

# NC 911 Board Monthly Dispatch

July/August Edition, 2025

6th Edition

## NC 911 Board Staff attends National APCO Conference in Baltimore, Maryland

Several NC 911 Board staff members attended the National APCO Conference in Baltimore, Maryland from July 27 through July 31. Staff, Josh Briggs with AT&T, and Matt McLamb presented three separate dates and times about the NG911 project in North Carolina and how it was instrumental in helping citizens reach 9-1-1 during Hurricane Helene.



# In the Field...

## The Eastern Region Report

### PSAP Assessments and PSAP Visits

In the month of July, Kristen Falco attended five PSAP Assessments in the Eastern region for the City of New Bern, Onslow County, City of Havelock, Carteret County, and Washington County.

In her travels, she also stopped in at the City of Jacksonville's PSAP with Matt Boyles to deliver an Amazon gift card prize (purchased by Board staff) to Alex Kidroske for winning the "Most Unique Talent" category in this year's "NC TC's Got Talent" competition for his Chick-fil-A "Flippin' the Fries" to the tune of "Stayin' Alive" lyrics.

Congratulations Alex!



Matt Boyles, Alex Kidroske, and Kristen Falco



City of Jacksonville PSAP



# In the Field...

## The Eastern Region Report

### Baltimore Trip

Kristen attended the 2025 National APCO Conference in Baltimore, MD from July 27 through July 31 with other staff members. It was a good opportunity to network with other 911 professionals from all over the country and to share North Carolina's story about Hurricane Helene.



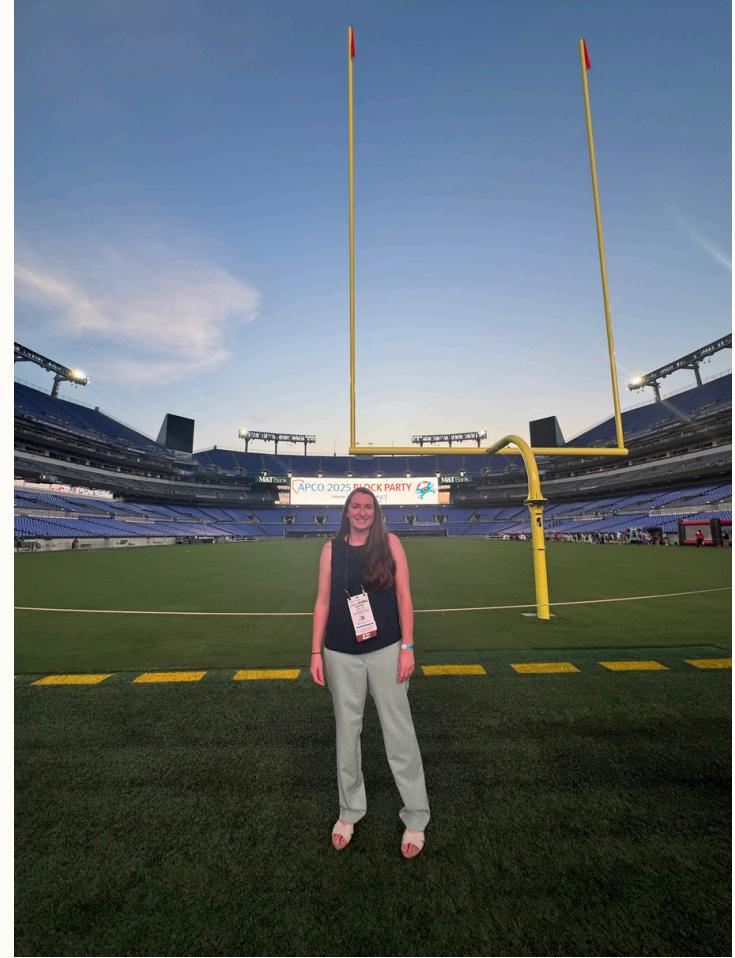
**Matt McLamb and Kristen Falco exploring the Baltimore Raven's Stadium during the APCO 2025 Block Party**



