



# Validating Implementation of NG911

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2024 Hurricane Helene in North Carolina




# Introductions

Pokey Harris – Executive Director of 911 Board

Tom Rogers – Network Engineer and Program Manager

Greg Dotson – Network Monitoring and Assistance Center (NMAC) Manager

Kristen Falco – Eastern Regional Coordinator



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“Our goals can only be reached through a vehicle of a plan, in which we must fervently believe, and upon which we must vigorously act. There is no other route to success”

- Pablo Picasso





# North Carolina NG911: Governance and Authority – The Vehicle

- North Carolina 911 Board  
Established in Legislation
- 17 Member Policy Making Board
  - ❖ Appointment by Governor, House, and Senate
- N.C.G.S. 143B -1400 – 1406
  - ❖ Specific to the NC 911 Board
  - ❖ Membership/Powers and Duties of Board
  - ❖ 911 Service Charge (Including Prepaid)
  - ❖ Fund Distribution – PSAPs, Grants, CMRS, NG911
  - ❖ Providing 911 Service to Citizens
  - ❖ Migration to the Statewide ESInet
  - ❖ Establishment of the State 24 Hour NOC
  - ❖ Telecommunicator Required 40-Hour Training and Emergency Medical Dispatching (EMD)

## 2016 N.C. House Bill 730

- Established a Special Reserve Fund for Implementation
- Minimum of 15% of 911 Service Charges Collected are Used to Support the Project

## 2017 AT&T Selected as Provider of Core Services – Managed Service Contract

- Seven Year Contract (3 Renewals/1 Year Each)
- Direct Bill to the 911 Board
- PSAPs Not Responsible for Maintenance/Updates

## N.C. CGIA (State GIS Office) and GeoComm's Datahub for GIS i3 Compliance

- Inter-Agency Agreement
- Managed Service Contract

## September 2024 NG911 Contract Amendment

- Seven Year Contract (3 Renewals)
- Future-Think for 911 Call Service Delivery

# Implementation of NG911 in North Carolina – Our Route to Success

Statewide Emergency Services Internet Protocol  
Network (ESInet)

124 PSAPs

Alternate 911 Call Routing

Abandonment 911 Call Routing

Interoperability between PSAPs

Investment in GIS



Statewide GIS Data Set –  
Maintaining a Statewide  
allows 911 location  
information to be shared  
across the entire state.





## Planning and Preparation for Hurricane Helene

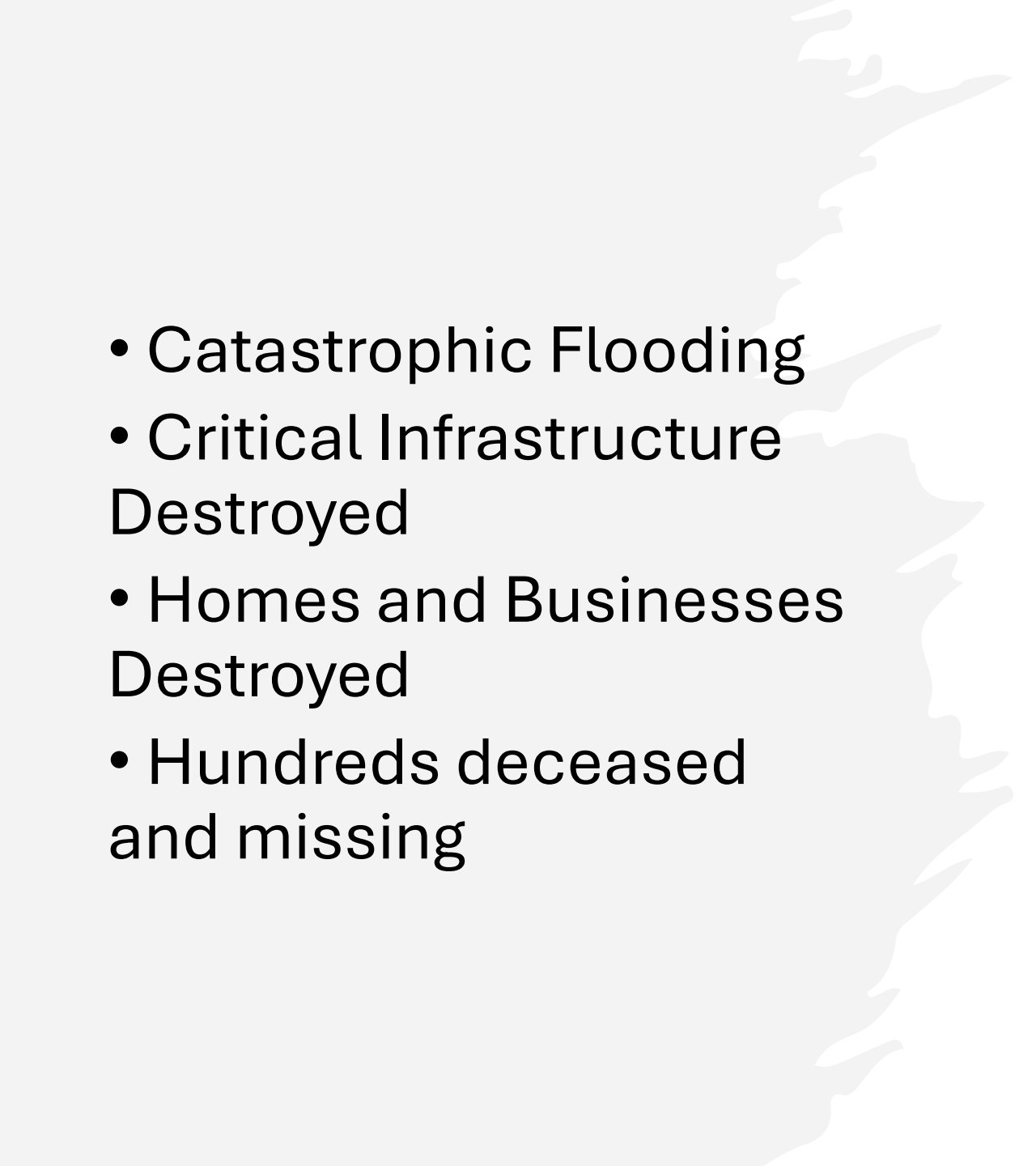
- PSAPs finding “Friends” who will be there for them when the rain starts to pour
- Scheduling calls between PSAP partners for backup discussions
- Planning for backup methods of call processing and dispatch
- Call Route Paths built in advance of the storm





