

N.C. 911 Board Monthly Dispatch

September/October Edition

7th Edition

The Bottom Line Up Front

N.C. 911 Board Approves 5.7 Million in Grant Awards

The N.C. 911 Board recently awarded nearly \$5.7 million in grants that will fund equipment and facility improvements for public safety answering points (PSAPs) that answer 911 calls on behalf of North Carolina's communities. The grants awarded include:

Alamance County Central Communications – \$1,138,898.77 for radio replacement

Beaufort County 911 – \$451,568.47 for a radio console system replacement

Johnston County 911 – \$70,957.89 for a consolette upgrade to maintain VIPER interoperability

Montgomery County 911 – \$83,565.00 for a facility remodel

N.C. State Highway Patrol – \$1,570,108.32 for a call handling equipment refresh (while not an N.C. 911 Board-funded PSAP, the Patrol is eligible to receive Board-funded grants pursuant to statute)

New Hanover County 911 Communications Center – \$503,790.45 for computer-aided dispatch replacement

Pasquotank-Camden Central Communications – \$150,167.13 for NowGen 911 integration and resiliency enhancement to purchase a telecommunicator training system and mental health support, including two recliner massage chairs to place in decompression area(s)

Perquimans-Gates 911 Communications – \$442,777.26 for radio replacement

Polk County E-911 Communications – \$96,161.00 for PSAP roof replacement

Washington County Communications – \$1,146,885.85 for PSAP relocation and upgrade



N.C. 911 Board Welcomes Newest 911 Board Member

Southport Police Chief Todd Coring was ceremonially sworn in during the August 2025 911 Board meeting.



NC 911 Board Approves over \$3.4 Million in Additional Funding through Reconsiderations for 7 PSAPs

At the September 2025 911 Board meeting, the Board voted to approve funding reconsiderations for FY2026 for Alamance County, Iredell County, New Hanover County, Pender County, Perquimans-Gates County, Polk County, and Watauga County for emergency telephone system fund eligible expenditures. These funds will help the PSAPs maintain operations and upgrade critical PSAP infrastructure.



NC 911 Board Approves AI SkillLab for Emergency Fire and Emergency Police Dispatch as an ETSF Eligible Expenditure

The NC 911 Board also voted to approve the Priority Dispatch AI SkillLab for the use of Emergency Fire(EFD) and Emergency Police(EPD) dispatch at the September 2025 911 Board Meeting. The AI SkillLab for Emergency Medical Dispatch (EMD) was previously approved back in 2023, but at that time, the EFD and EPD training modules were not available.



NC 911 Board's NG911 Project wins NASCIO Award

The State of North Carolina was the recipient of the State IT Recognition Award through the National Association of State Chief Information Officers (NASCIO) in the category of Information and Communications Technology for the submission of "Next Generation 911: Validating the Implementation of Next Generation 911." This award honors transformational projects and initiatives that address critical business problems, improve business processes, and elevate the citizen experience.



NASNA Comes to North Carolina

On Tuesday, October 21 and Wednesday, October 22, 2025, the National Association of State 911 Administrators (NASNA) members met for their NASNA 2025 Interim Meeting, which was held in Greensboro, NC. NASNA has members from all fifty states, and the meetings provide opportunity for state 911 administrators to discuss updates to legislation, trends, and new technologies for the 911 industry, as well as share ideas for initiatives to make 911 service better nationwide.



In the Field...

The Eastern Region Report



Washington County

Groundbreaking Ceremony

Washington County broke ground on their new facility on August 14, 2025. Several Board staff members were in attendance for the ceremony. The new facility will house Washington County's Emergency Operations Center, EMS Station, and 911. Washington County received funding through the 911 Board for a grant to assist with construction of the 911 portion of the facility.

Congratulations Washington County!



In the Field...

The Eastern Region Report



Special Delivery! Staff and PSAPs Prepared for Potential Hurricane Erin Impacts

While Brian, Matt, and David loaded up the State vehicle to deliver a Starlink from NCDIT and Sonim PTT devices to Dare County, Kristen headed west to Union County to deliver Sonim PTT devices to Union County, Dare's "friend" PSAP. This allowed both PSAPs an additional communication pathway for 911 call information to be shared back with Dare County.

