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# Operationalizing AI for 3 Digit Emergency Calling

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# What is artificial intelligence?

Simple definition:

**Artificial intelligence** (AI) is the ability of a computer program or a machine to think and learn. It is also a field of study which tries to make computers "smart". ... As machines become increasingly capable, mental faculties once thought to require **intelligence** are removed from the **definition**.

# AI Today

Artificial Intelligence is a part of our daily lives and we don’t even think about it.

- Amazon Alexa
- Google Home
- Apple Siri (Home Pod)

# We deal with human/machine interfaces today:

- Vehicle Telematics (eCall) – Ford, Chrysler, GM, and others
- Wearable devices (eHealth) – *Apple watch fall detection, other devices monitored by central alarm companies today*
- Supplemental Data Providers – RapidSOS, Rave Mobile Safety, and others

# Other Artificial Intelligence being used today:

- Quality Assurance/Quality Improvement (IBM Watson)
- Text-to-911 language interpretation
- Analytic indicators and social media monitoring for predictive policing
- Shots fired notification technology

## AI in the Future

AI coming soon to a Control Room near you:

- Call handling solutions
  - Automatic call transcription
    - Picks up key words, focused attending on identifying and verifying relevant data
    - Automates routine tasks using voice commands
- Ability to share location across mobile and portable radios
- Plate recognition cameras & video analytics
- Map displays easily integrated new data sets with adaptable layers to improve location intelligence

# Impacts of AI

Artificial Intelligence is already making a difficult job a little easier

- As AI becomes more prevalent it will:
  - Assist in detecting atypical activities and known suspicious activities
  - Provide a focus on analysis

## What about the future?

As Next Generation 3 digit emergency calling evolves:

- Control Centers will receive pictures, video and two way video –> AI could assist with processing those calls!
  - Provide real time transcription of the pictures contents of the picture paying particular interest to key factors
  - Provide real time transcription of video contents
    - Augmenting what the Calltaker sees

# We cannot be afraid of Artificial Intelligence

- Next Gen augmented with AI will:
  - Provide improved efficiency
  - Reduce risk
  - Streamline workflows
  - Reduce time to process calls
  - Improve outcomes

# Preparing for AI

What can your Control Center do to prepare?

- Be open minded
- Identify technologies that could streamline your processes
- Talk to your staff
- Identify operational policies and procedures that will need to be updated

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