September 27, 2024 –  
Hurricane Helene



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- Catastrophic Flooding
  - Critical Infrastructure Destroyed
  - Homes and Businesses Destroyed
  - Hundreds deceased and missing

# The “Math After” – Impacts to PSAPs

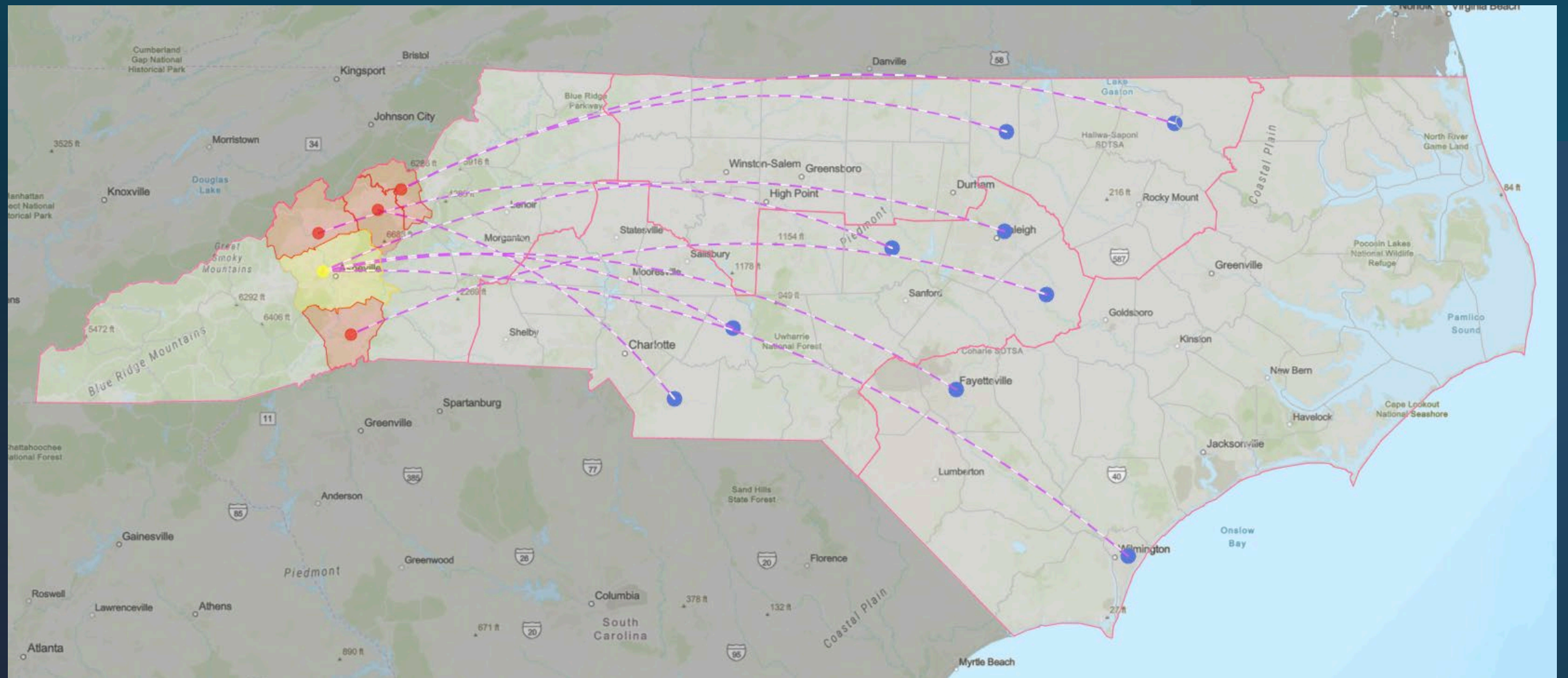
- Significant increase in total 911 call volume for the impacted areas during and immediately after the storm
- 17 PSAPs Abandonment routed
- 2 PSAPs Policy routed to multiple partners
- 19 PSAPs routed to 23
- 1 PSAP in Abandonment for a month – restored by FirstNet backup solution
- SIP Admin – complemented 911 by routing to partners



Despite all the  
devastation....

