

NC 911 Board Monthly Dispatch

May 30, 2025

4th Edition

911 Board Business

The NC 911 Board met on April 25, 2025 in Raleigh. The Board approved several funding reconsiderations for PSAPs for ongoing projects and recurring maintenance costs. They approved the PSAP Distribution for FY2026. They also approved an additional training course for use of Emergency Telephone System Funding, NENA Tactical Dispatch: Creating a Program.



Pokey accepts the StateScoop 50 Award for State IT Innovation of the Year

State Scoop 50 Award Acceptance

Pokey Harris accepted the StateScoop 50 Award on behalf of the NC 911 Board for State IT Innovation of the Year on April 29, in Philadelphia PA. This award is for a cutting-edge state IT approach to cross-agency or intra-agency technology that embraces technology.



In the Field...

The Eastern Region Report

PSAP Visits

On April 1, Kristen visited Cumberland County Emergency Services and City of Fayetteville 911, along with Angie Turbeville and NC DIT Videographer to film telecommunicator stories.

To check out the telecommunicator stories, check out the third volume of the newsletter!



Cumberland County PSAP Visit



Fayetteville PSAP Visit Photo



In the Field...

The Eastern Region Report



NowGen 2.0 Roadshow

On April 2, the final NowGen 2.0 Roadshow was held in Wayne County at the Wayne County Community College in the Eastern Region. The roadshows highlighted enhancements to the 911 Board's AT&T Contract and available CHE and data analytics technology available to PSAPs.

More PSAP Visits!

On April 8 and 9, Kristen and Angie visited Pitt County, Jones-Lenoir County, and Greene County PSAPs to discuss upcoming 911 Board projects.



In the Field...

The Eastern Region Report



Pokey and Kristen Go to New York

On Tuesday, April 22, Kristen and Pokey had the pleasure of presenting at the 2025 Communications Symposium and New York State 911 Coordinators Association Conference put on by the New York State Homeland Security and Emergency Services in Corning, NY. They shared North Carolina's story of its implementation of NG911 and how its deployment was instrumental in saving lives during Hurricane Helene.



In the Field...

The Eastern Region Report

More in NY....

Instead of staying in a hotel for the NY trip, Pokey and Kristen stayed with Kristen's Gramma on her Gramma's farm in Horseheads, NY.



In the Field...(cont.)

