

NC 911 Board Monthly Dispatch

November/December Edition

8th Edition

The Bottom Line Up Front

Updated Approved Use of Funds List

The 911 Board voted to remove the maximum allowable amounts for chairs, monitors and computer workstations effective July 1, 2026 for FY2027. Language will also be updated to include computer workstations for the purpose of maintaining GIS information as eligible. This has always been the case per Administrative Code but was inadvertently left off the Approved Use of Funds List policy when revised.

State 911 Plan Approved

The 911 Board approved their State 911 Plan. This plan encompasses all committee goals and will be carried forward for the next two years. The State 911 Plan will be posted to the 911 Board's website.

FY2027 Estimated PSAP Distribution Approved

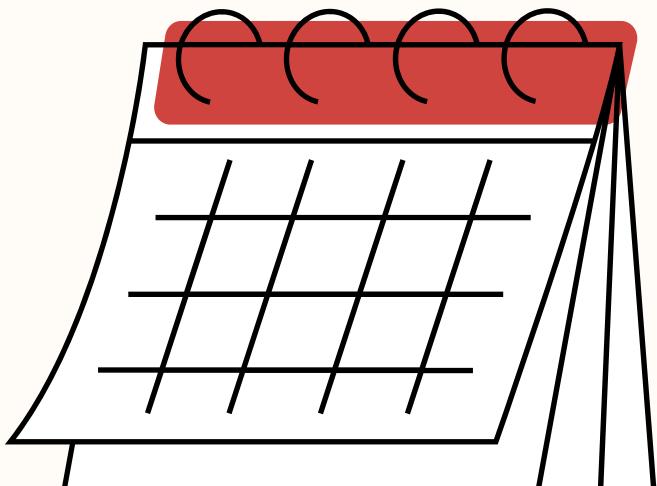
The 911 Board voted to approve the estimated FY2027 PSAP Distribution. Distribution letters will be going out at the end of December to each PSAP and their governing leadership. If you are a PSAP manager and believe your distribution will not be enough to cover your ETSF eligible expenditures, along with any use of available fund balance, please reach out to your Regional Coordinator to assist with a funding reconsideration.

New ETSF Eligible Class

On Scene First's "Saving Lives on Both Sides of the Call" was approved as an ETSF eligible expenditure at the 911 Board's December meeting. This course focuses on recognizing symptoms of stress and how to mitigate

911 Board Approves the Master Calendar for 2026

The 911 Board voted to approve the master calendar schedule for all 911 Board and Board Committee meetings for 2026. You can view the dates in the agenda packet for the December 5, 2025, 911 Board Meeting on the 911 Board's website.



Staffing Updates:

Education and Training Coordinator Transition

Kristen Falco, who formerly served as the Eastern 911 Regional Coordinator, transitioned to the Education and Training Coordinator (ETC) role in August 2025. Kristen has worked in the 911 industry since 2011, starting as a telecommunicator with Raleigh-Wake Emergency Communications Center, Training Officer, and finally as a Training and Compliance Coordinator before accepting a position with the NC 911 Board. She has previously served as the Financial Review Specialist and the Eastern 911 Regional Coordinator and has been with the 911 Board staff for six years. Kristen and her husband Phil are parents to an amazing one-year-old, Luca, who occupies their time as they share the outdoors and a love of travel and camping with him. Kristen's dedication and expertise make her a perfect fit for this new role, and we are excited to see her contributions in this capacity.

Eastern Regional Coordinator Transition

Matt Boyles, who formerly served as the PSAP Assessment Coordinator (PAC), was promoted to the role of Eastern 911 Regional Coordinator in October. Matt has served with the NC 911 Board since December 2024. He began his career in public safety with Forsyth County Emergency Services, dedicating 18 years to the agency from 2003 to 2021. Matt then continued his leadership in emergency communications as the Communications Director for Stokes County, a role he held from August 2021 to December 2024. Outside of his professional life, Matt enjoys playing golf, competing in his Tuesday night adult volleyball league, working outdoors, and traveling to new places with his family. He and his wife, Brandi, live an active family life with their two children – Mackenzie, 16, and Weiss, 4. Matt has seamlessly stepped into the RC vacancy left by Kristen, and we are confident in his ability to excel in this position.

