

NC 911 Board Monthly Dispatch

6th February, 2025

1st Edition

NC 911 BOARD AND COMMITTEE MEMBER CHANGES



THANK YOU TO THOSE WHO SERVED NORTH CAROLINA 911

At the December 2024 NC 911 Board Meeting, we said goodbye to several 911 Board members and 911 Board Committee members who had fulfilled their terms as Board and committee members. Outgoing Board members include David Bone, Brian Drew, Chuck Greene, Jeff Ledford, Earl Struble, Donna Wright, and Jim Weaver. Outgoing committee members include Grayson Gusa (Education), Jimmy Stewart (Education), Randy Beeman (Funding), Del Hall (Funding), Stephanie Wiseman (Funding), Candy Miller (Standards), Christy Shearin (Standards), Gene Booth (Standards non-voting), Chad Deese (Standards non-voting), Christine Moore (Standards non-voting), Rodney Pierce (Standards non-voting), Kyle Thaggard (Standards non-voting), Rachel Bello (Technology), Randy Cress (Technology), Red Grasso (Technology), and Greg Hauser (Technology).

NC 911 BOARD HIRES NEW STAFF TO FILL VACANCIES

Brian Short is now the North Central Regional Coordinator. Formerly, Brian served as the PSAP Assessment Coordinator.

We are pleased to welcome Gianna Schettino, Matt Boyles, and Austin Matias as our newest team members! Gianna will be serving as the Financial Review Specialist for the Eastern and South Central regions. Matt is the new PSAP Assessment Coordinator. Austin is joining the NMAC team as a Tier 1 technician. We are very excited to have them on our team.



Meet the New Team Members

Gianna Schettino

**Financial Review Specialist
Eastern and South Central Regions**

Gianna is originally from South Florida, which is where she studied at Florida Atlantic University and received a Bachelor of Business Administration degree with a major in Finance. During her time in school, she worked in the restaurant industry, which is where she developed her customer service skills and strong work ethic.

In 2022, Gianna graduated and moved to North Carolina to start her career at Fidelity Investments. During her time at Fidelity, she passed the FINRA Securities Industry Examination, Series 7 exam, and the Series 63 exam, making her officially a registered broker. At Fidelity, she worked with clients daily, while also taking the initiative to help outside of her role. Gianna spent time working voluntarily in marketing for the Fidelity Regional Center, where she created communications and assisted in events.

Also, while at Fidelity, she completed multiple Analytics courses and a six-month Digital Marketing certification program through NYU. Gianna spent her last few months at Fidelity participating in the Amplify program, which allowed her to venture into a new business unit at the company. This experience allowed her to create content for the Fidelity Youth Mobile Application and develop ideas to be implemented in the future. Gianna is excited to use all the knowledge she gained in her career experience to do great things working with the North Carolina 911 Board. Outside of work,

Gianna enjoys spending time with her friends, family, and pets, Nugget and Scottie. She also loves to travel and read!

Matt Boyles

PSAP Assessment Coordinator

Born and raised in the Stokes County area, Matt knew at a young age that he wanted a career in public safety. He joined a local fire department as an explorer at 15 years old. In 2003, he was hired as a telecommunicator with Forsyth County Emergency Services. He rose through the ranks to shift supervisor. During his time at Forsyth County, he was awarded the agency TC of the Year in 2011 and 2015. He was also the NC APCO TC of the Year in 2011.

He spent 18 years at Forsyth County until he was hired at Stokes County in August of 2021 as the Emergency Communications Director. There, he spent the last 3 years as the PSAP Manager and a member of Stokes County Executive Leadership team. While at Stokes County, he graduated from the PSAP Managers Certificate Program.

He resides in King, NC with his wife Brandi, daughter Mackenzie (15) and son Weiss (3). In his spare time, he enjoys family time the most, but also playing golf, cooking something on the grill or in the smoker and traveling to new places.



Austin Matais

**NMAC Tier 1
Support Technician**

Austin moved to the area in late 2023. He has a Bachelor's in Computer Science from UNC Greensboro, and has been having a great time so far at the NMAC!

Outside of the NMAC, he is a Financial Management Specialist in the NC National Guard, and has been on three deployments with them since joining in 2015. In his free time, he enjoys reading, hiking, and playing video games!

Pokey's Post-It

Welcome to the New Year and the first edition of the NC 911 Board Monthly Dispatch. We hope you will find the first edition very informative and will look forward to the next edition. Staff is excited for what 2025 has in store for all programmatic areas.

