

NC 911 Board Monthly Dispatch

January/February 2026 Edition

9th Edition

The Bottom Line Up Front

911 Board Approves AT&T Contract Amendment

On Friday, January 23, the NC 911 Board approved a contractual amendment with AT&T to provide PSAPs with additional resiliency compendium items. This includes RapidSOS's collaborator product, PSAP cybersecurity assessments, and a Low Earth Orbit Satellite Solution. By adding these items to the Board's catalog of services, it will allow PSAPs in North Carolina to remain resilient and stay on the cutting edge of 911 technologies.

The Board staff will be hosting mini-regional meetings to discuss these offerings in the coming weeks. Stay tuned for dates!

911 Board Approves ThisGen AI Call Simulation & QA Training Platform for ETSF Funding

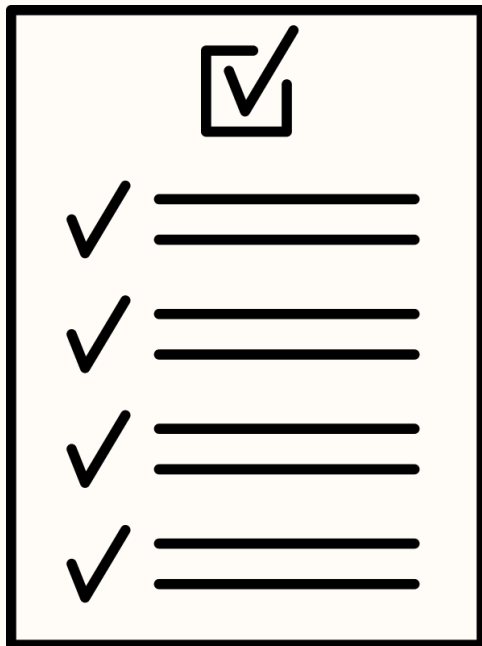
At the February 911 Board meeting, the Board approved ThisGen AI Call Simulation and QA Training platform for use of emergency telephone system funds. This software, similar to Priority Dispatch's AI Skills Lab, provides AI call simulation for telecommunicators and can be used for new hire training and continuing education for call practice.

Text to 911 Public Service Announcement Gets the Green Light

A third public service announcement (PSA) received approval from the 911 Board at the February 27 Board meeting. This PSA will focus on educating the public about the ability to text 911 in the event they cannot talk due to a medical emergency, safety concerns, or may be hearing or speech impaired.



The Bottom Line Up Front (Cont.)



911 Board Approves Revisions to the 911 Board's Seat Count Policy

The Board approved revisions to the 911 Board Seat Count Policy. The revisions included clarifying existing language, and established a deadline of October 1 of each year for PSAPs to submit requests for seat count increases for both primary PSAP seats and training seats. The revised policy will become effective at the start of the new fiscal year, July 1. These changes will allow the Board staff to effectively budget costs associated with adding positions within the PSAP.

NC 911 Board Awarded NG911 Awareness Award from the NG9-1-1 Institute

The NC 911 Board was awarded with the NG911 Awareness award from the NG911 Institute. This award recognizes an individual, organization, company, media outlet, program, or any other effort(s) to coordinate and promote education and awareness for NG911. The 911 Board staff have both virtually and in-person shared the presentation about NG911 and how it was invaluable during Hurricane Helene across the country. Staff is very humbled the NC 911 Board's nomination was selected as the winner of this year's award.



iNMAC Exercise and Winter Weather Activations

N.C. 911 Board staff hosted a readiness exercise to test the effectiveness of the new Incident Network Monitoring and Assistance Center (iNMAC), which enhances coordination among Board staff, 911 centers, emergency management and vendor partners for real-time 911 call delivery information sharing. We are pleased to share the exercise was successful.

Following the exercise, the staff had an opportunity to activate the iNMAC for winter weather events between January 23 through January 26, and then again from January 30 through February 2.



NC 911 Board and DC Office of Unified Communications (OUC) THOR 911 Routing Proof of Concept

The North Carolina 911 Board successfully moved the needle yet again and demonstrated additional resiliency with Next Generation 911 technologies in partnership with Johnston County 911, the Office of Unified Communications, and all our vendor partners. On Wednesday, February 11th, calls for Johnston County 911 were successfully routed using the ESInet to THOR, the Tactical Homeland Operations Response mobile communications command center, which is located in Washington, D.C. Johnston County telecommunicators answered the calls in D.C. and relayed information back to Johnston County for dispatch. In addition to validating the interoperability using the ESInet, it was a great opportunity to utilize the enhanced push-to-talk radios and the RapidSOS collaborator, which are all part of the Board's resiliency compendium.