**FirstNet Drone**



**Staff had a long road to travel from NC to MD**



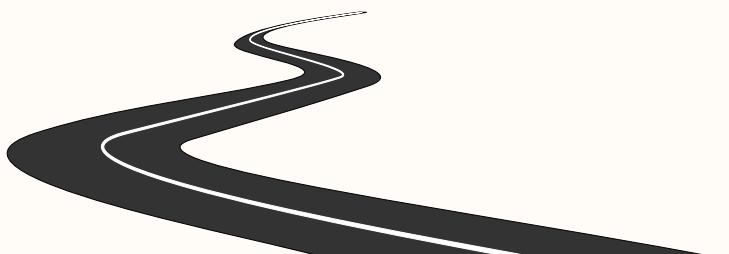
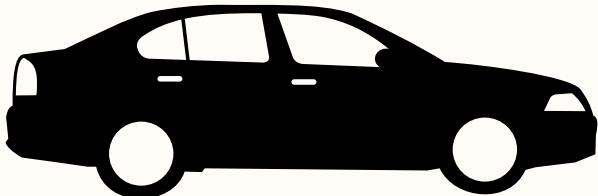
**Kristen Falco**

# In the Field...(cont.)

## The North Central Region Report

### On the Road Again!

North Central Regional Coordinator Brian Short was on site during Granville County Emergency Communications' transition to a hosted call handling platform.

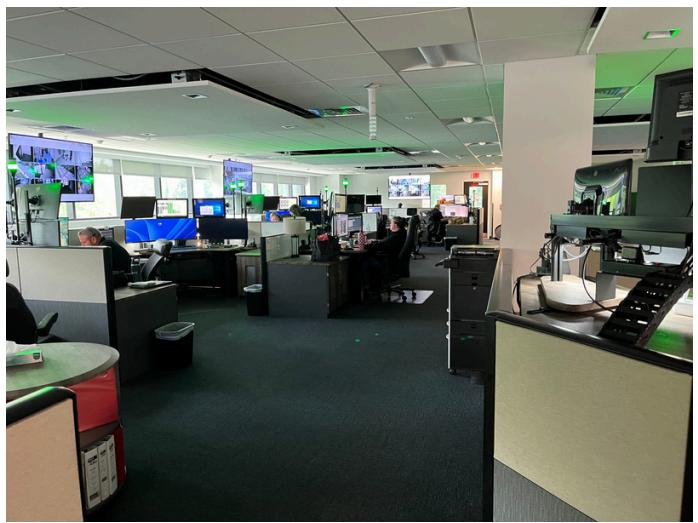
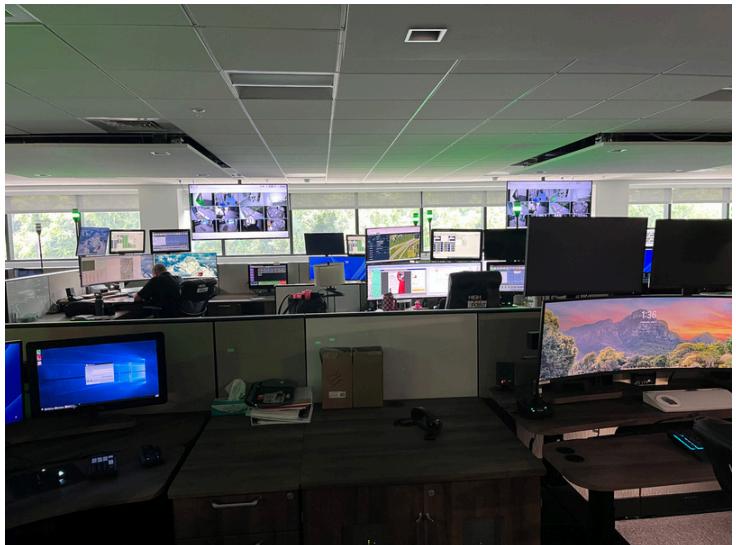