Financial Review Specialist Transition

Austin Matais, who formerly served as a NMAC Tier I Technician, was promoted to the role of Financial Review Specialist (FRS), filling the vacancy that Sarah Templeton left when she was promoted to the Financial Analyst position for the Board. Austin has a background in both technology and finance. From a young age, he was fascinated by computers, which led him to pursue an information technology specialty in the North Carolina National Guard. However, with the information technology specialty already filled, Austin pivoted to serve as a Financial Management Technician instead. During his service, Austin went on to complete three nine-month deployments to Qatar, Kuwait, and Iraq. Between deployments, he studied Computer Science at UNC Greensboro, earning his bachelor's degree during his final deployment in 2023. In January 2025, Austin joined the NMAC as a Tier 1 Network Technician and, as of September 22, 2025, now serves as a FRS. Outside of work, he enjoys cooking, reading, and hiking. Austin's skills and experience are a great addition to our financial team.



Hiring for the PSAP Assessment Coordinator

Board staff are seeking an energetic and dedicated team member to join us. Please feel free to reach out to Pokey Harris if you are interested in learning more about the position or if you know someone who might be a good fit. Recruitment will close on **December 17, 2025**.

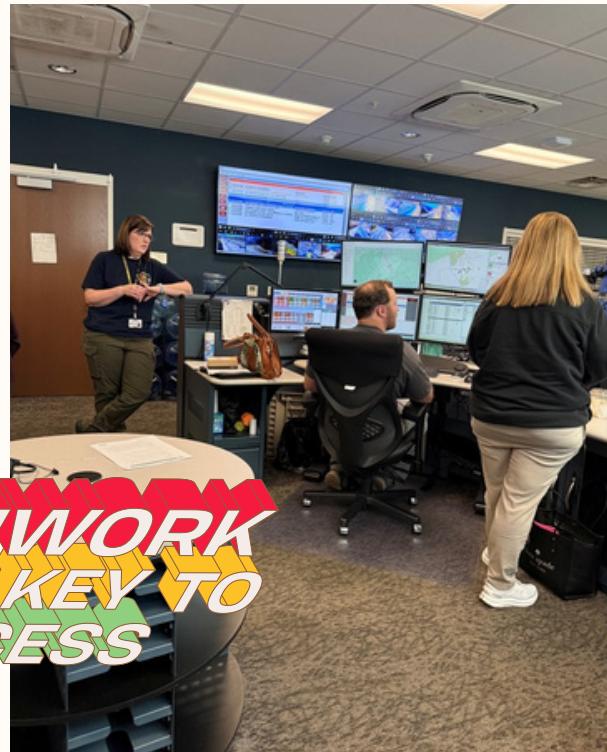
*Come
join/
us!*

In the Field...

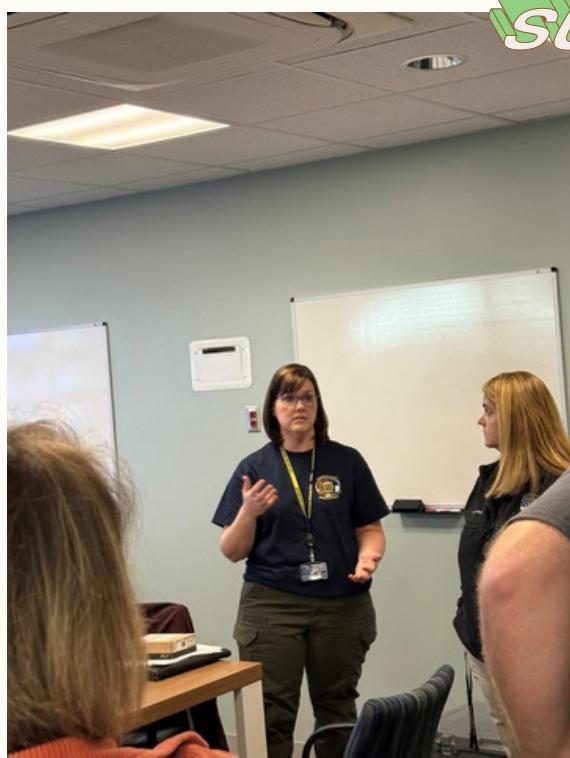
The Regional Coordinator Reports



On November 5, 2025, Henderson County successfully tested their backup plan in Haywood County.



