

NC 911 Board Monthly Dispatch

May/June Edition, 2025

5th Edition

911 Board Staff Volunteers at

Kramden Institute

On May 16, Secretary Teena Piccione, who serves as the chair of the 911 Board, and Board staff volunteered at Kramden Institute, spending time refurbishing donated computers that will be distributed to North Carolinians in need.

If you are interested in a good team building activity that also helps those in need, contact Kramden Institute to volunteer!



Congratulations²



Secretary Piccione Confirmed by N.C. Senate!

On May 22, Secretary Piccione was confirmed as the N.C. Department of Information Technology Secretary and State Chief Information officer. Congratulations Secretary Piccione!

A Message from Pokey Regarding NC 911 Board Staffing Changes:

Stepping Out...

It is with extremely bittersweet emotions that I announce the retirement of Angie Turbeville, our Education and Training Coordinator (ETC). Angie's career in state and local government has spanned over thirty years, with almost seven of those dedicated to the 911 Board. Her tenure with the Board has been marked by successful accomplishments and phenomenal deliverables, first as the Eastern 911 Regional Coordinator and then as the ETC. Angie has truly built the ETC program from the ground up, and her work can literally be characterized as "award-winning." Her ideas have consistently brought about positive and favorable results.

You can imagine that as a team, we are sad to see her depart on July 31. However, in true Angie fashion, she is full steam ahead, particularly pulling together all the last-minute details for the PSAP Managers Conference in August and tying up loose ends on several pending projects.

Angie plans to attend the Board's August meeting to share farewells.

Angie will not be straying too far, as her "retirement gig" will take her to a role with a vendor we are all very familiar with. I will leave all those details for Angie to share, but we are elated that she will not be disappearing from the 911 arena, and we will get to see her from time to time.

Please join me in wishing Angie all the best on her new journey. She will be sorely missed.

Godspeed, Angie!

Stepping Up...

It is with great enthusiasm that I announce that effective July 1, after nearly five months of performing the duties of the position, Sarah Templeton has been promoted to Financial Analyst for the 911 Board.

Please join me in congratulating Sarah on this advancement in her career as she continues to serve the Board in the stellar manner that she has for the past four and a half years.

Next Steps...

I am coordinating with HR for recruitment of both the ETC position that Angie leaves vacant and FRS position that Sarah leaves vacant. Please watch for information regarding that process in the coming days. We will be seeking energetic and dedicated team members to join us.

Thank you,

P



In the Field...

The Eastern Region Report

PSAP Visits

In the month of April, Kristen visited several PSAPs with Gianna Schettino, including Dare County, Pasquotank-Camden Counties, Perquimans County, Chowan County, Currituck County, Columbus County, and the City of Lumberton to discuss PSAP assessments, legislation, and 911 Board initiatives.



Pasquotank-Camden PSAP

Dare County



Perquimans-Gates PSAP



In the Field...

The Eastern Region Report



Perquimans-Gates PSAP



Chowan County

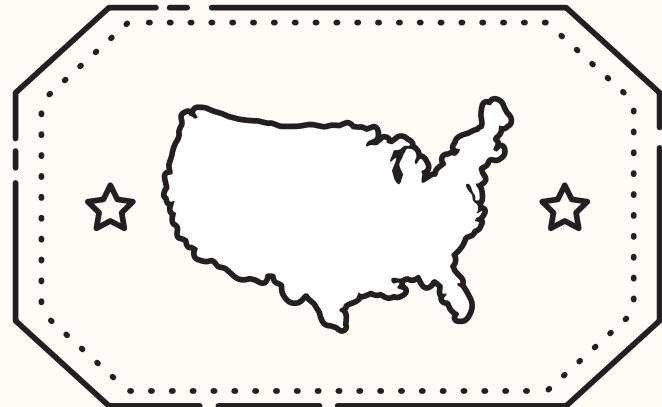
In the Field...

