



# AI Summit

October 7-8, 2025 | Orlando, FL

APCO International Summit Series





# Future of AI for Emergency Communications

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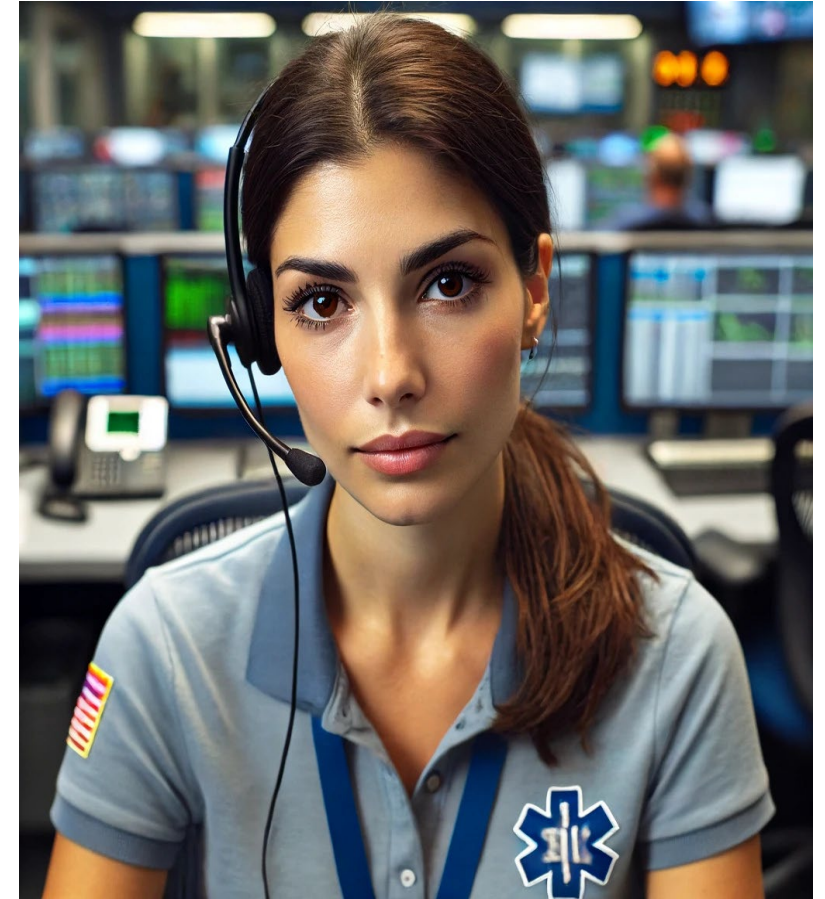


