

# NC 911 Board Monthly Dispatch

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April, 2025

Special TC Week Edition

## **HAPPY NATIONAL PUBLIC SAFETY TELECOMMUNICATOR WEEK!**

Public Safety Telecommunicators are celebrated across the country during National Public Safety Telecommunicator Week, but we think you all should be celebrated every day. We would like to thank you for all of the important work you do every day to make a difference in the lives of citizens and first responders. You are the FIRST first responder, the organizer of chaos, the calming and reassuring voice to people in the worst moments of their lives. YOU are a super hero!





*Thank You*

A message from Governor Stein and NC 911 Board Chair and NC DIT Secretary and State CIO Teena Piccione for NPSTW.....



you  
ARE  
awesome



Happy National Public Safety Telecommunicators Week



Share

# NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

Watch on  YouTube



THANK  
you





Josh Stein  
Governor

Teena Piccione  
Secretary and State Chief Information Officer

L.V. Pokey Harris  
N.C. 911 Board Executive Director

Melanie A. Jones  
N.C. 911 Board Vice Chair

April 15, 2025

Dear North Carolina 911 community,

As we celebrate National Public Safety Telecommunicators Week, we want to extend a much-deserved thank you to all our state's telecommunicators for the life-saving work you do every day to create a safer community for us all.

Our state is so fortunate to have more than 3,000 dedicated professionals working around the clock every day to answer more than 7 million calls to 911 each year in North Carolina. And we know that this past year was especially challenging as our state faced the aftermath of Hurricane Helene, the most devastating storm in our history, as well as other emergencies that required you all to go above and beyond your already sacrificial efforts on behalf of our state.

Your commitment to hard work, collaboration and serving others has an immeasurable impact on North Carolina. We know how challenging your job is, and we are incredibly grateful for all that you do. We want to recognize your contributions, not just during this week, but every day of the year.

We also hope that you and your teams can have some fun this week as we celebrate and appreciate you!

- Once again, we are hosting the NPSTW photo contest. The PSAP with the most creative celebration for the entire week will win "Pizza with Pokey". The second most creative celebration will win "Pastries with Pokey". All submissions of your photos for the week will be reviewed, and the winners will be announced at the N.C. 911 Board meeting on Friday, April 25.
- We are debuting the "Telecommunicators Got Talent" talent contest this year and are excited to see the photos and videos of telecommunicators showcasing your artistic, athletic, musical or unique talent. The winners in each category will be announced at the N.C. 911 Board meeting on Friday, April 25.

Happy National Public Safety Telecommunicators Week and thank you again for your outstanding service as North Carolina's true first responders!

Sincerely,

Teena Piccione  
Chair, N.C. 911 Board

L.V. Pokey Harris  
Executive Director, N.C. 911 Board





**Johnston County Manager Rick Hester welcomes the NC 911 Board to the Johnston County Public Safety Building**

## **March 911 Board Meeting**

The March 911 Board Meeting was held at the Johnston County Public Safety Center in Smithfield, NC. There were several agenda items which required votes for the NC 911 Board, including the NC 911 Board's FY2026 Budget and Service Charge Rate and update to the Approved Use of Funds list training section. All action items passed unanimously.