-P

Meet the New NC DIT Secretary and 911 Board Chair - Teena Piccione

Teena Piccione (pronounced pitch-OWN-ee) joined the N.C. Department of Information Technology in January 2025.

As Secretary and State Chief Information Officer, she leads the agency responsible for strategic IT planning and the procurement and delivery of IT services and solutions as well as cybersecurity and efforts to expand broadband access and affordability across North Carolina.

Prior to NCDIT, Piccione was the managing director for Cloud and Customer Engineering over Telecommunications, Media, Entertainment and Gaming at Google. She has also worked at RTI International as executive vice president and chief technology officer, at Fidelity Investments as senior vice president and chief operating officer, and at AT&T as vice president and leader of the Big Data Center of Excellence.

Piccione has also served on the N.C. Information Technology Strategy Board's Digital Transformation Committee where she advised NCDIT on vision, mission and goals for digital transformation and helped develop a digital transformation roadmap for the state.



In the Field...

The Eastern Region Report



David Ransom gives Gianna and Kristen a tour of the construction project for the new Columbus County 911 Center

Brunswick County recently installed new flooring in the 911 communications center, and still had handmade Christmas ornaments made by telecommunicators on display on a Christmas tree during the PSAP visit.



Gnome ornament made by 911 telecommunicator in Brunswick County

Kristen Falco, along with Gianna Schettino, visited Sampson County, Columbus County, New Hanover County, and Brunswick County on January 12 and January 13, 2025. Columbus County's David Ransom took Kristen and Gianna on a tour inside the construction zone of the new 911 center.

During these dates, the NC 911 Board and New Hanover County hosted Ricardo Martinez's "Keep Broadcasting Your Message" course and "Within the Trenches" Podcast.



Ricardo Martinez and Hope Downs in New Hanover County

Kristen attended the APCO/NENA chapter meeting in Cary on January 17.

She continues to work with PSAPs on financial planning tools, alternate/abandonment routing, reconsideration requests and grant documentation management.

In the Field...(cont.)

The Eastern Region Report

The Eastern Region received several inches of snow, as well as ice between January 21 and January 22, 2025. PSAP managers shared their photos.



Pitt County



Perquimans County



Dare County

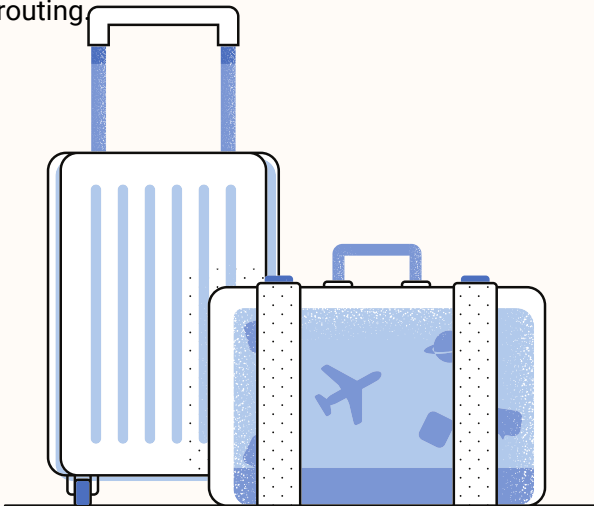


New Hanover County

In the Field...(cont.)

The North Central Region Report

Brian Short attended several PSAP assessments in the North Central Region. He also traveled out west with the Board's Chairwoman and staff to visit the PSAPs in Buncombe and Haywood Counties. He continues to review financial planning tools and work with PSAPs who are in need of a funding reconsideration, along with alternate/abandonment routing.



Mount Airy PSAP Visit



Haywood PSAP Visit

In the Field...(cont.)

The South Central Region Report

David Newberry worked during the winter storm that impacted the eastern part of the state on January 10, working closely with the NMAC.

He visited PSAPs in the Western part of the State with other staff members.

He has been reviewing Financial Planning Tools, and is currently working with his PSAPs on funding reconsiderations, alternate/abandonment routing, and gathering information for presentation to the Technology Committee.

David also reviewed proposals for Cybersecurity Remediation Initiative submissions which were due in December, 2024, preparing to take the submissions forward in February to the Technology Committee.



In the Field...(cont.)

The Western Region Report



Mitchell County PSAP

NC 911 Board Staff began visits with PSAPs affected by Hurricane Helene to convey our thanks for the stellar efforts provided to the citizens during the storm. Staff will continue these visits throughout the year.

