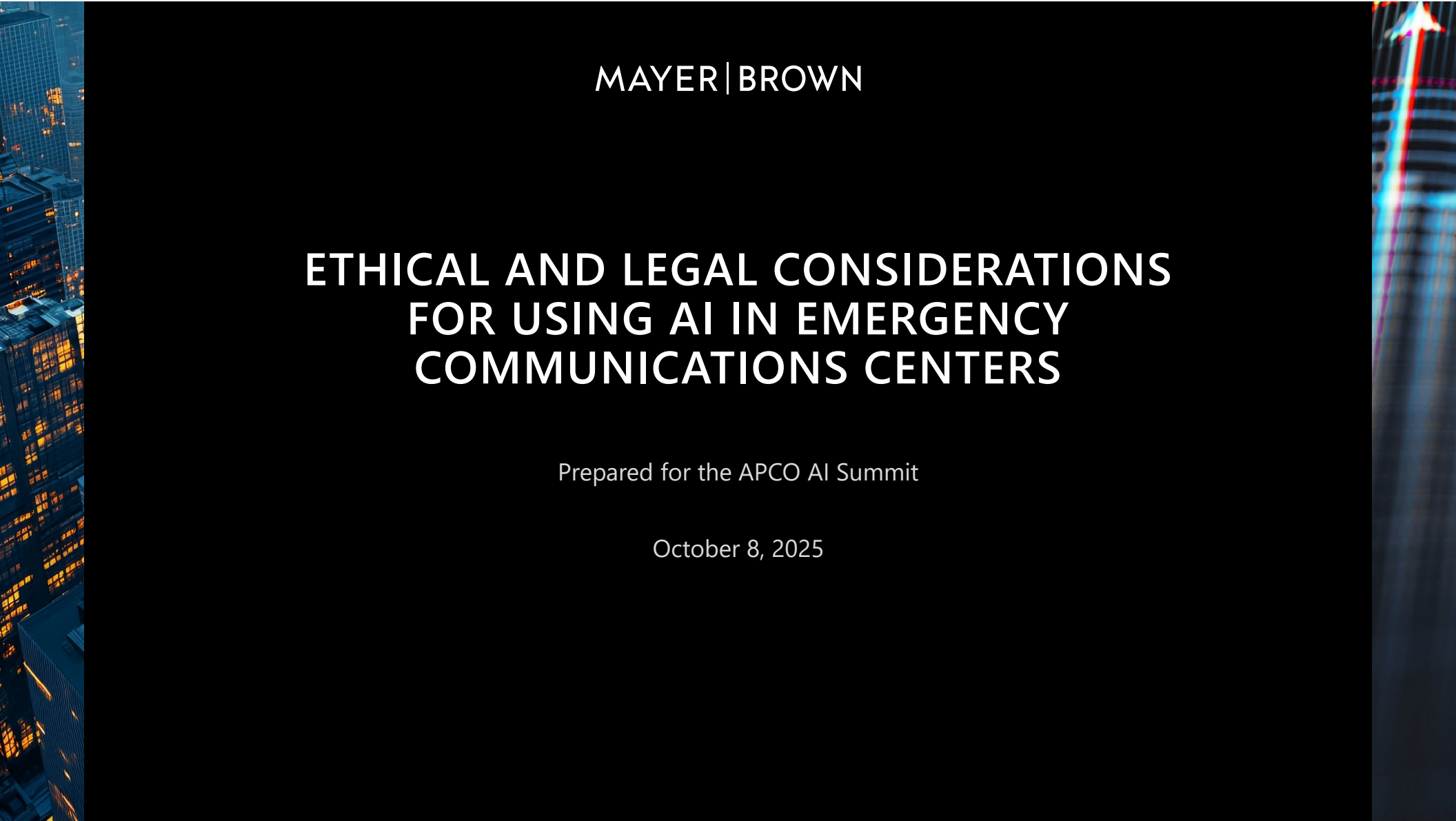




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ETHICAL AND LEGAL CONSIDERATIONS FOR USING AI IN EMERGENCY COMMUNICATIONS CENTERS

Prepared for the APCO AI Summit

October 8, 2025

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AGENDA

1. AI Basics
2. Role of AI in public safety communications
3. Ethical and Legal Considerations

An aerial, high-angle photograph of a dense urban skyline at night. The image is dominated by several tall, dark skyscrapers with numerous windows glowing with warm, yellow light. The perspective is from directly above, looking down on the buildings. The overall color palette is dark blue and black, with the warm yellow lights providing a strong contrast. A thin, vertical white line runs down the center of the image, passing through the text.