Fortunately, Hurricane Erin stayed far enough offshore that both PSAPs were minimally impacted.



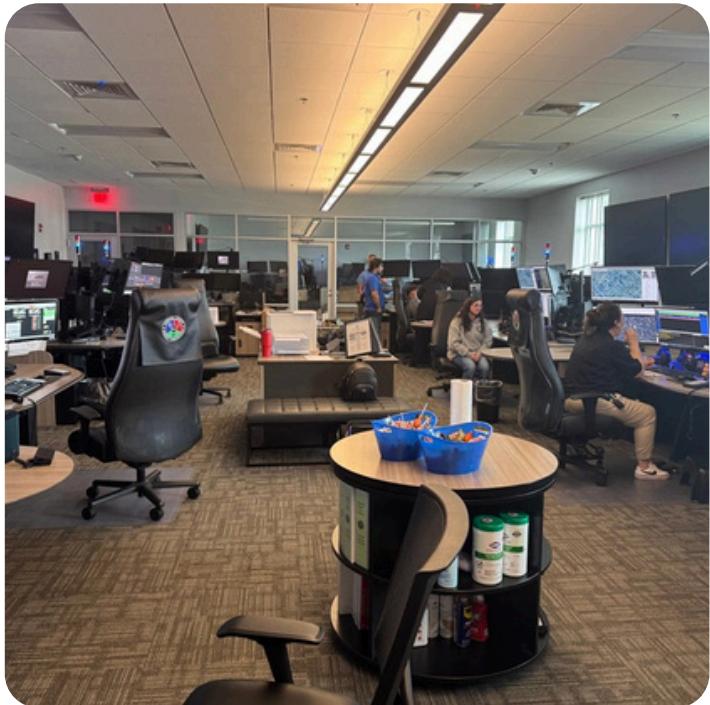
In the Field...

The Eastern Region Report



PSAP Visits and Teams Calls

Kristen Falco visited Sampson County's 911 Center on the same day the county was cutting over to their new host and adding the FirstNet Wireless Redundant Solution. Kristen met with several other PSAPs virtually in the months of August and September to discuss several things including the financial planning tools, grant processes, and revenue expenditure reports.



In the Field...(cont.)

The North Central Region Report

On the Road Again!

North Central Regional Coordinator Brian Short, along with Executive Director Pokey Harris and Secretary Teena Piccione, had a great visit with Forsyth Technical Community College



More PSAP Visits!

Staff also had a great visit with the Davie County PSAP Director and Staff during the road trip!





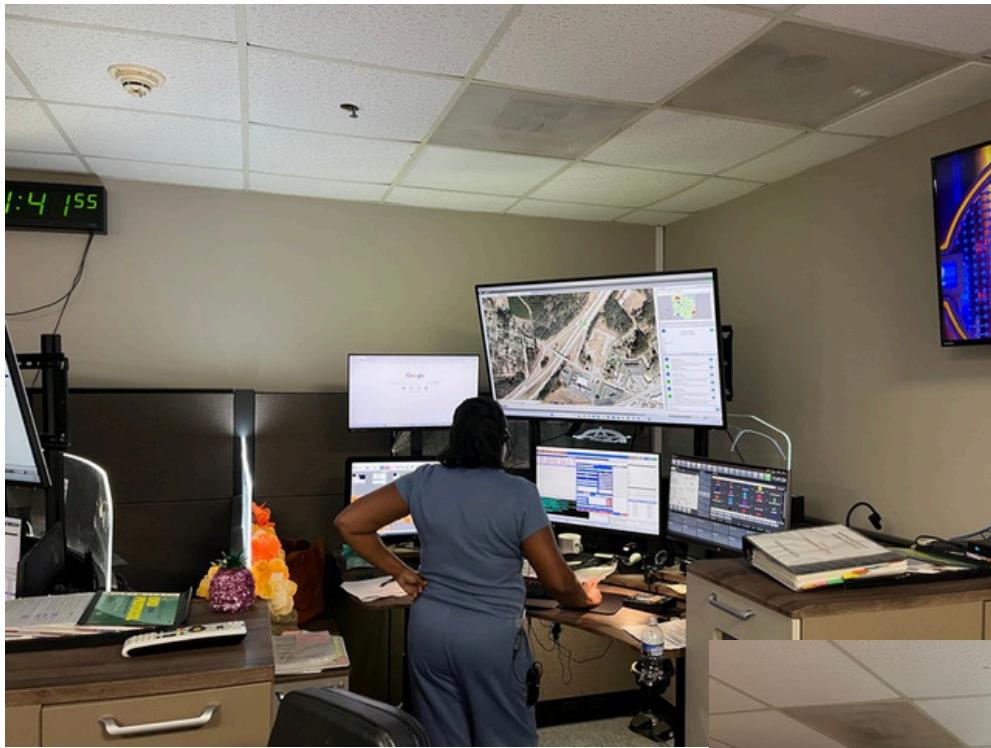
Brian and staff closed out the day with a trip to the Davidson County PSAP and met with the PSAP Manager and Staff!