Thank
you!



Madison County PSAP



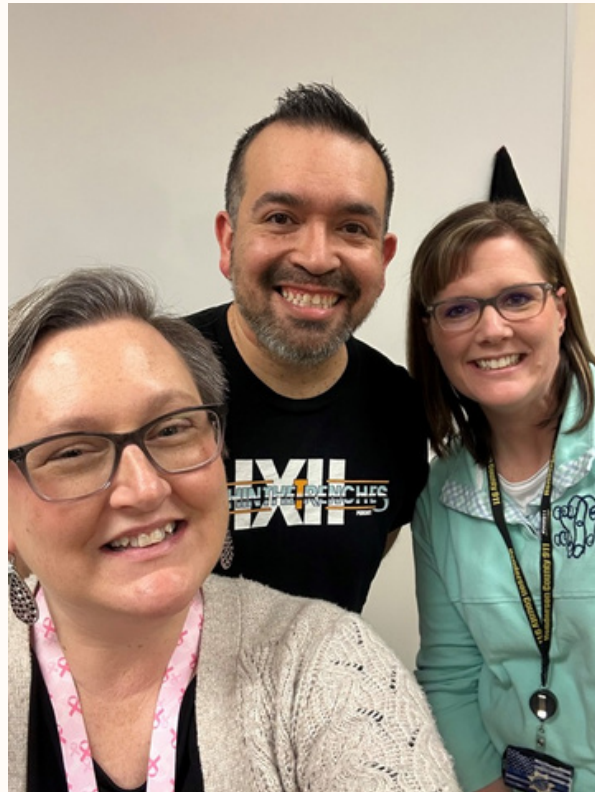
In the Field...(cont.)

The Western Region Report

Stephanie attended the “Within the Trenches” podcast in Henderson County on Friday, January 17. Ricardo Martinez presented his training course, “Keep Broadcasting Your Message”, hosted by the NC 911 Board, on Thursday, January 16 in Henderson County.



Henderson County Telecommunicator begins Podcast



Stephanie Conner, Ricardo Martinez, and PSAP Manager Stephanie Brackett

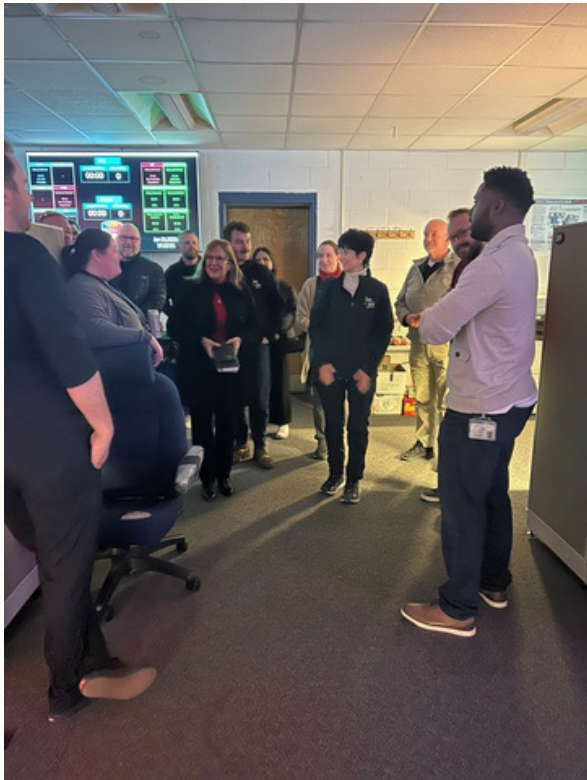


Ricardo Martinez with staff from the Henderson County PSAP



In the Field...(cont.)