**TEAMWORK
IS THE KEY TO
SUCCESS**



Stephanie Brackett, Henderson County PSAP Manager

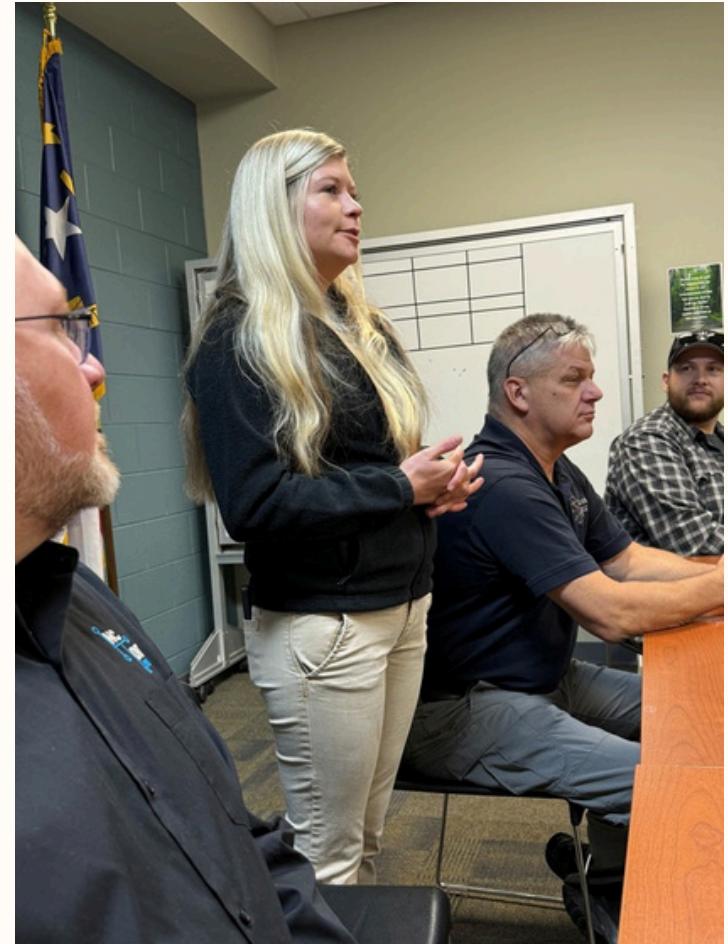


In the Field...

The Regional Coordinator Reports



NC 911 Board Staff, AT&T, and FirstNet Authority, held an event in Madison County on November 14, to discuss the success of FirstNet during Hurricane Helene.



In the Field...

The Regional Coordinator Reports



Coco



Coco Creator



Scooby Doo



Alamance County 2025 Pumpkin Decorating Contest
The theme was Halloween Movies.
And the winner is.....



Tales From the Dark Side



Beetlejuice



Hocus Pocus

In the Field...

The Regional Coordinator Reports

Team Hocus Pocus!!



In the Field...

The Regional Coordinator Reports



Stephanie and staff in Mitchell County.



Look who Brian, Stephanie, and Matt found at the November NC NENA/APCO meeting in Winston-Salem, NC - former Board staff member Angie Turbeville!

In the Field...

The Regional Coordinator Reports

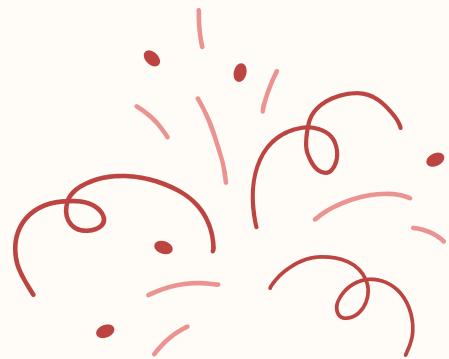
=CONGRATULATIONS=

On Thursday, December 4, Polk County hosted citizens, staff, and others involved in the construction of the new PSAP for a ribbon cutting! The project received grant funding from the 911 Board. Polk County Telecommunicators were expected to begin work in their new center on Wednesday, December 10.