THE COUNTY OF  
*Granville*  
NORTH CAROLINA



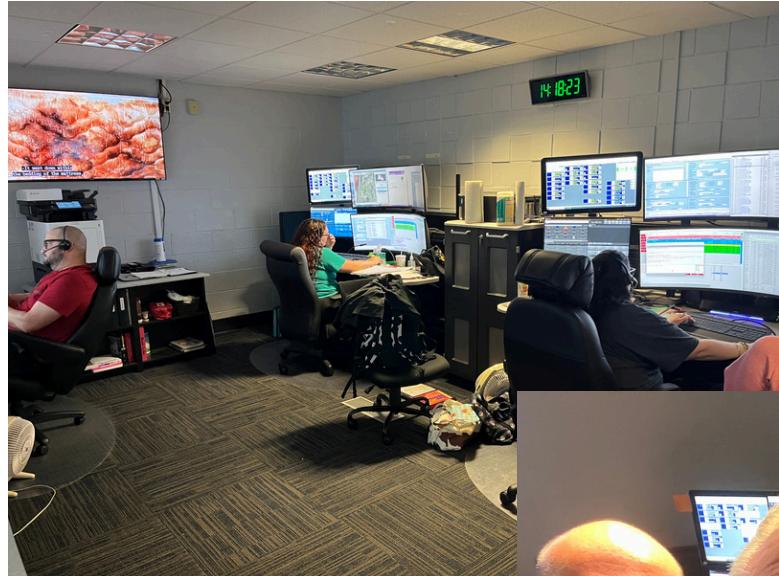
## **More North Central Visits!**

Brian also had a good visit with High Point Police Department Communications Center staff.



