

NC 911 Board Monthly Dispatch

May/June 2026 Edition

11th Edition

The Bottom Line Up Front

NC 911 Board Staff Attends NC APCO/NC NENA's "911 Goes to Raleigh" Event

On Tuesday, June 2, NC 911 Board staff attended the NC APCO and NC NENA "911 Goes to Raleigh" event. This was a wonderful opportunity for attendees to help educate legislators about the important work telecommunicators do across the country and here in North Carolina, as well as the toll the career may take on telecommunicator mental health and wellness.

Enhanced Push To Talk Sonim Radios have been Delivered to All Participating PSAPs

The Regional Coordinators completed delivery of all Enhanced Push-to-Talk Sonim radios to their respective PSAPs at the end of June. These ePTT radios will provide an additional means of communication between PSAPs and the NMAC across the State.



Pokey Harris Wins StateScoop 50 State Leadership Award

Pokey Harris, the Executive Director of the N.C. 911 Board, won the 2026 StateScoop 50 Leadership Award. This award recognizes a public sector disruptor helping government implement new technologies, secure systems, revolutionize operations and/or make big change. Congratulations Pokey!



NC 911 Board Staff Attend National Association of State 911 Administrators 2026 Annual Meeting

The N.C. 911 Board staff members Greg Dotson, Pokey Harris, David Newberry, and Tom Rogers had the opportunity to attend the National Association of State 911 Administrators (NASNA) 2026 Annual Meeting in Columbus, OH. The meeting was two days long. Both days were filled with information sharing about the deployment status of NextGen 911 in states across the country, and important briefings from the National Emergency Numbers Association (NENA), National Telecommunications and Information Administration (NTIA), Federal Communications Commission (FCC), and the Industry Council for Emergency Response Technologies (iCERT). These meetings provide a chance for State 911 Administrators to have meaningful discuss about legislation, industry challenges, interoperability, telecommunicator classification as first responders, and more. During the meeting, Pokey was honored and humbled to be presented with a recognition plaque for her year serving as NASNA president.





NCDIT Hosts Employee Wellness Event

On June 24, the N.C. 911 Board staff had the opportunity to attend the North Carolina Department of Information Technology Employee Wellness Event. This event focused on employee well-being, connection, and engagement. It provided a great opportunity to reflect on the hard work, missions accomplished, and paths forward to provide more modern services to state agencies, citizens and visitors of North Carolina.

Former NC 911 Board Executive Director Stops By for a Visit

On June 8, the NC 911 Board staff had the honor of hosting Richard Taylor, former Executive Director and a driving force behind the early vision for North Carolina's NG911 system. The team shared with Richard the continued evolution of the Statewide NG911 program, which is a program he helped set in motion. His leadership and foresight in his work with the Board built the foundation for the resilient, interoperable network we rely on today. The recent impact of Hurricane Helene underscored just how critical that investment has been. Even under extreme conditions, NG911 performed exactly as designed, ensuring uninterrupted service for PSAPs across the State. It was a powerful affirmation of the Board's long-term commitment to reliability and innovation. We are grateful for Richard's contributions and proud to continue advancing the mission he helped define.



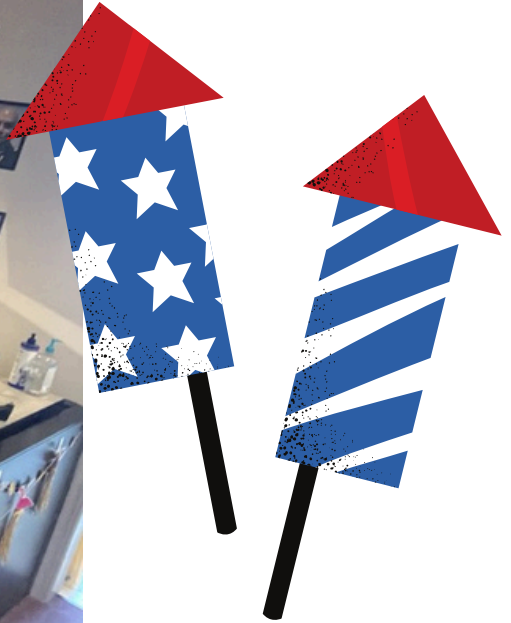
**NC 911 Board Staff Attends ESF-2
Exercise**

On June 11, Executive Director Pokey Harris and several Board staff members attended the North Carolina Emergency Management, ESF-2 “All Hands” meeting at the State Emergency Operations Center. The purpose of the meeting was to discuss ongoing strategies as well as changes heading into the 2027 Atlantic hurricane season.