In the Field...

The Regional Coordinator Reports



In the Field...

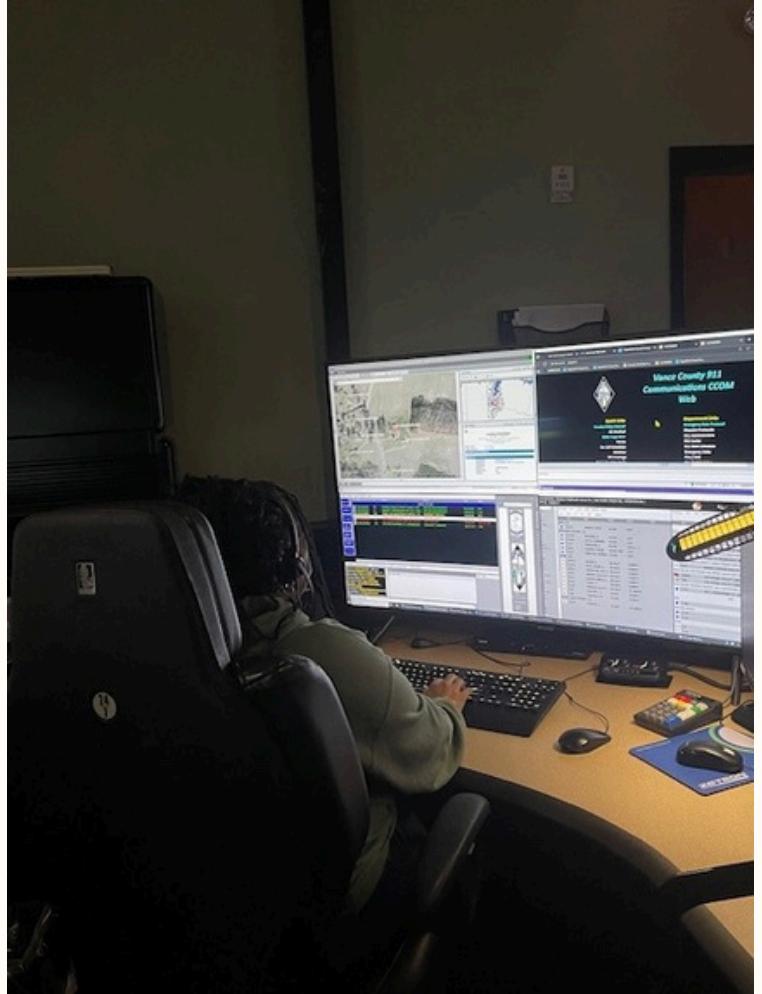
The Regional Coordinator Reports



Congrats!



On September 25, 2025, Brian Short had an opportunity to go back home and visit his former PSAP during a hosted call handling hardware refresh. The photos were taken at the backup PSAP.





On October 1, 2025, Brian also visited Winston-Salem PD during their transition to Hosted VIPER. This represents a huge milestone for the PSAP. Congratulations Martha to you and your staff!



