



**DEPARTMENT OF INFORMATION TECHNOLOGY  
NORTH CAROLINA 911 BOARD**

J. ERIC BOYETTE  
SECRETARY & STATE CHIEF INFORMATION OFFICER  
CHAIRMAN

David B. Bone  
VICE CHAIRMAN

November 06, 2017

To: North Carolina PSAP Managers

From: Richard Taylor  
Executive Director

Re: Overflow Position Policy

There has been some confusion concerning the "Overflow Position Funding" policy that was adopted by the North Carolina 911 Board at the March 31, 2017 meeting. The policy is based on the number of authorized (approved by the governing agency's budget) FTE (full time equivalent) telecommunicators that the 911 center is allotted. A telecommunicator can be titled several names in North Carolina including dispatcher, calltaker, communications officer, etc. This individual works a 911 operational telecommunicator position for the entire time of their assigned shift. An FTE is not a part-time position.

PSAP Managers, directors, operations managers, administrative personnel etc. who may perform telecommunicator duties on an as needed basis but that is not their primary duty, are not considered FTE telecommunicators.

Based on a 12 hour shift, 7 day week, 365 days, to "fill" the seat of a 911 operational telecommunicator position, an agency must employ 4.3 persons (the .3 is to cover for sick days, vacations, training, etc).

As an example, if an agency is authorized 20 FTE telecommunicators, they are authorized 4.6 or 5, 911 operational telecommunicator positions. Using the adopted Overflow Position formula,  $5 \text{ (FTE Telecommunicator position)} \times 4.3 \text{ (FTE/position)} \times (1/4) = 6 \text{ (5 + 1 total positions including overflow allowed, rounded)}$ .

The Eligible Expenditure List found on our website, [NC911 Board](#) has been corrected. If you have any questions please let me know.