

## **Heather Joyner – Board Member**



Heather Joyner is a veteran with over two decades of experience from the front lines of dispatching to public safety answering point (PSAP) management and consulting. Heather is a leader in public safety telecommunicator training and leadership development. She is the creator and president of The PSAP Consulting Group, LLC, which offers consulting services in PSAP training, succession planning, and professional development.

Heather has a degree in criminal justice and is employed as the 911 Director of Burke County Emergency Communications located in Morganton, North Carolina.