Person County temporarily relocated their primary PSAP to a deployable shelter located behind the building. This temporary move will allow the County to undertake a complete renovation of their Primary PSAP. More to follow....

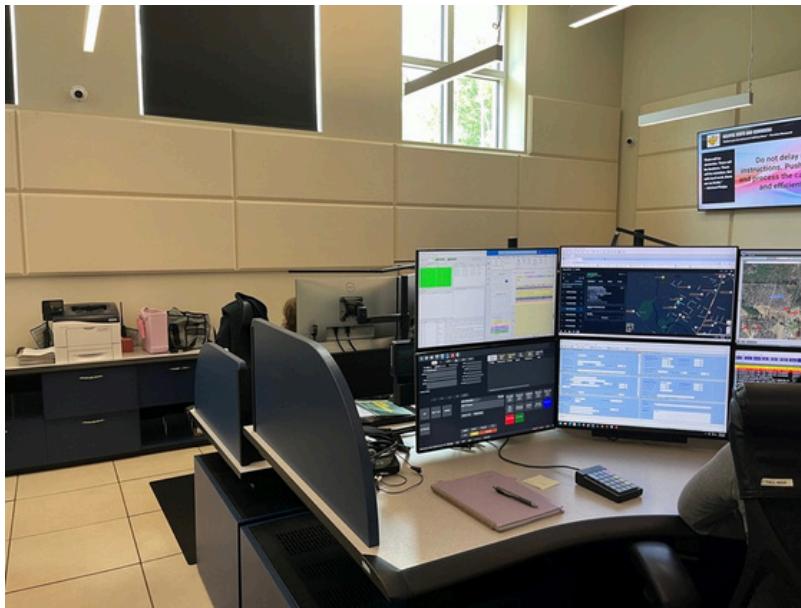




More North Central Visits!

Brian also had a good visit with Warren County Sheriff's Office Communications Center Manager and staff.

