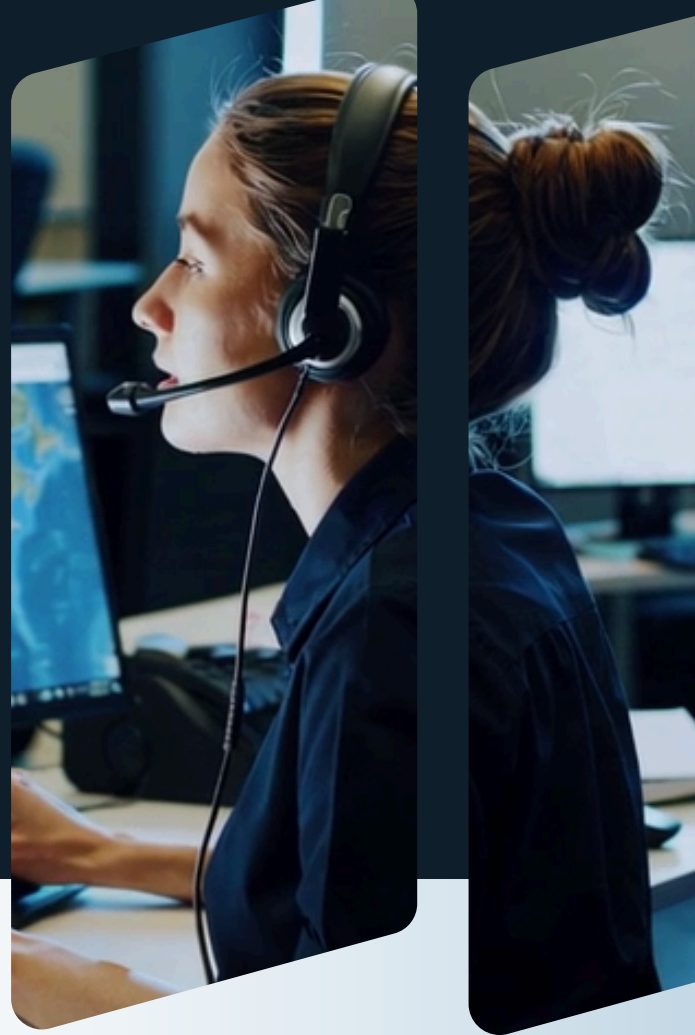


Transforming Quality Assurance with Automation and AI

Customer Spotlight

Rhonda Braudis

CPE, RPL, NREMT, 911 Communications Director,
Marshall County, Iowa, Communications Commission



Overview & Challenges

With over half of her career spent as a Director, Rhonda Braudis has served four different agencies across various jurisdictions. At each agency, she faced a common challenge: how to gain a true understanding of telecommunicator performance without sacrificing valuable time.

Rhonda was reviewing 7-10% of calls, aligning with the national QA standards recommendation. However, that limited sampling meant hours of manual work pulling recordings, cross-referencing CAD screens and scoring calls.

She initiated the project, because she recognized this approach did not provide a comprehensive, unbiased view of performance. The small sample size was unable to capture the teams strengths and areas for improvement.

“

I was spending so much time doing 7 to 10% of our calls, but it wasn't giving me the full perspective of what my team was doing every day.

- **Rhonda Braudis**, Marshall County Communications



SOLUTION

The process provided comprehensive performance insights and meaningful team engagement.

After extensive research, Rhonda discovered CommsCoach by GovWorx, an AI-powered automated quality assurance platform. CommsCoach provides 100% QA coverage on eligible calls and radio transmissions, eliminating the risk of misinformation and the bias inherent in sampling.

"I was intrigued. How can this provide so much, so quickly?"

With CommsCoach the agency could:

- Evaluate every eligible call and radio dispatch without additional staffing.
- Generate consistent, comprehensive, unbiased reports.
- Identify training gaps in real-time.
- Contextualize performance by highlighting both strengths and areas for improvement.
- Enable leadership to focus on coaching and development.

The process not only provided comprehensive performance insights but also allowed Rhonda to *engage with her team in a more meaningful way.*

Key Takeaways



Automation empowers people, it does not replace them



100% QA coverage creates a culture of transparency and growth



More time for mentorship and leadership due to time saved with Q&A



Technology is only as effective as the human touch behind it



This solution didn't replace anyone, it made my entire agency better. I now have time to focus on my people, not just the paperwork.

- Rhonda Braudis

RESULTS

In just six months, GovWorx has transformed the agency's quality assurance and training.

"My staff now comes to me asking for their reports. They want that feedback because it's not just about what they did wrong, it's about what they're doing well and how they can improve."

100%

eligible calls and radio dispatch automatically reviewed

50%

reduction in QA time

Additionally:

- Staff proactively requesting feedback reports
- Team demonstrating Increased attention to detail on every call
- Custom call simulations developed for training and pre-employment testing



Find out how **CommsCoach** can help your ECC