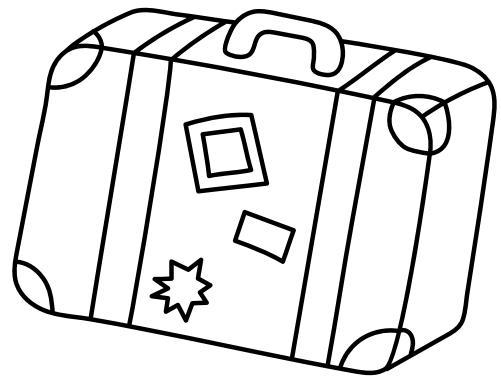
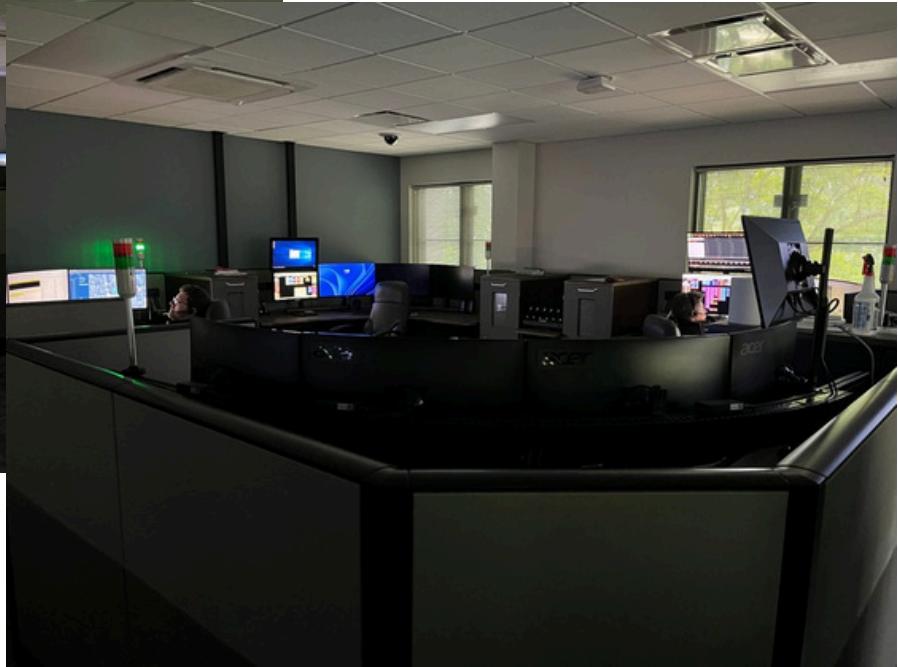
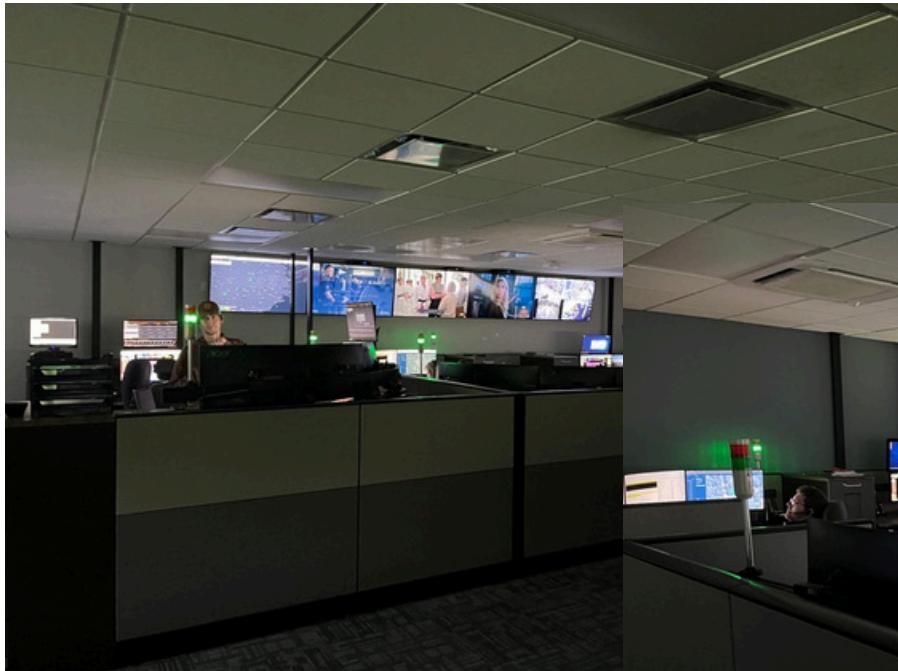
The North Central Region Report



