

NC 911 Board Monthly Dispatch

March/April 2026 Edition

10th Edition

The Bottom Line Up Front

911 Board Approves its FY2027 Budget

The NC 911 Board approved the budget for fiscal year 2027, which included costs associated with the latest contract amendment with AT&T for products and services to enhance PSAP resiliency.

NC 911 Board Approves Seven FY2027 PSAP Funding Reconsiderations

The NC 911 Board approved a total of seven funding reconsiderations between the Board meetings in March and April for PSAPs for FY2027 to provide additional funding to help PSAPs with ETSF eligible capital purchases and operational costs.

NC 911 Board Approves PSAP Distribution for FY2027

The FY2027 PSAP distribution was approved by the NC 911 Board at the April 2026 meeting. PSAP final distribution letters will be sent out in the coming weeks to PSAP managers, county and city leadership, and finance directors.

The NC 911 Board Approves Additional Classes For Mental Health and Wellness for Telecommunicators

The following courses were approved for Emergency Telephone System Funding at the March 2026 911 Board Meeting:

- NENA Built to Last Foundations of Wellness
- 911 Training Institute - Still Standing: Coping, Connection, and Compassionate Leadership
- 911 Training Institute - Still Standing: Practical Strategies for Coping, Connection, and Emotional Survival

PSAPs may now use their ETSF to send Telecommunicators to these courses focusing on the human element of 911.



FCC Chairman Carr Visits Johnston County Emergency Communications

The NC 911 Board and Johnston County Emergency Communications welcomed FCC Chairman Brendan Carr on April 9, 2026 to discuss Next Generation 911 and to recognize Telecommunicators on the eve of National Public Safety Telecommunicators Week.

National Public Safety Telecommunicators Week, April 12-18, 2026, is dedicated to honoring the men and women who serve as the true first first responders. These highly trained professionals are the calm voice in moments of crisis, offering critical guidance, coordinating emergency resources, and bringing order to chaotic situations.

“America’s Telecommunicators are the voices of hope in time of darkness. These professionals are first responders that provide critical and lifesaving services. It is important that we recognize them for their crucial public safety roles,” said Chairman Carr.

“We are thrilled to host Chairman Carr at Johnston County Emergency Communications, especially on the eve of National Public Safety Telecommunicators Week! The NC 911 Board is focused on implementing technologies that enhance the accuracy of 9-1-1 call delivery, increasing system resilience and interoperability throughout the State. North Carolina continues to innovate and empower through Next Generation 9-1-1. As we continue to invest in future technologies, we are reimagining how Telecommunicators receive and dispatch emergency calls by providing advanced systems that allow for the seamless exchange of data,” said Pokey Harris, Executive Director, North Carolina 911 Board.

Morgan Harris, Johnston County 911 Director, guided Chairman Carr on a tour of the PSAP, where he met with Johnston County Telecommunicators and thanked them for their dedication to keeping their community safe.



In the Field...

The Regional Coordinator Reports

The Regional Coordinators hit the road and celebrated National Public Safety Telecommunicator Week with PSAPs across North Carolina.



Tom Rogers and Brian Short attended the annual awards ceremony at Guilford Metro 911. The ceremony included an emotional reunion between a 911 caller and the TC credited with saving her life.



In the Field...

The Regional Coordinator Reports



Ashe County provided Dr. Pepper and Cheerwine slushies to their Telecommunicatoars for National Public Safety Telecommunicatos Week! During a visit to Ashe County, the Telecommunicators graciously shared a Cheerwine slushie with Western Regional Coordinator Stephanie Conner



In the Field...

The Regional Coordinator Reports



David Newberry visited Harnett County Sheriff's Office with Tom Rogers and NC DIT Communications to film a short video for National Public Safety Telecommunicator Week to thank 911 Telecommunicators for the hard work they do every day. Thank you Harnett County Sheriff's Office for hosting!



David attended the PSAP Assessment of Sanford Police Department with Matt Boyles



David visited the Charlotte-Mecklenburg Police Department.



In the Field...(cont.)

The Regional Coordinator Reports



More PSAP Visits!

David visited Moore County Public Safety, Scotland County Emergency Communications, and Richmond County Emergency Services



In the Field...

The Regional Coordinator Reports

Build, build, build!

Yancey County and Watauga County both received grant funding from the NC 911 Board to help build new facilities in the western region of the State.



