If you are already on a committee, please remember that you must still go in and sign back up for the next committee year. Interested parties can go to APCO Internationals website to sign up.*
- *Friendly Reminders*
  - *Effective July 1, 2022, ALL Telecommunicators are required to have 40hrs of Telecommunicator training. As a reminder, if you work for a municipal police department or your communications center is run by a Sheriff, your agency is required to have your communications staff go through the Telecommunicator Certification Course. All other agencies can choose to do the same course, or another 40hr Telecommunicator training course.*
  - *Today is March 20, 2026, you have nine (9) months and 11 days to finish your 2026 Telecommunicator In-Service Training. If you do the training in-hours, the training lesson plans, PowerPoints and handouts are now available through the NC Justice Academy website at no charge.*
    - *It is required for those TCs that work under the direction of a Sheriff, or municipal police department, to become Telecommunicator certified through the Sheriff's Standards NC Telecommunicator Certification Course.*
    - *It is required for all staff hired on, or before, June 30<sup>th</sup> of the given year.*
    - *If you do not do the classes in-house, you can get it online from Richmond Community College, Alamance Community College (be sure to mention mandatory check-in assignment and not getting a certificate from both) or the NC Justice Academy.*
    - *Instructors remember you must successfully test out of a class to teach it. These tests can now be taken on-line through the NC Justice Academy's training portal. Also, if you are an instructor, do not forget to go to the NC Justice Academy's Acadis training portal and do your*



*annual Instructor Update class, this is how you will keep your General Instructor Certification. Emails for this, with the link, came out January 1, 2026.*

- *If you need to renew your General Instructor Certification, be sure to send in the required documents within the month that you expire. If you fail to complete this process your certification will lapse.*
- *Instructors are responsible for maintaining their own certifications and documents and providing school directors with those certificates, if required, along with your assigned Acadis Instructor Number, which can be found on your dashboard in the NC Justice Academy's Acadis training portal.*
- *Sheriff Standards will only send instructor certificates to the instructors themselves. Reminder emails do get sent out to keep you on task*
- *Executive Council Report*
  - *Government Relations* -- Legislation to reauthorize the First Responder Network Authority (FirstNet) was introduced in the House of Representatives on February 5<sup>th</sup> and advanced out of the Communications and Technology Subcommittee to the full Energy and Commerce Committee on February 10<sup>th</sup>. The First Responder Network Authority Reauthorization on Act (H.R. 7386) would reauthorize FirstNet for 10 years, place it directly under the control of National Telecommunications and Information Administration, and expand the FirstNet Authority Board by adding two (2) additional seats for public safety representatives. This action in the House follows January testimony before the Senate Commerce, Science, and Transportation Subcommittee on Telecommunications and Media, where APCO CEO and Executive Director Mel Maier urged swift reauthorization of FirstNet with strong governance and public safety oversight. APCO will continue to monitor and advocate for reauthorization that strengthens public safety representation and preserves FirstNet's ability to serve the nation's first responders.
  - *Events and Corporate Outreach*
    - *APCO 2026*
      - *As of 2/28/2026, there are 170 exhibitors (2% ahead of Baltimore) and 25 sponsors.*
      - *New this year are three (3) price levels and a revised refund policy.*
      - *The schedule at a glance is also available. Changes this year include: moving the CAC/CCAM events from Wednesday to Sunday, the expo hall closing at 3pm on the second day (instead of 4pm) so that exhibitors can try to avoid overtime labor (this is based on survey feedback), and registration will stay open until noon on the last day to account for any badge reprints and/or lunch and dinner ticket purchases.*



- *Impact Awards April 22, 2026 – will be held at the National Press Club in Washington, DC. These awards honor the heroes, individual leaders and outstanding groups and organizations of the 9-1-1, public safety and emergency response community for their achievements in the prior year. In addition, the NG9-1-1 Institute will host its Tech Showcase the following day, April 23<sup>rd</sup>.*
- *CCAM Excellence Award Nominations – APCO International is accepting nominations for the Chapter Commercial Advisory Member (CCAM) Excellence Award.*

○ *Membership*

<b>Member Type</b>	<b>2/1/2025</b>	<b>2/1/2026</b>
<i>Total Member Numbers</i>	<i>36,186</i>	<i>39,929</i>
<i>Group Member Agencies</i>	<i>1,524</i>	<i>1,510</i>
<i>Commercial Group</i>	<i>27</i>	<i>42</i>