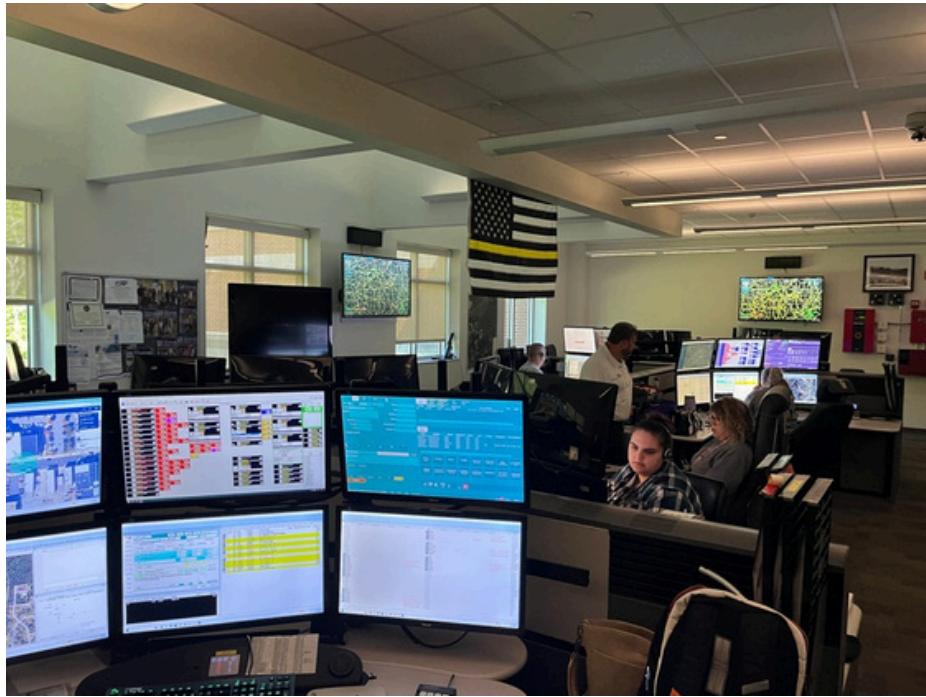
NowGen 2.0 Roadshow

On April 1, the third NowGen 2.0 Roadshow was held in Granville County at the Granville County Convention & Expo Center in the North Central Region. The roadshows highlighted enhancements to the 911 Board's AT&T Contract and available CHE and data analytics technology available to PSAPs.





On April 28, Brian Short visited Orange County's PSAP and met with Chris Ward, the Division Chief of Communications, as well as several staff members to discuss 911 Board initiatives.



On April 29, Brian Short visited Rockingham County's PSAP and met with Rodney Cates, Emergency Services Director and Jason Wood, PSAP Manager and discussed multiple 911 Board initiatives.



Rockingham
County NC



In the Field...(cont.)

The South Central Region Report



Holly Springs PD



Sanford PD

selfie!



Johnston County NPSTW "Dress Like Pokey"

In the Field...(cont.)

The South Central Region Report



Newton PD PSAP Visit



Catawba County PSAP Visit



Statesville PD PSAP Visit



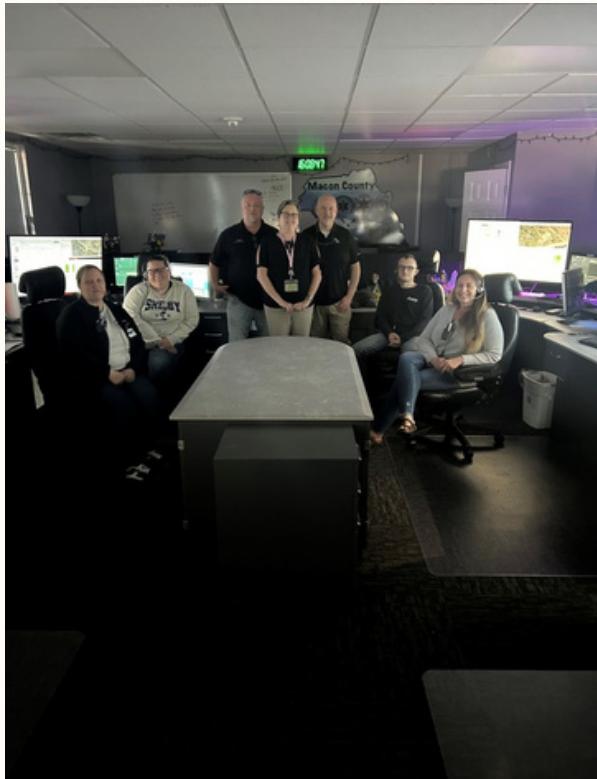
Lincoln County PSAP Visit



Hickory PD PSAP Visit

In the Field...(cont.)

The Western Region Report



Macon County PSAP Staff

PSAP Visits

Stephanie Conner and Board Staff members visited with the Jackson County PSAP and the Macon County PSAP on April 8, 2025.



Jackson County and Board Staff



Macon County and Board Staff



Jackson County PSAP Staff

In the Field...(cont.)

The Western Region Report



Swain County PSAP Staff



Swain County and Board Staff

More PSAP Visits!

Stephanie Conner and Board Staff members visited with the Swain County PSAP and the Eastern Band of Cherokee PSAP on April 9, 2025.



Eastern Band of Cherokee and Board Staff



Eastern Band of Cherokee and Board Staff

In the Field...(cont.)