The Eastern Region Report



NASNA Conference

Kristen Falco, along with other staff members, attended the NASNA (National Association of State 911 Administrators) Conference on June 21 and 22 in Anaheim, CA. It was a wonderful opportunity to meet with other state 911 administrators from across the country and learn about different challenges other states are experiencing with rolling out NG911.



In the Field...

The Eastern Region Report

NENA 2025 Conference

Kristen Falco, along with other staff members, attended the 2025 National NENA Conference from June 22 through June 25 in Long Beach, CA. It was another wonderful opportunity to learn about the new technologies already available and others that are coming soon to the 911 industry. 911 Board staff and vendor partners also presented about North Carolina's NG911 project and how it was invaluable during Hurricane Helene to ensure 911 calls were answered.



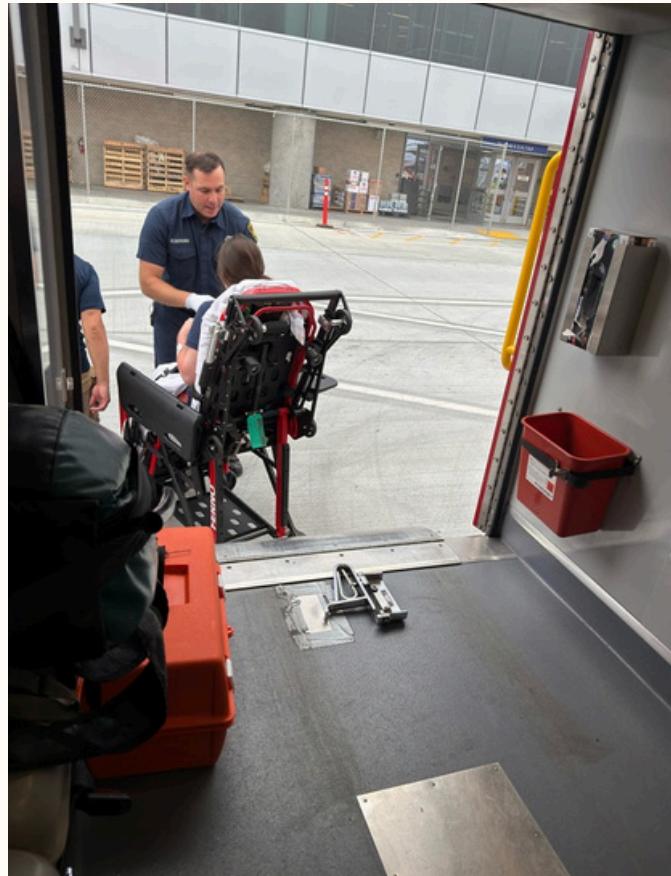
In the Field...

The Eastern Region Report

An Unexpected Trip to the Hospital in California!!!

On June 27, the day Kristen, Pokey and Greg were supposed to head back to NC, Kristen was struck with severe abdominal pain while at the gate at LAX. This resulted in a 911 call, ambulance ride, and overnight hospital stay to have her gallbladder removed.

In true Greg and Pokey fashion, they captured the entire experience through photographs. Also in true Greg and Pokey fashion, they remained in California with Kristen to take care of her while she recovered enough to get on the plane to come home.



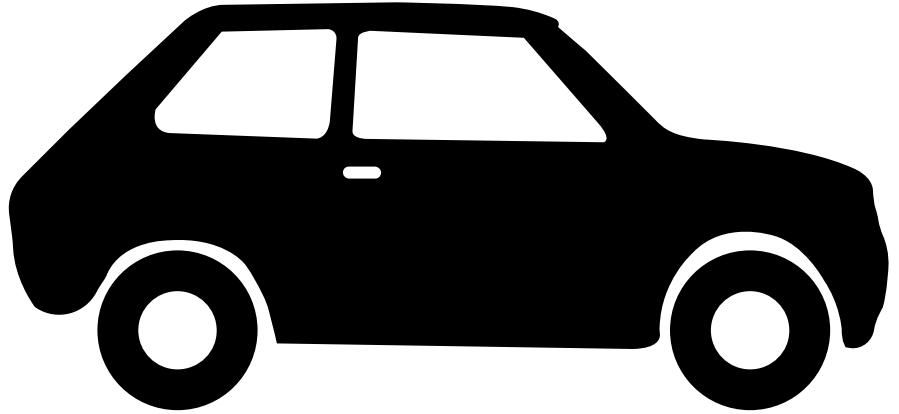
In the Field...(cont.)