The Western Region Report

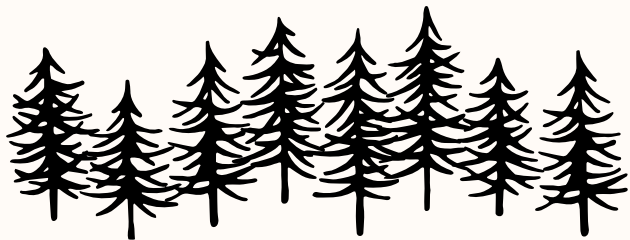
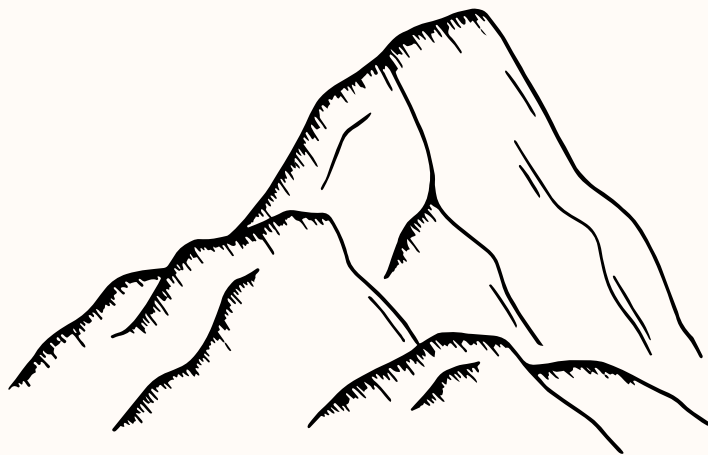


Secretary Piccione and NC 911 Board Staff with Buncombe County PSAP Staff

SECRETARY PICCIONE VISITS THE WEST

NC 911 Board Staff and Secretary Piccione visited with Buncombe County on January 21, 2025. This was the first visit for the new Board Chairwoman!

Secretary Piccione toured the PSAP and asked questions of staff and thanked them for their diligent efforts to their citizens and responders during Hurricane Helene!



Buncombe County group photo

In the Field...(cont.)

The Western Region Report



Secretary Piccione with Haywood County Telecommunicator

Secretary Piccione is welcomed at the Haywood County PSAP. Secretary Piccione met with Telecommunicators and learned about the technologies used in Haywood County.

Welcome



Pokey Harris with PSAP Manager Chanda Morgan and Dylan Frick, DIT Director of Legislative Affairs



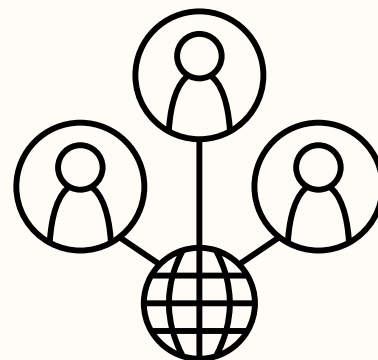
In the Field...(cont.)

The Western Region Report



Burke County transitioned to Hosted Viper and SIP Admin on January 8, 2025! Congratulations to everyone at the Burke County PSAP for a successful migration!

Mitchell County received FirstNet through AT&T as a tertiary connection for ESInet call delivery on January 17, 2025.



Please welcome Stephanie Brackett as the new PSAP Manager for the Henderson County PSAP!



Ricardo Martinez and Stephanie Brackett

In the Field...(cont.)

The Western Region Report



Clay County occupied their new PSAP on December 17, 2024! Congratulations to Clay County! Clay County was the recipient of a construction grant through the NC 911 Board grant program.

SNOW IN THE WEST

The Eastern Region wasn't the only region to get snow in January....



Snow in Cherokee County



Snow in Swain County

Your paragraph text

In the Field...(cont.)

PSAP Assessment Coordinator Report

Matt Boyles conducted several PSAP assessments in the South Central and North Central regions in the month of January.

January 7, 2025 - Kenersville PD
January 9, 2025 - Mount Airy PD and Elkin PD
January 14, 2025 - Lincoln County
January 15, 2025 - Anson County and Montgomery County
January 16, 2025 - Rowan County and Winston-Salem PD



A Word from Your RCs...



GIS DATAHUB UPLOADS

The best practice is for your jurisdiction to upload GIS data every 30 days. Remember - if your GIS data has critical errors, call routing will be based on the last critical error-free upload and that could impact 911 call processing times negatively. You can see the status of the last GIS upload on the 911 Board's website. If you are delinquent or have critical errors, you should be receiving weekly email notifications from GeoComm and your Regional Coordinator. If you have staffing changes for those who are uploading the data who will need access to do so in the hub, please contact your Regional Coordinator so they can request GeoComm grant access to the appropriate individual(s).