The Western Region Report

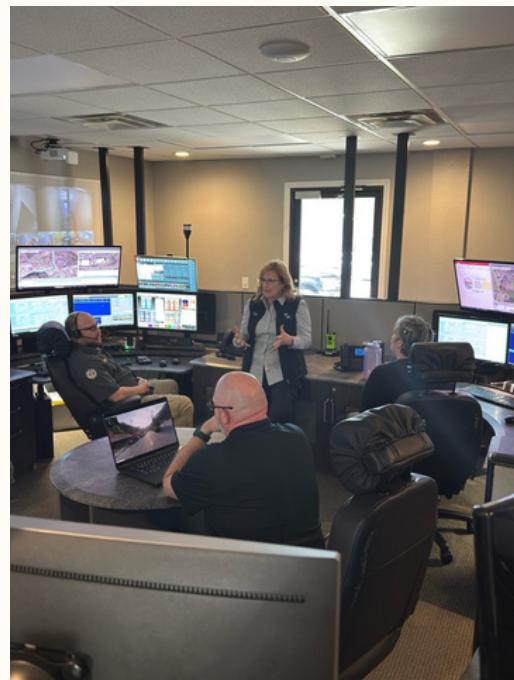


Graham County and Board Staff

Stephanie Conner and Board Staff members visited with the Graham County PSAP and the Cherokee County PSAP on April 10, 2025.



Graham County and Board Staff



Cherokee County and Board Staff



Cherokee County and Board Staff

In the Field...(cont.)

The Western Region Report

Clay County Flag Raising

On April 11, 2025, Clay County celebrated their new PSAP, built from a 911 Board PSAP grant award, with a Flag Raising ceremony conducted by the Clay County American Legion.



In the Field...(cont.)

The Western Region Report



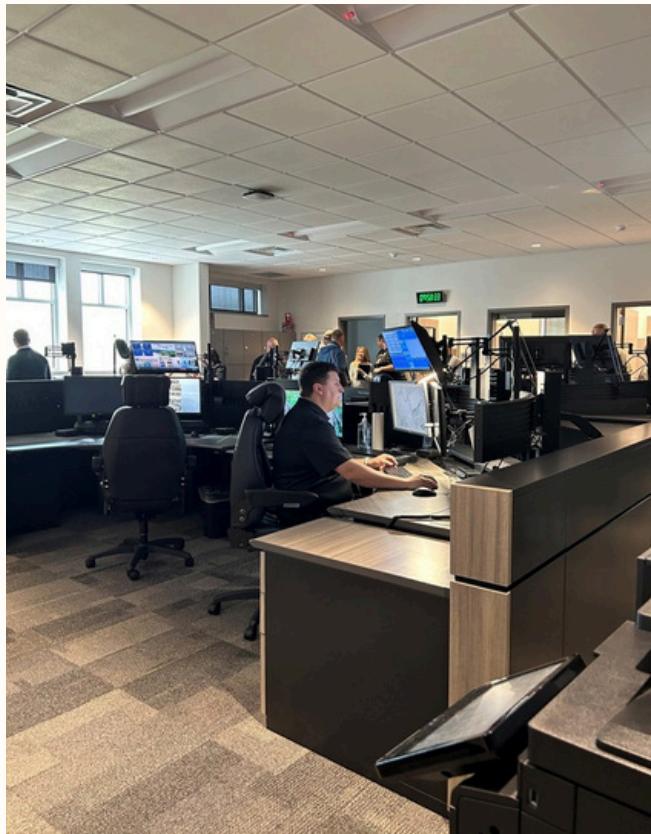
Secretary Piccione and Board Staff



Board Staff and Clay County Staff



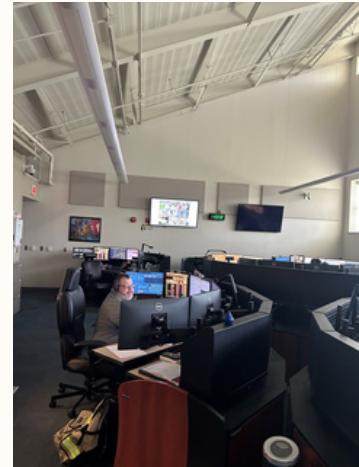
Kevin Sellers, Clay County PSAP Manager



Clay County PSAP

In the Field...(cont.)