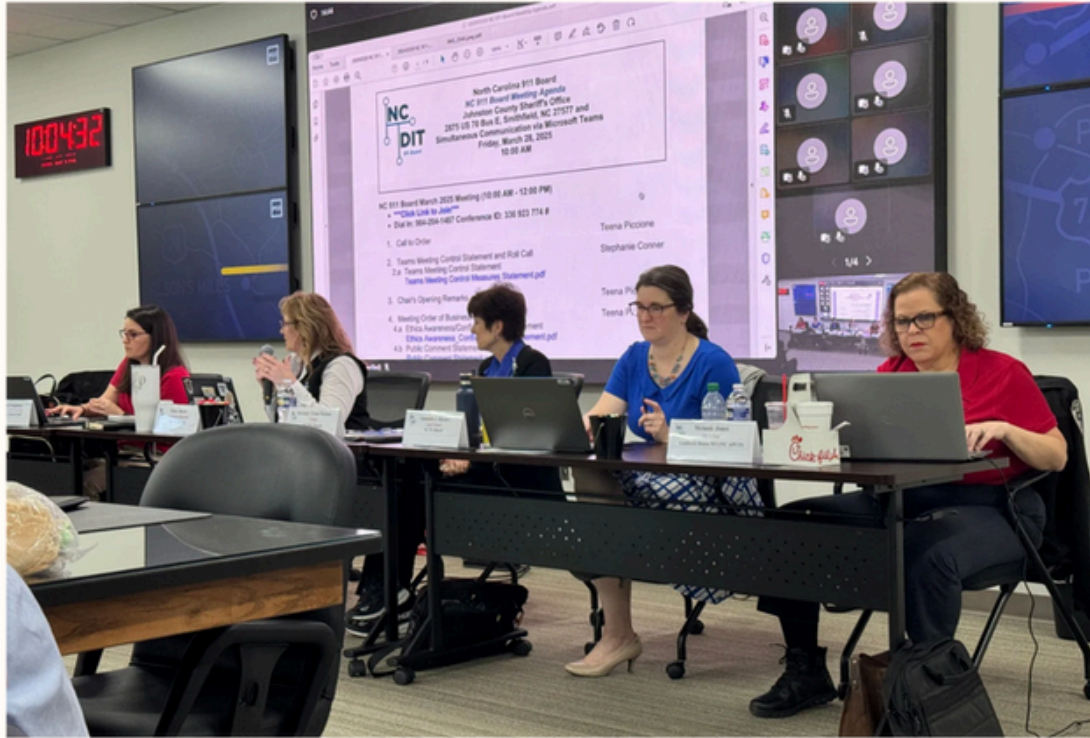


## **New 911 Board Member!**

A ceremonial swearing in was performed by Pokey Harris and Secretary Piccione for Ryan Holden, the newest NC 911 Board member.

**welcome!**





**911 Board staff present to Board Members during the March 911 Board Meeting in Johnston County.**



## **Missed a Newsletter?**

The NC 911 Board Monthly Dispatch is now on our website for ease of access! Be sure to read each monthly edition for NC 911 Board news, tips, reminders, upcoming training opportunities, and of course, the fun pictures.



# In the Field...

## The Eastern Region Report



**Secretary Piccione and Kristen with the Duke Students**

### **Duke Spring Forward Program - Hosting Duke Students**

March 11 through March 14, Kristen and Stephanie spent time with Duke University students Alain Soto and Zeynep Kosebalaban, who chose to spend their spring break participating in the Duke Spring Forward program, an initiative designed to provide the students with valuable career experiences in real-world work environments. The two students assisted staff with review and comparison of AT&T invoices for the statewide ESInet and spent the three days with staff learning all about 911 in North Carolina. They had the opportunity to tour the data center and Raleigh-Wake's Emergency Communications Center during their time with Board staff.



**Kristen and Stephanie attended a luncheon at Duke for agencies participating in the Duke Spring Forward Program.**





# In the Field...

## The Eastern Region Report

### NC Disaster Symposium

On March 25, Kristen, Pokey, Tom and Greg presented at the NC Disaster Symposium in New Bern, NC about the implementation of NG911 and it's value during Hurricane Helene.

The North Carolina Disaster Symposium focuses on the increase of coordination and collaboration among North Carolina preparedness and response partners by providing best-practices, evidence-based data, discussion of national and state trends with the intentions of increasing and improving our states capacity and capabilities. Various topics are presented in relation to health and medical aspects of different disasters and incidents.

### Business As Usual

Kristen has been working with all PSAPs who have submitted FY2026 Funding Reconsideration requests across the state in preparation for the April Funding Committee Meeting. She had several virtual meetings with PSAPs regarding grant questions, reimbursement requests, invoices, Financial Planning Tools and reports. She has also been assisting Matt Boyles with tracking CAD-to-CAD project progress.

**“Happy National Public Safety Telecommunicator Week to all TC’s and FIRST First Responders in NC!”**  
**- Kristen Falco**



# In the Field...(cont.)

## The North Central Region Report



**Stokes County's PSAP**

Brian also visited Wilson County's PSAP during the filming of their 911 video stories for National Public Safety Telecommunicator Week.



**Wilson County's PSAP**

Brian Short visited with Forsyth County's PSAP and Stokes County's PSAP in March to meet with their new PSAP managers and visit with their communications staff.

