



How New Orleans 9-1-1 Achieved a 30% Reduction in Redundant Calls

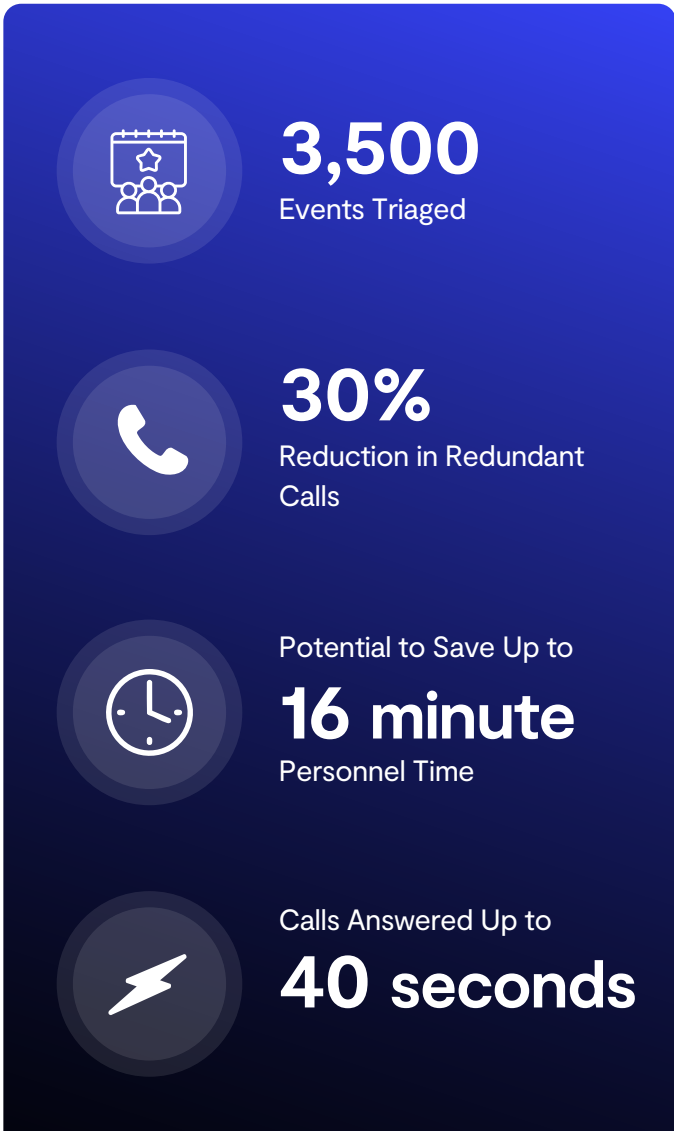


For many Emergency Communication Centers, particularly those in large urban areas, managing multiple calls related to the same incident is a daily challenge. A prime example is a traffic accident, where a single event can trigger dozens of calls to 9-1-1. The result? Call takers become overwhelmed, call answer times increase, and the overall efficiency of the emergency response is compromised.

The Orleans Parish Communication District (OPCD) in New Orleans, which handles more than a thousand emergency calls daily, faced this very issue. Manually addressing surges in call volume was their standard operating procedure, which proved unsustainable given acute staffing challenges. In the words of Executive Director Karl Fasold, “There is a staffing crisis in our industry. I have roughly a third of my authorized & budgeted intake positions unfilled.” They needed a solution that

could efficiently triage incoming calls, reduce redundancy, and allow Emergency Communication Specialists to focus on new incidents that required immediate attention.

Carbyne's AI-V Emergency Call Triage, developed in close collaboration with Early Access (EA) program customers like OPCD, is specifically designed to address these challenges. Executive Director Fasold said “I made the decision that I was not going to burn out any more of my people.” The AI-powered feature automatically assesses incoming calls, identifies those related to the same incident, and provides immediate feedback to callers. This feedback helps reassure callers who are not in immediate need of assistance. By confirming that the incident in question is known to 9-1-1, AI-V Emergency Call Triage reduces the need for call takers to address the same incident multiple times.



Results and Impact

Since its implementation, the impact of Carbyne's AI-V Emergency Call Triage at OPCD has been profound:

3,500+ Events Triaged: Over a 90-day period, AI-V Emergency Call Triage successfully triaged more than 3,500 events, averaging over 40 events per day.

30% Reduction in Redundant Calls: The system reduced redundant calls by over 30% among triaged calls, allowing intake personnel to focus on other emergencies that required their attention.

Time Savings: In scenarios like traffic accidents, where ECC's often receive multiple calls, AI-V Emergency Call Triage can be expected to triage six out of 20 calls automatically. This has the potential to save up to 16 minutes personnel time, enabling them to manage additional, unrelated incidents more efficiently.

Faster Response Times: Distressed callers experienced a faster response time, with their calls being answered up to 40 seconds quicker on average.

Karl Fasold, the Executive Director of OPCD, highlighted the transformative impact of AI-V Emergency Call Triage. According to him, "I believe we should not have any unnecessary delays." In explaining why such game-changing technology is essential, Executive Director Fasold says that one of the great benefits of this technology is it helps staff better judge which calls are important with the assistance of the system: "we don't know which calls they are, so it's important."

Executive Director Fasold also says that technology is an invaluable aid since the staffing challenge is not going away anytime soon: "We're doing our best to meet [the standards] but we can't meet them by hiring enough people at this point." For customers like OPCD, it's not just about reducing the number of calls; it's about enhancing the quality of their response and ensuring that every second counts during an emergency.



Karl Fasold
Executive Director
Orleans Parish Communication District

[More Details](#) 



High User Engagement & Staff Satisfaction

From the first day of its roll-out, AI-V Emergency Call Triage received high engagement from both call takers and the community. Call takers appreciated the reduction in redundant tasks, while the community reported increased satisfaction – for example saying “thank you” to the AI interface during their calls – knowing that their emergencies were being addressed promptly.

Typical responses during adoption of this solution go as follows: “Before AI-V Emergency Call Triage, handling back-to-back calls for the same incident can be exhausting.” With the new system in place, call takers can focus on new emergencies as they come in, knowing that AI-V Emergency Call Triage has the ongoing situation (like a traffic accident) under control.

Shaping the Future of Emergency Response

Carbyne’s partnership with Early Access customers like OPCD has been instrumental in optimizing the AI-V Emergency Call Triage feature and aligning the solution with their needs to address their pains and challenges. By working closely with customers, Carbyne continues to refine the system, so that it meets the evolving needs of PSAPs across the country.

As Carbyne continues to expand the deployment of AI-V Emergency Call Triage, the feedback and data from Early Access customers is crucial in shaping future iterations of the product. The collaboration exemplifies Carbyne’s commitment to not only developing cutting-edge technology but also delivering tangible value to its customers.



[More Details](#) 

Conclusion

Carbyne's AI-V Emergency Call Triage is more than just a technological solution; it's a critical tool in enhancing the efficiency and effectiveness of emergency response operations. By reducing redundant calls, saving time, and improving response times, AI-V Emergency Call Triage is helping PSAPs transform how they handle emergencies, ensuring that every call counts when it matters most. This and other innovative features help heroes under the headset realize their full impact, helping reduce employee turnover.

For Public Safety leaders like Executive Director Fasold, Carbyne is not just a vendor; but a partner in the joint mission to save lives.



EMERGENCY CALL TRIAGE



With Carbyne, **Every** Person Counts

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