



# **Leading PSAP Consolidation Evaluations:**

**Strategic  
Considerations for  
Operational  
Excellence**



# Building a Model for Operational Excellence:

Evaluating your operational performance requires a structured model for continuous learning and performance improvement. Here is a checklist for a high-performing center:



**Clear, Measurable Performance Model:** Defined with goals and benchmarks to achieve and maintain high standards.



**Comprehensive Training Program:** Including a new trainee program with real-world call simulations and evaluations to ensure readiness, and training for veteran telecommunicators with ongoing assessment to reinforce SOPs and identify gaps.



**Best Practices and Accreditation Standards:** SOPs aligned with standards such as APCO and NENA, with a reliable way to assess calls adherence to those standards.



**Comprehensive Call Performance Data:** Evaluating all eligible calls ensures an accurate, transparent view of performance over time, training effectiveness and coaching impact. Relying on a small sample or complaint-driven calls can lead to misleading conclusions and missed improvement opportunities.



**Empowered Supervisors as Coaches and Leaders:** Turnover is a challenge in call centers, and leadership plays a crucial role in retention. Supervisors need both time and data to coach proactively, rather than reacting to issues. A complete picture of call performance ensures fairness and accurately assess needed improvements.



**Managing Burnout and Morale:** Motivation and engagement drive high performance, but supervisors need data to recognize achievements, track improvement, and provide positive reinforcement. Timely insights into call volumes and high-trauma calls helps them check in promptly and prevent burnout.

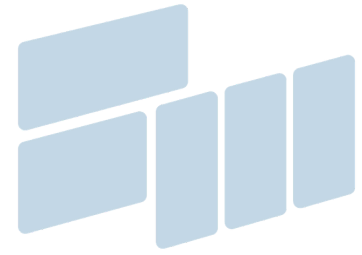


**Scalable Operations Management:** A structure that scales regardless of the center's size, allowing for sustainable growth and performance.

## ***At the core of operational excellence is data.***

Complete, unbiased and indisputable data allows leaders to make informed decisions, refine strategies and continually enhance performance. Data positions you as a strategic leader that knows every aspect of your operations and uses data to make meaningful adjustments. toward operational excellence.

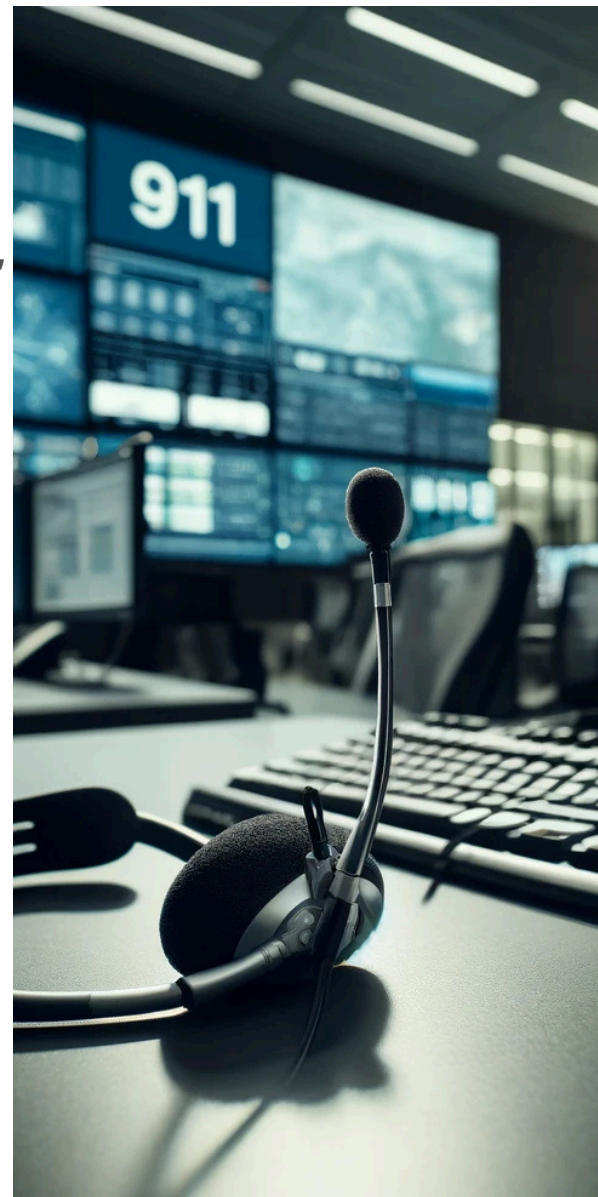
# CommsCoach: Powering PSAPs on the Path to Operational Excellence



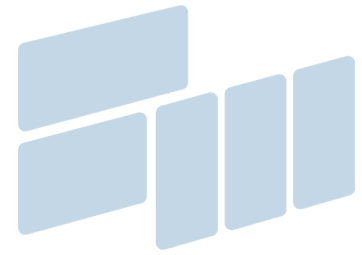
CommsCoach is your strategic partner in achieving operational excellence. With a proven track record of helping nearly 100 PSAPs elevate their performance, CommsCoach equips trainers and supervisors with the data and tools they need to optimize operational performance, drive continuous improvement and improve retention. CommsCoach helps your center operate at the highest level and sets the standard for excellence in emergency communications.