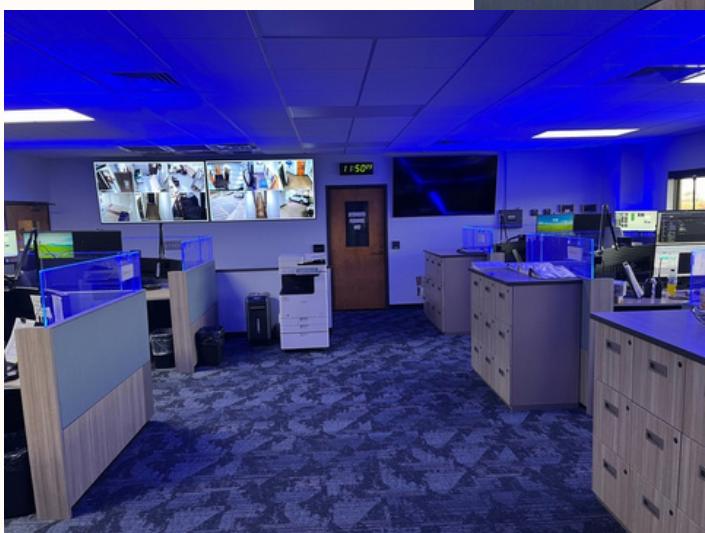
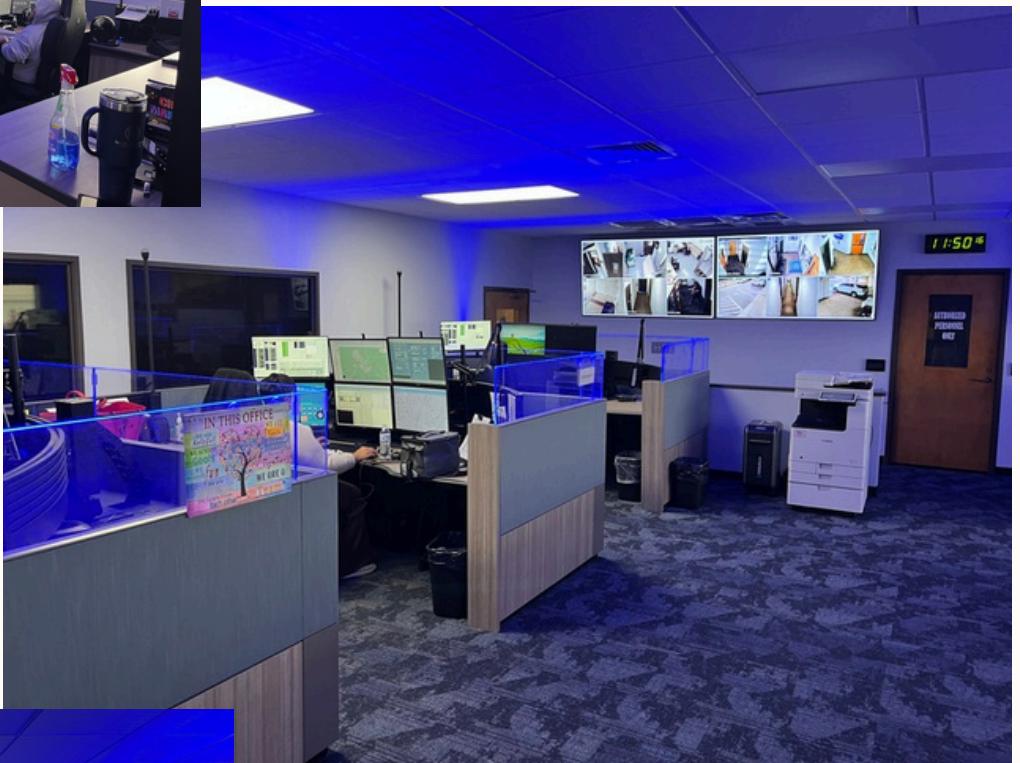
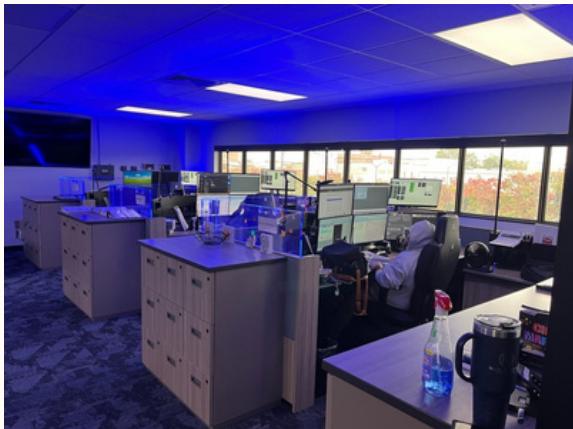


On October 29, 2025, Brian visited Nash County's primary PSAP to meet with new PSAP Manager, Bill Trimmer, and several staff members. Congratulations Bill on your appointment as PSAP manager! We look forward to working with you.



On October 3, 2025, Regional Coordinators Matt Boyles and Brian Short attended the Lake Gaston 911 Task Force policy symposium. The event was well attended with representatives present from a variety of organizations, including elected leaders, PSAP managers and staff, training institutions and State agencies





On October 29, 2025, Brian also visited Rocky Mount PD and met with PSAP Manager Ebony Lyons and several staff members.

In the Field...

