

# NC 911 Board Monthly Dispatch

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12th March, 2025

2nd Edition

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## NEW 911 BOARD MEMBERS

Four new NC 911 Board members were sworn in on February 28, 2025 at the February 911 Board Meeting.

Please join us in welcoming new 911 Board Members Jason Compton, Heather Hallmark, Michael James, and Joey Nelson.



Justice Berger swears in Joey Nelson



Pokey Harris performs a ceremonial swearing-in of Jason Compton, Michael James, and Heather Hallmark.





# NENA 911 Goes To Washington

2/24/2025 - 2/26/2025



9-1-1 Goes to Washington brings together fellow 9-1-1 professionals across the country with government leaders in our nation's capital to address the most pressing issues related to emergency communications. This year while in Washington DC, 9-1-1 Professionals from North Carolina met with Senator Budd, Senator Tillis, and eight (8) representatives from Congress to discuss the 9-1-1 SAVES Act and Next Generation funding for states across the country. It is always an honor to represent our industry and to educate on the progress North Carolina has made in Next Gen services!





# In the Field...

## The Eastern Region Report



Kristen Falco has been meeting with several PSAPs to work on funding reconsideration requests and review financial planning tools. She visited the PSAPs in Wayne, Carteret, and Onslow Counties. She has also been working on eligibility requests, doing outreach for PSAPs working on CAD-to-CAD projects, and assisting with grant documentation management.

Onslow County is in the middle of an EOC renovation. Telecommunicators continue to answer 911 calls as renovations take place on their building for the expansion of the County's EOC.





# In the Field...

## The Eastern Region Report

Telecommunicators in Carteret County decorated for Valentine's Day and enjoy working on their new furniture in the updated PSAP layout.



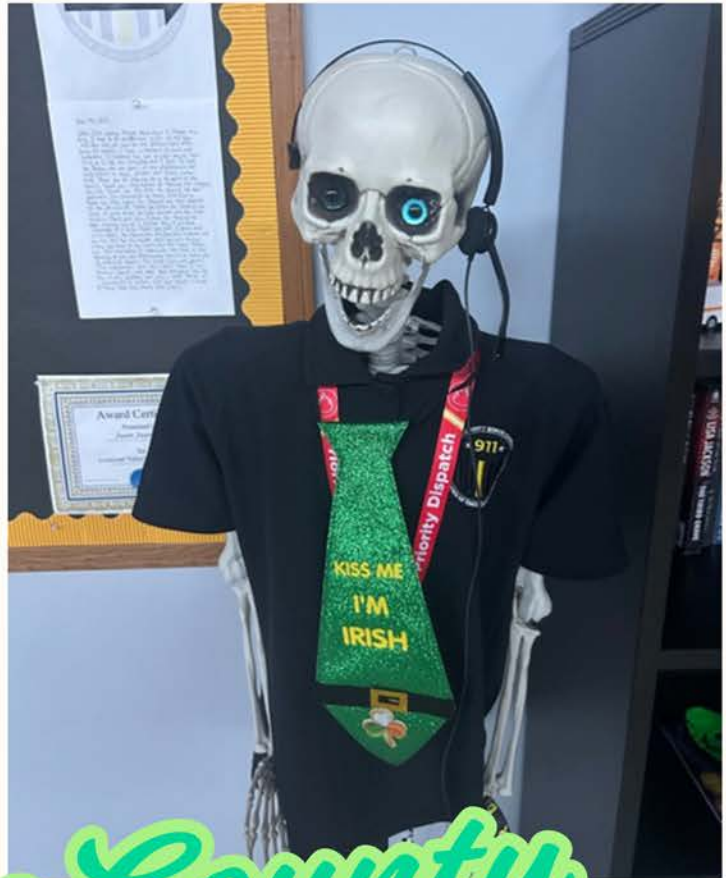
CARTERET COUNTY



# In the Field...

## The Eastern Region Report

Telecommunicators in Wayne County decorated for upcoming St. Patrick's Day.



*Wayne County*





# In the Field...(cont.)

## The North Central Region Report



Caswell County Relocated Primary PSAP

Brian Short has been working with PSAP managers in the North Central Region on the Financial Planning Tools and also assisting with Funding Reconsideration requests. He visited Caswell County's primary and backup PSAPs. Brian also continues to work on eligibility requests and attended the PSAP NowGen 2.0 roadshows in the South Central and Western Regions. Brian also attended the annual NENA 911 Goes to Washington event along with several other Board staff members and Executive Director, Pokey Harris.



# In the Field...(cont.)

## The South Central Region Report



David Newberry worked the EOC on February 12, for Winter Weather ESF2 Coverage.



On February 24, David participated in the AT&T Leadership Team Tour of the Raleigh-Wake Emergency Communications Center.