## The Human Future of AI in Emergency Communications



**From Telecommunicator ....**

**.... To Conductor**





**From Telecommunicator ....**

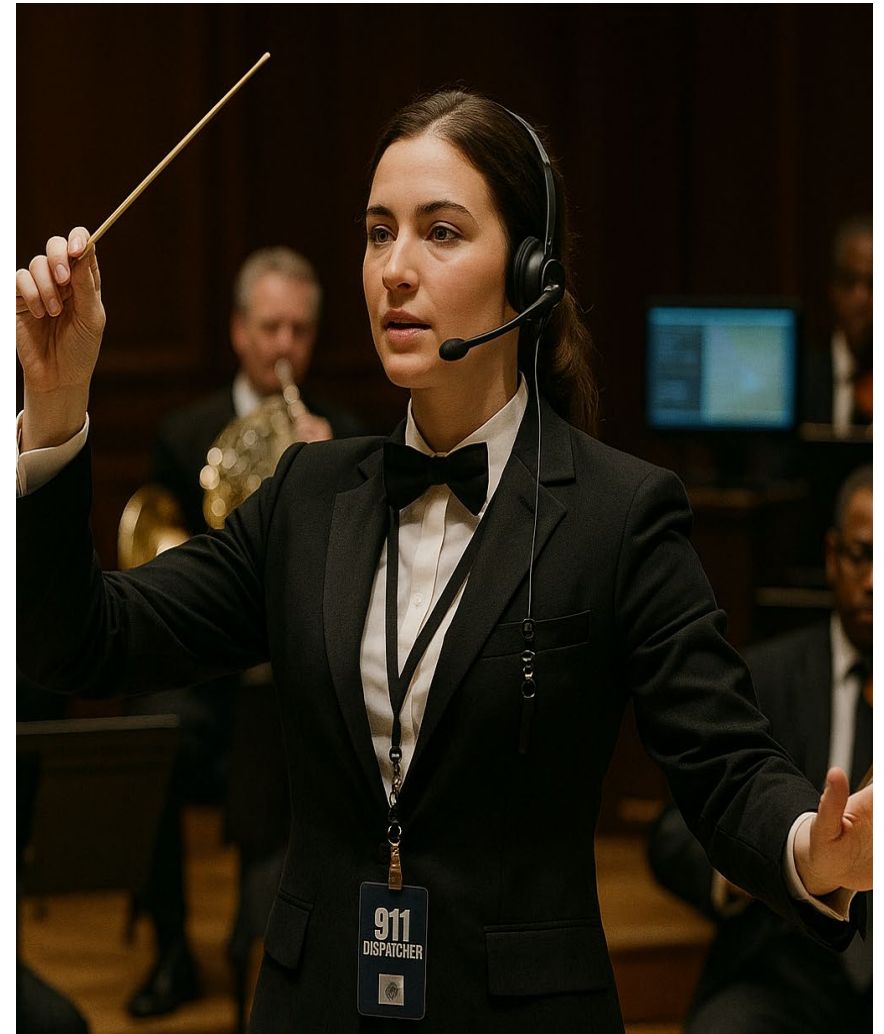
**.... To Conductor**





**From Telecommunicator ....**

**.... To Conductor**





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## Breaking the One Call Barrier

- *One Call, One Call-Taker*
- *Increased Answer Times*
- *Slower Triage*
- *Linear Workflows*



*The human brain can focus on only one complex conversation at a time.*

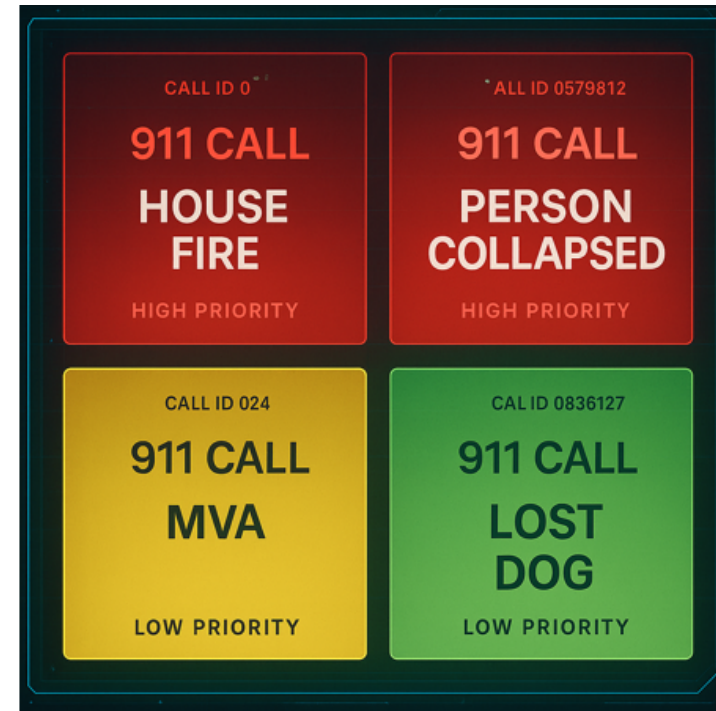
# Multi-Threaded Call Handling

AI can process, transcribe, interpret, and triage multiple calls simultaneously; each with full context, accuracy, and recall.....

## The Human ON the Loop

From Operator (sometimes notetaker) to Conductor

- *Overseeing multiple AI-Assisted Calls*
- *Steps in when critical or when empathy or judgment is needed*
- *No call goes unanswered*
- *Response is smarter, not just faster*
- *Supervisors see the whole field*



**Is it Possible?**



**But can it really happen today?**

**Sometimes.....**

# Guilford County 911 operator helps save woman from sexual assault

Within seconds of getting on the call, the operator immediately went silent, and while listening and collecting information, she aided in a lifesaving response.

**Woman calls 911 to order pizza -- leading Florida deputies to rescue her from alleged attacker**



**When a 911 operator got a call for a 'large pizza' he quickly realized a woman was in trouble**

What looked like a prank, was really an emergency.

By Tod Perry, Upworthy Staff

AI can, and should assist: transcribe, locate, summarize, cross-reference, and suggest.  
But the **soul of the 911 response lies in human discernment**, the ability to hear the unspoken, feel the unsaid, and act on instinct when there is no script..

Human Intuition in the Absence of  
Explicit Cues

The Power of Silent Listening

Contextual Clues and  
Environmental Interpretation



**So lets flip the future a little.....**



## The Human Still Leads Orchestra

- Multi-threaded AI can triage and help process
- Conductor must be on the podium from the first note
- Conductor isn't just stepping in at the end; they're guiding AI from the very start
- This balance defines the future ECC:

**Human-led, AI-amplified**







## Real-Time Cognitive Offloading and Policy-Aware Intelligence

AI can act as a FAST *second set of ears and eyes*, continuously transcribing, translating, and summarizing calls and radio traffic while highlighting anomalies in tone, context, or content. But its most transformative potential emerges when this awareness extends beyond *language*...when it understands *policy*.