Lives were saved.







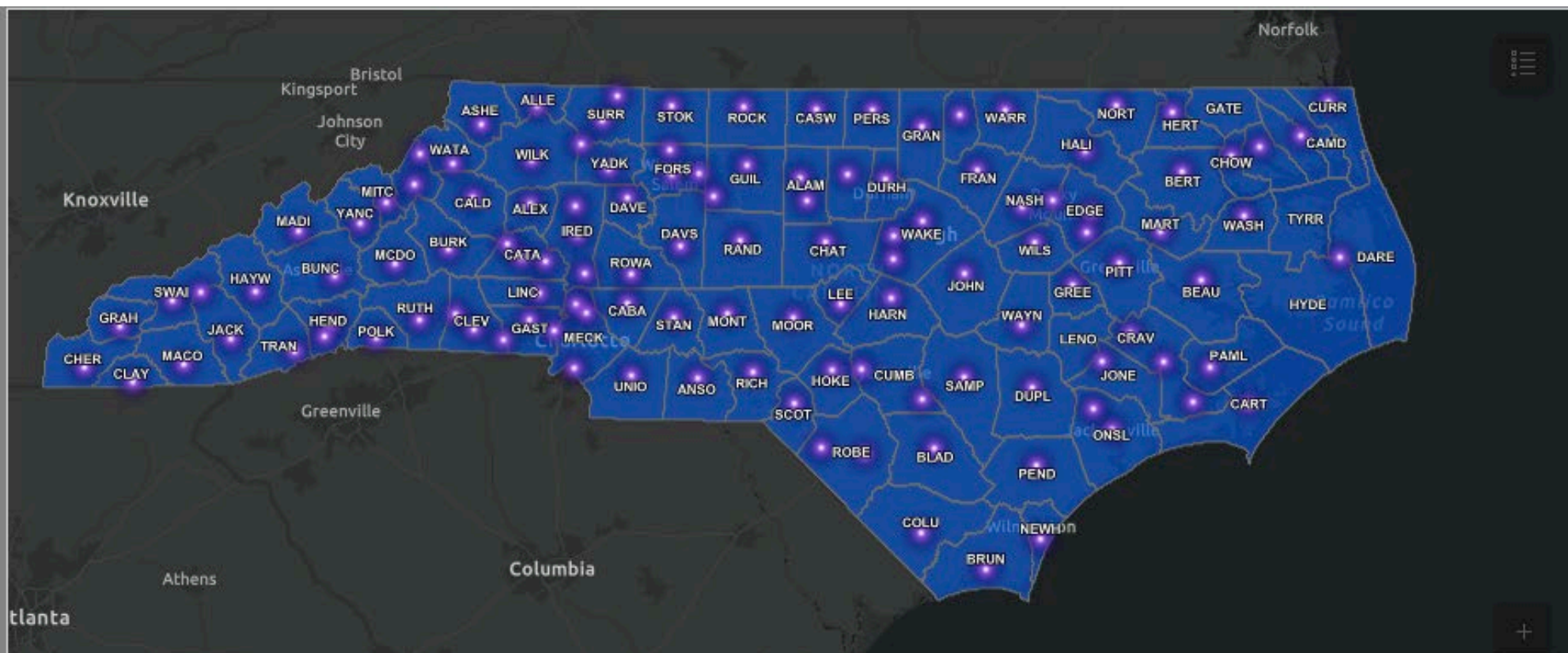
# Key Factors to NC 911's Success

- ESInet Stability and Integrity of the Statewide ESInet/Hosted Call Handling Solutions
- Planning alt/abandonment routes saved time in the heat of the moment
- Planning tertiary communication options for interoperability assisted PSAPs with getting call information back to the correct jurisdiction when traditional means of communication were overtaxed or unavailable.
- PSAPs willingness to help other PSAPs in time of crisis

Live on ESInet

124

Live on  
ESInet  
100%



- “The more time you spend contemplating what you should have done... you lose valuable time planning what you can and will do.”

- Lil Wayne



NextGen  
is  
NowGen  
in NC.

## NC 911 Board Focus Areas

- ❖ 911 Call Delivery  
Redundancy and Resiliency
- ❖ PSAP Commitment to  
identifying “Friends”
- ❖ 911 Call Data  
Interoperability
- ❖ NowGen 2.0



Questions?