In the Field...

The Regional Coordinator Reports



PSAP Assessments

On May 12, Brian & Matt conducted the annual PSAP assessment at Northampton County. The PSAP achieved a zero-deficiency status. Congratulations to PSAP Manager Lakeshia Ransom!!



In the Field...

The Regional Coordinator Reports



PSAP Assessments Continue

On June 10, Brian & Matt conducted the annual PSAP assessment at Stokes County. The PSAP achieved a zero-deficiency status for the second time.

Congratulations to PSAP Manager Nicole Durham!!



In the Field...

The Regional Coordinator Reports

Eastern Region PSAP Visits continued....!

Matt visited multiple PSAPs, dropping off ePTT radios to those taking advantage of this additional tool to help with communication between PSAPs across the State.



In the Field...

The Regional Coordinator Reports



Secretary Nate Denny Visits Buncombe County

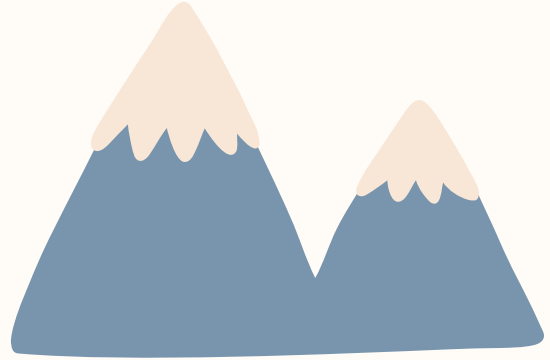
The NC 911 Board Chair, who also serves as the Department of Information Technology Secretary/State Chief Information Officer, and Board staff visited Buncombe County Central Communications on Thursday, May 14. The Chair and staff had the opportunity to discuss important topics such as 911 technologies, telecommunicator recognition as first responders, and the importance of mental health and wellness in an often difficult career.



In the Field...

The Regional Coordinator Reports

More pictures from the visit in Buncombe County...



In the Field...

The Regional Coordinator Reports



Western PSAP Visits and ePTT deliveries!

Stephanie Conner did some special deliveries as well of Enhanced Push to Talk radios.

She stopped in to visit Heather Joyner and Chris White in Burke County, then made her way to McDowell County's PSAP to visit with their staff.



In the Field...

The Regional Coordinator Reports



Board Staff Visits Polk County Emergency Communications

NC 911 Board staff visited Polk County Emergency Communications on Tuesday, May 19. Polk County is now operating from their newly constructed PSAP, made possible through a grant from the NC 911 Board. From emergency communications to field operations, the new facility highlights the importance of collaboration, preparedness, and innovation in public safety. Executive Director Pokey Harris, Board staff, and the NC 911 Board are honored and proud to have supported this project and to celebrate this milestone with Polk County.



In the Field...

The Regional Coordinator Reports

Polk County Visit Continued...



In the Field...

The Regional Coordinator Reports



Board Staff Visits Cleveland County PSAP

Board staff visited Cleveland County Emergency Communications on Wednesday, May 20. Cleveland County recently moved into their new Primary PSAP, made possible through a grant from the NC 911 Board. When asked what the Telecommunicators thought of their new facility, the answer was a resounding "Wow!" The center features a spacious communications floor, a training and conference room, and ample room for future growth. During the tour, Pokey Harris, Executive Director of the NC 911 Board, observed a Telecommunicator performing EMD with a caller. Sharon Baugham, Cleveland County PSAP Manager, expressed their deep gratitude for the new center.