The Western Region Report



Burke County PSAP Visit



Pokey Harris, Stephanie Conner, and Alleghany County, NCPSCC

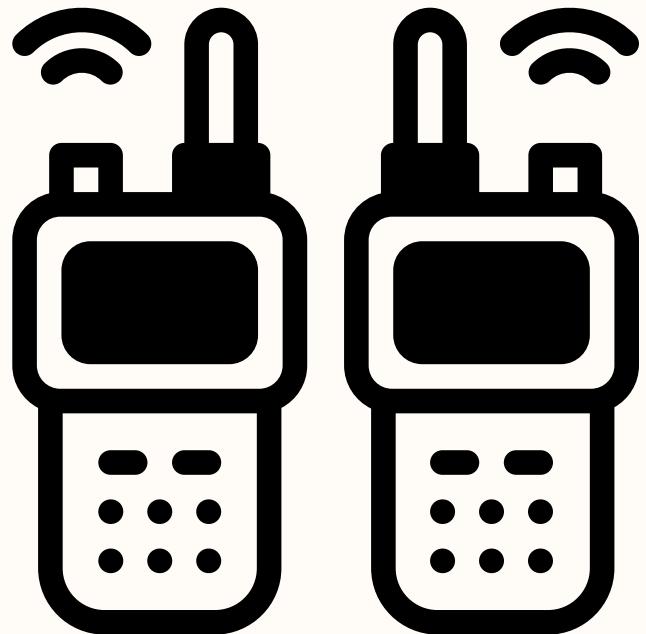
Stephanie Conner and Avery County, NCPSCC

In the Field...(cont.)

A word from your Regional Coordinators.....

Portable Radio Check Reminder

Every third Tuesday of every month, PSAP Coordination will call each PSAP on SW Call for radio checks, starting at 9 AM. Please be sure to answer up when your PSAP is called. Testing once a month allows PSAP coordination to report any issues the PSAP experienced to the 24-hour Watch for investigation and remediation. Be sure to mark your calendars with a reminder!



New Build AVPN Projects?

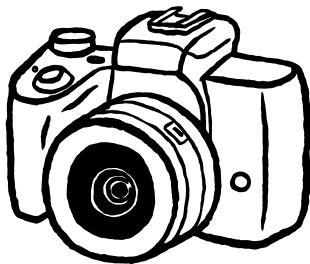
New building, new you! Are you in the middle of a building project for a new PSAP? Have you spoken with your Regional Coordinator about AVPNs for your new facility? If not, you need to. AVPN projects can take several months to get completed, depending on available resources and the need to pull permits to run fiber. Keeping your Regional Coordinator apprised of the progress on your new build will help to coordinate resources necessary to ensure AVPNs will be at your new facility, so you can take 911 calls when it's time to move in!

In the Field...(cont.)

PSAP Assessment Coordinator Report

PSAP Assessments Continue....

In April, Matt conducted PSAP assessments at Holly Springs PD, Sanford PD, Catawba County, Newton PD, Hickory PD and Statesville PD. Matt also travelled to the Western Region for PSAP visits at Swain County, Eastern Band of Cherokee Indians, Graham, Cherokee and Clay Counties. Matt also continues work on the C2C initiative and PSAP eligibility request.



In the Field...(cont.)

PSAP Assessment Coordinator Report

HAPPY TC WEEK!!!!!!

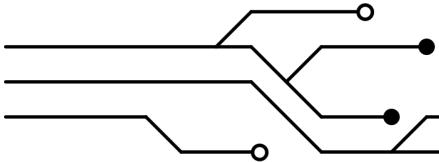


Stokes County PSAP
visit for TC Week!



Dress like Pokey Day!
“Remote Pokey”

THANK
YOU



A message from.....

The Nerd Herd



TALK TO US
1-855-662-2911
911nmac@nc.gov



We enjoyed seeing you all at the APCO/NENA conference in Wilmington the first week of May. We had some great discussions and "tech-talks" with many of you!

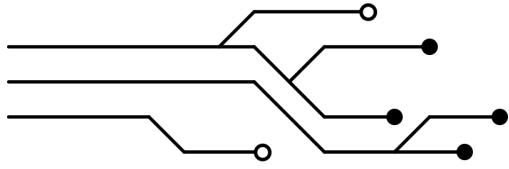


Meet the NMAC Team Evan Alexander

NMAC Tier I Technician

Hello! I am one of TWO Evans that work in the NMAC (ask for Dad Evan) and I have been here for 3 years now. When I am not working or chasing my son around you'll probably find me sleeping. I enjoy grilling, video games, and spending time with my family. I have one dog and two cats, and was a Vet Tech for 9 years in a past life. Thank you to everyone for the service you faithfully provide every day! I am grateful for this position and the opportunity to provide support to our FIRST first responders.