The North Central Region Report

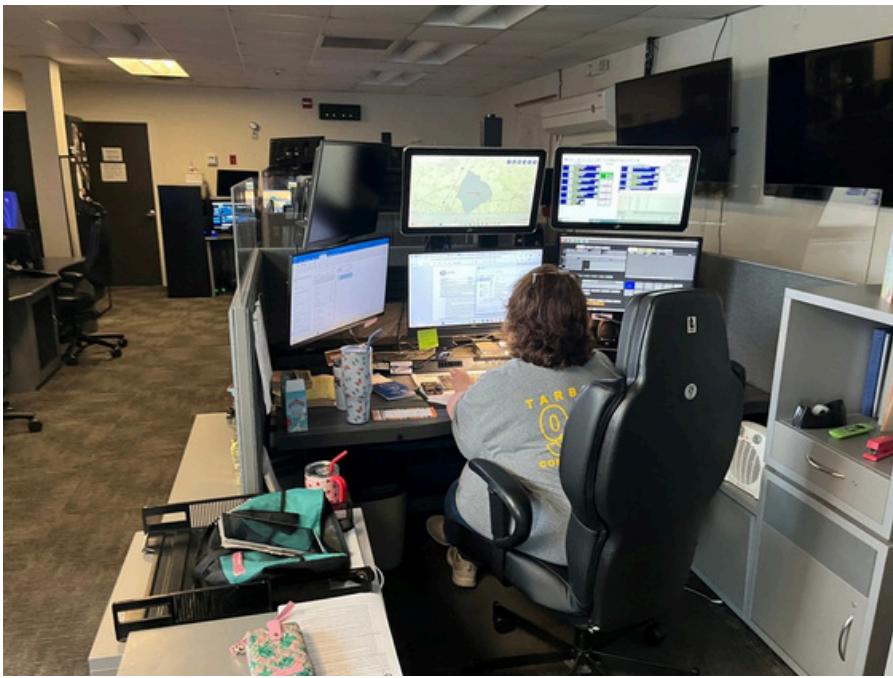
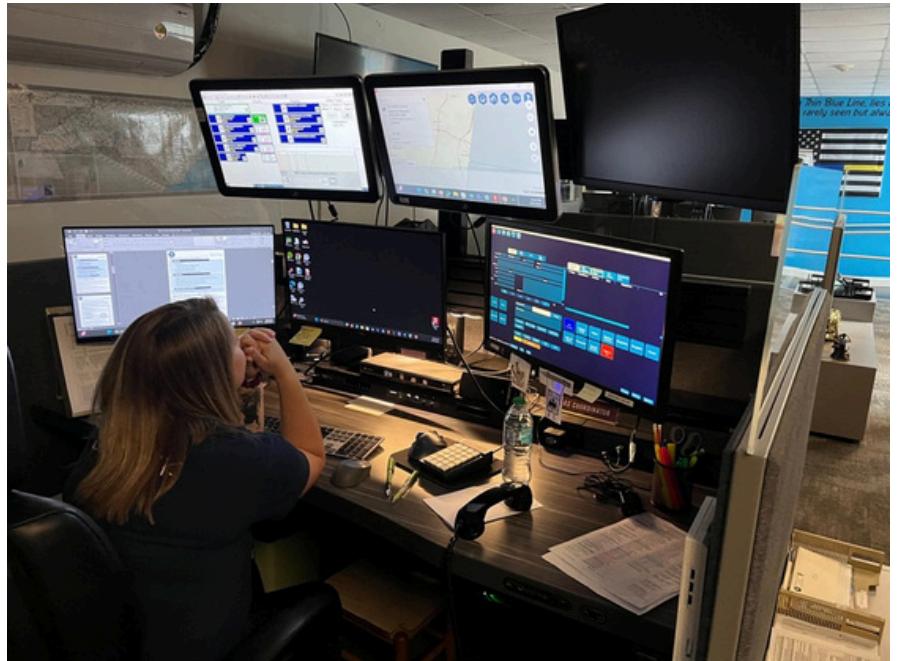
On the Road Again!