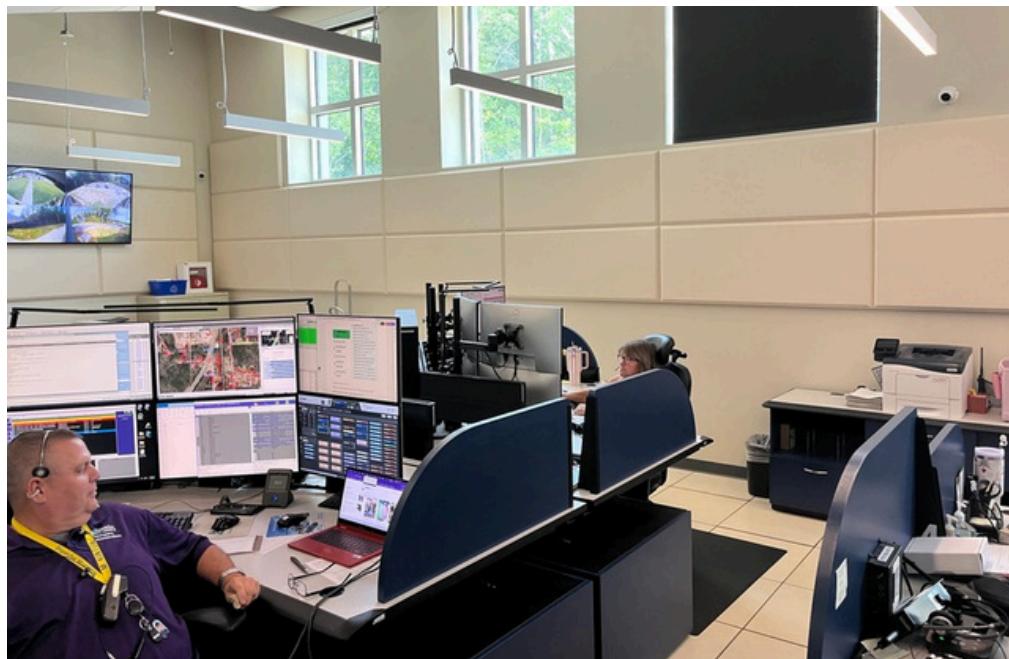




RoAD TRiP

On the Road Continues!

Brian Short also visited the Franklin County PSAP.



In the Field...(cont.)

The South Central Region Report



Cleveland County PSAP Construction

David Newberry toured Cleveland County's new PSAP, which is currently under construction. Grant funding for this project was awarded by the NC 911 Board for the FY2023A and FY2025 grant cycles.



PSAP Visits

David visited with Lincoln County's PSAP on October 15, 2025. David also visited with Cabarrus County Sheriff's Office Communications Center.



In the Field...(cont.)

The Western Region Report



Stephanie Conner in Madison County



Stephanie Conner in Wilkes County



Stephanie Conner in Macon County

In the Field...(cont.)

The Western Region Report



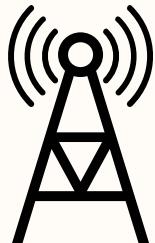
Stephanie Conner in Alleghany County



Stephanie Conner in Clay County

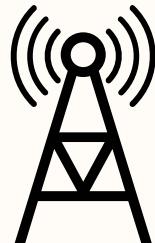
In the Field...(cont.)

The Western Region Report



Senator Budd Visits Swain County

U.S. Senator Ted Budd joined local and federal officials to celebrate and highlight enhanced wireless communications for first responders and residents in Swain County.



Misty Tabor, Senator Ted Budd, Telecommunicator William Murphy, Stephanie Conner and Pokey Harris at the Swain County PSAP



Misty Tabor and Senator Ted Budd look on as William Murphy demonstrates 911 call processing



North Carolina 911 Board Staff with Deanna Crew and Misty Tabor, Swain County PSAP

In the Field...(cont.)

The Western Region Report

Heroes Among the Hurricane

On September 27, 2024, as Hurricane Helene ravaged Avery County, calls for help were coming in fast, with each one more desperate than the one before. Most of the calls were for flooding, but the next call would be different. Karen Laws, Supervisor with Avery County Communications, answered 911 and heard, "He is unresponsive!" Karen began EMD and quickly realized, this call was personal. The child who was unresponsive and not breathing belonged to one of their own! Little Colton's dad was a Law Enforcement officer in Avery County, and in a small community, this means family! Karen and her team worked swiftly to give lifesaving instructions as cell phone service was quickly deteriorating. Through EMD, Karen learned the baby was breathing, though shallow, and frightfully cold. Karen instructed the mother to put the baby under her shirt against her skin for warmth, and in just a few moments, they heard crying! Neighbors had sprung into action to help make a way for EMS to reach the baby. What you see below is Colton and his mom with his new "Aunties", as they are now affectionally known! From something so terrible, came something so beautiful - another little life that was saved by the Heroes behind the Headset!



Avery County Telecommunicators meet a family they were able to assist during Hurricane Helene

In the Field...(cont.)

A word from your Regional Coordinators.....



Hurricane Season is Still Here...Does Your PSAP have Four "Friends"?