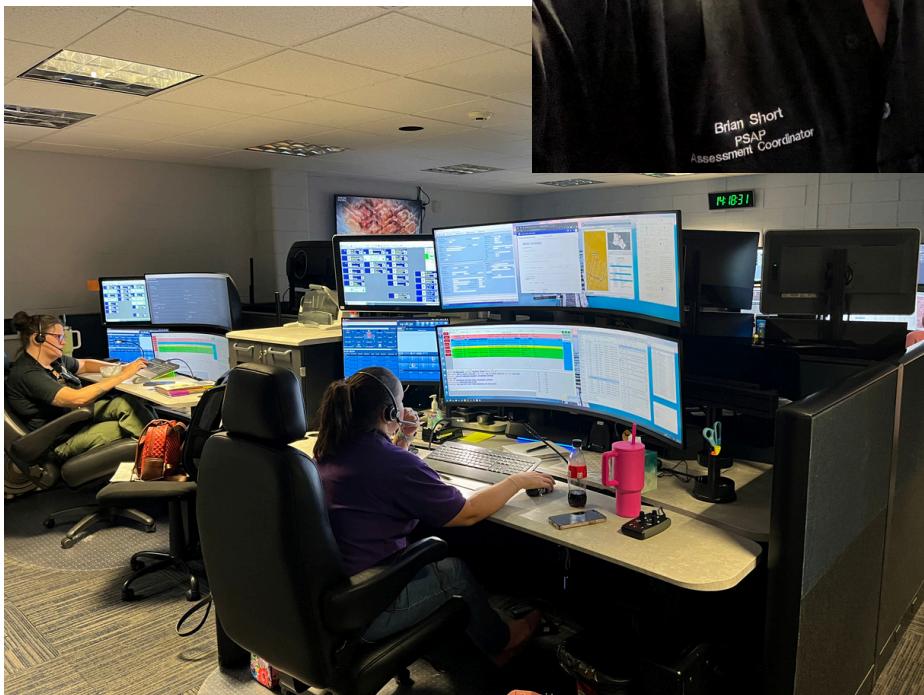


**HALIFAX  
COUNTY GOVERNMENT**  
NORTH CAROLINA



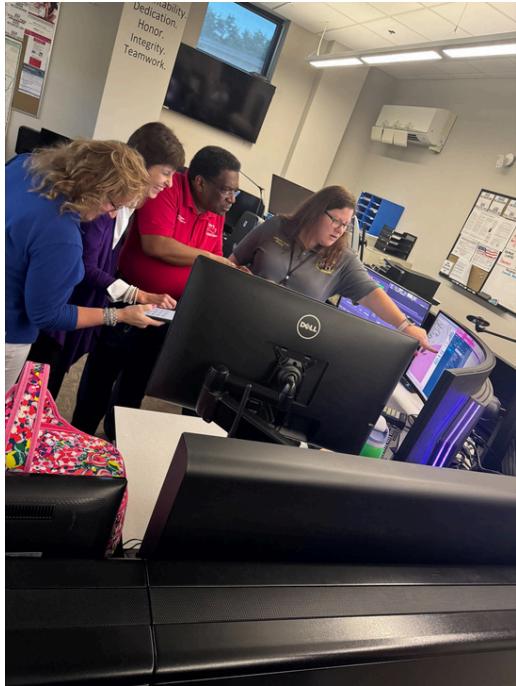
**On the Road Continues!**

Brian Short also visited the Halifax County PSAP.



# In the Field...(cont.)

## The South Central Region Report



**Scotland County PSAP Visit**

L to R: Pokey Harris, Secretary Piccione, Rep. Garland Pierce, PSAP Director Samantha Dutch



**Rowan County PSAP Visit**



**Richmond County PSAP Visit**

Richmond County was the first PSAP in the State of NC to deploy special event geospatial call routing. More information can be found [here](#) or contact your Regional Coordinator.

# In the Field...(cont.)

## The Western Region Report



**Construction Continues on Watauga County PSAP**

### Regional Coordinator Report



**Stephanie Conner and David Newberry, NC  
NENA/APCO Chapter Meeting in Asheville, NC**

July has not only been bustling, but it's also been HOT! Stephanie has been all over the State, and incredibly busy! We have many exciting projects on the horizon, so stay tuned!