The Nerd Herd

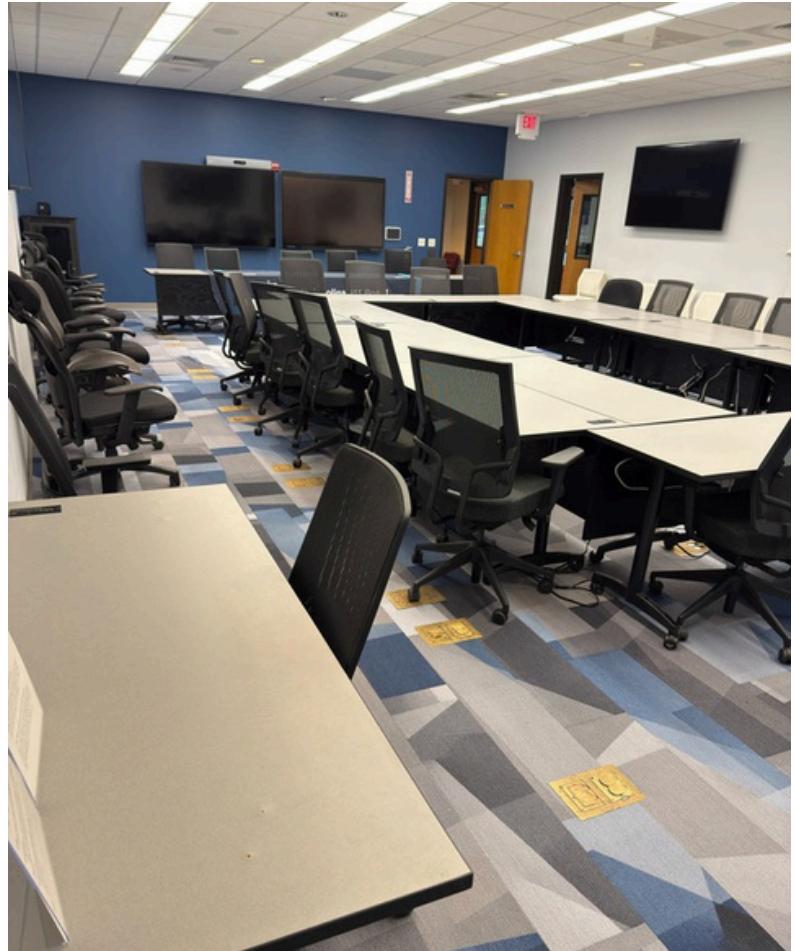
NMAC News

NMAC Renovations Completed

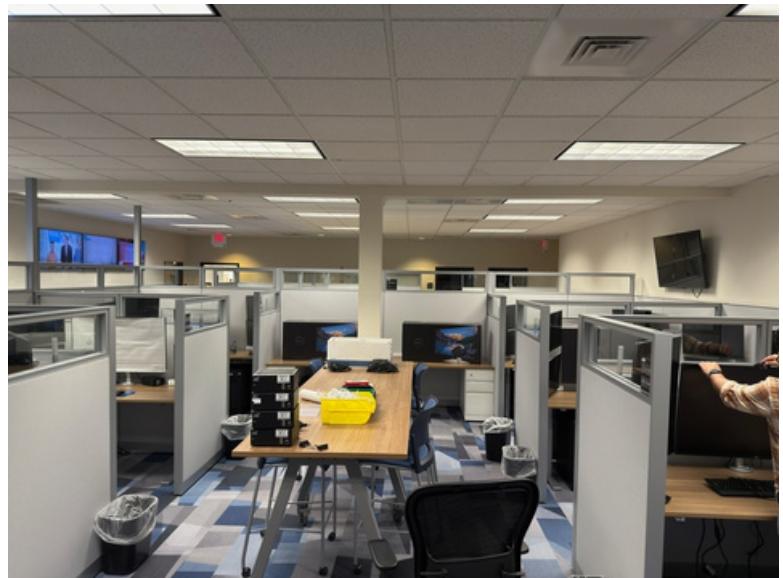
NMAC staff moved back into the building in April after the flooring and cubicles were put together. The space is now much more functional for the NMAC and other 911 Board staff for collaboration.