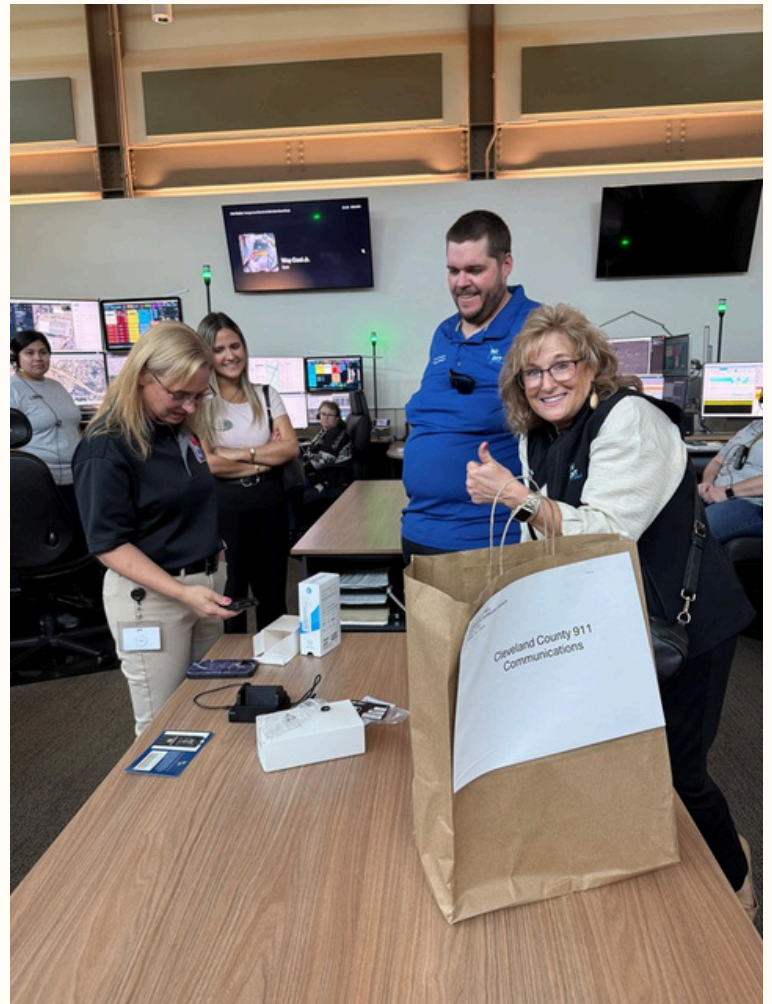
In the Field...

The Regional Coordinator Reports



ePTT Drop Offs for South Central Region

David Newberry dropped off enhanced Push to Talk radios to PSAPs in the South Central region, demonstrating how to use them during delivery.



In the Field...

The Regional Coordinator Reports



Board Staff Visits Shelby PD

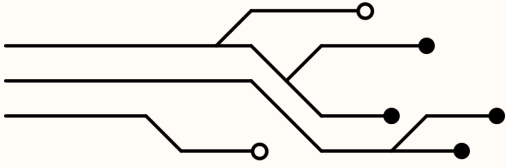
NC 911 Board staff visited Shelby Police Communications on Wednesday, May 20. Chief Fraser, Captain Brown, and PSAP Manager Christy Huggins welcomed Board staff and provided a tour of the PSAP. It was an honor to visit and witness the professionalism, dedication, and commitment the Telecommunicators and administration demonstrate in serving their community.

In the Field...

The Regional Coordinator Reports

More ePTT Deliveries and demonstrations!





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

2026 PSAP Manager's Conference

The 2026 PSAP Manager's Conference will be held again in Raleigh this year from **August 26 - 28**. *Registration will close Friday, July 31, 2026* and is open to PSAP manager's and one designee from the PSAP.

Text to 911 PSA to Begin Airing Soon!

The third public service announcement from the NC 911 Board about the availability of Text to 911 in North Carolina will begin airing in the coming weeks. Be on the lookout for it coming to a TV near you!

N.C. 911 Board Staff Present at NCLGISA Conference in Wilmington about NextGen 911

Kristen, Greg and Tom had an opportunity to present to IT professionals from around the State during the North Carolina Local Government Information Technology Professionals annual conference about NG911 and the role it played during Hurricane Helene. This presentation is available to all PSAPs in Virtual Academy.