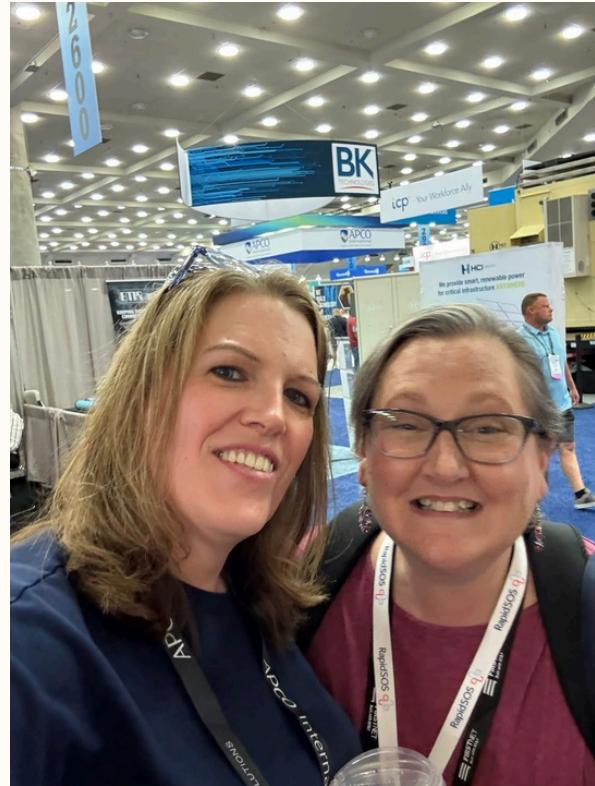


# In the Field...(cont.)

## The Western Region Report



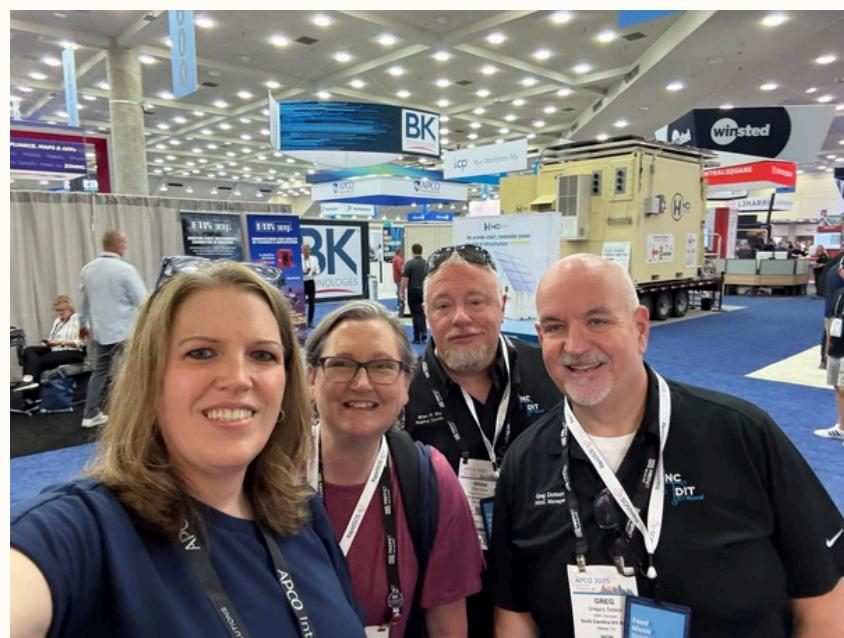
APCO International Baltimore, MD



Stephanie and Heather Joyner,  
Burke County, Baltimore, MD



Board Staff in Baltimore, MD



Board Staff and Heather Joyner in Baltimore, MD

# In the Field...(cont.)

## The Western Region Report



### Yancey County Hero

It's a small world, they say! I can attest, that is true! While at the APCO International Conference in Baltimore, MD, I met Cassidy Jones.

Cassidy is a Telecommunicator from Alabama! She was part of the TERT team who responded to Yancey County to assist during Helene! Cassidy was so excited to meet folks from North Carolina, her new home away from home! Cassidy stated, "I went to Yancey to help them, but they really helped me!"



# In the Field...(cont.)

## The Western Region Report



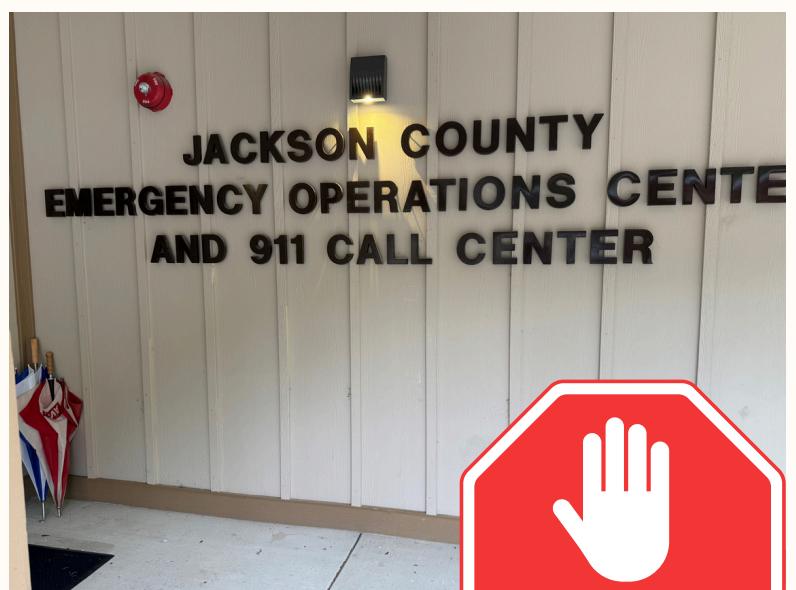
Stephanie, Cheyenne, and Aimee at Eastern Band of Cherokee



Stephanie and Chanda in Haywood County



Stephanie and Theresa in Cherokee County



A quick stop in Jackson County



# In the Field...(cont.)

## A word from your Regional Coordinators.....



### **Hurricane Season is Here...Does Your PSAP have Four "Friends"?**

Hurricane season is upon us. If you have not already worked to establish your four partner PSAPs for alternate and abandonment call routing, please contact your Regional Coordinator. You should be establishing agreements with your partner agencies, to include language on how 911 call information will be sent back to the primary PSAP and how calls will be dispatched in the event of an evacuation situation. Don't get caught without a plan!