The Regional Coordinator Reports



Swain County 911 participated in the Swain County Christmas Parade.



In the Field...

The Regional Coordinator Reports

On November 12, Columbus County officially moved into their new PSAP! This project was supported by a grant awarded by the NC 911 Board. Congratulations on your beautiful facility!

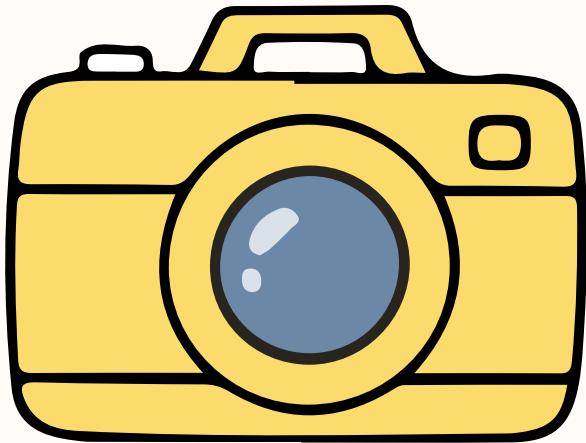
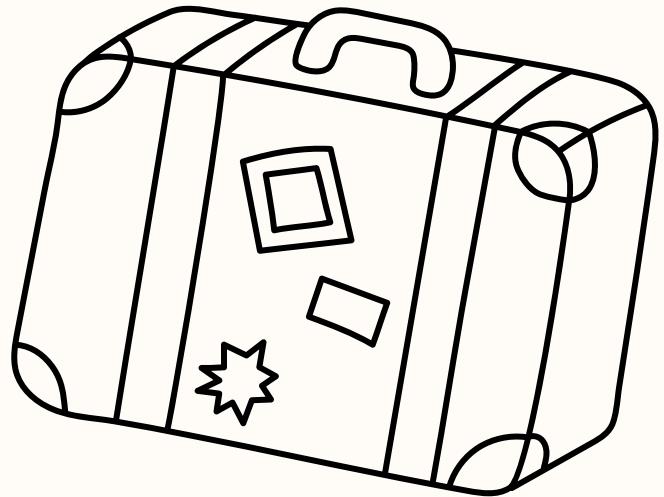


In the Field...

The Regional Coordinator Reports



Pitt County PSAP Visit



Carteret County PSAP Visit



New Hanover County PSAP Visit

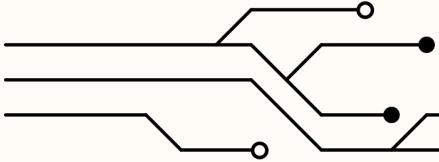


In the Field...(cont.)

PSAP Assessment Coordinator Report



Yadkin County Emergency Communications - PSAP Assessment



A message from.....

The Nerd Herd

Products and Services Selections for PSAPs

The Regional Coordinators will be reaching out to each PSAP individually to discuss the PSAPs selection of available products and services through the NC 911 Board's AT&T contract. This will include selection of call handling equipment, call monitoring displays, and data analytics packages, or discussion of whether the PSAP would like to wait to make the selections closer to its refresh cycle. The Regional Coordinators will go through each available option with the PSAP manager and answer any questions regarding products.

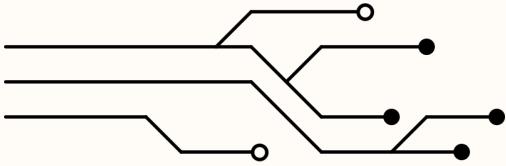


Cybersecurity Remediation Initiative Proposals Due

The 911 Board sets aside funding each year to assist PSAPs with remediating cybersecurity concerns. Proposals are due from the PSAPs interested in receiving funding by **December 15, 2025** for FY2027.

Enhanced Push-to-Talk Sonim Radio Status Update

The shipments are trickling into the NC 911 Board's office for the enhanced push-to-talk radio initiative for the PSAPs. Once all radios have been received by the Board, Sonim will be programming each one individually so the radios will be ready for deployment to the PSAPs.