Yancey County's New 911 Center



Watauga County's New Consolidated 911 Center

In the Field...

The Regional Coordinator Reports



Matt and Stephanie visited Mitchell County for its PSAP assessment.



In the Field...

The Regional Coordinator Reports



Additional PSAP Assessments

Matt and Stephanie also visited Caldwell County's PSAP for a PSAP assessment.



In the Field...

The Regional Coordinator Reports

Buncombe County PSAP Assessment

Matt and Stephanie visited Buncombe County to conduct a PSAP assessment as required by the NC 911 Board's Administrative Code.



In the Field...

The Regional Coordinator Reports



Stephanie and Matt went to Alexander County for a PSAP assessment.

Stephanie also paid a visit to Burke County's PSAP.



In the Field...

The Regional Coordinator Reports



On March 24th, Brian met with Randy Beeman, PSAP Manager at Durham ECC, as well as several members of the administrative team. Thanks Randy for being a good host!



In the Field...

The Regional Coordinator Reports

On April 1st, Brian met with Kenyon Harris, PSAP Manager at Burlington Police Communications. Thanks Kenyon for meeting with us and providing a tour of the facility!



Police Department
CITY OF BURLINGTON



In the Field...

The Regional Coordinator Reports

Eastern Region PSAP Visits!!

Matt hit the road to visit PSAPs during telecommunicator week and to deliver the enhanced push to talk (ePTT) radios.

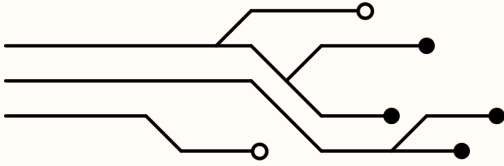


In the Field...

The Regional Coordinator Reports

Eastern Region PSAP Visits continued....!





A message from.....

The Nerd Herd

Enhanced Push-to-Talk Sonim Radio Status Update

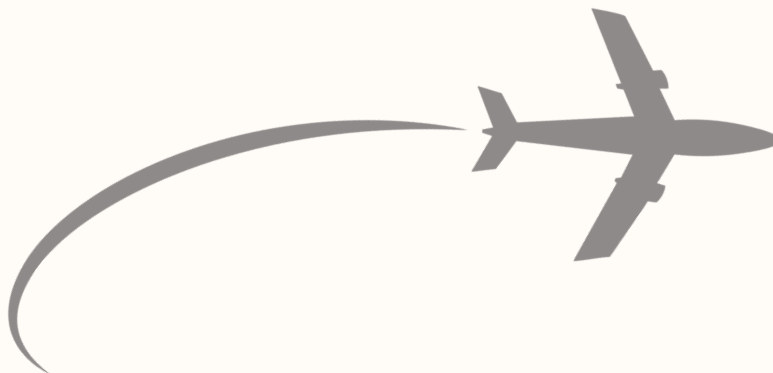
The Regional Coordinators have been receiving MOUs back from the PSAPs and have been on the road delivering ePTTs across the four regions. In addition to the radios, the RCs are also delivering instruction cards to be kept with the ePTTs for ease of use. These radios offer an additional layer of resiliency in providing another method to communicate with partner or "friend" PSAPs in the event a call is alternately routed from one PSAP to another.

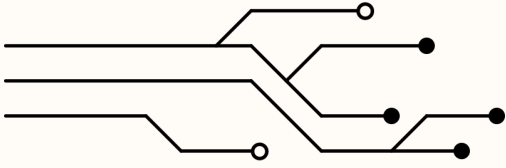
Products and Services Roadshows

Four roadshows were scheduled for PSAPs to attend about the additional products and services included in the latest AT&T contract amendment including the upcoming mandatory PSAP cybersecurity assessments, RapidSOS Collaborator and Starlink LEO solution. All four roadshows were held in the last two weeks of April.

Resiliency Compendium and Hurricane Helene After Action Report Available on the 911 Board's website.

The NC 911 Board's After Action Report(AAR) and Resiliency Compendium are now available on the 911 Board's website. The AAR provides a comprehensive review of the 911 Board's staff and vendor partner's actions and responses leading up to, during, and after Hurricane Helene. The 911 Call and Data Interoperability Resiliency Compendium educates PSAPs and local governments about Board offerings, both current and forthcoming, that enhance 911 resiliency.





