

Melanie Neal Bio:



Melanie Neal is a 33-year public safety veteran having served as a Deputy Sheriff for 10 years. She was instantly hooked on working in the 911 Center after transitioning to the center in 1999. She has been a Telecommunicator, Shift Supervisor, and 911 Operations Manager. Currently she serves as the Executive Director of Guilford Metro 911, one of the largest consolidated centers in the State of North Carolina.

Melanie has broad leadership experience and her center maintains communications standards for an accredited Police Department (CALEA), accredited EMS Department (CAAS), and accredited (ISO- Class 1) Fire Department. The center is also recognized as an Accredited Center of Excellence (ACE). Guilford Metro's training curriculum meets the APCO ANS 3.103.2-2015: Minimum Training Standards for Public Safety Telecommunicators and is designated to carry "APCO International's Agency Training Program Certification." The center is also a 911 Call Center Partner with the National Center for Missing & Exploited Children® (NCMEC) since 2012.

Melanie also oversees the Guilford Metro P25/800 MHz regional radio network that includes Greensboro, Guilford County, and the Cities of Burlington and Thomasville, NC. She is a former North Carolina APCO President (17/18), current APCO representative on the State of North Carolina 911 Board, Graduate of APCO International's RPL program (Registered Public Safety Leader), National Emergency Number Association Emergency Number Professional (ENP), a Graduate of City of Greensboro Leadership Edge Program, and is currently enrolled in APCO International's Certified Public Safety Executive program (CPE).

I am running for National NENA 2nd VP because I believe in giving back to the 911 professionals and community that has given so much to me. I have been a staunch supporter of 9-1-1 Goes to Washington for many years, advocating for 911 professionals across the country to be reclassified as "protected" service, rather than administrative. I have personally met with various Congress members to discuss this initiative. I have met with local and state officials about the importance of this classification changing, and the

morale improvement we would see in the industry. I am a proven leader that gets results and have a broad spectrum of experience in 911, public safety and radio system management. I believe in; Getting Results, Giving back, Partnerships and engagement with our Public Safety partners, Community Engagement, Leadership, and Employee career growth opportunities.

I would appreciate your vote!

Melanie