

2026 North Carolina State 911 Plan



Approved by the North Carolina 911 Board:

December 5, 2025

Executive Summary:

North Carolina General Statute §143B-1402(a)(1) requires the Board to publish and maintain a comprehensive plan for the provision of 911 service in the State. That statute further requires the Board in its work to develop the Plan to monitor trends in 911 and enhanced 911 technology, incorporate GIS mapping and other resources into the Plan, ensure that each Public Safety Answering Point (PSAP) in the State has a backup, and implement strategies for the efficient and effective delivery of enhanced 911 services.

The 2018 Plan started the path to implementation of a single Statewide digital network, which was the most effective and efficient way to provide enhanced 911 services, rather than on a county-by-county basis. Implementing a single Statewide digital network requires a new level of Statewide planning and coordination. Creating a three-to-five-year strategic plan was a critical tool to help the Board and staff plan for and prioritize resources, amend governance, and address all needs associated with Next Generation 911 (NG911), including but not limited to technology, funding, operations, and training. As with the 2021 and 2024 State 911 Plan, the 2026 Plan, which will serve the Board through June 2027, will continue down the path of the NG911 journey with a new set of goals and objectives to take the Board's provision of NG911 to the next level.

Goals for Board Committees and its staff are important in strategic planning because they turn the vision of the Board for NG911 into specific measurable targets or steps. Goals build on the vision and mission by defining and prioritizing the direction of the Board in response to specific priorities. Goals describe the general accomplishments to be achieved if the vision is to be achieved. The following fifteen (15) NC 911 Board-approved goals are not placed in order of priority. They have been implemented to continue North Carolina's current path into the future for NG911 and to ensure successful operation of the State's 911 system.

Education Committee Approved Goals:

1. Expand the Education Program: Develop and provide a variety of learning opportunities to support the growth of PSAP (Public Safety Answering Point) staff and Board initiatives. This effort will include the continued development of the Statewide learning management system offered by the Board at no cost to primary PSAPs.
2. Enhance Public Education and Awareness: Create a public education program that raises awareness about industry topics, with a focus on NowGeneration 911. Emphasize the essential role of telecommunicators in supporting these emerging technologies through public service announcements and other types of media that assist PSAP efforts.

3. Recruitment and Retention Strategies: Explore innovative ways to help PSAPs and local leadership with non-traditional recruitment and retention of telecommunicators. Collaborate with other public safety associations, community colleges, and PSAPs to promote a career as a telecommunicator including public service announcements and other media outlets to assist the PSAP.

Funding Committee Approved Goals:

1. Continue to review maximum allowable limits on the Approved Use of Funds List and vet expenditures to establish maximum allowable limits, where appropriate, while aligning with legislation, and update the Approved Use of Funds list to add/remove language where/when appropriate.
2. Continue to explore costs and utilization of backup PSAPs in an effort to assist in creating efficiencies with regional or tertiary collaboration, thereby leveraging the investments for the ESInet, radios, CAD, and other key technological elements.
3. Continue to assist the PSAPs with the management of fund balances as defined in legislation for currently approved projects and implementation of new and emerging 911 technologies using the financial planning tool. **Not intended as eligibility approval process**
4. Provide a minimum of two financial webinars for PSAPs and Financial staff and on-demand training courses in Virtual Academy.

Standards Committee Approval Goals:

1. Revise existing rules as allowed under current law to reflect the current NG911 environment within the State, following the requirements of the APA (G.S. 150B). The timeline for completing these revisions will be set in consultation with the RRC.
2. Contribute to the ongoing goals and objectives of the PSAP assessment program.
3. Steward awareness of the human factor of end users in consideration of implementation of emerging technologies in the NG911 environment, such as exploration of updating statute and the Administrative Code.

Technology Committee Approved Goals:

1. Facilitate the exploration and implementation of Statewide 911 call data interoperability between PSAPs. (Explore additional resiliency options for communication between PSAPs)
2. Continue to explore opportunities to increase awareness and provide assistance as applicable for PSAP cyber health and hygiene.
3. Explore and investigate Artificial Intelligence (AI) within the NG911 ecosystem.
4. Monitor the impact of 911 call volume from automatic communication devices and advocate for advancements to improve accuracy while reducing unintentional emergency calls.
5. Review replacement cycle of technology related PSAP equipment.

Summation

The 911 Board takes seriously its responsibility to provide the best possible 911 service to the State. This State 911 Plan revision provides a clear path forward for the Board based on already approved goals from each Committees, to innovate NG911 service delivery, ensuring that it continues to consider multiple factors that impact efficient and effective delivery of 911 calls.