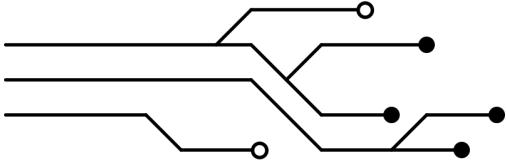
The 911 Board Staff Collaboration Station



NC 911 Board Meeting Room



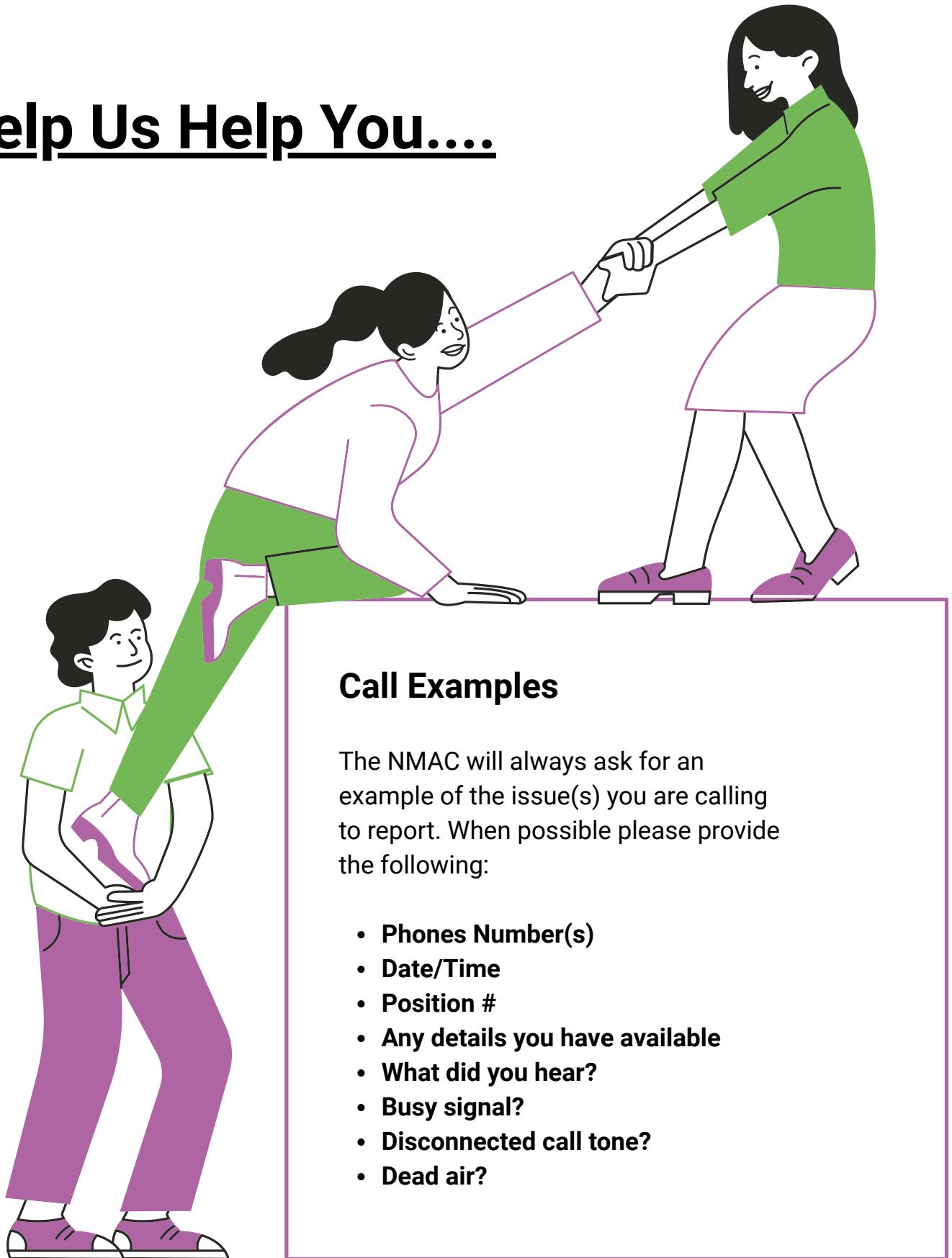
NMAC Cubicles



The Nerd Herd

NMAC News

Help Us Help You....