○ *APCO Institute*

- *Standards Program Momentum: New Publications, Active Reviews and Growing Volunteer Engagement*

*Two training standards were published this month: APCO ANS 3.104.3-2026 Core Competencies and Minimum Training Standards for Training Coordinator and APCO ANS 3.106.3-2026 Core Competencies and Minimum Training Standards for Quality Assurance Evaluators.*

*In addition, two standards were posted for public review and comment, including: APCO Candidate ANS 1.123.1-202X Minimum Technical Requirements for Remote Support to Emergency Communications Center (ECC) Operations. This will be under public review and comment until April 13<sup>th</sup>.*

*The second standard posted for public review and comment is APCO Candidate ANS 3.101.4-202X Core Competencies and Minimum Training Standards for Public Safety Communications Training Officer (CTO). This standard will be under public review and comment until April 20<sup>th</sup>.*

*Also, during February, two (2) draft standards were submitted to their respective subcommittees for initial review. These standards included the Emergency Communications Common Disposition Codes for Data Exchange and the Core Competencies and Minimum Training Standards for Emergency Communications Center Supervisor.*

○ *Spectrum Management*

*License Renewals – APCO has become increasingly aware of a troubling trend affecting public safety communications: a growing number of Federal Communications Commission Part 90 licensees are allowing their licenses to lapse, often unintentionally,*



resulting in the permanent loss of valuable public safety spectrum. Under FCC rules, Part 90 licenses do not automatically renew. If a license expires without a timely renewal, the frequencies return to the pool and may be reassigned. In today's congested spectrum environment, reacquiring those channels can be difficult, if not impossible, particularly in metropolitan areas. Compounding the issue, pursuant to Rulemaking FCC 20-126, the FCC no longer prints or mails hard copy licenses. Registrants can no longer request paper copies. All official authorizations are issued electronically through the FCC's Universal Licensing System (ULS). To help prevent missed grants, overlooked renewals or lapses:

- *Maintain a valid email address on all FCC Registration Number (FRN) records and applications.*
- *Upon authorization, the FCC will electronically issue an official copy to the email address provided.*
- *Regularly monitor ULS records and renewal deadlines.*
- *Ensure FRN contract information is current, especially during staff transitions or retirements.*

*Public safety spectrum is a critical and finite resource. Losing a license due to administrative oversight can disrupt operations, delay system upgrades and increase costs. APCO strongly encourages all licensees to review their Part 90 authorizations, confirm renewal timelines and verify that current email information is on file with the FCC. Proactive license management is essential to protecting your agency's operational readiness and long-term spectrum assets.*

#### **North Carolina 9-1-1 Board Report and Update**

**Melanie Jones**

*Unable to attend, NENA Representative will report out.*

#### **Treasurer's Report**

**Jacob Butcher**

*Checking account \$6,848.12*

*Business Savings Account \$138,391.31*

#### **Region A Report**

**Ruth Barefoot**

- *Pasquotank-Camden Central Communications*
  - *Equipment and/or Technology Upgrades: They just implemented ProSuite.*
- *Currituck County*
  - *Equipment and/or Technology Upgrades: They have implemented a scrolling board in the center that scrolls through announcements, project updates and shout-outs. They have received a lot of positive feedback. They are currently working through implementation of IAED's EFD. They are scheduled to go live mid-May. The next project is the implementation of Locution. They are currently on the state's list for Carbyne roll-out.*
  - *Special Recognition and Promotions: Special recognition to Miranda Steward, Erin Gillen and Brandi Leary for their empathy and professionalism during several difficult and high*



priority calls. Kudos to Layla Armstrong and Keerika Wise for being recognized by vendors for having a positive attitude and dedication to their 911 center and the industry.

- *Additional Information: They were able to secure space in their building dedicated to training, and they just completed their first training academy in it. Shout-out to Training Manager Layla Armstrong for her hard work and dedication through-out the first academy.*
- **Chowan County**
  - *Staffing and Openings: They are still looking for part-time employees and still have one (1) full-time position open.*
  - *Equipment and/or Technology Upgrades: They are in the process of a furniture upgrade to Evans Consoles. They will be replacing all three (3) of their positions at the primary center.*