01

AI BASICS

WHAT IS ARTIFICIAL INTELLIGENCE?

Artificial intelligence (AI) is a machine-based system that, given human-defined goals, can influence real or virtual environments by producing predictions, recommendations, or decisions.

Such systems:

- Perceive real or virtual environments using human and machine inputs;
- Convert perceptions into models through automated analysis; and
- Use those models to infer and propose options for information or action. (15 U.S.C. 9401(3))



WHAT IS AN AI SYSTEM?

An “AI System” is a computational system (or systems) that utilizes statistical or other mathematical techniques to execute tasks.

These tasks often include:

- Prediction and planning
- Classification and pattern recognition
- Organization and perception
- Recognizing sounds and images
- Generating text, sounds, or images
- Language translation
- Problem-solving

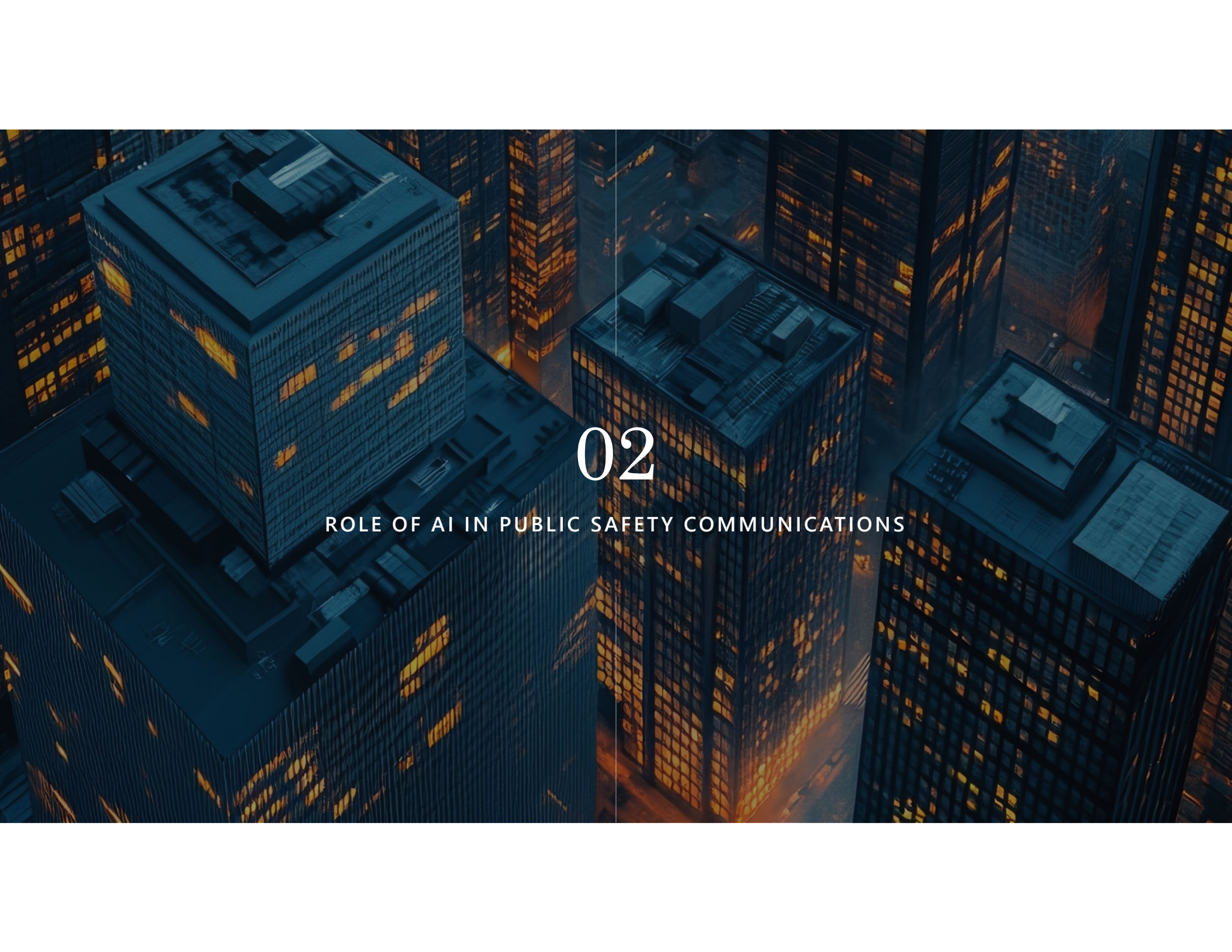


HOW DO YOU BUILD AN AI SYSTEM?

Develop an algorithm that uses data to model a certain universe of activity and then make predictions about it.

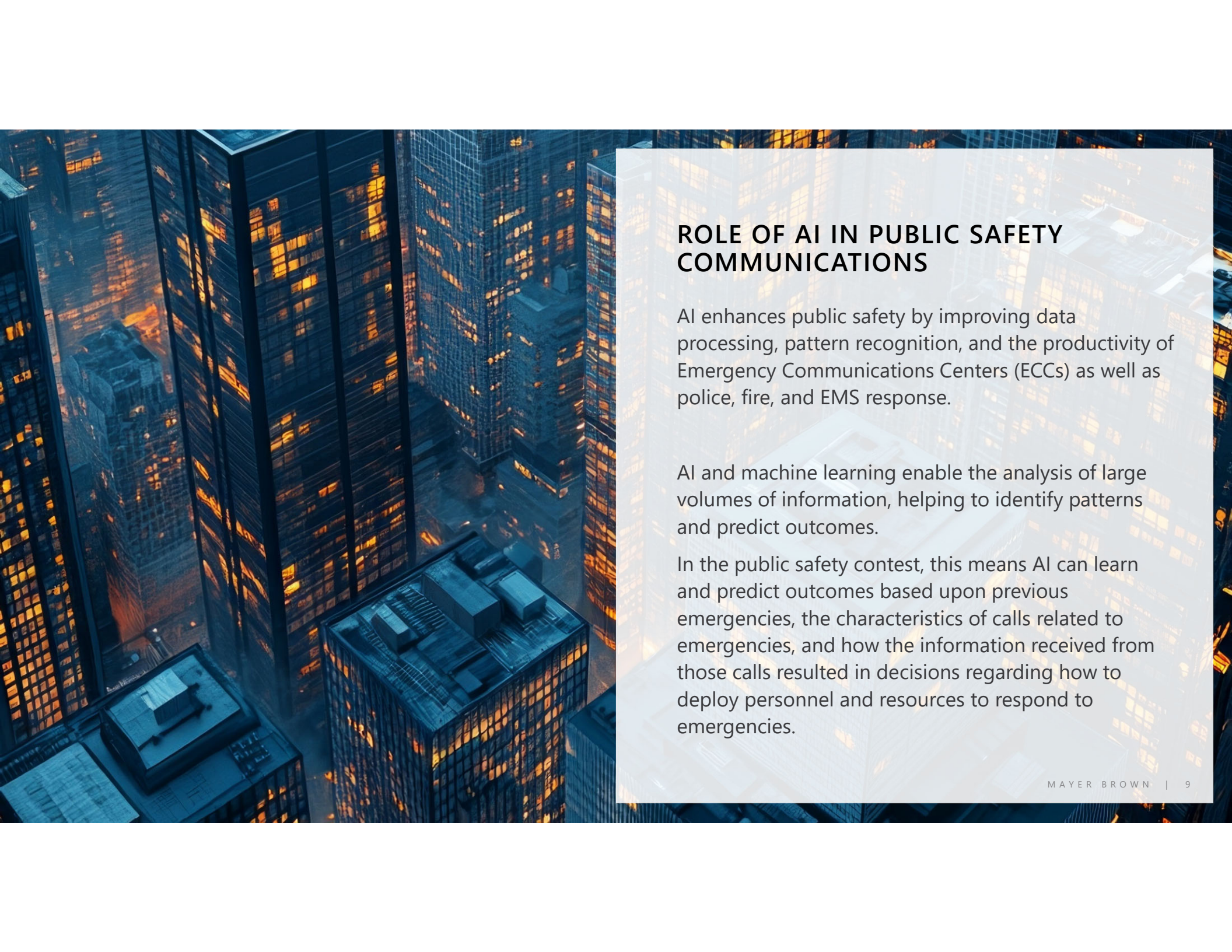
- Feed input data into an AI model to generate an output using:
 - Training data (the initial data used to develop the model)
 - Testing data (helps evaluate the accuracy of the training data)
- Once trained and tested, an AI model can ingest new information to predict outcomes based on specific questions.