# In the Field...(cont.)

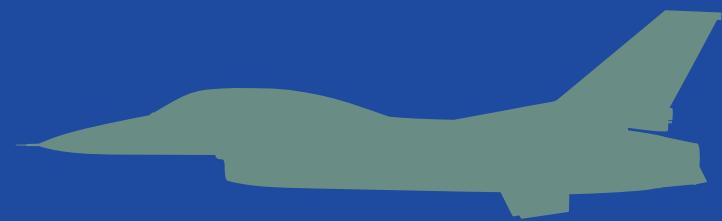
## PSAP Assessment Coordinator Report

### PSAP Assessments Continue....

In July, PSAP Assessments were completed in the City of New Bern, Onslow County, City of Havelock, Carteret County and Washington County. See below for all the smiling faces!!!



New Bern 911 PSAP Assessment



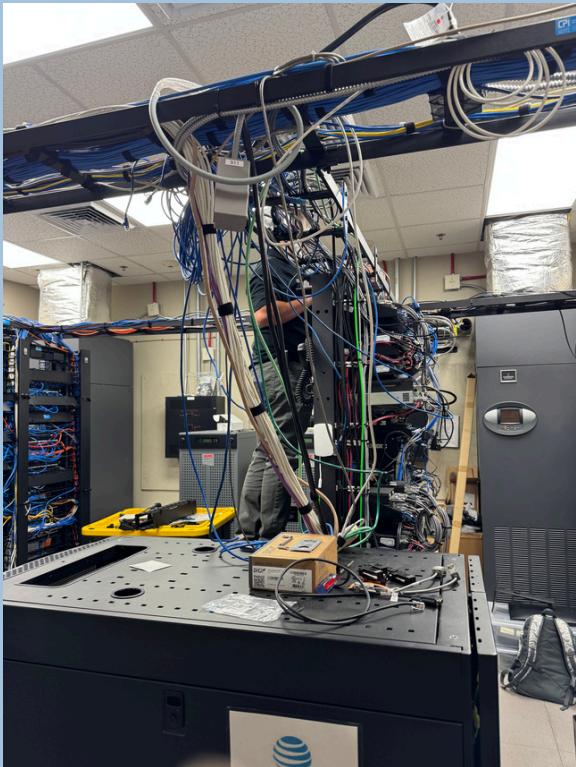
Havelock 911 PSAP Assessment



Carteret County 911 PSAP Assessment

# In the Field...(cont.)

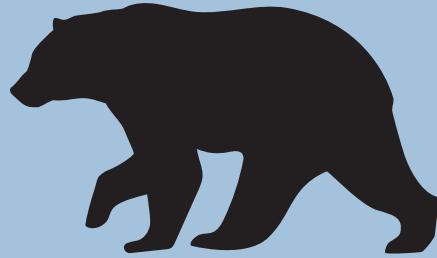
## PSAP Assessment Coordinator Report



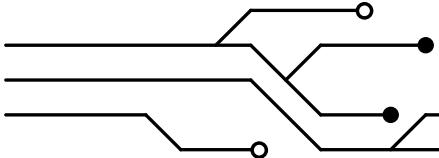
Matt in action, located behind the wires!



Washington County 911 PSAP Assessment



Onslow County 911 PSAP Assessment



A message from.....

# The Nerd Herd

## Coming Soon....

911 Board staff is in the process of setting up vendor roadshows for call-handling equipment and call data analytics software to take place in October 2025. An email registration form will be sent to the PSAP managers in the coming weeks to sign up.

These roadshows will provide a hands-on opportunity to try out the call handling equipment and data analytics software that will be available through the N.C. 911 Board's AT&T contract for PSAPs interested in changing solutions.



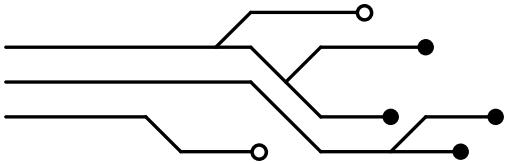
## Meet the NMAC Team

**Rick Blumer**  
NMAC Tier II Analyst



My name is Rick Blumer and I'm a Tier 2 with the NMAC. I've been with the team for 5 ½ years, basically since the NMAC first started, so there's a very good chance we've spoken on the phone or by email! I have 10 years of Satellite Communications experience before that, including 5 years of working for the US Army as both a soldier and a contractor. I've been happily married to my partner Sloan for nearly 13 years and we have two cats and a dog that keep us company. I enjoy a lot of different hobbies like traveling, woodworking, spending time with friends, gardening, reading fantasy novels, solving puzzles, along with collecting and playing boardgames & videogames. I love problem solving and every day at the NMAC provides a unique puzzle to figure out.