Brian has also continued to work with the PSAPs in the NC region on their Financial Planning Tools and continued to help with eligibility requests.

**"Happy National Public Safety Telecommunicators Week 2025!!!"**

**- Brian Short**



**Forsyth County's PSAP**



# In the Field...(cont.)

## The South Central Region Report



**Montgomery County PSAP Visit**



**Mt Holly Police Department Visit**



**Cary PD PSAP Visit**



**March Board Meeting Prep at Johnston County**

David Newberry visited several PSAPs in the South Central region and assisted with the Technology Committee meeting and 911 Board Meeting logistics.

**"Happy National Public Safety Telecommunicator Week. Thank you for what you do and the sacrifices you make serving your communities."**

**- David Newberry**



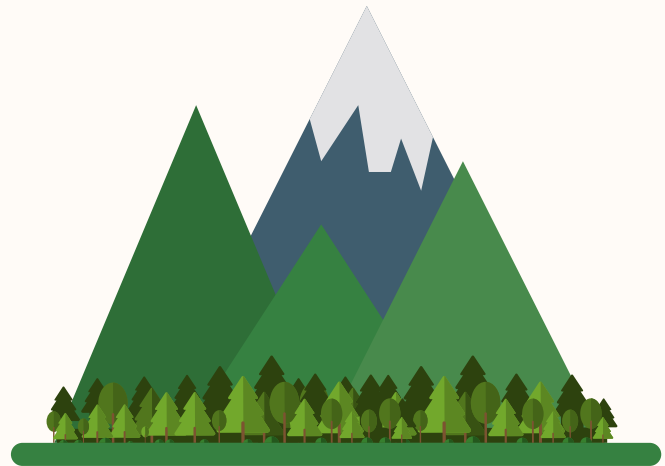
# In the Field...(cont.)

## The Western Region Report

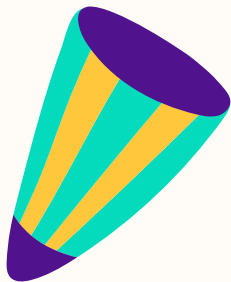


Duke Spring Forward Students

It has been a busy month in the Western Region! Stephanie has been working with PSAPs to finalize their FY26 Financial Planning Tools, complete funding reconsiderations, grant workshop, and much more! She has been on the road quite a bit and has enjoyed all the visits with the Western PSAPs!



NC NENA/APCO Meeting NC A&T University



# In the Field...(cont.)

## The Western Region Report



**Cheesing with Sarge in Yancey County!**



**Yancey County PSAP**



**Mitchell County PSAP**



# In the Field...(cont.)

## The Western Region Report



Alexander County PSAP



Caldwell County PSAP





# In the Field...(cont.)

## PSAP Assessment Coordinator Report

# Márch\*



During the month of March, Matt completed several PSAP Assessments in Buncombe, Yancey, Mitchell, Caldwell and Alexander Counties. Matt also attended the Resiliency Workshop Series: The Power of Resilience Course in High Point. Matt continues to work on the CAD-to-CAD Initiative and PSAP eligibility requests.



**Buncombe County 911 PSAP Assessment**



**Caldwell County 911 PSAP Assessment**



**Sarge!**





# In the Field...(cont.)

## PSAP Assessment Coordinator Report



Yancey County 911 PSAP Assessment



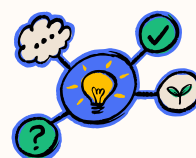
Mitchell County 911 PSAP Assessment

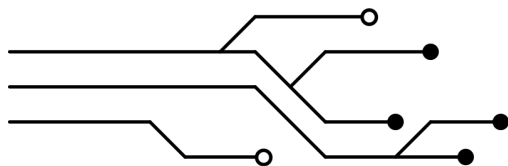


The Power of Resilience Course - High Point



Alexander County PSAP Assessment





A message from.....

# The Nerd Herd



**New furniture? Moving?  
Don't Risk It!**

**Call NMAC to schedule hosted  
call handling equipment moves!**

Tom Rogers and Greg Dotson spoke to  
attendees of the GICA conference in  
Winston Salem on the criticality of GIS in  
the 911 arena.