An aerial, high-angle photograph of a dense urban skyline at night. Several tall, dark skyscrapers are visible, their windows glowing with warm yellow and orange light. The perspective is from directly above, looking down on the buildings. The overall color palette is dominated by deep blues and blacks of the building exteriors, contrasted with the bright, warm lights from the windows. A thin, vertical white line runs down the center of the image, passing behind the text.

02

ROLE OF AI IN PUBLIC SAFETY COMMUNICATIONS



ROLE OF AI IN PUBLIC SAFETY COMMUNICATIONS

AI enhances public safety by improving data processing, pattern recognition, and the productivity of Emergency Communications Centers (ECCs) as well as police, fire, and EMS response.

AI and machine learning enable the analysis of large volumes of information, helping to identify patterns and predict outcomes.

In the public safety contest, this means AI can learn and predict outcomes based upon previous emergencies, the characteristics of calls related to emergencies, and how the information received from those calls resulted in decisions regarding how to deploy personnel and resources to respond to emergencies.

PUBLIC SAFETY USE CASES

- AI helps ECCs address surges in call volumes during a major event.
- Telecommunicators can focus on coordinating emergency response.
- This is particularly helpful with respect to staffing shortages experienced by ECCs and the stress induced by surges in call volumes.



PUBLIC SAFETY USE CASES

- AI systems can analyze vast amounts of 911 calls to identify key words such as “gun,” “fire,” or “heart attack” to help triage calls.
- An AI system can learn to distinguish between actual, imminent emergencies, and more routine calls that can be re-routed.
- Such call diversion can automatically direct calls such as weather-related inquiries and damage reports to the relevant department without requiring intervention by a telecommunicator.



PUBLIC SAFETY USE CASES

- AI systems can “geofence” calls to identify areas with the largest number of calls, which can help identify the exact location of an emergency.
- AI systems can also quickly generate incident summaries based upon incoming 911 calls.
- That speeds the process of identifying where to send police, firefighter, or EMS assistance.



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03

ETHICAL AND LEGAL CONSIDERATIONS



WHAT SHOULD ECCS CONSIDER WHEN INTEGRATING AI INTO EMERGENCY COMMUNICATIONS?

ECCs can utilize AI to enhance the productivity of telecommunicators while reducing the response time to emergencies.

But ECCs must also ensure that they are anticipating and mitigating the risks associated with the use of AI.

KEY CONSIDERATIONS

- AI ethics and governance must be the foundation for the development of any AI system.
- ECCs should integrate considerations of the societal and ethical implications of the design and integration of AI into every stage of the development and use of an AI system.



KEY CONSIDERATIONS

- It is important to be cognizant of the information used to train a model.
 - How was the information collected?
 - Do we have the right to use the data to train AI models and/or as input prompt?
 - Does it provide as broad a set of data points as possible?
 - Does it help an AI system learn patterns based upon a multitude of scenarios and characteristics of an emergency incident?
- The bottom line is that an AI system is only going to be as good and accurate as the data used to train the system.