*Behind our*  
**BRAND**



# The Nerd Herd

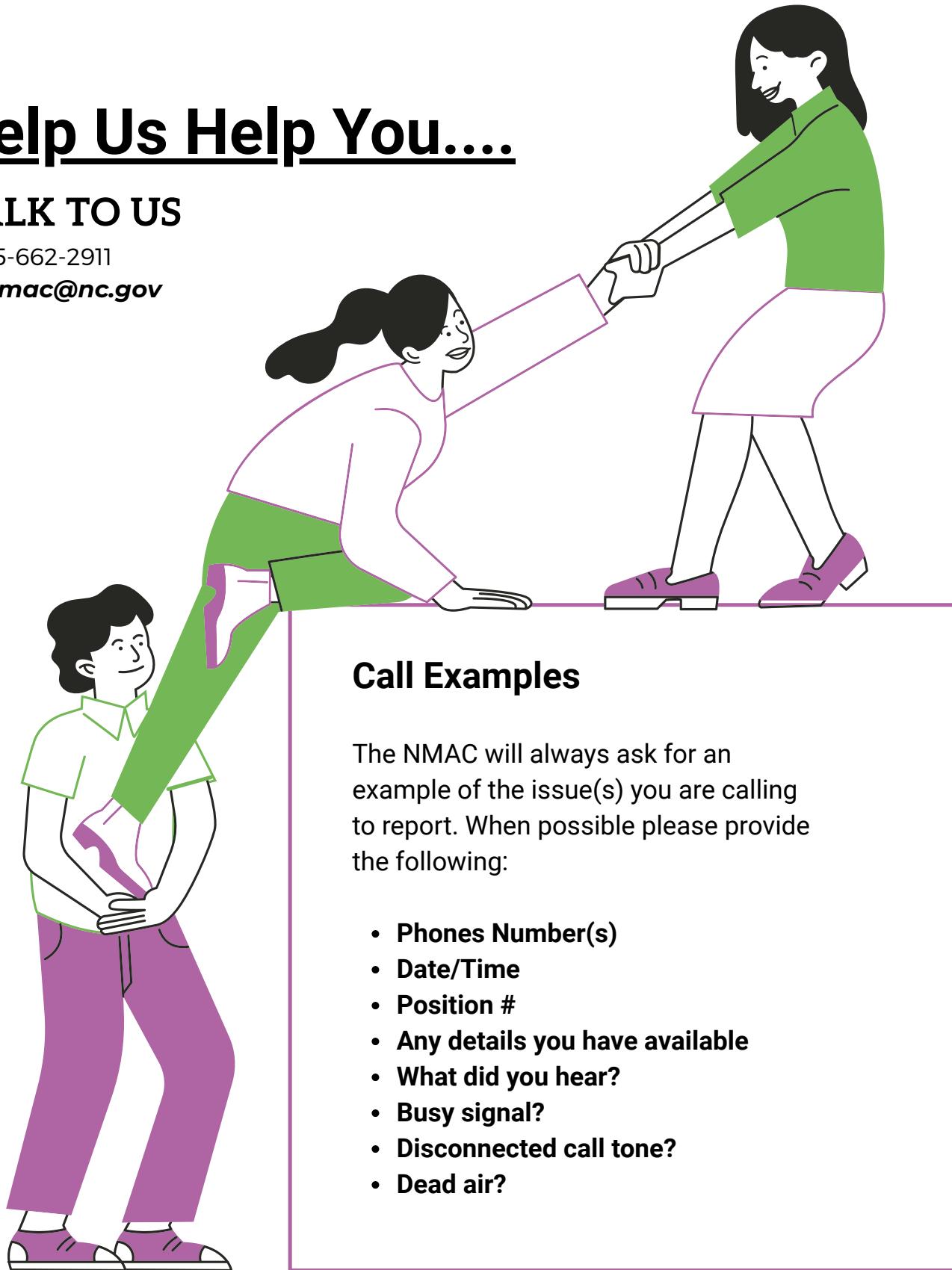
## NMAC News

### Help Us Help You....

#### TALK TO US

1-855-662-2911

[911nmac@nc.gov](mailto: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
- What did you hear?
- Busy signal?
- Disconnected call tone?
- Dead air?