Hurricane season is upon us. If you have not already worked to establish your four partner PSAPs for alternate and abandonment call routing, please contact your Regional Coordinator. You should be establishing agreements with your partner agencies, to include language on how 911 call information will be sent back to the primary PSAP and how calls will be dispatched in the event of an evacuation situation. Don't get caught without a plan!

In the Field...(cont.)

PSAP Assessment Coordinator Report

In the months of August and September, PSAP Assessments were completed in Wilkes, Alleghany, Macon, Clay and Madison Counties.



Wilkes County

**NORTH WILKESBORO
SPEEDWAY**



Alleghany County



Macon County

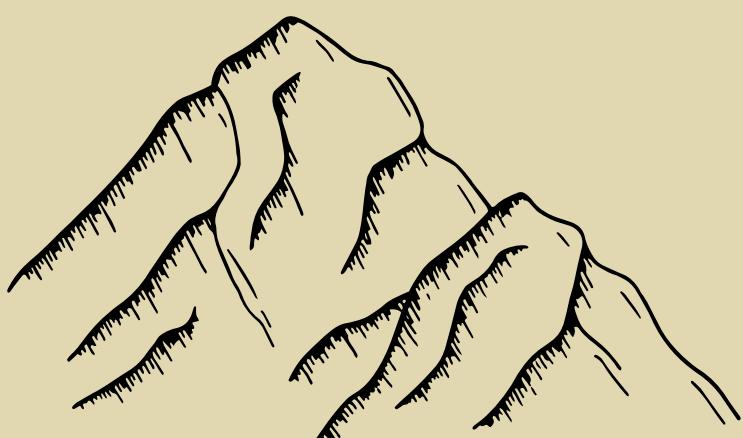
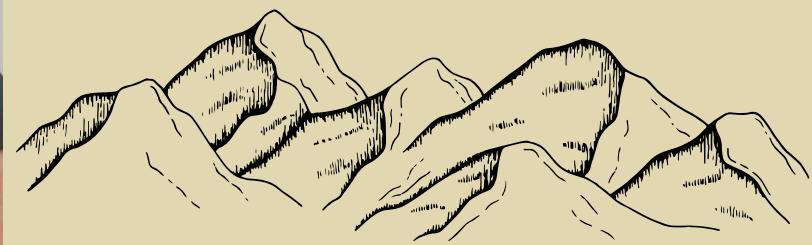


In the Field...(cont.)

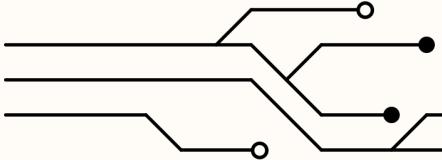
PSAP Assessment Coordinator Report



Clay County



Madison County



A message from.....

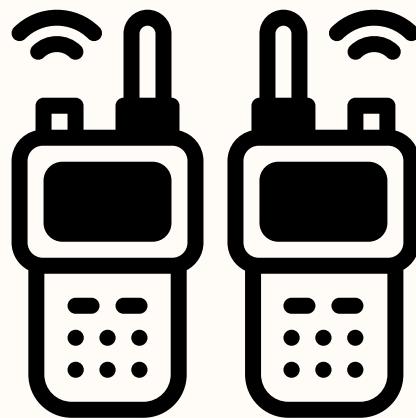
The Nerd Herd

Cyber Security Remediation Initiative

Cyber Security Remediation Initiative (CRI) Proposals are due by **December 15, 2025** for FY2027, which starts July 1, 2026. This is a great opportunity to receive funding to address cyber security concerns for your PSAP. Those interested should be working on receiving quotes from vendor partners to submit with their proposals. If you have additional questions about the initiative, reach out to your Regional Coordinator.

Enhanced Push-To-Talk (ePTT) Initiative

Responses for the ePTT initiative were due on October 3, 2025. If a PSAP did not respond with their selection of service provider, the Regional Coordinator will be contacting the PSAP manager.