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

911 Board Deep Dive Presentation for Telecommunicators

Kristen has created a presentation geared towards educating Telecommunicators about the 911 Board, the Board’s legislation and administrative code, and what the 911 Board does for PSAPs across the state. The launch of this presentation was held in Wayne County on March 24 and March 26. The session lasts approximately one hour. If you are interested in bringing this presentation to your PSAP, please reach out to Kristen.



Image of Kristen with Wayne County Staff



Image of Kristen with Wayne County Staff

Validating the Implementation of NG911: 911's Response to Hurricane Helene in North Carolina

Kristen is working with NC DIT Communications to finalize the presentation all about Hurricane Helene and the 911 Board’s investment in NextGeneration 911 to upload into Virtual Academy. All Telecommunicators have free access to this learning management system for on-demand training sessions.



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.

FY2027 PSAP Distribution Letters

The finance team will be working on drafting final PSAP distribution letters to be mailed out in May for FY2027.

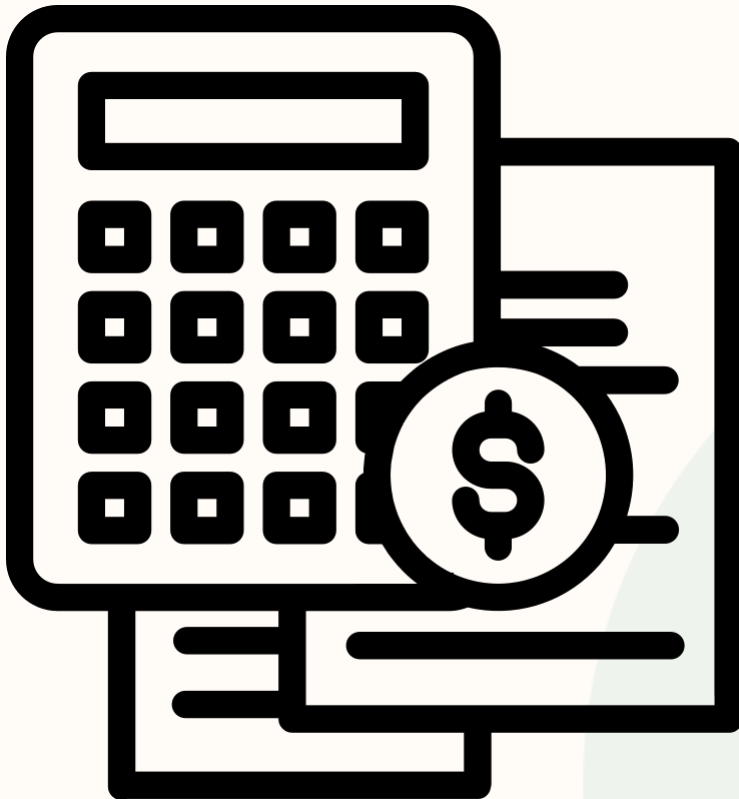
FY2027 Funding Reconsideration Requests

If the PSAP's distribution and available fund balance will not be enough to cover the ETSF eligible PSAP expenditures, a FY2027 Funding Reconsideration request will need to be submitted by August 31, 2026 to request additional funding from the 911 Board.

NC 911 Board FY2027 Grant Cycle

The FY2027 Grant Cycle is currently open for those who attended the Grant Workshop, which was held on March 25, 2026. All grant applications must be completed through the Salesforce Grant module. This is a newly implemented software used by the 911 Board staff to streamline Board processes such as NMAC ticketing, PSAP assessments and financial procedures.

Remember, the deadline to apply for a FY2027 grant is **11:59 p.m. on Friday, May 29, 2026.**





Buncombe County Emergency Communications
Welcomes Michael Newsome

Buncombe County Emergency Communications is pleased to welcome Michael Newsome to the team as the new 9-1-1 Operations Division Manager. Michael comes to Buncombe County from Atlanta, GA. Michael has more than 12 years' experience in public safety communications.

Michael is passionate about continuous improvement, mentoring team members, and ensuring that operations run smoothly during both routine calls for service and large-scale incidents.