RapidSOS Collaborator Line-Level and Administrator Training Available Now Through the RapidSOS Portal

Multiple training sessions for both line-level users and administrators have been held for the implementation of the RapidSOS Communicator Collaborator module. If you missed the opportunity to attend any of these training sessions, additional training will be offered in July, and on-demand training is available 24/7 through RapidSOS's portal. Stay tuned for more information.



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 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.

A Fond Farewell for Gianna Schettino from Pokey...

It is truly bittersweet to announce the departure of a valued member of our team, Gianna Schettino, Financial Review Specialist for the Eastern and South Central regions. Gianna's last day was Thursday, June 18.

Gianna relocated to Florida, where her boyfriend has received an exciting new job opportunity. While we are saddened to see her go, we are equally delighted for her as she begins this new chapter, one that brings her closer to her family and opens the door to wonderful possibilities ahead.

We are deeply grateful for Gianna's 19 months of dedicated service. She was an amazing asset to our team and has provided tremendous support and assistance to the PSAPs within her regions. Her professionalism, warmth, and commitment will be sincerely missed.

Please join me in extending our heartfelt appreciation and best wishes to Gianna as she embarks on this next adventure.

Coordination is currently underway with HR to recruit for the vacancy as quickly as possible. During this transition period, Sarah Templeton, Austin Matais, and the respective PSAP Regional Coordinator will collaborate to ensure continuity of operations and support.

Thank you,

-P

PSAP Highlights

This is Your Why.....

The photo below shows a "Thank You" note sent to McDowell County Telecommunicators by a child who called 911 to assist her mother during a moment of distress. Although the child was undoubtedly frightened, the note reflects her deep appreciation for the Telecommunicator who provided help when it was needed most.

This profession is exhausting and often overwhelmingly stressful, yet it is also profoundly meaningful. Moments like these remind you why you do what you do—because your calm, compassion, and skill truly make a difference when people need it most.