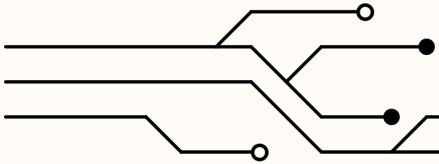
Meet the NMAC Team

Matthew Williams
Tier I Network Technician



My name is Matthew Williams, and I've been with the NMAC a little over a year as a Tier 1 Network Technician. While most of you are fast asleep, I'm on third shift keeping an eye on the NC 911 network, making sure someone is always there when it counts. I'm from Wake County, grew up just minutes from the Raleigh-Wake PSAP, and have family all over the State, so this work really hits close to home. My background is in network design and management, and I've worked on some of the biggest and most demanding networks out there. From my time in the Army as a Signal Support Specialist to my role as a Network Engineer with the U.S. Postal Service, I've learned how much every second matters when that phone rings. Outside of work, I stay involved in my community through volunteering, and I'm a proud husband and father.

Behind our
BRAND



A message from.....

The Nerd Herd

NowGen 2.0 Vendor Roadshows

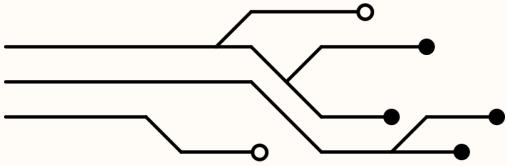
Vendors held demonstrations of their products for call handling and data analytics in all four regions in the month of October. Those interested in presentations and hands-on opportunities attended.



Greg Dotson Appreciation Party

NMAC and administrative staff threw Greg Dotson a surprise appreciation party for all of his hard work during a staff meeting.

Thank you Greg for all you do for our team and the PSAPs across the State!