Image of Michael Newsome

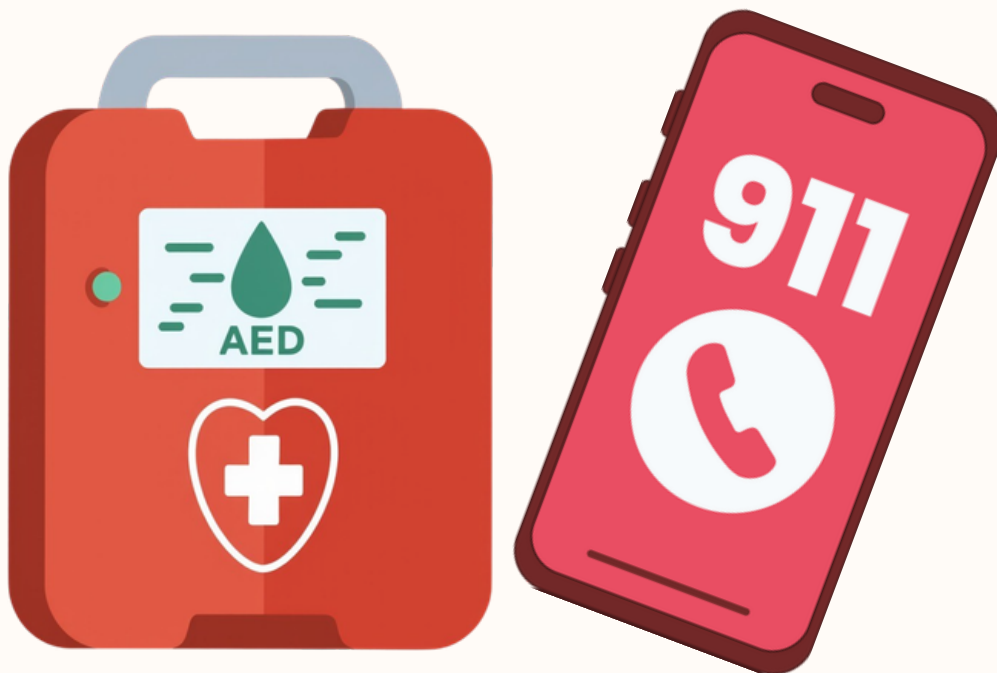
PSAP Highlights

Cary Police Department Cardiac Arrest Saves from 2025

On May 23rd, 2025, ECO Jacob Crow received a call from a family member reporting that their 58-year-old father-in-law was not breathing. ECO Crow quickly got the family to perform CPR on the patient, and after EMS arrived, they were able to defibrillate the patient's pulse back. After a 22-day stay in the hospital, the patient was discharged to a skilled nursing facility for further rehabilitation.

On June 9th, 2025, ECO Christina McKay received a call from a citizen reporting that their 42-year-old sister was having difficulty breathing and had lost consciousness. ECO McKay recognized that this was likely cardiac arrest and had the family begin CPR. After medication was administered the patient regained a pulse. After an 11-day stay in the hospital, they were discharged home in good health.

On June 23rd, 2025, ECO Joanne Kaley received a call from a citizen at a church service reporting that a 64-year-old man had lost consciousness and was not breathing. ECO Kaley encouraged bystanders to perform CPR, and EMS on scene was able to defibrillate a pulse back to the patient. After only 5 days in the hospital, he was discharged to go home in good health.



PSAP Highlights

Dare County Communications Assistant Director Neries Sullivan Announces Retirement

Neries Sullivan began her career with the Dare County Sheriff's Office Communications Division on October 30, 2001, as a Telecommunicator. From the onset, she distinguished herself as dedicated team member consistently demonstrating a strong willingness to support her colleagues. She was dependable, always stepping in on short notice, proactive in assisting fellow TC's with their radios when needed, and always ready to answer 911.

In recognition of her professionalism and capability, Neries advanced steadily through the ranks, earning a promotion to Assistant Supervisor in April 2004, Supervisor in 2008, and ultimately Assistant Director of Communications in February 2019.

In her role as Supervisor, Neries led her shift with clear expectations and fostered a collaborative, team-oriented environment. Her leadership and commitment have made her an invaluable asset to both the agency and the community it serves.

Neries completed her tenure with Dare County as the Assistant Director of Communications, leaving a meaningful impact on the organization. She implemented improvements to the training program and consistently demonstrated her commitment to her team by supporting employees in any way she could.

Thank you, Neries, for your 25 years of dedicated service. Your commitment and contributions have not gone unnoticed and are sincerely appreciated.



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!