The Regional Coordinator Brian Short and several Board staff members visited Surry County's newly constructed Primary PSAP.





Brian also had a good visit with Tarboro Police Department's PSAP.



On the Road Continues!

Brian Short and Angie Turbeville visited Guilford Metro's newly remodeled PSAP and new training room.



In the Field...(cont.)

The South Central Region Report



PSAP Assessments

David attended the Sampson County PSAP Assessment on May 14, 2025.



Pizza on Pokey!

Congratulations to Johnston County, a South Central PSAP, that was voted winners of the 2025 NPSTW Photo Contest. Board Staff delivered the pizza prize on May 20, 2025.

In the Field...(cont.)

The South Central Region Report

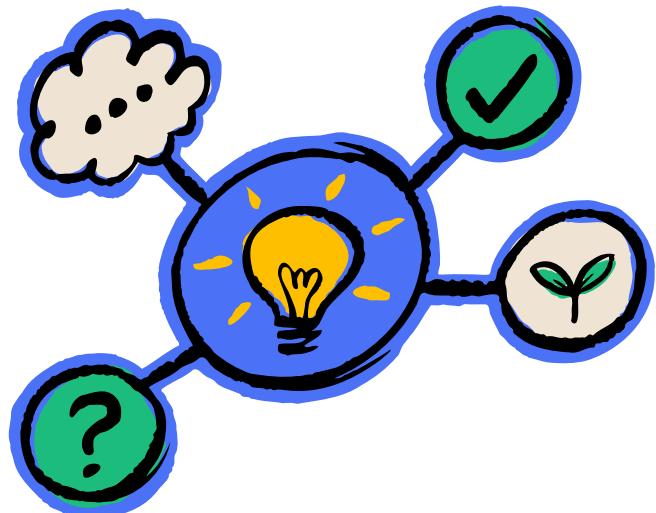
Graduation Time!

David Newberry attended the Richmond Community College Graduation May 21, 2025, celebrating those who graduated from the 911 Communications and Operations Associates Degree Program.



California Bound

David Newberry, along with Pokey Harris, Tom Rogers, Greg Dotson, and Kristen Falco traveled to California for the National Association of State 911 Administrators (NASNA) meeting. These meetings allow representatives for state 911 offices across the country to meet and discuss trends and share ideas at a national level.



In the Field...(cont.)

The Western Region Report



Construction on Polk County PSAP

Regional Coordinator Report

June has been a busy month! Stephanie was honored to attend the Richmond Community College Spring Commencement Ceremony! She has also been working on portable radio grant reimbursements and PSAP travel! The summer looks to be just as busy as the spring!



Hard Hat Required in Construction
Zones!



Progress in the New Polk
County PSAP



In the Field...(cont.)

The Western Region Report



Stephanie Conner and Nick Brown, Surry County



Stephanie Conner and Staff visit Surry County

In the Field...(cont.)

A word from your Regional Coordinators.....



Call Forward Not Reachable?

If you haven't set up a "Call Forward Not Reachable" number for your SIP service, should your SIP service become unavailable, the caller will receive a busy signal. Set up your "Call Forward Not Reachable" number today with your Regional Coordinator to ensure your administrative calls are answered.



Geo-Spatial Special Event Routing

If you are interested in implementing geo-spatial special event routing for events such as festivals, sports events, fairs, or any other crowd-drawing event, contact your Regional Coordinator to learn how Geo-Spatial Routing for special events can benefit your PSAP.