## Data: A Comprehensive View of Performance

- Evaluate **100% of eligible calls** and radio transmissions for a complete and objective assessment.
- Measure performance against **best practices, SOPs, accreditation standards** and specific criteria.
- Analyze performance by **call types**, with triggers for high-trauma incidents and critical call types.
- Identify gaps, **pinpointing areas** for training and coaching.
- Track improvement trends and recognize **positive performance milestones** after feedback and additional training.
- Motivate telecommunicators by providing **positive performance and attainment**.
- **Automatically scale** evaluations to reflect call volume and staffing fluctuations without sacrificing quality.



# CommsCoach: Powering PSAPs on the Path to Operational Excellence



## Training: Real-World Preparation and Evaluation

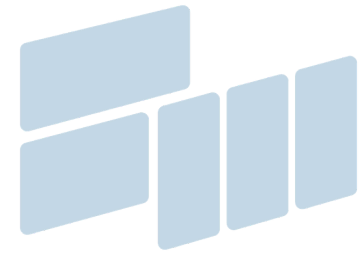


- Create a library of simulated calls to mimic **real-world conditions** with agitated callers and noisy environments.
- Cover **every call type**, ensuring comprehensive preparation.
- **Identify training gaps** on an individual and team basis to focus on areas that need the most improvement.

## Supervising: Efficient and Effective Management

- **Real-time, actionable insights** to guide quick responses and long-term coaching strategies.
- Comprehensive information to focus coaching and mentoring activities to **maximize performance impact**.
- **Timely feedback triggers**, enabling coaching while calls are still fresh.
- **Complete performance picture**, fostering a balance between constructive feedback and positive reinforcement.
- Pre-designed feedback responses to **ensure consistent and effective coaching**

# CommsCoach: Powering PSAPs on the Path to Operational Excellence



## Retention: Keeping Teams Healthy, Motivated and Engaged

- Use positive performance data to **boost morale and encourage engagement**.
- Provide **transparent performance metrics and accomplishments** to foster a culture of continuous improvement.
- Track **high-trauma call** data to ensure that supervisors can proactively manage stress levels, reducing burnout and absenteeism.

## CommsCoach: A Foundation for Operational Excellence

CommsCoach is more than just AI powered software, it is a strategic solution designed to help PSAP leaders build a high-performing, scalable and transparent model for operational excellence.

Leaders who leverage CommsCoach can *document and showcase their goals and achievements* with complete transparency, instilling confidence in their center's performance and reinforcing their ability to lead a growing and thriving future-ready organization.

# Conclusion:

## Strategic Leadership

The landscape of PSAP consolidation is evolving, and operational excellence is the key to ensuring your center remains an integral part of the future. By implementing structured training, real-time performance monitoring, and data-driven decision-making, your PSAP can set the benchmark for success. CommsCoach empowers leaders with the tools to not only meet but exceed industry standards, fostering a culture of continuous improvement, retention, and resilience.

*Centers that proactively adopt these strategies will not only thrive in today's environment but also shape the future of emergency response communications.*

### Next Steps for PSAP Leaders

- 1 Assess Current Data & Training Status:** Identify current capabilities, gaps and opportunity for improvement.
- 2 Leverage Technology to Enhance Data Collection, Analysis and Training:** Technology is the most efficient way of providing an inscrutable record of performance including a complete assessment of calls and trends
- 3 Proactively Engage Decision Makers with Data-Driven Results:** Demonstrate your strategic approach to driving excellence in your PSAP and demonstrate the center's effectiveness with quantifiable performance scores.
- 4 Prepare for the Future of Emergency Communications:** Position your PSAP as the ultimate foundational model of PSAP operations at peak performance with industry best practices and scalable capacity for consolidation.

# Conclusion: Strategic Leadership

The landscape of PSAP consolidation is evolving, and operational excellence is the key to ensuring your center remains an integral part of the future. By implementing structured training, real-time performance monitoring, and data-driven decision-making, your PSAP can set the benchmark for success. CommsCoach empowers leaders with the tools to not only meet but exceed industry standards, fostering a culture of continuous improvement, retention, and resilience.

*Centers that proactively adopt these strategies will not only thrive in today's environment but also shape the future of emergency response communications.*

## Next Steps for PSAP Leaders

- 1 Assess Current Data & Training Status:** Identify current capabilities, gaps and opportunity for improvement.
- 2 Leverage Technology to Enhance Data Collection, Analysis and Training:** Technology is the most efficient way of providing an inscrutable record of performance including a complete assessment of calls and trends
- 3 Proactively Engage Decision Makers with Data-Driven Results:** Demonstrate your strategic approach to driving excellence in your PSAP and demonstrate the center's effectiveness with quantifiable performance scores.
- 4 Prepare for the Future of Emergency Communications:** Position your PSAP as the ultimate foundational model of PSAP operations at peak performance with industry best practices and scalable capacity for consolidation.

Learn More:

