

TCC Advisory Group Meeting

Date & Time: October 7, 2025, 1000 Hours

Location: [NCJA - Microsoft Teams]

Attendees:

Present: Chair Melinda McClenny -NCJA
Blair Alderman - NCSHP
Autumn Hanna – Sherriff's Standards
Randi Rowland – Pinehurst PD
Craig Shutz – Schrader Group
Merrily Cheek – NCJA
Jennifer Etheridge – Wilson County Emergency Communications
Haley Cooper – Guest - NCJA
Carrie McLamb – Staff – NCJA

Absent: Cortney Allen – Yancy County
Cliff Brown – Sampson County 911
Crystal Bullard – City of Fayetteville
Kevin Gaetani – Charlotte Mecklenburg PD Communications
Amanda Walker – Shelby PD

Objective:

To provide subject matter expertise in the telecommunications field. Identify trends, new challenges, and long-term goals for the Telecommunicator Certification Course.

I. Call to Order:

Melinda McClenny welcomed everyone to the meeting and held roll call for attendance.

II. Summary of Last Meeting

The minutes of the last meeting were emailed to the group for preview.
Approved.

III. New Business

- RapidSOS partnership status and curriculum impact
 - Confirmation received that PreparedLive is no longer a platform for RapidSOS. Training information should be obtained directly from Unite a platform used through Harmony. Prepared Live-related inquiries should go to Prepared Live directly.
 - The related curriculum block will be reworded to reflect the change; content and test questions are not changing, so no Sheriffs' Standards approval is required.
 - Ongoing interest in RapidSOS Harmony; uncertainty remains about fees and specifics. Harmony reportedly supports transcription and translation to reduce repeated questioning and improve clarity during 911 calls.
- Radio etiquette training at Sampson
 - A radio etiquette class planned at Sampson remains "on go"; timing is pending confirmation from Jim DeMay.
 - No further details or dates were provided.
- In-service training availability and conference updates
 - Telecommunicator in-service for 2025 is available to students.
 - At the School Directors Conference (held September 21–23), "Leadership from Within" (a 2026 block) was presented and received positive feedback.
 - Telecommunicator course delivery reminders: pre-delivery must be submitted 30 days in advance; post-delivery must be submitted within 10 days of the exam.
 - Discussion about moving TCC and DOC exams online: currently prohibited by NCAC rule; no near-term change expected.
 - Exam timing is fixed for the scheduled day (e.g., Friday) and only adjustable for true emergencies approved by Standards (examples: bereavement, car accident); rescheduling for convenience (e.g., bachelorette party) is not allowed.
 - Exam outcomes since curriculum launch (March 2023 to September 2025): 854 exams administered; 23 failures; failure rate 2.69%. This aligns with prior performance and is considered low for objective-based recognition tests.
 - Next School Directors Conference: 9/20–9/22 in Greensboro; likely the last year in Greensboro due to size constraints. Future location is undecided.
- AI-driven training tools and simulators
 - Kaiden AI: private company demoed for scenario-based training; currently for BLET material, not yet integrated with ACADIS or configured for telecommunicator training.

- ThisGen AI (based in Raleigh): being evaluated by Highway Patrol for call-taking simulations; configurable scenarios (e.g., drunk drivers, domestics, shootings).
 - <https://www.thisgen.ai/>
 - Pricing shared: \$20,000 annually or \$4,000 per communication center. Radio dispatch at no additional cost.
- Prepared 911 also being considered by Highway Patrol for training.
- Interest in exploring AI tools for telecommunicator practicals to reduce reliance on manual role-play
- Upcoming training and specialized call-taking topics
 - Sampson County Emergency Services hosting training on October 28 and October 30 with limited seats; session relates to the Denise Amber Lee case and telecommunicator neglect.
 - Proposed at Director Conference 2026 training topics include call-taking for human trafficking and handling calls involving autism and intellectual and developmental disorders (I/DD).
 - Wilmington/New Hanover has safety training planned for autism and I/DD with capacity for 30 attendees: details to be shared via email.

IV. Open Discussion

- RapidSOS platforms and fees
 - Unclear whether RapidSOS Harmony is free or fee-based; details on Unite training access and costs are pending.
- AI training tools maturity and integration
 - Several AI simulators (Kaiden AI, ThisGen AI, Prepared 911) are early-stage; integration with CAD and reliability remain uncertain.
 - Funding sources for adopting AI simulators for telecommunicator practicals are not identified.
- Scheduling and compliance for exams
 - Continued risk of students requesting non-emergency rescheduling; adherence to NCAC rules requires strict enforcement and field agent availability for approved emergencies.
- Conference location and capacity
 - Future School Directors Conference venue post-2025 is undecided; capacity constraints at Greensboro cited without a confirmed alternative.
- Process and governance for future curricula
 - Advisory recommendations will be forwarded to the subcommittee and commission, which make final topic selections (e.g., 2027 blocks).
 - The updated curriculum block reflecting RapidSOS changes is targeted to be ready prior to February 1, with presentation to the field on February 1.

V. Adjournment

- Jennifer to gather information from Josh Robinson (RapidSOS) regarding any fees for Harmony and Unite and share with the group.
- Blair to send Cedric's contact information and links related to ThisGen AI; Cedric to provide implementation and integration details.
- Melinda to forward Wilmington/New Hanover autism and I/DD training information to the group when available.
- Members to send Melinda any AI-related or 911 center-relevant training information for potential inclusion in 2026 recommendations.

The meeting was adjourned at 10:30Am.

Respectfully submitted on October 7,2025,

By Carrie McLamb

North Carolina Justice Academy

Approval,

Melinda McClenny, Chair