Pictured are former NC 911 Board member Chuck Greene, current NC 911 Board member Joey Nelson; AT&T Leadership Caroline Van Wie, Rhonda Johnson, Trey Rabon, Meredith Williams; South Central Regional Coordinator David Newberry



David reviewed FY26 CRI project submissions from Johnston County 911, Perquimans-Gates 911, and Union County 911. The submissions were presented to the Technology Committee who gave approval on February 13. The NC 911 Board approved the three submissions on February 28, 2025.



**David Newberry with the AT&T Leadership Team**



# In the Field...(cont.)

## The Western Region Report



**Alexander County PSAP Visit**

Stephanie Conner has been busy working with PSAPs on financial planning tools, funding reconsiderations, and closing out grants! She also participated in the first NowGen2.0 Roadshow in the Western Region!



**Western Now Gen Roadshow 2.0 Boone, NC**



**Wilkes County PSAP Visit**



# In the Field...(cont.)

## The Western Region Report



FCC Chairman Carr Visits Rutherford County!



Stephanie Conner, Pokey Harris, Brian Short, Tom Rogers, and Amanda Reeder attend 911 Goes to Washington!





# In the Field...(cont.)

## PSAP Assessment Coordinator Report

Matt Boyles continues to work on PSAP Assessments throughout the State and the overall program. Matt visited Caswell County, Alexander County and Wilkes County PSAPs with the respective RC's. Matt also attended the NowGen 2.0 Roadshow in Boone. Matt is working on other projects, like CAD-to-CAD initiative proposals and PSAP eligibility request.

February



Alexander County PSAP Visit



Alexander County 911



Wilkes County PSAP Visit



# A Word from Your RCs...

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## STATESCOOP 50 Awards Nominations

This year, the 911 Board's Executive Director L.V. Pokey Harris has been nominated for the Golden Gov Award, which is an award for a visionary state executive leading state government into a new technology landscape with innovative ideas and inspiring others to get on board.

Not only was our Executive Director nominated, but our NG911 Project was also nominated for State IT Innovation of the Year as a cutting-edge state IT approach to cross-agency or intra-agency technology that embraces innovation.

You can cast your vote using the link below for both Pokey Harris and the NG911 Project now through March 14, 2025.

Congratulations on the nominations!

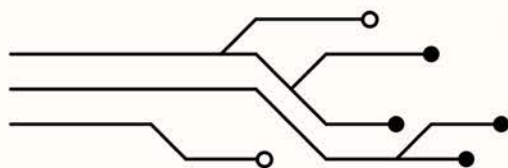
<https://statescoop.com/statescoop50/vote/#>

## Western RC Words of Wisdom.....

**TODAY IS  
BETTER  
THAN  
YESTERDAY**

We are here to help! Do not hesitate to reach out if you have any questions or a need!  
-Stephanie Conner





A message from.....

# The Nerd Herd

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## Understanding the Concurrent Call Path Forward.....

Whether you are speaking about the ESInet or SIP administrative service, you can cross the line...off your list. We now use paths...concurrent call paths that is.

A "concurrent call path" refers to a virtual pathway used to handle multiple phone calls simultaneously within a VoIP system, typically over an internet connection. A concurrent call path is a modern, flexible way to manage calls compared to the older, more limited copper wire system. Essentially, a concurrent call path allows for many calls to happen at once without the limitations of physical copper wires.

So ditch the word "line" from your vocabulary when it comes to 911 service here in North Carolina!



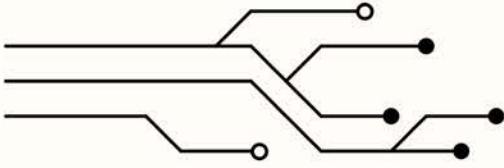
## Transitional Data Management Services

With the start of the new AT&T Contract Amendment, we have kicked off several of the new features. One of those is TDMS (Transitional Data Management Services). The service allows GIS data to serve as the authoritative source for 9-1-1 address validation. With this service, AT&T will replace the jurisdiction's legacy tabular MSAG with a GIS-derived validation to ensure continuous synchronization of carrier subscriber records submitted for SOI validation against the jurisdiction's GIS data. This approach ensures continuous ongoing synchronization with GIS updates submitted by the jurisdiction through AT&T's Spatial Interface and simultaneous support for NG9-1-1 GIS and legacy address standards.

To sum up the benefit: after the implementation, when a jurisdiction successfully uploads clean data to DataHub without critical error, the process automatically creates the MSAG. This means PSAPs should no longer have to manually update their MSAG.

Brunswick was the first and only PSAP to request this service, and with consistently accurate GIS data, they were selected to pilot the project so a workflow could be created. Brunswick successfully went live on February 24, 2025.