RADIO CHECKS ON SW CALL

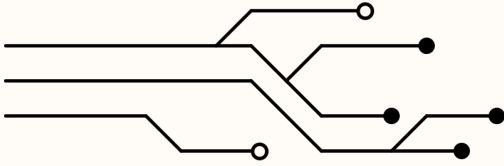
Radio checks are performed every third Tuesday of every month. All 911 Board funded PSAPs are called on Statewide call, starting at 9:00 AM. It is important that your PSAP is responding to the radio checks. The purpose of these radio checks is to ensure PSAPs across the State are able to communicate in the event of an emergency. If you have questions about this, please contact your Regional Coordinator.

ELIGIBILITY REQUESTS

Please submit any eligibility requests to PSAPeligibilityrequest@nc.gov. When eligibility requests are sent to personal staff email addresses, it only delays the response time. Be sure to submit the appropriate documentation with your requests, such as scope of work, appropriate diagrams, and itemized detail.

The Approved Use of Funds list provides a great general overview of items and technology needs that can be purchased using emergency telephone system funds.

If you are looking for a more detailed list of items that can be purchased, please see the phone/hardware/software tabs located in the FY2024 revenue expenditure report workbook which is available on the 911 Board's website. These lists include more detailed vendor-specific expenses you may see on a quote or invoice and are updated every year by our staff. It takes a lot time for staff to review quotes in order to keep these tabs updated, so please review them when completing your revenue expenditure report or when you are making purchases!



A message from.....

The Nerd Herd

HAVE YOU FOUND YOUR FOUR FRIENDS?

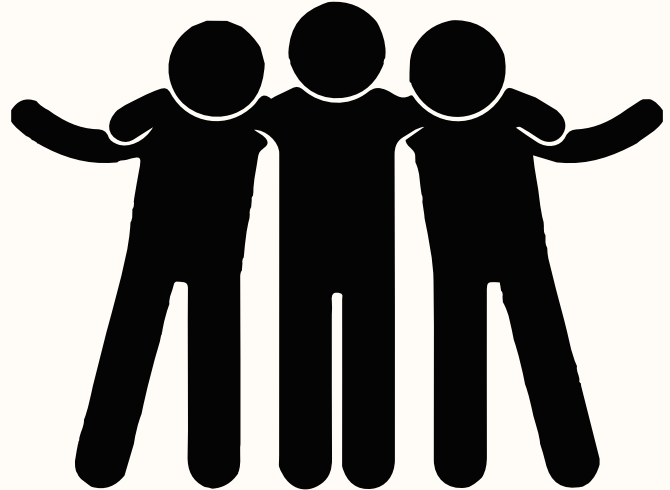
Hurricane Helene highlighted the importance of alternate/abandonment routing for PSAPs across the state who were impacted by the storm. If you have not found four PSAPs to build alternate/abandonment routes with, reach out to your Regional Coordinator for assistance. It is better to have a plan and not need one, than to need a plan and not have one. For those who have their four friends, do you have formal agreements (like an ILA or MOU) in place? A handshake is not a formal agreement. Remember, formal agreements become part of your PSAP's backup plan.

NOWGEN 2.0 ROADSHOWS: COMING TO YOUR REGION

The NowGen 2.0 Roadshows will provide the Board's current and new contract partners with the opportunity to showcase their 911 Now Generation 2.0 products. A roadshow session will be offered in each region of the State. Roadshows were held in Boone and Concord in early February. Upcoming Roadshows will be held on Tuesday, February 18 at the Granville County Convention and Expo Center, and on Wednesday, February 19 at the Wayne County Courthouse, Courtroom 1. For more information, please see your reminder email sent by your Regional Coordinator.



Western Region NowGen 2.0 Roadshow

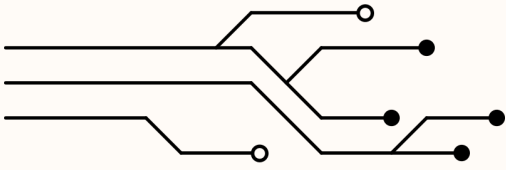


GOVDELIVERY: DELIVERING IMPORTANT MESSAGES AND ANNOUNCEMENTS TO YOU

If you are not signed up, or do not have a representative from your PSAP signed up to receive notifications about training announcements and NMAC notifications, you are missing out. To be added, or to have someone in your PSAP added to receive these notifications, contact the NMAC at 911nmac@nc.gov or by phone at (855)662-2911.

STAY INFORMED ABOUT UPCOMING 911 BOARD MEETINGS WITH GRANICUS

Use the 911 Board's website to subscribe to notifications for the meetings of your choice (Board/Committees). These email notifications include updates to posted agendas, agenda packets, and 911 Board and Committee Meeting minutes. Each year, each subscriber list will be reset to remove email addresses which no longer exist, so be sure to re-subscribe to continue receiving notifications!



