

Crawford County Taps AI to Strengthen 911 Quality Assurance with CommsCoach



OVERVIEW

Crawford County is modernizing its emergency response operations by adopting CommsCoach, an AI-powered quality assurance platform designed to streamline the review of 911 calls and radio traffic. As call volumes rise, the demands placed on telecommunicators and quality assurance reviewers increase in parallel. Rather than adding to the workload or expanding staff, the county has turned to artificial intelligence to ensure public safety standards are met more efficiently and effectively.

Greg Beveridge, Director of the Crawford County Department of Public Safety, emphasized that the Pennsylvania Emergency Management Agency (PEMA) requires a minimum standard of QA reviews for all 911 calls and radio transmissions. Traditionally, this process has been handled manually by a team of six telecommunicators, often diverting their focus from frontline responsibilities.

The introduction of CommsCoach not only enhances efficiency but also improves the accuracy and consistency of QA reviews. By leveraging AI, the platform can evaluate every inbound and outbound communication - something that would be unfeasible with manual review alone. This dramatically expands the county's ability to identify both best practices and potential areas for improvement.

CommsCoach also provides advanced analytics that go beyond basic compliance checks. Its real-time dashboards and detailed statistical reporting offer new visibility into dispatcher performance trends and recurring patterns. That data, in turn, helps the department deliver targeted coaching and elevate the overall quality of service provided to the public.

The platform flags unwanted or non-compliant behaviors, ensuring that 911 callers consistently receive the highest level of professionalism and support. By automating these insights, the department can identify gaps more quickly, address training needs sooner, and track progress over time - all without additional staffing.



CommsCoach allows us to automate that review process, increasing the volume of calls we can assess while freeing up staff to focus on their primary duties.

Greg Beveridge

*Director of the Crawford County
Department of Public Safety*

Beveridge conducted a thorough evaluation of available technologies before selecting CommsCoach. ***"I looked into several AI platforms focused on QA and found that CommsCoach offered the most comprehensive and in-depth functionality,"*** he said.

"It's designed specifically for the unique needs of 911 centers, and we're confident it will bring measurable benefits across the board."

In preparation for the transition, the system was demonstrated to public safety personnel and county commissioners. The feedback was overwhelmingly positive, with officials recognizing the platform's potential to improve dispatcher performance and reduce manual administrative tasks.

"This is going to give our telecommunicators the tools they need to succeed," said Commissioner Chairman Eric Henry during a recent public work session. "We appreciate the effort that went into evaluating this solution. It's a smart move for the county."

Crawford County's adoption of CommsCoach may also pave the way for broader adoption throughout the region. Other dispatch centers within the Northern Tier Dispatch coalition are currently exploring similar upgrades, making Crawford a leader in innovation and digital transformation for emergency communications.

The initiative arrives at a critical time, as local emergency services contend with increased demand. During the same commissioners' meeting, officials noted a recent rise in medical emergency calls due to high temperatures, reminding residents to take precautions and make use of public libraries and cooling centers when needed.

By implementing CommsCoach, Crawford County is not only improving internal operations - it's also demonstrating a forward-thinking approach to public safety. With the ability to scale QA efforts, reduce staff burden, and capture data-driven insights, the county is well-positioned to continue providing responsive, high-quality service in the face of growing demands.

"AI to Review Quality of 911 Response in Crawford County, Pa." GovTech, July 1, 2024.

<https://www.govtech.com/artificial-intelligence/ai-to-review-quality-of-911-response-in-crawford-county-pa>