# Education Station

## PSAP Eligibility Procedure Training

The Finance Team conducted eligibility training sessions, two on Wednesday, August 9, and two on July 16 to share with the PSAP managers how to conduct preliminary eligibility reviews on quotes from vendors. The PSAP preliminarily reviewing quotes will help to streamline the eligibility request process with Board staff.

If you have questions about this process, please refer to the PSAP Emergency Telephone System Fund (ETSF) Eligibility Procedure.



## NG911 GeoComm Database Hub Webinars

GeoComm held webinars to provide training on the newly established critical error checks and the TDMS process on June 26 and July 10.

If you have questions about GeoComm data hub uploads or if your jurisdiction needs assistance cleaning up critical errors, please reach out to your Regional Coordinator to schedule a call with the GeoComm team.

Reminders from.....

# The Finance Team

## FY2025 Revenue Expenditure Report Deadline

The FY2025 revenue expenditure report submission deadline will be here before you know it. Please be sure to submit your FY2025 revenue expenditure report by **September 2, 2025**. You should be working on updating the FY2027 Financial Planning Tool to submit as well.

**DEADLINE**

## FY2026 Funding Reconsideration Deadline

Not going to have enough ETSF monies to complete projects for the upcoming fiscal year? You may need a funding reconsideration! The deadline for the second opportunity for a FY2026 Funding Reconsideration Request is **August 31, 2025**. Revenue Expenditure reports for FY2025 need to be submitted for review and ideally finalized prior to submitting the Funding Reconsideration request form so staff can meet the deadline to present the reconsiderations at the September Funding Committee and 911 Board meetings for approval. Reach out to your FRS or RC if you have additional questions about the reconsideration process. The Funding Reconsideration form is available on the NC 911 Board's website under "Forms & Documents."

## What do I need to submit with my FY2025 Revenue Expenditure Report?

The FY2025 revenue expenditure report submission will require several pieces of documentation, including the following:

- Excel version of the FY2025 Revenue Expenditure Report, filled out in its entirety. This should include comments about the purchases made using ETSF.
- Cover page signed by the Finance Director or their designee. Expenditures on the cover page should match expenditures on the revenue expenditure report.
- FY2026 Budget.
- FY2025 invoices paid using ETSF in PDF format. Invoices should be in the order they appear on the revenue expenditure report. If need be, the invoices can be submitted in multiple packets based on the sections of the report. For example, phone and furniture invoices, hardware invoices, software invoices, training invoices, and implemental functions invoices.
- Proof of payment for any implemental functions paid using ETSF, such as general ledger showing expenditure amount for functions.
- Prior eligibility determinations for invoices if submitted to staff for review.
- Applicable scopes of work, diagrams, or proposals from vendors.

# PSAP Highlights



## North Carolina Association of County Commissioners Nominate Stanley Kite for the “Heroic Hands Initiative”

The NCACC have nominated Stanley Kite for the Heroic Hands Initiative. The Heroic Hands Initiative celebrates public servants who promote value of having a career in public service, work with State leaders and partners to promote workforce training needs in local government, and help create a better pipeline of public service employees to fill county jobs. For 48 years, Stanley Kite has been serving the citizens of Craven County. The nomination for this award reflects his dedication and commitment to his role with the County.

Way to go Stanley!

# PSAP Highlights

## Happy Retirement!!!

Michael Bryant Fisher began his career in 1994 as a Telecommunicator with Nash County. He quickly moved through the ranks and was promoted to Shift Supervisor in 1995. He further advanced to the role of CAD - GIS Coordinator in 2004. In February of 2014 he was promoted to Director in charge of the PSAP, a position that he held until his retirement in 2025. Bryant, thank you for your service and enjoy your much deserved retirement!!!



# **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!*