## From Listening to Understanding

Imagine if AI doesn't just hear what is said on the line but understands what those words imply against the framework of a **department's local operating procedures (SOPs), policies, and even city or county directives.**

When a call comes in for a crash, disabled vehicle or officer requests a wrecker, AI kicks off the request according to rotation rules

When a caller reports a "child locked in a car," the AI could immediately surface the relevant SOP to the call taker; notify CPS if unattended parent longer than 5 minutes

During a call, AI detects that this call may be eligible for an alternate response – CIT or STAR and reminds the call taker of the local policy

## PDF / Document Ingest

- Real Time Assistant
- QA Criteria
- Training Content
- Interactive Simulations

### Version 4

Color 



#### Activation Policy

Eligibility Criteria for STAR Program Response:

Nature of the Incident:

The call involves a non-violent situation where the primary concern is behavioral health, substance use, or social service needs.  
Examples include individuals in visible emotional distress, public intoxication without aggression, or signs of mental health crises.  
Risk Assessment:

No immediate threat of violence or harm to the individual, others, or property.  
No weapons are visible or reported.

Incident Location:

The situation is occurring in a public or accessible private space where STAR teams can safely engage.  
Examples include parks, sidewalks, businesses, or residential areas with consent from the property owner.

Behavior of the Individual(s):

The individual is non-threatening and not actively committing a criminal offense beyond minor infractions.  
Examples include pacing, talking to oneself, or appearing disoriented.

Exclusions:

Calls involving active violence, weapon use, or imminent threats to safety should be directed to law enforcement. STAR teams may coordinate with law enforcement when safety concerns exist but require specialized intervention.

#### Reminder Message

Consider using STAR!

Notify Users

# Deliver Policy Knowledge to the Point of Need and Take Action

## Dynamic, AI Training in the Flow of Work: Coaching from the Sidelines

- Instant coaching opportunities
- A dispatcher's tone grows tense on a difficult caller? AI flags it, and suggests phrasing alternatives immediately after the call with a microlearning
- Trainee struggles with a complex incident, AI creates a simulation of that event and delivers it as soon as its over

| Coaching Content                                                                                                                                                                                                                                            |  | Agency Content                                                                                                                                                                                                                           |            | Assign Coaching | Add Agency Content       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------|--------------------------|
| <ul style="list-style-type: none"> <li>Feedback</li> <li>Home</li> <li>Events</li> <li>Reviews</li> <li>Evals</li> <li>Coaching</li> <li>Simulate</li> <li>Signoffs</li> <li>Reports</li> <li>Data</li> <li>Settings</li> <li>System</li> <li>SM</li> </ul> |  | <ul style="list-style-type: none"> <li>Agency Content</li> <li>System Content</li> <li>Microlearnings</li> <li>Packages</li> <li>Phases</li> <li>Training Observation Templates</li> <li>Task List Templates</li> </ul>                  |            |                 |                          |
|                                                                                                                                                                                                                                                             |  | <p>Caller is calling because a gator just grabbed her dog and pulled him into the water. Needs someone to try and help her. Wants the gator killed.</p>                                                                                  | SIMULATION | PUBLISHED       |                          |
|                                                                                                                                                                                                                                                             |  | <p><b>Bridge Jumper</b><br/>Caller is sad and tired. Doesn't want to live anymore. Is threatening to jump off the bridge. Wants to tell his family that he's sorry.</p>                                                                  | SIMULATION | PUBLISHED       |                          |
|                                                                                                                                                                                                                                                             |  | <p><b>Domestic Adult Son</b><br/>A woman is calling 9-1-1 to report her adult son, 21 year old, Jimmy Barret who has mental health issues is out of control. She is frantic and scared. The cops are familiar with him. He is...</p>     | SIMULATION | PUBLISHED       | COMMUNICATION            |
|                                                                                                                                                                                                                                                             |  | <p><b>Baby Locked in Car</b><br/>Jason Reynolds, a 34-year-old father, has accidentally locked his 10-month-old baby daughter, Emma, in the car. He stepped out briefly to retrieve a forgotten diaper bag and inadvertently left...</p> | SIMULATION | PUBLISHED       |                          |
|                                                                                                                                                                                                                                                             |  | <p><b>Fall From Ladder</b><br/>Caller is reporting that her husband fell from a ladder while trying to climb on the roof. Her husband, Ron, is not awake. He hit his head pretty hard and it knocked him out. She thinks he i...</p>     | SIMULATION | PUBLISHED       | CALL ENTRY COMMUNICATION |
|                                                                                                                                                                                                                                                             |  | <p><b>MED - CPR</b><br/>The caller starts the simulation saying "oh my god i think shes passed away". The caller is at 56 John Street. Located on the second floor. Phone number is 862-257-9425. Callers name is...</p>                 | SIMULATION | PUBLISHED       | ACCURACY CALL ENTRY      |
|                                                                                                                                                                                                                                                             |  | <p>Rows per page 25 1-25 of 40</p>                                                                                                                                                                                                       |            |                 |                          |

## A Future Already Emerging

- AI is already enhancing the ECC, not replacing it.
- Multi-threaded call handling, real-time transcription, and cognitive offloading are here today.
- Humans evolve from single-call operators to conductors of intelligence; leading the AI...the human stays in the center

## The Next Frontier

- Seamless AI-to-RTCC and data transfers with call transfers
- Delivering insights instantly to the field
- Automated routing to 9-8-8, co-responder teams, and crisis lines.
- Policy-informed dispatch decisions in real time.
- So much more

# Thank You