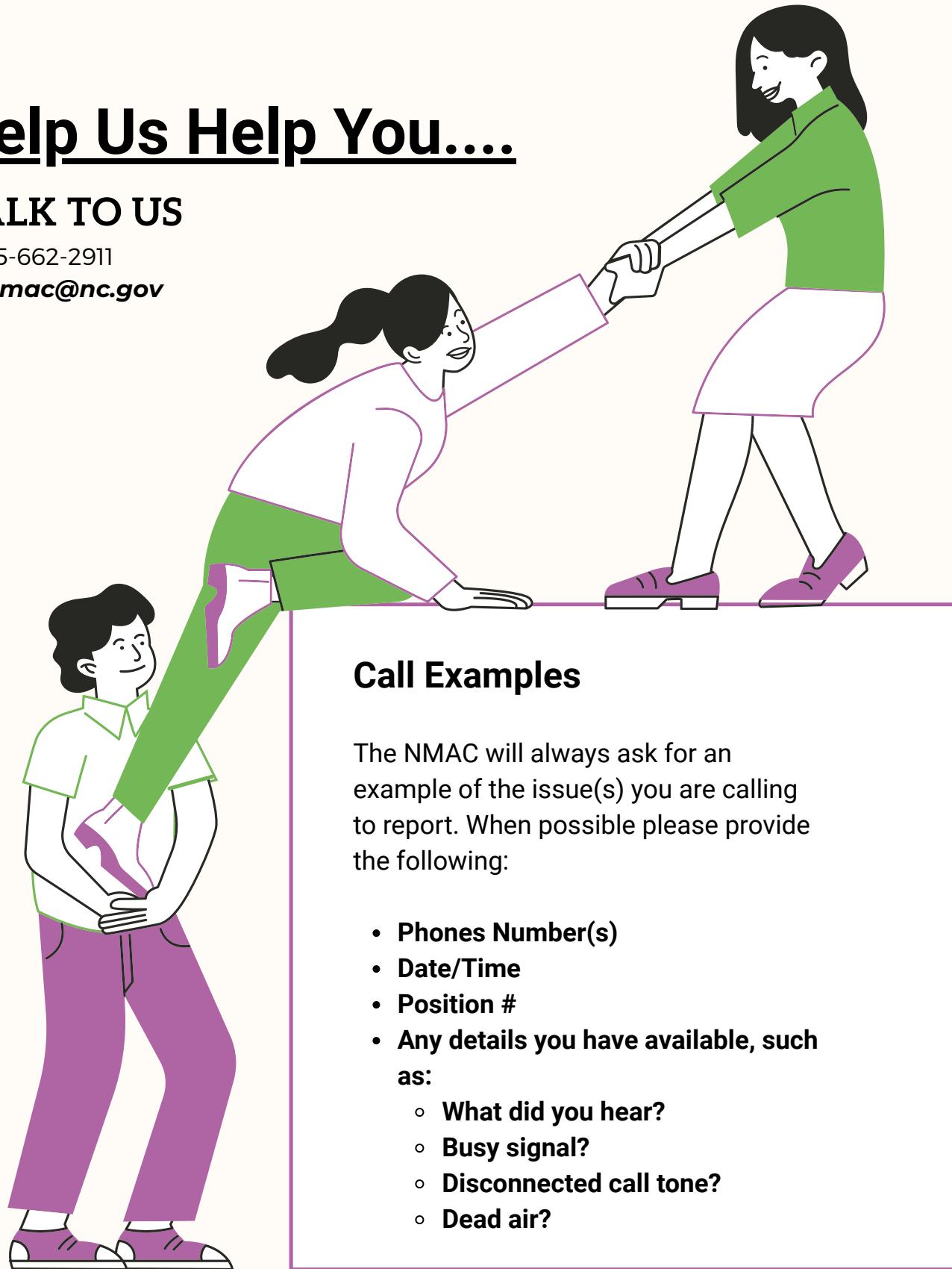
The Nerd Herd

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

New Public Service Announcement Coming to a Screen Near You Soon....

The NC 911 Board will be working with Spectrum Reach to launch a third public safety announcement sharing with the public about the ability to text 911 in the state of North Carolina. All PSAPs are capable of receiving texts to 911.

Additional Virtual Academy Training

911 Board staff are working with NC DIT's communications department to film the presentation, "Validating the Implementation of NG911: 911's Response to Hurricane Helene in North Carolina" to be shared in the learning management system's platform.