# The Nerd Herd

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## **FY2026 CAD-to-CAD Cloud Based Subscription Services**

For the FY2026 cycle, 21 PSAPs submitted for new projects or recurring costs associated with CAD-to-CAD cloud based subscription services, totaling in a \$724,810.59 commitment by the 911 Board to PSAP interoperability for the receipt and dispatch of 911 calls. Board staff are currently working on approval letters to be sent out soon to the awarded PSAPs. Congratulations to those who submitted!

### **Did you know?**

If any PSAPs did not submit for FY2026 for the CAD-to-CAD cloud based subscription, but are interested in moving forward with a CAD-to-CAD cloud based subscription project or are paying recurring costs during FY2026 for the subscription, 50% of the costs would be eligible to come out of emergency telephone system funds, provided the PSAP has an MOU with a partnering PSAP for receipt and dispatch of 911 calls.

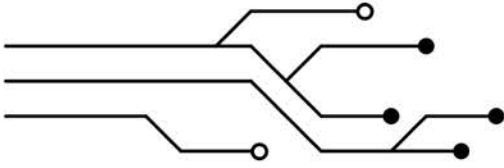


## **FY2026 Cyber Security Remediation Initiative (CRI)**

FY2026 CRI proposals from Johnston County 911, Perquimans-Gates 911, and Union County 911 on February 28, 2025. The approved amount for the three PSAPs \$317,726.65.

### **How can my PSAP apply for CRI?**

The next CRI application period will close in mid-December 2025. PSAPs that wish to participate in future CRI cycles should start now by assessing the PSAP's cyber needs and beginning the planning process with the PSAP's IT staff in preparation for proposal submittal. For more information, review the CRI proposal document located on the 911 Board's website.



# The Nerd Herd

## NMAC News

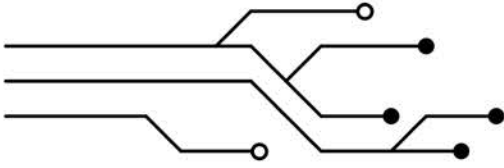
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### NMAC and 911 Board Office Renovations

The NMAC and 911 Board staff cleaned out their offices and cubicles in Raleigh in preparation for new carpet and new cubicles. Renovations and installation should be completed in early April. Until then, the NMAC is moving next door to DIT HQ and will continue to operate 24/7 to assist the PSAPs.







# 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

## Hold the Line PSA

Have you checked out the latest video? The Board's new public service announcement, "Hold the Line," is making waves on television, streaming platforms, and Spectrum News, running until the end of April. This important campaign is focused on educating everyone on what to do if someone misdials or accidentally calls 911. We'd love to hear your thoughts—if you know anyone who's seen the video and grasped the message to "Hold the Line," please reach out to Angie Turbeville! Let's help spread the word together!



## Recruitment Public Service Announcement

Our exciting Recruitment Campaign Video launched again on August 5, 2024, and will run through the end of June. As of mid-January, our Board's Career page has captured nearly 55,000 views, and over 41,000 individuals have actively sought more information about the fantastic job opportunities statewide. Don't miss out—this engaging video is airing on linear television, popular streaming platforms, Spectrum News, online search engines, and social media. Please let us know if you see the campaign or if your next brightest recruit has seen the video. We want to hear your stories!

## New Training Courses Approved for Use of ETSF

At the February Board meeting, two more training classes were added to the Approved Training Class List:

- LevelUp 911 - Deadly Calls and Fatal Encounters
- Kim Turner, LLC - Handling the Rising Tide of Suicide

The complete list of eligible training classes can be found on the Board's website.





# Education Station

## Resiliency Workshop Series

On Wednesday, March 5, High Point 911 hosted the next workshop in the Resiliency Workshop Series, The Power of Resilience. Our thanks to Kyle Thaggard and team for being such great hosts!







# Education Station

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## Upcoming Training Opportunities

### **NENA: Reset, Refuel, Restore Your Purpose in 911**

The 911 Board is pleased to announce another training opportunity for you and your staff: Reset, Refuel, Restore Your Purpose in 911 from NENA. This exciting new course is new to NC.

**Course Description:** Working in 9-1-1 can take a toll on even the most resilient professionals. That is why refueling your energy for the profession is important for both performance and sustainability. In this one-day workshop, you'll collaborate with other 9-1-1 professionals and a skilled facilitator to understand the challenges and acknowledge the accomplishments of your essential public safety work. YOU bring the energy to every shift, but energy gets used and must be replenished. In this workshop, you'll learn refueling techniques, understand how to minimize physical and mental job stress, take command of your attitude, take control of your inner voice, and provide support to other members of your team. Failure to refuel your fire leads to burnout, so take command of your passion for 9-1-1 by understanding how to keep your purpose fueled.