The Nerd Herd

In Case You Missed It...

CONTRACT ADMENDMENT WITH AT&T: NOWGEN 2.0

The 911 Board recently amended its ESInet contract with AT&T, so PSAPs across North Carolina will begin to see additional benefits and enhancements to their ESInet services.

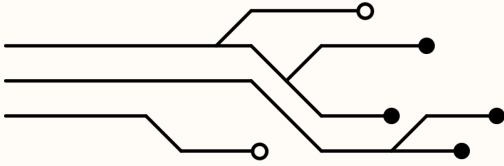
Things that will remain the same include:

- The ESInet and its NG911 capabilities (including routing to alternate/abandonment paths).
- AT&T VPN (AVPN) and FirstNet are still provided through the contract.
- GeoComm will continue to provide GIS services to PSAPs.
- All services provided through the Board's contract will continue to be available to Primary PSAPs at no cost to the PSAP.

Multiple Upgrades Implemented for all Primary PSAPs, including:

- Upgrades to the 911 ESInet service.
- New Options for Data Analytics and Hosted Call Solutions, with the addition of Call Monitoring Display.
- Increased Training Opportunities offered by all vendors for CHE, data analytics, and GIS.
- AT&T Personnel dedicated solely to NC NG911.

For more information, please refer to the document that was provided via email by your Regional Coordinator in the NowGen 2.0 Roadshow announcement. If you have trouble finding this email, please reach out to your Regional Coordinator.



A message from.....

The Nerd Herd



AT&T TIGER TEAM

AT&T has implemented a “Tiger Team” of dedicated technicians, assigned per region at the discretion of AT&T and Bord staff. These are personnel dedicated solely to NC NG911.

The process for reporting issues or requesting services has not changed. PSAPs will still report any issues to the NMAC, and the NMAC will coordinate with the technicians. PSAPs are **NOT** to contact technicians directly for any issues or requested services. Please note that doing so could result in a direct bill to the PSAP for related time and service should it be deemed unnecessary for a technician to be engaged either remotely or onsite.

SIP ADMIN

There is still opportunity to sign up for SIP admin service if you have not done so already. Reach out to your regional coordinator to get added to the project calls.

REMODELING OR BUYING NEW FURNITURE FOR YOUR PSAP?

For any equipment moves (intrabuilding or interbuilding, including moving equipment for cleaning or remodeling), the PSAP must coordinate with the Regional Coordinator and NMAC 90 days in advance of the move to schedule it.

As a reminder, PSAPs do not own AT&T equipment, including call handling equipment.

If the equipment is moved by the PSAP, all costs associated with this move will be the responsibility of the PSAP for direct payment to AT&T. Any damages or configuration issues that may result from such move will also be the responsibility of the PSAP for direct payment to AT&T for any associated costs. None of these costs are ETSF eligible.



Education Station

VIRTUAL ACADEMY

All Primary PSAPs in the State have attended administrative training to start the onboarding implementation process for Virtual Academy. Several PSAPs are using it for its full functionality and building training for their staff. Available education opportunities have been added to the Virtual Academy calendar.

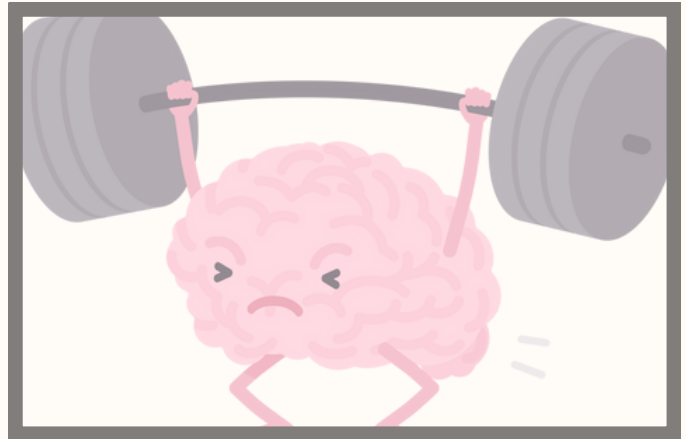
GEOCOMM DATAHUB TRAINING WEBINARS

In January, GeoComm held two GIS Hub Webinars providing a quick refresher on the submission of QC results retrieval process, and went over the address points to road centerline check addition and new exception codes, Statewide boundary alignment, and road segment self-overlaps. For those individuals who both registered and attended, a copy of the presentation was sent out that included a link to access the recording.