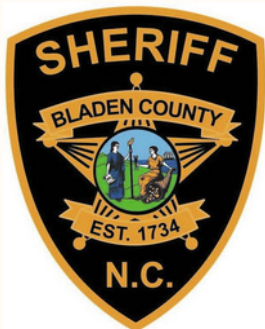
In the Field...

The Regional Coordinator Reports



Over the past few months, Matt has been busy hitting the road and visiting PSAPs across his region! He's had the chance to meet incredible staff, tour their facilities, and dive into great conversations with PSAP managers about all things NC 911 Board. Getting out in the field and seeing the FIRST first responders in action is truly one of the best parts of the job. If I haven't made it to your PSAP yet, don't worry – I'm on the way! Flip to the next page to see all the smiling faces from the journey so far! 😊

Matt and Gianna visit Bladen County PSAP!!



Cumberland County PSAP!!



City of Fayetteville PSAP!!



In the Field...

The Regional Coordinator Reports



Wayne County 911!!



Greene County PSAP!!



Jones-Lenoir PSAP!!

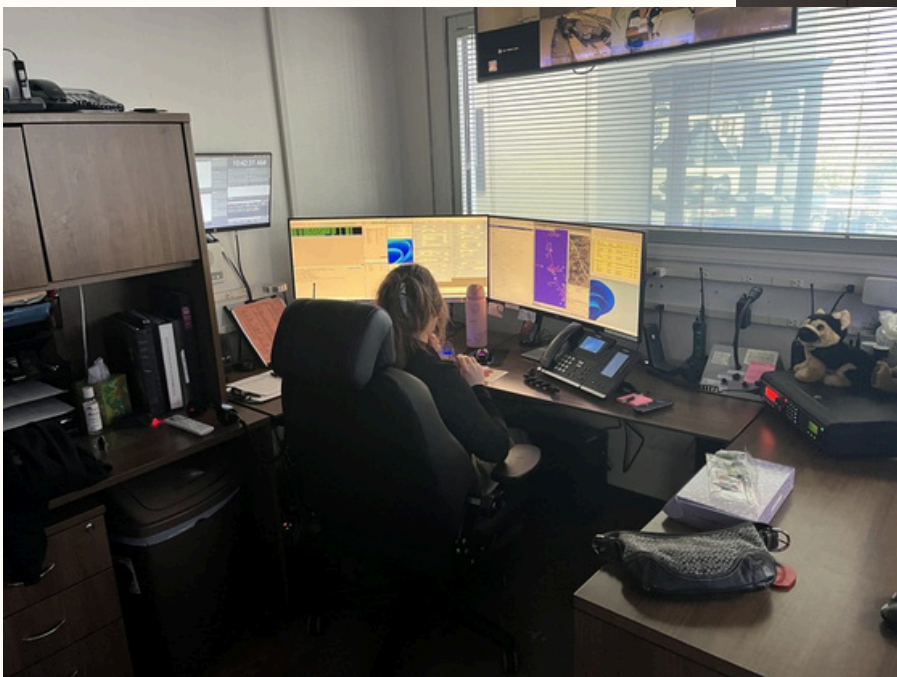


In the Field...

The Regional Coordinator Reports



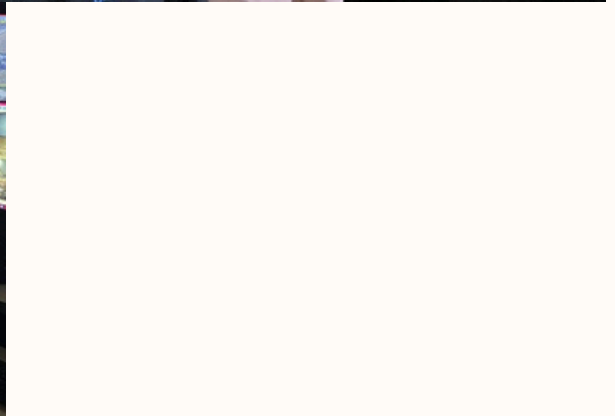
On February 17th, Brian met with Andy Vernon, PSAP Manager at Mount Airy PD. Congratulations Andy on your new position with the agency!