**TALK TO US**

1-855-662-2911

**911nmac@nc.gov**

*behind our*  
**BRAND**



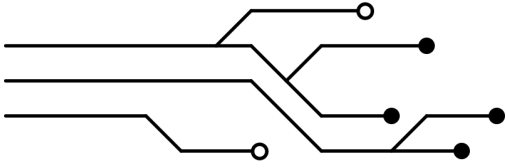
## Meet the NMAC Team

**Hi there!**

***I'm April, an NMAC Tier 1 Network Technician. I'm sure I've spoken with a few of you before! I've been with NMAC since 2022, and I love being part of the team. Outside of work, I'm all about cozy vibes. I enjoy crocheting and getting lost in relaxing video games. I also share my life (and paycheck) with my adorable 9-year-old cat, Storm; she's definitely the boss in my home! Looking forward to connecting with more of you!***







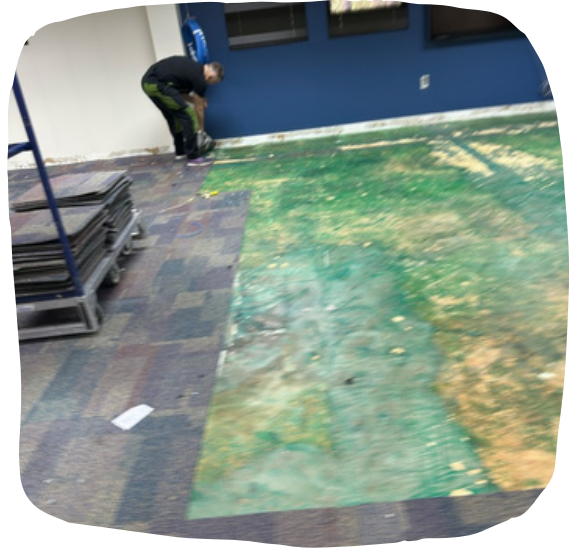
# The Nerd Herd

## NMAC News

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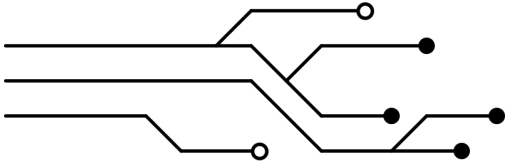
### Renovations Continue....

In the month of March, the old carpet was removed from the NC 911 Board's office in Raleigh, and new carpet was installed before the the installation of the new cubicals and furniture for the offices and NMAC space. During this time, the NMAC continued to answer calls from 911 centers to assist with any issues experienced with telephony or telephony data analytics.



## Creating Workflows that work.





# The Nerd Herd

## NMAC News

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**“Who you gonna call?”**

# NMAC

When there’s something weird with your call handling equipment, and it don’t look good, call the NMAC at **1-855-662-2911**, or email them at **911nmac@nc.gov**. The NMAC is a 24/7 operation, and are your first point of contact for all issues, like phone issues, data analytics issues, or 911 Board offered SIP admin CCPs.