Virtual Academy Validation of Roster Emails

Kristen has been emailing the PSAPs a copy of their current roster of users for Virtual Academy in an attempt to confirm the number of users across the State and help PSAPs maintain accurate data. It is also required for PSAPs to upload EMD certifications and basic telecommunicator training certificates into the Virtual Academy platform. This will help streamline the PSAP Assessment process.

American Marketing Association Webinar

Kristen participated in a webinar, along with Pokey Harris and Cindy Morgan with Spectrum Reach about the success of the Telecommunicator Recruitment Campaign. The webinar was offered through the American Marketing Association.



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.

CAD-to-CAD Initiative Proposals and Ongoing Maintenance

CAD-to-CAD proposals and submissions for ongoing maintenance are due by December 15, 2025 for the upcoming FY2027.

FY2025 Revenue Expenditure Reports

All FY2025 revenue expenditure reports have been reviewed and sent back to the PSAPs. Once reports are finalized, if there were ineligible expenditures, jurisdictions will need to have ineligible expenditures repaid within 90 days from the date the report is finalized. Proof of repayment is required in the form of a copy of a journal entry. If you have questions about the revenue expenditure report review process, please reach out to your Financial Review Specialist.

FY2027 PSAP Distribution Letters

Distribution letters will be going out at the end of December to each PSAP and their governing leadership. If you are a PSAP manager and believe your distribution will not be enough to cover your ETSF eligible expenditures, along with any use of available fund balance, please reach out to your Regional Coordinator to assist with a funding reconsideration.

FY2027 Funding Reconsideration Requests

The first deadline for funding reconsideration requests are due on **February 28, 2026** for funding available starting in July 1, 2026 for FY2027. Please review the funding reconsideration form and policy located on the 911 Board's website for more information.



PSAP Highlights

Congratulations are in order for Yancey County and Sarge, who recently graduated from training and is now a certified therapy dog!



Sarge

PSAP Highlights

Congratulations to Kaylin Greene who was named the October 2025 Haywood County Employee of the Month! Kaylin was nominated for her extraordinary actions during a life-threatening incident on September 28, 2025. After receiving a video of an individual in distress and threatening self-harm, Kaylin analyzed the background of the video and cross-referenced that with local Airbnb listings. Her quick thinking led deputies to the exact location of the individual preventing a tragic outcome.

CONGRATULATIONS, Kaylin!



Haywood County Telecommunicator Kailyn Greene

PSAP Highlights

EMPLOYEE SPOTLIGHT

TAYLOR FRITZ TELECOMMUNICATOR

We would like to acknowledge Dispatcher Fritz for her outstanding professionalism and composure during a recent high-priority incident involving a suicidal individual armed with a firearm.

Throughout this challenging and emotionally charged situation, Taylor remained calm, empathetic, and focused. She reassured distressed callers while collecting critical information that directly supported responding officers. By remaining on the line for several hours after law enforcement's arrival, she provided real-time updates—including that the subject was holding the firearm to his chin—which were essential to officer safety and scene management.

Taylor continued to coordinate with field units, delivering clear instructions that ensured the safety of individuals inside and outside the residence. Her actions demonstrated excellent communication skills, compassion, and dedication to her responsibilities.

Dispatcher Taylor's performance reflects highly on herself, her shift, and the Carteret County Communications Center.



PSAP Highlights



☀️ Spotlight on Excellence: Our Hero Behind the Headset

On December 6, 2025, at 2:14 p.m., a call came into Hertford County 911. Dispatcher Linda Stephenson answered and immediately became the lifeline for a family in crisis.

With calm professionalism and compassionate guidance, Linda coached the caller step by step through the delivery of a healthy baby—all before first responders arrived on scene.

This extraordinary act reminds us that heroes don't always arrive with sirens and flashing lights. Sometimes, they sit behind a headset, unseen but indispensable, turning chaos into calm and saving lives with their training, courage, and voice.

☀️ Please join us in recognizing Linda Stephenson for her outstanding service. Her dedication embodies the very heart of emergency communications: being the lifeline when seconds matter most.

Felicia Gaston
Director
Hertford County 911

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!