



AI Summit

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APCO International Summit Series





AI Standards Development: Your Expertise Needed

How AI is Helping ECCs Meet National
Standards – And How You Can Shape the Future

Rosi Smith, Standards Program Manager

My goals for this presentation:

- *Finish it in under 20 minutes – so everyone can get to lunch*
- *By the end of it, get as many people as possible pumped up and wanting to join the AI standards working group*



Show of hands – how many have been or are members of an APCO Standards Development Working Group or Subcommittee?



Defining a Standard

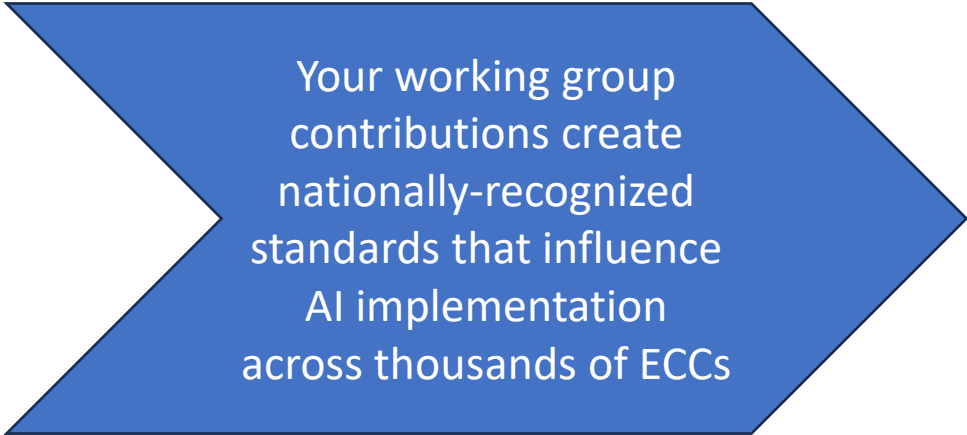
A standard is a document, established by consensus that provides

- ✓ Rules
- ✓ Recommendations
- ✓ Requirements
- ✓ Characteristics

Developed through balanced collaboration: ECC Agency Users + Vendors + Consultants = Industry Consensus



**APCO International
has been an ANSI-accredited
standards development
organization (ASD)
since 2006**



Your working group
contributions create
nationally-recognized
standards that influence
AI implementation
across thousands of ECCs



APCO International currently has 38 published standards:

- 22 are operational standards
- 5 are technical standards
- 11 are training standards
- 7 are standards developed jointly with other ASDs or organizations

*Several standards address areas where AI is being applied—training, performance indicators, QA.
The APCO AI standard builds on this foundation.*

Standards Development Hard at Work

Active working groups: 21

Subcommittees: 4

ATPA Committee: 1

- **Revisions:**

- 16 standards currently under revision

- **Joint:**

- 6 joint standards under revision

- **New standards:**

- 3 new standards being developed

- **To be published this year:**

- 4 standards in public review stage

Where AI Meets Standards in Daily Operations

Practical Application of Standards	Impact of Standards
Establishing Performance Benchmarks	Increased Operational Efficiencies
Training Programs	Liability Reduction
Job Descriptions	Identifies Minimum Requirements and Recommendations
Disaster Planning	Problem Solving Tool
Equipment/Systems Procurement & Implementation	Establishes Common Language

AI is supporting nearly every application listed—your expertise ensures consistent, effective implementation

Currently, there is a total of 646 volunteers in APCO SDC Working Groups, Subcommittees, and the ATPA Committee



WE NEED YOUR AI EXPERTISE TO JOIN THEM

**Over 2,000
discussion
threads on AI
in the APCO
Forum (most
less than a
year ago)**

A Collaborative Effort: Users + Producers + General Interest Groups



How are ECCs currently using AI?

Respond to Non-Emergency Calls

- Automating non-emergency calls
- Dispatchers can focus on emergencies

Live Transcription

Radio and telephone transcription

Interpretation

Interpret to different languages

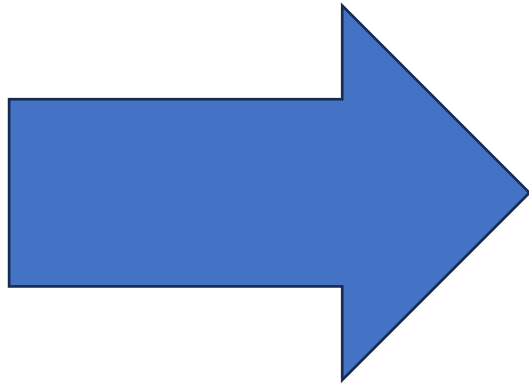
Training

- Creating training videos – simulates calls and provides a real scenario-based training environment
- Instructional videos for SOPs

Customizable reporting

- Develop statistical reporting that is customizable
- Document evaluation for QA, reporting on trends

Working with any of these applications? The working group needs your implementation experience.



APCO is launching a working group to develop an operational standard titled:

Best Practices for Artificial Intelligence Integration into the ECC

SCAN NOW TO JOIN THE AI WORKING GROUP

Scale your
expertise
across
thousands of
ECCs

Shape industry
standards for
the next
decade



Become a
recognized AI
subject-matter
expert

Virtual
meetings:
Twice monthly,
50 minutes
each

Join 646+ volunteers creating the future of
public safety communications

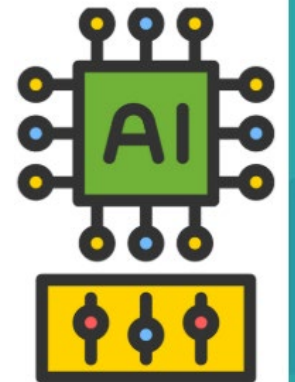


For any questions, please contact us at:

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**SCAN NOW TO JOIN
THE AI WORKING
GROUP**

**CHECK
IT OUT**
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