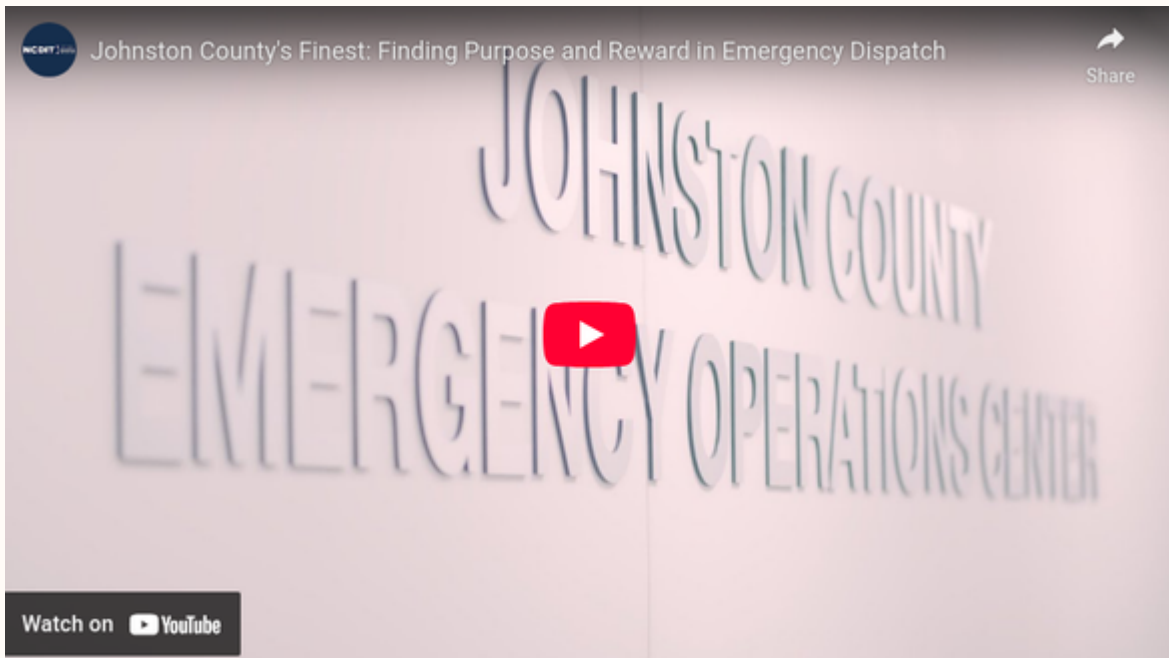


# Education Station

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## Telecommunicators Tell Us Their Stories

Angie Turbeville and NC DIT Strategic Communications embarked on a journey to visit several PSAPs, listening to the inspiring stories of telecommunicators from across the state.





# Education Station

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## Upcoming Training Opportunities

### **911 Board Resiliency Workshop Series 02X: EAT – SWEAT – THRIVE Workshop**

Workshop Date/Time: Wednesday, May 28, 8:00 AM to 4:00 PM

Who should attend: Telecommunicators, Supervisors, Managers, Training Officers

Workshop Location: Samarcand Training Academy, 3600 Samarcand Rd., Jackson Springs, NC, 27281

#### **Workshop Information:**

Throughout the learning experience, participants will engage with theoretical and research-based concepts, examples of practical applications, and hands-on practical exercises to address a diverse range of learning styles. The program combines classroom education and hands-on application, enabling participants to develop a systematic approach to optimizing mental and physical health, increasing job effectiveness, and promoting career longevity and retention.

**EAT** - Fueling and hydration for performance, meal planning, and daily implementation of healthy habits for teams and individuals.

**SWEAT** - Pre-habilitation, injury prevention, pain science, recovery for career longevity, conditioning for performance, foundations of movement and lifting, and programming in practice.

**THRIVE** - Optimizing mental performance under pressure, breathing, yoga, integrated restoration (i-rest) for tactical athlete performance, stress factors, behavioral health, building resilience in high-risk jobs, the impact of sleep on performance, and how to create healthy sleep habits.

The 911 Board is paying for the course registration, which is free to the PSAP. This course is not an eligible Emergency Telephone System Fund expenditure, so per diem, lodging, and travel are not eligible. Course registration closes Wednesday, May 21. The registrant will receive a separate email to confirm registration. Cancellations will be accepted until May 21. For any cancellation after this date or any no-show, the PSAP is subject to reimbursing the Board for a cancellation fee.

A confirmation email with dormitory lodging reservation for Samarcand Training Academy will be sent to any registered attendee within five business days of registration. More information on Samarcand Training Academy can be found on their website (<https://www.ncdps.gov/dps-services/samarcand-training-academy>)

**Contact Your Regional Coordinator for more information**





# Education Station

## Upcoming Training Opportunities

### Special Attention: Intrado Viper Users VIPER/Power 911 - Online Administrator Training Course

As part of the new AT&T Amendment contract, Intrado will offer VIPER/Power 911 administrator training in May. This training consists of a four-hour online class, with a maximum of five participants per session.

**Course Description:** This course will teach the fundamentals for modifying, updating, and maintaining configuration data for your VIPER/Power 911 Call-handling solution.

**Who should attend:** This training is intended for PSAP personnel who manage the phone system and have not previously participated in administrator training.

#### Dates and Times:

Wednesday, May 21, 8 AM to 12 PM

Wednesday, May 21, 1 PM to 5 PM

Thursday, May 22, 8 AM to 12 PM


Thursday, May 22, 1 PM to 5 PM

Click here to register: <https://forms.office.com/g/kr6yNCnjVS>


Registration closes on Friday, May 16.