O2X THRIVE WEBINAR SERIES

On January 10, those signed up with GovDelivery should have received a training announcement for a virtual webinar series called Thrive from O2X.

All the webinars will be held on the last Tuesday of the month from 10:00 AM to 12:30 PM. The upcoming webinars are February 25, Breaking the Burnout Cycle and March 25, Building Resilience Brick by Brick. There is still time to register! A recording of the webinars will be added to the Virtual Academy library for those who are unable to attend the live session.



Give your brain a workout with upcoming 911 Board Sponsored Training Opportunities

MARCH, THE HEALTHY DISPATCHER: THE POWER OF RESILIENCE WORKSHOP

The 911 Board is excited to announce the next in-person workshop in the Resiliency Workshop Series: The Power of Resilience. On Wednesday, March 5, join Adam Timm, founder of The Healthy Dispatcher, for an energetic training class filled with proven steps and insights to help you thrive in your 9-1-1 career. Registration can be found in the GovDelivery notification. Thanks to High Point 911 for hosting.

APRIL, NENA: RESET, REFUEL YOUR PURPOSE IN 9-1-1 WORKSHOP

In April, the Board will be sponsoring this new workshop from NENA. This one-day workshop will be offered twice, Tuesday, April 1 in Wilkes County and Wednesday, April 30 in Perquimans County. Registration will be opening soon.



Education Station

Recognizing Continuing Education in the 911 Industry.....

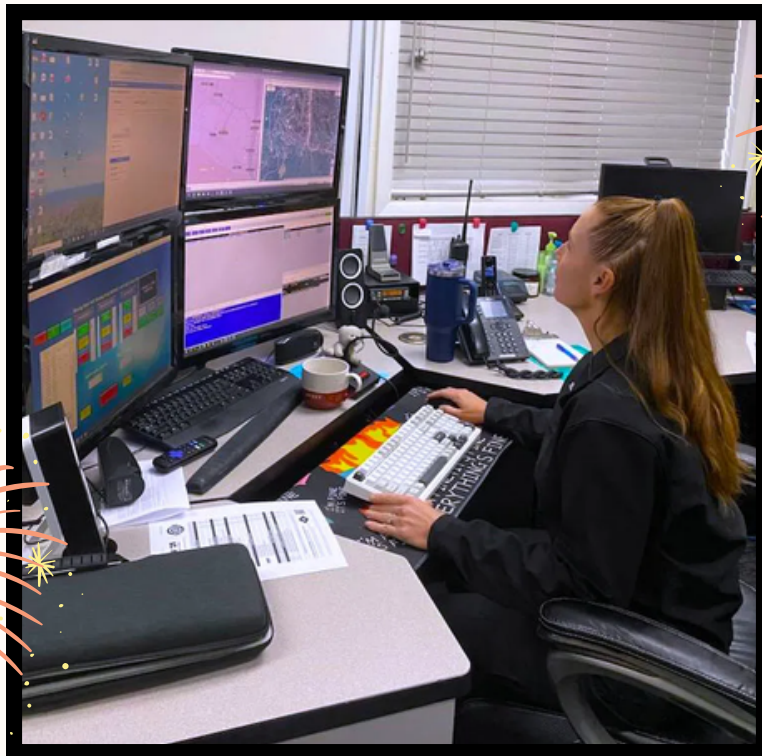


Photo obtained from the Richmond Observer online

Casandra Reid of Lenoir was the first student to graduate from the Richmond Community College 911 Communications and Operations Program.

This program was developed by Richmond Community College, with the help of the NC 911 Board and NC Department of Information Technology in 2023, and was designed for those looking to start or enhance their career in the 911 industry.

Congratulations Casandra Reid!

Talking All Things Money.....

The Finance Team

REVENUE EXPENDITURE REPORTS

Sarah Templeton and Gianna Schettino are working through FY2024 Revenue Expenditure Report markups sent back from the PSAPs to the PSAP revenue expenditure report email box. FY2025 revenue expenditure reports are due September 1, 2025. We are over halfway through the fiscal year, so begin gathering your report documentation now so you are not rushing to do so at the close of the fiscal year in July.

ESTIMATED DISTRIBUTION LETTERS

Estimated distribution letters were sent electronically to PSAP managers, County/City/Town managers, and finance directors on 12/20/2024 through the PSAP_Rev_Exp_Reports@nc.gov email. If you did not receive the notification, please contact your financial review specialist or regional coordinator.