Call Examples

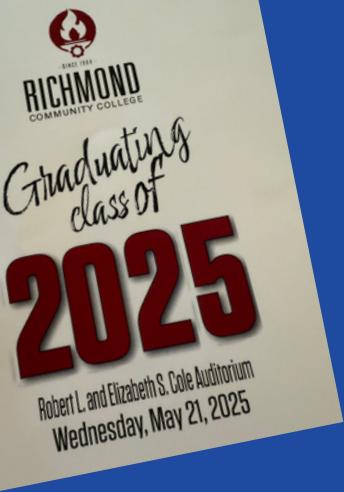
The NMAC will always ask for an example of the issue(s) you are calling to report. When possible please provide the following:

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



Education Station

**Congratulations to the Graduating & Inaugural
Class of 2025 in Associate in Science,
911 Communications and Operations
Degree Program**



**Belinda Clawson
Melissa Copeland
Nicole Durham
Glen LaFever
Blake Locklear
Garrett McInnis
Tricia McKnight**

**Amanda Owens
Monica Reed
Casandra Reid
Mike Reitz
Melissa Taylor
Donna Westmoreland
James Wilson**



Education Station

Save the Dates!!!!

The NC 911 Board's annual PSAP Managers Conference will be held on August 20 through August 22, 2025, once again in Raleigh.

More details will be forthcoming! PSAP Managers, watch your email for additional information.....



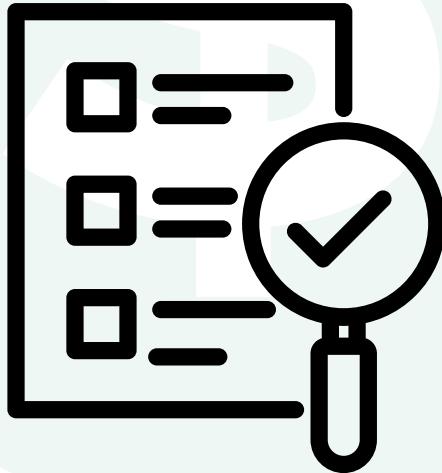
Reminders from.....

The Finance Team

FY2025 Revenue Expenditure

Report Deadline

The FY2025 revenue expenditure report submission deadline will be here before we 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."

FY2025 Funding Reconsideration

Reimbursement Deadline

If you have an open funding reconsideration for FY2025, the deadline to submit all documentation for reimbursement is June 30, 2025.

Eligibility Requests

Email all eligibility requests to the PSAPeligibilityrequest@nc.gov email address.

Do not send the eligibility request to your Regional Coordinator.

A preliminary review of all eligibility requests should be completed by the PSAP manager submitting the request to ensure accuracy of the quote being submitted, and to expedite review of the quote by 911 Board staff. A very detailed list of eligible expenditures, including vendor nomenclature, can be found in the revenue expenditure workbook in the phone, hardware, and software tabs.

PSAP Highlights

Pizza or Pasteries on Pokey NPSTW Photo Contest Winners:

Photo contest winners were once again selected by an impartial third-party judge. The Board staff would like to thank all PSAPs who participated this year, and thank all PSAPs for what they do every day for the citizens of North Carolina and first responders.

1st Place - Johnston County 911 Communications

2nd Place - Wilson County 911 Emergency Communications



Johnston County 911 Communications - Pizza on Pokey Recipients

PSAP Highlights



Wilson County 911 Emergency Communications - Pasteries on Pokey Recipients

PSAP Highlights

This year, several of our PSAPs went all out for TC week. Here are some additional photos from other PSAPs who submitted photos of their celebrations to 911 Board staff:



Hertford County



Cumberland County



Henderson County



Orange County

PSAP Highlights



Charlotte Mecklenburg Police Department



Rutherford County



Pasquotank-Camden Counties

PSAP Highlights



Greene County



Brunswick County



City of Durham

PSAP Highlights



Jacksonville Police



Mount Holly Police



Perquimans-Gates Counties

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!