In the Field...

The Regional Coordinator Reports

On February 17th, Brian met with Amy Clewis, PSAP Manager at Kernersville PD. Thanks Amy for welcoming us!



In the Field...

The Regional Coordinator Reports



Brian and several Board staff members had the opportunity to see the newly remodeled PSAP in Person County. A lot of work went into the new facility, much of it by PSAP staff. Well done, everyone - everything looked great!



In the Field...

The Regional Coordinator Reports



Congratulations, Montgomery County, on your newly renovated PSAP!



Anson County PSAP Visit/Assessment

In the Field...(cont.)

The Regional Coordinator Reports



Melissa Harmon, Emily Whichard, and Stephanie Conner



Snow in Cherokee County!



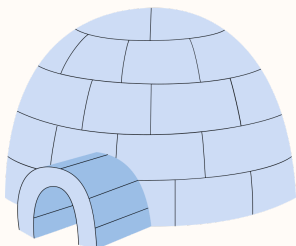
Swain County Christmas Float

In the Field...(cont.)

The Regional Coordinator Reports



Avery County 911



Avery County Prepares for the Snow! [text](#)

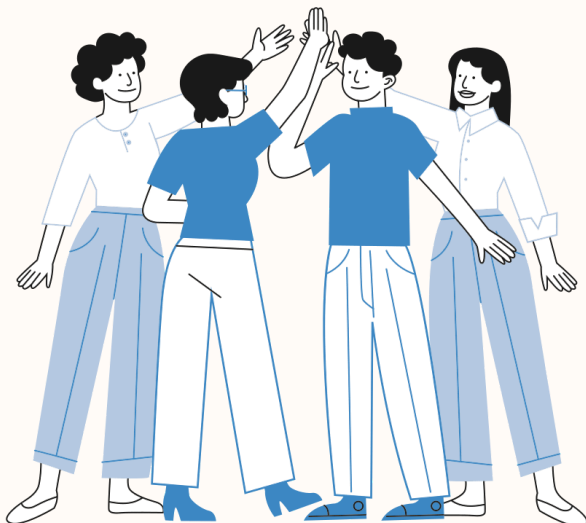
In the Field...(cont.)

The Regional Coordinator Reports



Congratulations are in order to Polk County on a zero-deficiency status!

Welcome back, Brian! Brian Greer was involved in a motorcycle accident in the Spring of 2025, and while he is still on the road to recovery, he is back at the PSAP!



Daniel Roten, Mary Rector, and Stephanie Conner in Allegheny County

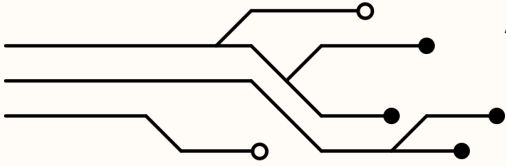
In the Field...(cont.)

PSAP Assessment Coordinator Report



Congratulations to Winston-Salem Police Department Communications on completing its PSAP Assessment with zero deficiencies!! [text](#)





A message from.....

The Nerd Herd

Enhanced Push-to-Talk Sonim Radio Status Update

All enhanced push-to-talk radios have been received and have been programmed. In the coming weeks, an MOU will be emailed to PSAP managers by the Regional Coordinators for signature prior to the delivery of the ePTTs. All ePTTs will be delivered with a basic instructions card to help telecommunicators use them in a pinch.

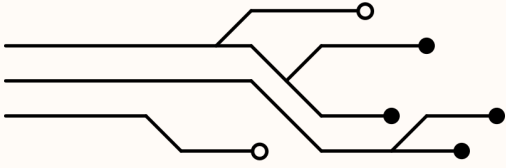


Meet the NMAC Team

Imelda Ibarra
NG911 Admin Specialist



I recently joined the NC 911 Board after spending four years with the North Carolina Administrative Office of the Courts as an Administrative Specialist. I have an associate's degree in Human Resource Management, and I enjoy bringing a people focused, service-oriented approach to my work. Outside the office, life is wonderfully full. I've been married to my sweet husband for three years, and together we share our home with a very energetic German shepherd and two cats who keep us entertained. When I'm not spending time with my family, you can usually find me gardening, swimming, or going to the movies with friends.



The Nerd Herd

NMAC News

Help Us Help You....