#### **Region B Report**

**Morrissa Moyer**

*No report to give.*

#### **Region C Report**

**Jackie Ezzell**

- **Brunswick County**
  - *Staffing and Openings: They currently have three (3) openings. They welcomed new team members Meredith Stone and Mindy Lunsford.*
  - *Special Recognition and Promotions: Special recognition was presented by the NC State 911 Board to Eddie Yates, Jaimee Vanskiver, Megan Walton, Marty Rivera and Abbygail Sauls for their handling of the mass shooting in Southport. Congratulations to Julie DePriest on receiving her ENP.*
- **Pender County**
  - *Staffing and Openings: They currently have five (5) openings. They welcomed new team member, Luis Perez, who was just recently released to operate on his own. Pender is currently going through applications with interviews in the next couple of weeks.*
  - *Equipment and/or Technology Upgrades: They have placed the orders for their new radio consoles and new console workstations for their new center. They selected Evans Consoles.*
  - *Additional Information: They are 68% complete with their new building project.*

#### **Region D Report**

**Kyle Thaggard**

- **Guilford Metro 9-1-1**
  - *Staffing and Openings – They currently have 9 vacancies.*
  - *Equipment and/or Technology Upgrades – They have pushed their go-live date with Octave’s CAD to February 2027.*
- **High Point 9-1-1**
  - *Staffing and Openings – They currently have 3 vacancies. To apply visit <https://highpointnc.gov/911careers>*



- *Special Recognition and Promotions:*
  - *They would like to congratulate Amanda Gardiner on her promotion to Telecommunications Supervisor. Amanda holds a Bachelor of Science in Criminal Justice from UNC Pembroke and a Master's Degree in Public Safety from Capella University, with a specialization in Criminal Justice. Amanda is also an APCO Certified Communications Training Officer and Communications Center Supervisor, and is currently pursuing her Registered Public-Safety Leader (RPL) designation through APCO International.*
  - *After nearly two (2) decades of service to their communications center and the community they serve, David Wilson is set to retire on April 1<sup>st</sup>. David joined the department in 2007 and has been a steady and meaningful presence in our center ever since. He trained and mentored many of the people who make up our team today, and the knowledge and experience he shared along the way continues to influence how we work and who we are. Among his many contributions, David was part of a proud chapter in our agency's history, including our achievement of the APCO Agency Training Program Accreditation. We are grateful for everything David has given to this profession and to this community. We hope retirement brings him everything he has earned.*

#### **Region E Report**

**Samantha Peaks**

- **UNC Charlotte**
  - *Staffing and Openings: They are currently in the process of filling one open position.*
  - *Equipment and/or Technology Upgrades: They have successfully moved into their new communications facility and are fully operational. They have completed their transition to Southern Software CAD/RMS, and the system is functioning well.*
  - *Additional Information: They just completed their second CALEA onsite assessment and have been certified as a Communications Center for the next five years. Graduation ceremonies at the university are coming up in May, which will bring increased activity to campus.*
- **Lincoln County**
  - *Special Recognition and Promotions: They have a new director, Carol Mecimore, who has been serving in the role for approximately eight (8) months. She continues to settle into the position and leading the communications center.*
- **Richmond County**
  - *Staffing and Openings: They currently have two (2) vacancies. There are three (3) trainees actively in the CTO phase of training.*

#### **Region F Report**

**Max Dula**

*No report to give.*



## **Old Business**

### **Regional Training Initiative Update**

**Samantha Dutch**

- *For 2026 YTD, three (3) classes have been held:*
  - *1/6/2026 – “Leadership: What’s Your Heart Posture?” – taught by Tangela Walker at Durham ECC – 16 attended*
  - *1/28/2026 – “I Don’t Like You Either!” – taught by Morrissa Moyer in Haywood County – 14 attended*
  - *3/4/2026 – “10 Things Your 9-1-1 Caller Wishes You Understood” – taught by Samantha Hawkins in Currituck County – 14 attended*
- *Since this initiative began in August 2025, we have held nine (9) training sessions with 480 attendees. We have invested \$2400. We sent out 405 certifications, which only go out once a course survey has been completed.*

### **Legislative Update/9-1-1 Goes to Raleigh**

**Jacob Butcher**

- *9-1-1 Goes to Raleigh*
  - *Save the Date: June 2<sup>nd</sup> at 0730 we will hold a congressional breakfast.*
  - *Sign-up sheets will be forthcoming – this is important to account for the counties that will be present and for coordinating meetings with their lawmakers.*
  - *Things to discuss: who we are and what we represent and how we can be utilized as a resource for both education and impact of proposed legislation.*
- *Legislation*
  - *Bills that we are monitoring*
    - *HB463 – Additional Insurance for First Responders Diagnosed with Mental Health Illness*
    - *HB675 – Certification Requirements – pertaining to EMDs*
    - *HB695 – VIPER Funding*