For inquiries and questions, please contact [Angie.Turbeville@nc.gov](mailto:Angie.Turbeville@nc.gov)


## Virtual Academy



**Video to 9-1-1**  
Sondra Wesley  
1.0 Credit Hour

 Preview

In this course, Sondra Wesley will explain what video to 9-1-1 is, identify elements agencies should consider when implementing video to 9-1-1, and positive impacts video to 9-1-1 can have for the telecommunicator's mental health.

 Description

**Are you curious about  
Video to 911? Check out  
this course in Virtual  
Academy**



Talking All Things Money.....

# The Finance Team

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## **NC 911 Board Budget and Service Charge Rate Approval**

The NC 911 Board Members approved the FY2026 911 Board Budget, which includes budgeted amounts for continuing NG911 telephony service, including multiple enhancements such as video capabilities and text translation should the PSAP choose to take advantage. The budget also includes costs associated with the PSAP Managers Conference, grant opportunities for PSAPs, statewide projects beneficial to the PSAPs, and the PSAP distribution.

## **Approved Use of Funds List Updates**

Several updates were made to the Training section of the Approved Use of Funds list, and approved by the NC 911 Board during the March 2025 Board meeting. To see all edits, review the Approved Use Of Funds list on the 911 Board's website.

## **Finance Team Reminders**

### **CAD-to-CAD Reimbursement Requests**

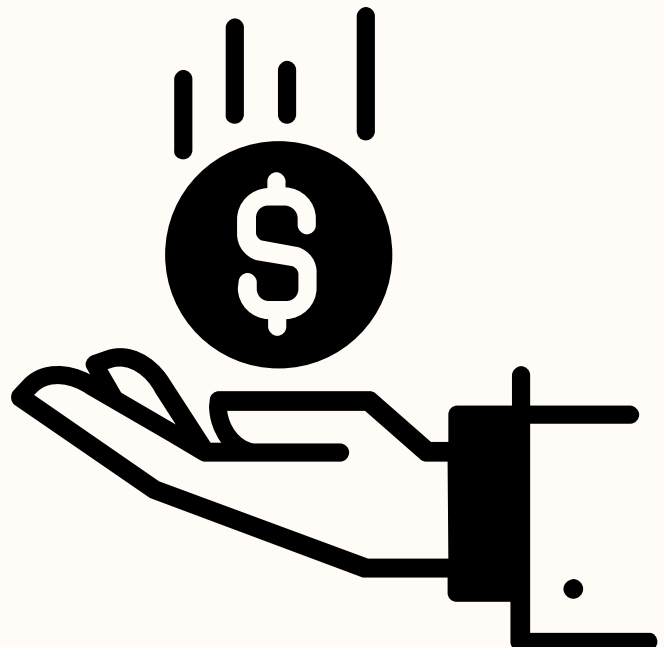
As a reminder, CAD-to-CAD reimbursement requests are due no later than May 15, 2025.

### **Grant Abstracts**

Grant abstracts were due on April 11, 2025. PSAPs who submitted will receive staff responses by April 25, 2025, acknowledging receipt.

### **Grant Applications Due**

The grant application for the FY2026 cycle is due by May 30, 2025, by 11:59 PM. No grant applications will be accepted after this deadline. Be sure to have your eligibility requests submitted by May 1, 2025 to PSAP eligibility for review for any grant projects.







### **Answering the Call at 30,000 Feet**

As a Telecommunicator, you typically have a servant's heart, and that doesn't change just because you are on vacation! Ask Tim Roten, a Telecommunicator with the Wilkes County Sheriffs' Office!

On February 28, 2025, Tim was sitting at the Raleigh-Durham International Airport, awaiting his flight to Las Vegas, Nevada for his well-deserved vacation. While people-watching at the gate, he noticed a female who didn't look well. She looked pale and was acting rather lethargic. As luck would have it, she boarded his flight. About 45 minutes into the flight, a Delta flight attendant came across the speaker and asked if there was anyone on board with medical experience. Tim looked around, and realized he had to act, even though he was on vacation. Tim spoke up and was ushered to the back of the plane, where he met the female passenger, he had observed in the airport terminal. He began evaluating the 53-year-old female, who was complaining of chest pain (8 out of 10 on the pain scale) and had extremely high blood pressure. I should mention, not only is Tim an EMD, he is also an EMT-B and, prior to his job with Wilkes County, Tim worked as a radiology tech at Atrium Wake Forest Baptist in the Cardiac Cath Lab, so talk about right place at the right time!