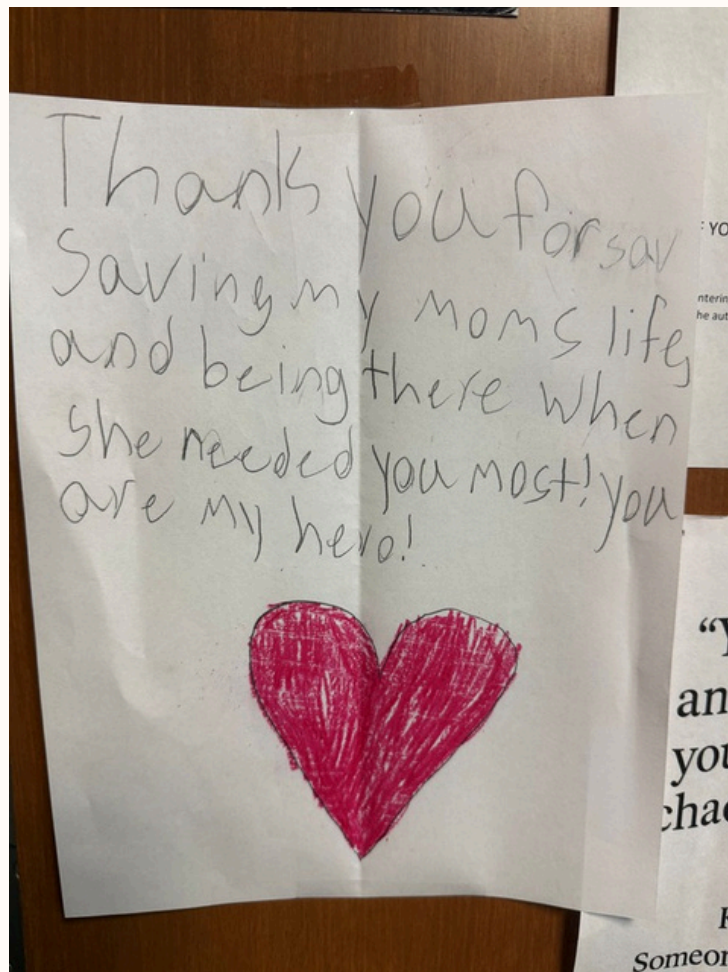
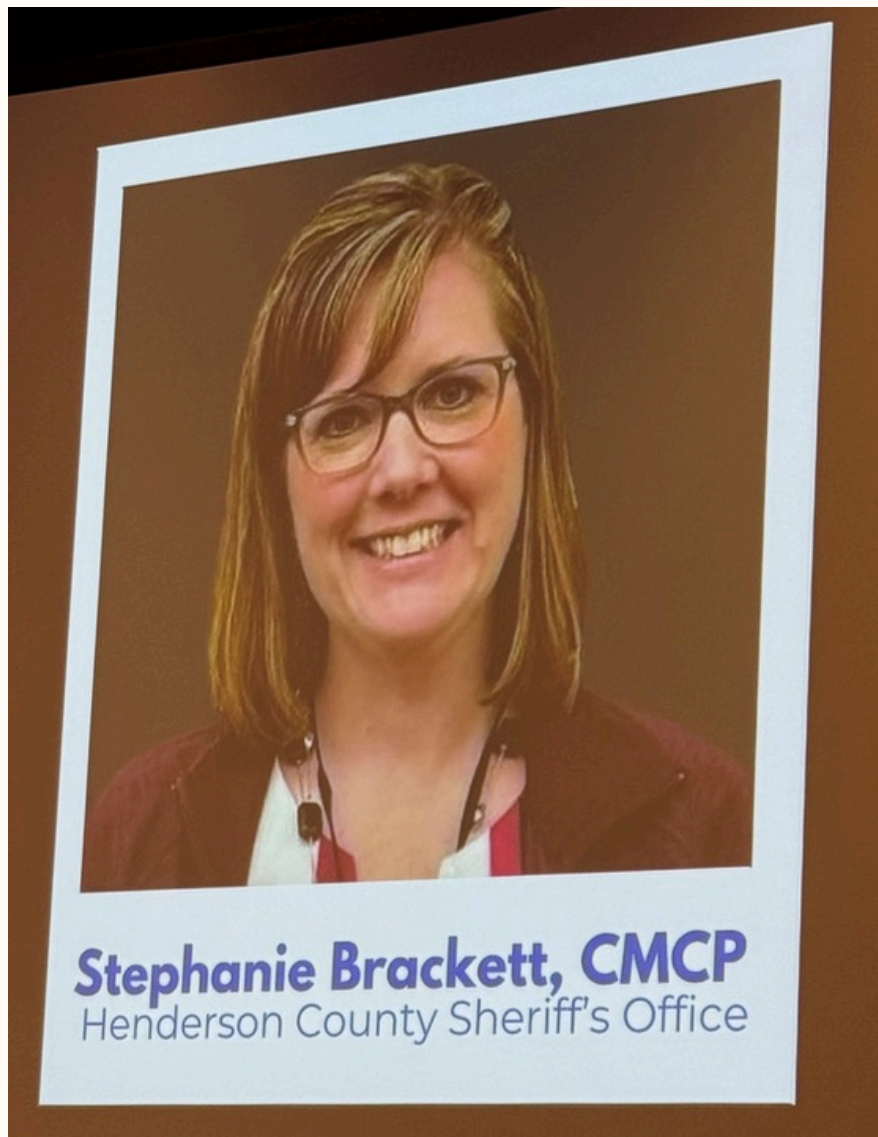


Image of a Heart with writing



CONGRATULATIONS!!!

Congratulations are in order for Stephanie Brackett of Henderson County! Stephanie received the NC APCO 2026 Support Person of the Year Award at the 2026 North Carolina Public Safety Conference in Wilmington, NC.



PSAP Highlights

Congratulations Richmond Community College 2026 Graduates!

Congratulations to the 19 individuals who earned their Associate in Applied Science in 911 Communications and Operations from Richmond Community College! Pokey and Kristen had the opportunity to attend the graduation ceremony held at the college in May.



2026



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!