TALK TO US

1-855-662-2911

911nmac@nc.gov



Call Examples

The NMAC will always ask for an example of the issue(s) you are calling to report. When possible please provide the following:

- **Phones Number(s)**
- **Date/Time**
- **Position #**
- **Any details you have available, such as:**
 - **What did you hear?**
 - **Busy signal?**
 - **Disconnected call tone?**
 - **Dead air?**



Education Station

Public Service Announcements in Full Swing

Two public service announcements are currently running, Telecommunicator Recruitment and Hold the Line. The third for Text to 911 that was just approved by the 911 Board will begin airing in a few months. Keep a lookout for the PSAs!



Virtual Academy Validation of Roster Emails

Kristen Falco has emailed all roster of users to their respective PSAPs. If you are a PSAP manager and have not checked to make sure the roster is correct, please do so.



Validating the Implementation of NG911: North Carolina's Response to Hurricane Helene Coming to Virtual Academy Soon.

Kristen Falco is working with the NC DIT Comms team to create a video of this presentation, which will be loaded into the Virtual Academy training platform. The filming is completed, and staff are currently working on edits from the Comms team to review for a final product to make available on the platform.



Reminders from.....

The Finance Team

PSAP Eligibility Requests

In case you missed it, there is a new eligibility procedure to follow prior to submitting requests for eligibility. It can be found on the 911 Board's website. Please submit all eligibility requests to PSAPeligibilityrequest@nc.gov.

FY2025 Revenue Expenditure Reports

All FY2025 Revenue Expenditure Reports have been reviewed and sent back to the PSAPs. Once reports are finalized, if there were ineligible expenditures, jurisdictions will need to have ineligible expenditures repaid within 90 days from the date the report is finalized. Proof of repayment is required in the form of a copy of a journal entry. If you have questions about the Revenue Expenditure Report review process, please reach out to your Financial Review Specialist.



FY2027 PSAP Distribution Letters

Distribution letters were emailed at the end of December to PSAP managers, County and Municipality managers, and finance directors. If you are a PSAP manager and believe your distribution will not be enough to cover your ETSF eligible expenditures, along with any use of available fund balance, please reach out to your Regional Coordinator to assist with a funding reconsideration.

FY2027 Funding Reconsideration Requests

The first deadline for funding reconsideration requests are due on **March 2, 2026**. These requests are for funding available starting July 1, 2026 for FY2027. Please review the Funding Reconsideration form and policy located on the 911 Board's website for more information.

NC 911 Board FY2027 Grant Workshop

Registration for the grant workshop is currently open, and will close on **March 20, 2026 at 5 PM**. Late registrations will not be accepted.

In order to apply for a FY2027 grant, the PSAP must be register for and attend the FY2027 workshop. PSAP vendor partners are welcome to participate in the workshop but cannot be the sole representation from the jurisdiction attending.

PSAP

Highlights

Welcome Baby Wynter!

With permission from the family, we would like to introduce to you baby Wynter! She is pictured here with Bertie County 911 Dispatcher Crystal Etheridge. On the night of November 9, 2025, Miss Wynter decided to make an early entrance and was born prematurely at home. With the help of dispatcher Etheridge, family on scene was able to start CPR and revive this sweet little girl while waiting for EMS to arrive. Crystal remained calm and kept the family engaged while administering help through this unexpected and scary situation. After spending some time in the NICU she's finally home and we couldn't be more excited! Here in 911, we don't always get to experience happy endings, so to be a part of this one makes our job worth all the stress and long hours. Congratulations to the family!



PSAP Highlights

Saving One of Their Own

In the early morning hours of November 9, 2025, Assistant Supervisors Bryana Dockery and Arthur Sneed, along with Telecommunicator James McGuinn, answered a critical call for a subject in cardiac arrest.

Through their quick thinking, expert CPR instructions, and rapid dispatch of first responders, their actions directly saved the life of one of their own deputies.

We proudly recognize their incredible dedication and professionalism with the Life Saving Certificate.

🌟 Please join us in thanking Bryana, Arthur, and James for their unwavering commitment to Rutherford County and the community they serve every day!



NOT ALL
Heroes
WEAR
CAPES

PSAP Highlights

Welcome Baby Natalie!

Natalie Dawn Neal, 911 Board member Melanie Jones' granddaughter, was born February 13 at 7 lbs, 8 oz and 19 inches long. Congratulations to the family!