Need to Move your Telephony for Furniture Installation or New Builds?

Keep your Regional Coordinator in the loop. Contact the NMAC at least 90 days prior to the needed move of the telephony equipment. Costs are included in the AT&T Contract Amendment for these types of moves and are to be paid by the Board to AT&T directly *if the Board is told at least 90 days in advance*. Remember, if you fail to contact the Regional Coordinator and NMAC for the move, or if you attempt to move the equipment yourself, your PSAP will be responsible for any costs associated with the move.



In the Field...(cont.)

PSAP Assessment Coordinator Report

PSAP Assessments Continue....

May and June were busy months! PSAP Assessments were conducted in Lumberton, Columbus County, Sampson County, Chowan County, Northampton County and Rocky Mount. Matt also visited with Johnston County for winning the TC photo contest and got to visit and tour Surry County's new PSAP!



Columbus County



Sampson County



Northampton County



Johnston County



Rocky Mount



In the Field...(cont.)

PSAP Assessment Coordinator Report



Staff attended the 2025 NC Public Safety Communications Conference May 4-7.



Staff Photo!



Problem Solving!



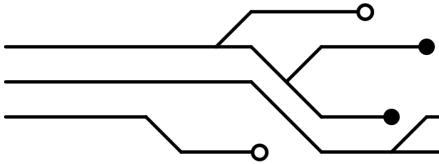
Wilmington PD Mounted Patrol Unit!



That's a wrap!



Family Dinner!



A message from.....

The Nerd Herd

Telephony Issues? Call the NMAC!

Do **NOT** call AT&T directly if you are experiencing issues with your telephony equipment and are hosted, as this will delay response to your issue. Always call the NMAC! The NMAC technicians may be able to troubleshoot your issue, and if not, they will coordinate with AT&T technicians for dispatch response. Direct calls to AT&T may result in direct bills to the PSAP from AT&T. Save the money, save the time, call the NMAC.

Need a telephony monitor, mouse, or keyboard replacement? Call the NMAC if hosted!

Monitors, mice, keyboards, and genovation keypads are covered under the 911 Board's AT&T contract for PSAPs on the hosted solution. If your PSAP needs replacement of any of these items for telephony, notify the NMAC. If you purchase any of these items for your telephony equipment, and you are hosted, you will not be able to use ETSF monies for the purchase. Save the money, call the NMAC.



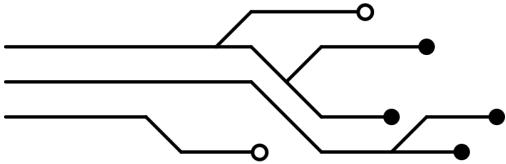
Meet the NMAC Team

Tyree Grant
NMAC Tier II Analyst



Tyree Grant is a seasoned network engineering professional with over 17 years of experience at MCI, WorldCom, and Verizon, where he built a solid foundation in telecommunications and infrastructure. He later served five years with the NC Highway Patrol, supporting the VIPER network through the Technical Services Unit (TSU), and spent an additional year as a VIPER technician, helping maintain mission-critical public safety systems. For the past three years, Tyree has continued his commitment to service as a valued member of the NC 911 Board/NMAC. A devoted husband and proud father of six, he is grounded in his faith and strives to be a light to everyone he encounters—leading with humility, purpose, and unwavering integrity.