**Course Dates, Location and Time:** The course will be offered twice in two different locations of the state.

- Tuesday, April 1, 8:00 AM to 5:00 PM, Wilkes County Sheriff's Office, 381 Executive Dr., Wilkesboro
- Wednesday, April 30, 8:00 AM to 5:00 PM, Perquimans County Library, 514 S. Church St., Hertford

### **02X Webinar Series: Tuesday, March 25**

#### **Building Resilience: Brick by Brick**

Join us for this very popular webinar series. During this session, the personal journey of an elite athlete or performer becomes your guide. Master key skills to enhance self-awareness, identify areas for personal growth, and establish a solid foundation of confidence, while delving into resilience, mindset, daily success metrics, and strategies to leverage your team's support, ultimately constructing a personalized toolbox for growth in the face of adversity.

**Contact Your Regional Coordinator for more information**



Talking All Things Money.....

# The Finance Team

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## Marsha Tapler Retirement

After 18 years of service to the North Carolina 911 Board, Marsha Tapler, the 911 Board's Financial Analyst, retired. Her last day of work was February 19, 2025. While staff was very happy for her, she will be greatly missed, along with her many contributions to the 911 Board's mission. Board staff plans to recognize and acknowledge Marsha at a future 911 Board meeting, and wishes her well in her retirement.



## Finance Team Current Projects

With Marsha Tapler's retirement, the finance team members are stepping up and have taken on additional responsibilities. They continue to work through FY2024 revenue expenditure reports and eligibility requests, but are now working on additional tasks such as the FY2026 budget, and processing invoices for payment and reimbursements to PSAPs.



# Special Recognition of Sarah Templeton

During the February 2025 911 Board Meeting, Pokey Harris recognized 911 Board staff member Sarah Templeton with a NC DIT challenge coin for her willingness to take on additional responsibilities related to 911 Board finances.

Sarah has been instrumental in leading the team to ensure 911 Board financial obligations are met by stepping up to help with the 911 Board's Biennial audit, grant reimbursements, invoicing, and carrier remittances, all while continuing to perform the normal duties of her job as a Financial Review Specialist.

Way to go Sarah!



Sarah(left) stands as Pokey Harris honors her.



NC DIT Challenge Coin



911 Board members and Board meeting attendees give Sarah a standing ovation



Talking All Things Money.....

# Finance Reminders

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## CAD-to-CAD for FY2025 Reimbursement Request Reminder

All CAD-to-CAD reimbursement requests for FY2025 must be submitted for processing to the 911 Board staff via the C2Cproposal@nc.gov email address no later than May 1, 2025. If you believe you will have an issue meeting this deadline, please submit an email to C2Cproposal@nc.gov advising of the issues or concerns.

Have questions on how to submit for reimbursement? Follow the step-by-step instructions on the NG911 CAD-to-CAD Cloud Based Subscription Service document located on the 911 Board's website under the Grants and Documents section, under Forms and Documents.

## CRI Reimbursement Reminder

All CRI project reimbursement requests for FY2025 must be submitted for processing to the 911 Board staff via the CRIProposal@nc.gov email address no later than May 1, 2025. If you believe you will have an issue meeting this deadline, please submit an email to CRIproposal@nc.gov advising of the issues or concerns.

Have questions on how to submit for reimbursement? Follow the step-by-step instructions on the PSAP Cybersecurity Remediation Initiative (CRI) Proposal document located on the 911 Board's website under the Grants and Documents section, under Forms and Documents.

### *Pokey's Post-It*

*It is so exciting to have received such positive feedback about the first edition newsletter. The second edition continues to provide pertinent and timely information. Be sure to share your "happenings" with us so we can include them in a future edition. Kudos to Kristen and staff for another great Monthly Dispatch!!!*

# PSAP Highlights



## **Kevin Anderson with Raleigh-Wake Emergency Communications Retires!**

Kevin Anderson retired after 21 years with the Raleigh-Wake Emergency Communications Center. Over the past 21 years, Kevin has shown a dedication to preserving life and property by answering 911 calls for the citizens and first responders of the City of Raleigh and Wake County. He has been an institutional pillar of knowledge within the Raleigh-Wake Emergency Communications Center. He has supervised and trained countless 911 professionals over his 911 career and touched the lives of those he worked with through his words of encouragement, sense of humor, and occasional outbreak into song. He is looking forward to spending all of his newfound free time enjoying the company of family and friends.

# Happy Retirement!



# PSAP Highlights



## **Brett Renfrow with Johnston County 911 Retires!**

Brett Renfrow retired after 30+ years in the 911 industry from Johnston County 911 Communications as the 911 Director on February 1st. Throughout his career in 911, he saw many changes to 911 technology and even took on a new PSAP Project, overseeing the design and construction process for the new Johnston County 911 Communications Center. He served on the 911 Board's Grant Committee, offering valuable input on PSAP grant applications and presentations. He has been a staunch advocate for 911 telecommunicators and the important work they do over. We wish Brett all the best in his well-deserved retirement!

# Happy 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!*