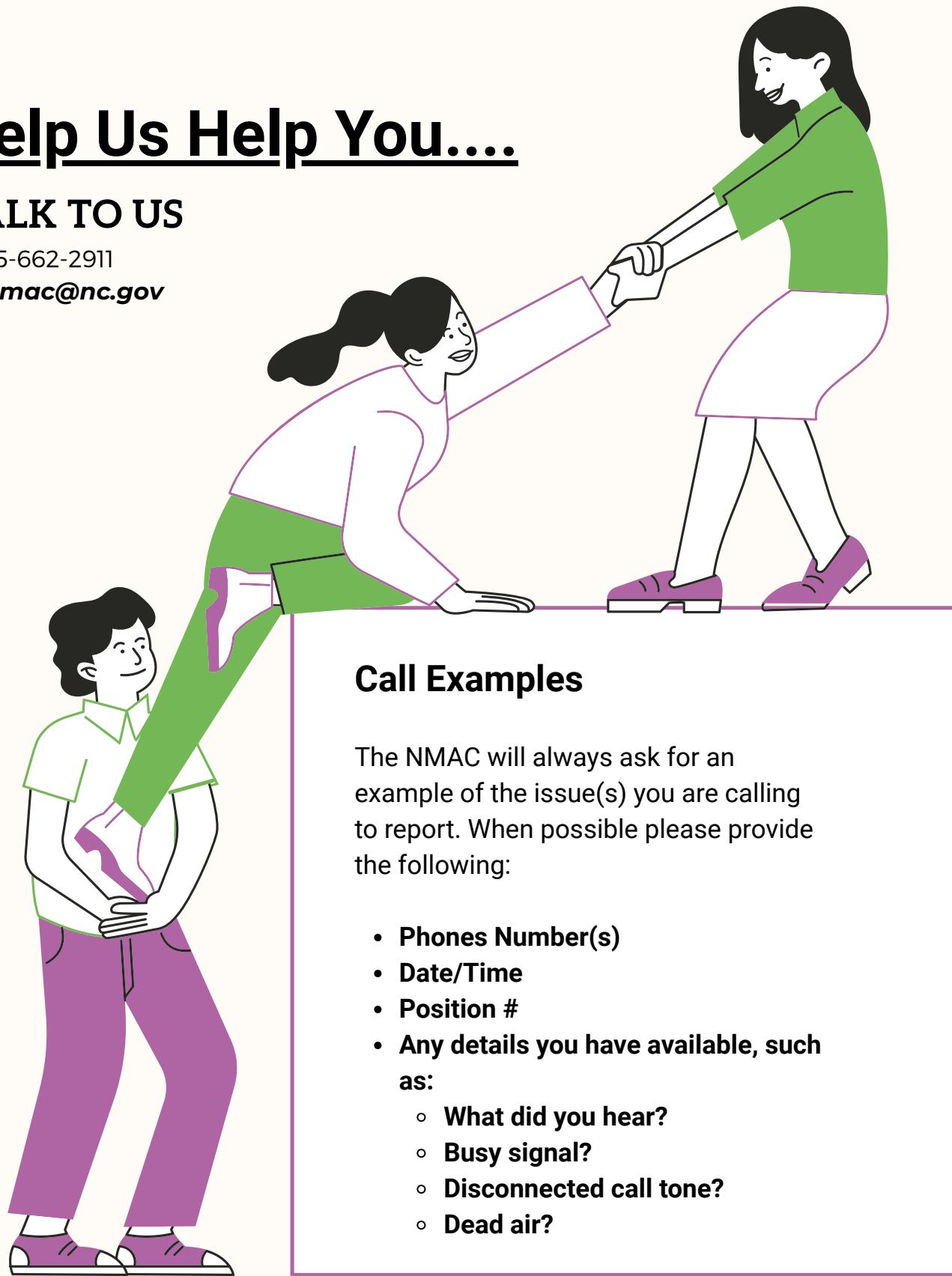
The Nerd Herd

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

PSA Video Tagging Available Through Spectrum Reach

Are you interested in receiving a copy of the “Hold the Line” or “Telecommunicator Recruitment” video with your agency logo on it? Send Kristen Falco an email with your request, along with your agency logo and website address to direct viewers to, and Spectrum Reach will create the tagged video for you to share on your agency’s social media or with local news or colleges. Best of all, it is FREE for your agency!



Spectrum Reach 2026 Look Forward

Kristen Falco attended the Spectrum Reach Look Forward Luncheon for 2026, where Reach provided information about improving marketing techniques and tools for next calendar year. This information will assist the Board with its continuing PSA campaigns.

O2X Webinars Returning!

Three additional webinars will be held in the months of November and December.

- **Resilience and Operating in High Stress Jobs - Tuesday, November 4, 2025 @ 10:00 AM**
- **Leadership and High Performing Teams - Wednesday, November 12, 2025 @ 10:00 AM**
- **Being a Pump and Filter Leader - Thursday, December 4, 2025 @ 10:00 AM**

For registration information, reach out to your Regional Coordinator.

Reminders from.....

The Finance Team

FY2027 Financial Planning Tool (FPT)

Financial Planning Tools for FY2027 through FY2031 will be sent out by your Regional Coordinator in the coming weeks. Please be sure to update the FPT for FY2031, to include operational and capital costs, and work on gathering quotes for FY2027 now. This way, you won't be waiting until the last second and can prevent possible issues impacting your budget. You should also be reviewing expenditures you have listed for the next several years and make adjustments as necessary if anything has changed. If you need additional assistance with the FPT, reach out to your Regional Coordinator.

FY2025 Revenue Expenditure Reports

Revenue expenditure report review for FY2025 is in process. Reports will be reviewed in the order in which they were received by staff. 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 Funding Reconsideration Requests

Funding Reconsideration requests will be due on February 28, 2026, but it is not too early to start working on one if you need it. You will need quotes for any purchases you need additional funding for as part of the reconsideration request. Requests can be submitted after the estimated distribution letter goes out in December. If you need assistance or have questions about completing a funding reconsideration, please reach out to your Regional Coordinator or Financial Review Specialist.



PSAP Highlights

Happy Retirement!!!



Congratulations to Stephanie Wiseman on her retirement
from Mitchell County Communications

PSAP Highlights

Happy Retirement!!!

Kathy started on November 11, 2000 as a Telecommunicator. She was promoted to Communications Supervisor on December 15, 2017 where she remained until her retirement effective September 1, 2025. Kathy, thank you for your service and enjoy your much deserved retirement!!!



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!