KEY CONSIDERATIONS

- Avoid using personally identifiable information the use of which may violate privacy laws.
- Deidentified, anonymized, and/or aggregate information should be sufficient to help AI models learn, identify patterns, and predict outcomes.



KEY CONSIDERATIONS

- Effective governance is the key to responsible use of AI.
- Identify people within your organization who will be responsible for setting the parameters for how your AI system is trained, tested, and used.
- Seek independent expertise in developing or deploying your system.
- Consider guidelines, standards, and tools used by other ECCs and more broadly in other industries.

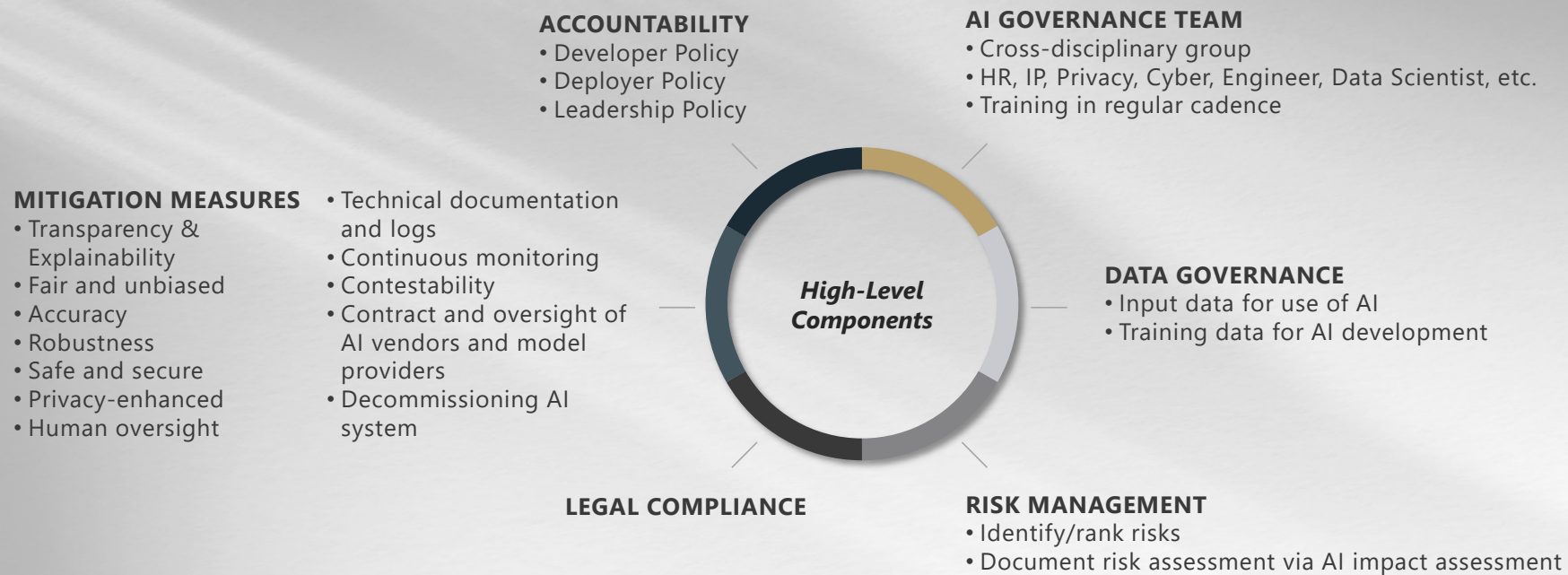


KEY CONSIDERATIONS

- Be proactive and have an internal governance framework in place before the training of a model takes place.
- Prioritize transparency, accountability and fairness.
- Implement ongoing monitoring and evaluation of AI systems and address unintended consequences/poor performance.
- Always bake in human accountability and decision-making throughout the training, testing, use, and evaluation process.



AI GOVERNANCE



KEY CONSIDERATIONS

- Stay up-to-date on developments in AI.
- Have regular training sessions for employees that integrate new developments.
- This is a very rapidly evolving technology!



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