NC 911 BOARD FY2026 GRANT PROGRAM VIRTUAL WORKSHOP

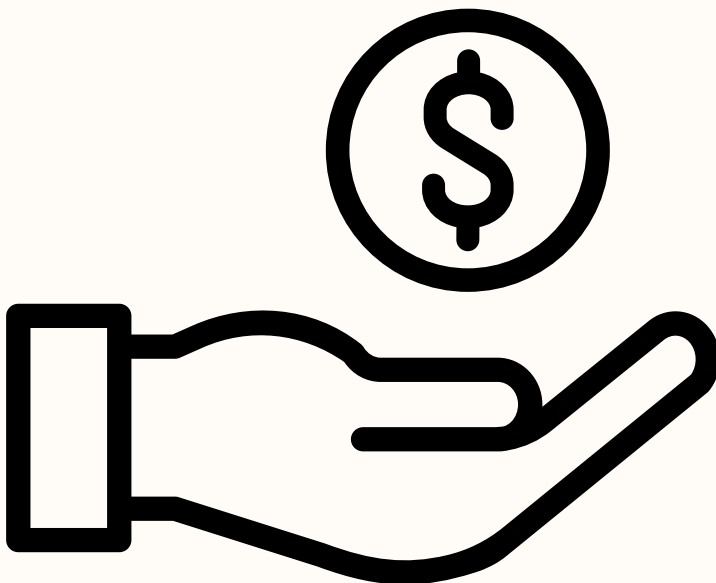
The FY2026 PSAP Grant Program will begin soon. The grant application will be made available to PSAPs on March 28, 2025, with a submission deadline of May 30, 2025 at 11:59 PM.

There will be a virtual grant workshop hosted for all potential applicants on Wednesday, March 26, 2025, 10:00 AM – 12:00 PM. Each attendee must register to attend this mandatory workshop if the PSAP wishes to apply for a grant. Registration must be completed by Monday, March 21. No late registrations will be accepted.

This is a required meeting for all PSAPs wishing to submit a grant application this cycle.

The workshop will focus on the grant priorities, the application, evaluation process, and reporting requirements. Attendance is open to PSAP managers and those deemed appropriate for the submission and administration of the grant for the locality. Consultants or third-party project management vendors are allowed to attend but may not do so in lieu of the PSAP or locality staff.

Information about the workshop was sent via GovDelivery. If you have questions about registering for the workshop, contact your Regional Coordinator or Sarah Templeton.



Talking All Things Money.....

Finance Reminders

FUNDING RECONSIDERATIONS

New Reconsideration Requests for FY2026

Funding reconsideration requests are due February 28, 2025. If you believe your PSAP will need a funding reconsideration and have not already discussed with your Regional Coordinator or Financial Review Specialist, please reach out quickly so staff can schedule time to work on the reconsideration form and financial planning tool. With the deadline rapidly approaching, our calendars will fill up fast. The next funding reconsideration opportunity will be after final distribution letters are received, with a August 31, 2025 deadline. The form is available on the 911 Board's website.

Open Approved FY2025 Reconsiderations

If you have a funding reconsideration that you have not requested the funds for, please be sure to do so prior to the close of the fiscal year. Remember, funding reconsiderations are only good for the fiscal year and purpose for which they were approved. If you received one for a project and you will not be invoiced until next fiscal year for all or part of the project, please let us know so we can plan for the additional reconsideration ask in the upcoming fiscal year.

GRANTS

Portable Radio Grants

When submitting for final reimbursement for your portable radio grant, please follow the directions in your Grant Agreement, including the template in Exhibit B. All documentation must be submitted in one PDF packet and named appropriately via email to 911grantprogram@nc.gov.

Open Grants

Grant reports are due on the 5th of every month. These reports should be named with the correct naming convention and submitted to the 911GrantProgram@nc.gov email address. For examples of reports, review the consent agenda in the 911 Board meeting agenda packets, where all monthly reports are included in the consent agenda portion.

Please be mindful of the expiration dates on your grant agreements. If you feel you will need an extension, you must follow the instructions in your grant agreement to request an extension no less than 90 days from the date the grant agreement expires. Also, if you are requesting an extension, be sure you request an extension that will give you enough time to get your project complete, as only one grant extension will be given.

WANT TO



Share

WITH US?

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!