Tim was given a medical jump bag and a headset with a direct line to air traffic control, the Delta pilot, and a physician on the ground with Delta airlines. Tim was given orders from the physician to administer chest pain protocol with baby aspirin, nitroglycerin, and oxygen. After three nitroglycerin tablets, the patient's blood pressure had dropped some, but was still very high. She reported her chest pain had lowered to a 7 out of 10. At that point, the Delta pilot asked Tim his opinion on whether to continue to Las Vegas or divert the flight and land immediately. Tim advised his major concern was that the patient could have a heart attack or a stroke, so he recommended the flight divert to land as soon as possible. The pilot took his advice and immediately asked for permission to land in Tulsa, OK. Upon arrival at the gate, the patient was immediately assessed by paramedics and then transported to the nearest medical facility. Afterward, the flight continued to Las Vegas and Tim had a wonderful time on his vacation!

Tim stated, "Some people might not have spoken up, but I knew I had a duty to act, and I feel my previous medical experience helped me to care for the patient, and my experience as a Telecommunicator helped me to relay information to the pilot, air traffic control and the physician on the ground!"

# PSAP

## Highlights



Timothy Roten, Wilkes County Telecommunicator

### Answering the Call at 30,000 Feet(Cont.)

Tim has since learned the patient was later released from the hospital and was able to continue her flight to Las Vegas. He was glad to know his swift actions helped to save the life of a fellow passenger and ensure she had more time here with her family. At both work and vacation, Tim “answered the call” to help someone in need.

Way to go, Tim!





# PSAP

## Highlights



Oh Baby!

Congratulations to Chelsie Lewis, PSAP  
Manager in Madison County on the birth of her  
baby girl, Jocelyn Charmaine Ann!

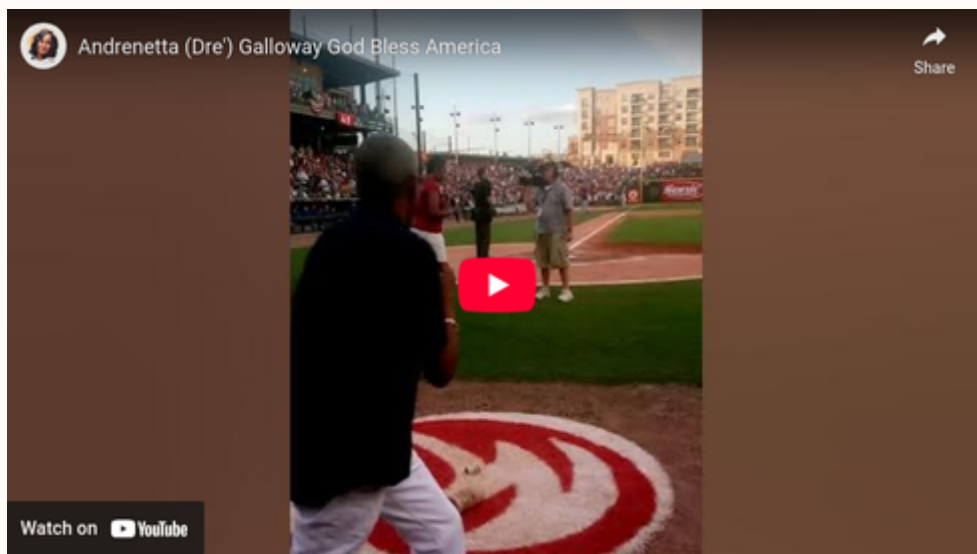
*Congratulations*

# PSAP Highlights

You sent us your amazing Talents, and now we are sharing with the entire NC PSAP Community! Thank you for all you do! The NC 911 Board will vote on winners from each category at the April 911 Board Meeting on April 25, 2025. Please take a moment and enjoy these talent submissions!

The NC 911 Board Presents....

## NC TC'S GOT TALENT





**WANT TO**



Share

**WITH US?**

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*We want to hear from you! If you have a story, a topic, or any other ideas for the NC 911 Board Monthly Dispatch, reach out to your Regional Coordinator.*

*We want the NC 911 Board Monthly Dispatch to be informative about all things 911 Board, and to highlight and celebrate the successes of 911 here in North Carolina!*