### **NC APCO Interfaith Critical Incident Support Network/Scholarship Committee**

**Morrissa Moyer**

- *Scholarship Committee*
  - *NC APCO Scholarship Committee is looking for 1-2 APCO members to help review, score and select from submitted applications. Volunteers must not be applicants themselves. If interested, please reach out to Scholarship Committee Chair Morrissa Moyer.*
- *NC APCO Interfaith Critical Incident Support Network*
  - *In January, NC APCO approved the creation of the Interfaith Critical Incident Support Network for 9-1-1 professionals, and now we are opening the Cornerstone Scholarship to begin building that program.*
  - *We will be selecting five (5) individuals – our “Cornerstones” – who will help coordinate peer support requests in their regions and support the growth of 9-1-1 chaplains across the state.*



- *This is open to current and retired Telecommunicators, as well as trainers and supervisors.*
- *Applicants must apply to the 9-1-1 Chaplain Academy starting April 27<sup>th</sup>, attend the in-person intensive training in Raleigh July 15-19, and already hold the ICISF Peer Support Certification.*
- *Scholarship will cover tuition, books and travel for the intensive, but reimbursement will not occur until the end of the program, upon successful completion.*
- *Applications are now open and will close April 3<sup>rd</sup> at 11:59pm.*
- *Selections will be announced April 11<sup>th</sup>.*

### **New Business**

**Samantha Dutch**

Nominations are now being accepted for NC APCO Awards and will close at 1200 4/10/2026.

### **Chapter Elections**

**Shante Lipscomb**

*Chapter Elections will open Monday, March 23<sup>rd</sup>, after the Chapter Meeting and will close April 17<sup>th</sup>. We encourage all members to review candidate bios on our website, engage thoughtfully and participate in the voting process.*

Chapter Board Nominee Introductions

*We have several positions up for election this year. At this time we will be joined by the nominees for those positions. The nominees will each be allotted three (3) minutes for introductions.*

**Second Vice President**

*Kyle Thaggard, High Point 911*

**Chapter Treasurer**

*Lisa Kociolek, Raleigh-Wake 911*

*Jackie Ezzell, Pender County 911*

**Executive Council Representative**

*Jeryl Anderson, Retired*

*Grayson Gusa, Davie County 911*

**Region A Ambassador**

*Ruth Barefoot, Pasquotank-Camden 911*

**Region C Ambassador**

*Hope Downs, New Hanover County 911*

*Heather Reist, Robeson County 911*

**Region E Ambassador**

*Samantha Peaks, Richmond County 911*



### **Comments from the Floor**

**Rob Wilson, Director of Davidson County 911.** Discussion regarding eWarrants. Their agency does not run warrants through the 9-1-1 center, their officers do. He spoke to his CAD vendor about creating an interface with eWarrants. The CAD vendor said yes, however, there is an issue with the actual Administrative Office of Courts. Staff at AOC advised that this would be possible, with upgrades to the system. The estimated cost proposed \$250k-\$500k. Once estimates were received, the conversation with AOC ceased. He is asking for APCO and NENA support for legislation to mandate AOC create an interface to deliver eWarrants results directly to CAD systems. He feels this is an officer safety and TC safety issue.

Motion from Mike Reitz to support this initiative. Second: Kyle Thaggard.

Discussion from Kenyon Harris, there has never been an interface with NCIC and AOC. AOC also needs to create an interface to NCIC, so that things are not missed.

Follow-up from Rob Wilson, looking for a vendor agnostic interface. No preference on how the work gets done, just that it does get done so that 911 centers don't miss information.

Max Dula, request legislators demand that Tyler Technology improve the eWarrants system. You should not have to enter things multiple ways in order to find an active warrant.

Follow-up from Rob Wilson, agrees that the system needs to be improved.

NC APCO Membership vote: 1 nay, the rest ayes, the motion passes.

**Next Chapter Meeting** – *We look forward to seeing you at our next chapter meeting which will be held Wednesday, May 6, 2026 in Wilmington during the NC Public Safety Communications Conference.*

### **Adjournment**

*Motion to approve: Jeryl Anderson*

*Second: Shante Lipscomb*