Behind our
BRAND



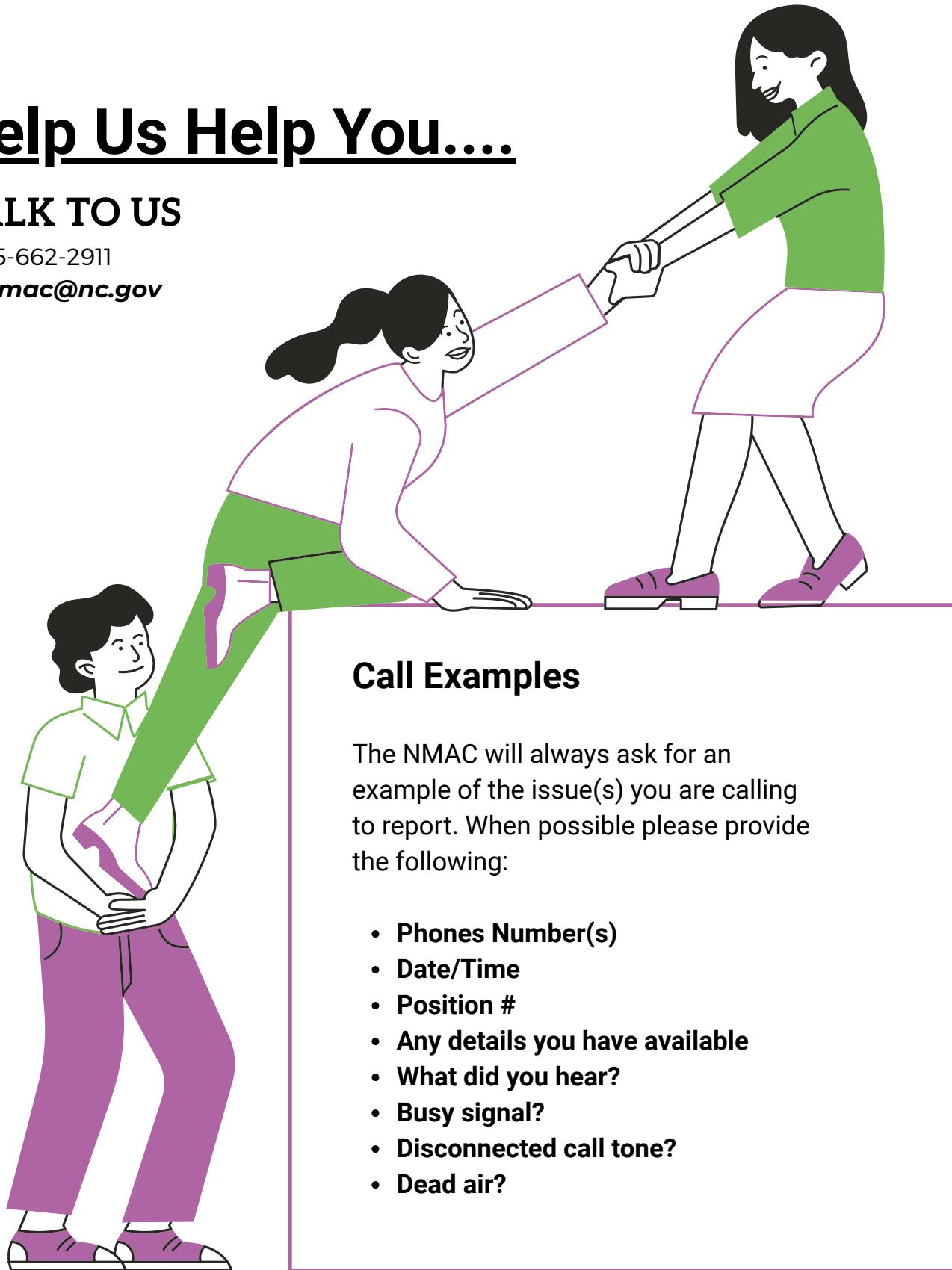
The Nerd Herd

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:

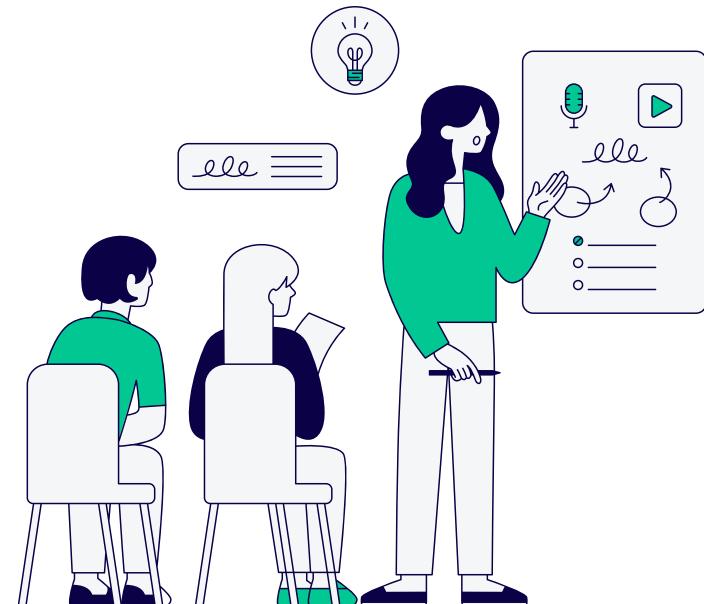
- Phones Number(s)
- Date/Time
- Position #
- Any details you have available
- What did you hear?
- Busy signal?
- Disconnected call tone?
- Dead air?



Education Station

Business as Usual

Despite being only a few short weeks away from retirement, Angie has been hard at work preparing for the PSAP Manager's Conference in August in Raleigh, as well as creating training content for Virtual Academy and tracking progress on the "Hold the Line" campaign in partnership with Spectrum Reach. She also attended the May 21 Graduation Ceremony for the first graduating class of the Richmond Community College 911 Communications and Operations Associate Degree Program. Angie was instrumental in assisting the college with course development for this one-of-a-kind associates degree program providing further education to 911 industry professionals.



2025 PSAP Manager's Conference

PSAP Managers, if you have not done so already, register for the PSAP Manager's Conference using the link provided by your Regional Coordinator via email. **Registration will close on July 28.** After this date, no changes to reservations, such as swapping attendees or additional registrations, will be considered.

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 begin gathering the required documentation now to be sure it is ready to submit by the 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**. 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.
- Prior eligibility determinations for invoices if submitted to staff for review.
- Applicable scopes of work, diagrams, or proposals from vendors.

PSAP Highlights



Brunswick County Telecommunicator and Supervisor Honored by Structure Fire Survivor!

On June 3, 2025, 911 Telecommunicator Supervisor Jaimee Vanskiver and Assistant Supervisor Lauren Jutras were honored by a structure fire survivor and the UNC After Burn Care Team for their incredible work during a structure fire with entrapment that occurred on Byrnes Way in Sunset Harbor back in February.

Supervisor Vanskiver was the calltaker, and Asst. Supervisor Jutras was the dispatcher that night—playing a critical role in the swift, coordinated response that helped save a life.

PSAP Highlights



Happy Graduation!

Belinda Clawson, the PSAP Manager for Jackson County, received her Associates Degree in 911 Communications and Operations, graduating Summa Cum Laude.

Way to go Belinda!



Belinda Clawson, Jackson County

PSAP Highlights



"Captain" Jack Scarborough in Dare County Retires!

Jack Scarborough started his career with Dare County Sheriff's Office on 12/14/1998 as a patrol deputy. During his time with Dare County Sheriff's Office Jack took on the responsibilities of K9 handler with his partner Astor. His next move was to Sergeant of C District in 2006. After mastering the Sergeant position he became the Lieutenant of Patrol in 2015. Finally, in his last move with Dare County Sheriff's Office, Jack accepted the position of Captain of Communications in 2021 and also became the first director to complete Telecommunicator School. During Jack's four-year tenure at communications, morale has been boosted. He has led with a quiet strength and calm. Jack has been known to put on a headset when a shift was busy. Adding to his many hats he has served as an EMT, a volunteer firefighter, Law Enforcement Liaison for the NC Governor's Highway Safety Program for Dare County and is still actively serving as Chief 35 with Hatteras Island Rescue. During his time as Communications Director, Captain Jack received Employee of the Month for Dare County and Director of the year for NC APCO.

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!