Public Safety Use Case: Enhancing Emergency Response and Communication with VerbumCall

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VerbumCall™ | OneMeta™

Over-the-Phone (OPI) AI and Machine Learning transcription and translation solution

- +120 supported languages
- Automated transcription
- Data Driven Insights
- Improved Compliance

HIPAA COMPLIANT

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Public Safety Use Case: Enhancing Emergency Response and Communication with VerbumCall

The Challenge:

In public safety, particularly within fire and rescue services, effective communication is vital during emergencies. When responding to incidents involving non-English-speaking individuals, language barriers can cause delays, confusion, and potentially hazardous situations. Firefighters and emergency responders often rely on interpreters or LSPs, but these resources are not always readily available, causing stress and inefficiencies. In some cases, valuable time is lost trying to bridge the language gap, impacting response times, situational awareness, and the quality of the assistance provided.

First responders must be able to communicate quickly and clearly with individuals during a crisis, but these language barriers lead to increased risks and a lack of understanding. Additionally, fire and rescue teams need the capability to document emergency calls and interactions accurately, often under stressful conditions. Without a reliable, scalable solution, responders face unnecessary challenges that can impact the effectiveness of their efforts and the safety of those they are trying to help.

The Current Experiences:

Employee Experience: First responders are trained to act quickly, but language barriers slow down decision-making, which can lead to mistakes or hesitation in emergencies. Firefighters, paramedics, and emergency technicians are often left with no choice but to rely on interpreters, which may not be available on-site or on demand. This reliance creates frustration and increases the risk of burnout, as workers have to juggle language barriers in already high-pressure environments.

Public Experience: When non-English-speaking individuals are involved in an emergency, they often struggle to convey critical information about their condition or location, which delays vital medical or fire-related assistance. This lack of communication leaves them feeling unsafe, powerless, and unhelped. On the other hand, responders may also struggle to understand instructions, medical history, or crucial details, increasing the chances of making incorrect assessments or providing inadequate assistance.

The IT Experience: IT departments within fire and rescue services are often tasked with integrating telephony systems with language services, which can be a cumbersome process. The ongoing maintenance of multiple systems, including LSP integration, becomes time-consuming, leading to delays when language issues arise. With the increasing demand for more streamlined, integrated solutions, IT teams often find themselves scrambling for answers, lacking the time or resources to investigate the best enterprise-grade AI solutions that prioritize both security and efficiency. They are also under pressure to maintain regulatory compliance,

including ensuring that all communications are recorded and stored securely, which can be difficult to manage when using third-party services or non-integrated systems.

Business Experience: Management often doesn't fully understand the costs associated with these language barriers - both in terms of time lost during responses and the costs of hiring external language services. They may not realize how much more efficient their operations could be if language services were seamlessly integrated into their emergency response system. Additionally, without a robust tech-driven solution, the organization continues to bear the financial burden of using outdated methods, risking inefficiency and poor outcomes. Senior leaders may struggle to see how language technology can directly improve response times, operational efficiency, and public safety outcomes while reducing unnecessary costs.

The Solution:

VerbumCall by OneMeta offers an Over-the-Phone (OPI) AI and Machine Learning transcription and translation solution designed to improve communication across different languages and enhance emergency response. It is available 24/7 in over 120 languages and dialects. With VerbumCall, fire and rescue services can communicate instantly with non-English-speaking individuals, breaking down language barriers and reducing the time spent on interpreting calls. Additionally, automated transcription helps improve accuracy in documentation for compliance and operational analysis.

Key Features:

- **Near Real-Time Translation:** VerbumCall enables seamless communication during emergency calls, providing near real-time translation for dispatchers and first responders, ensuring clarity in critical situations.
- **Automated Transcription:** VerbumCall automatically transcribes conversations, enabling accurate records of emergency interactions for compliance and future training purposes.
- **Multilingual Access:** VerbumCall supports over 120 languages and dialects, including hard-to-source languages such as Spanish (Mexican dialect), Arabic, Chinese, and Russian, making it an ideal solution for multilingual communities.
- **Data-Driven Insights:** Transcribed calls provide actionable data that can be used to improve response strategies, optimize training, and enhance overall service quality.

Real-World Impact:

By using VerbumCall, fire and rescue departments can eliminate the need for third-party interpreters, which cuts operational costs and reduces delays. With instant translation and transcription, emergency services can respond more quickly, improve their compliance with regulations, and offer better service to the public. Firefighters, paramedics, and other emergency responders can focus on what they do best - saving lives - rather than struggling to communicate in critical moments.

Business Outcomes:

By adopting VerbumCall, public safety organizations can expect:

- **Faster Response Times:** Immediate, near real-time communication in multiple languages reduces delays during emergency response.
- **Improved Employee Efficiency:** Fire and rescue personnel can focus on their core responsibilities instead of struggling with language barriers.
- **Enhanced Public Safety:** Clearer communication ensures that responders can act more decisively and accurately, improving overall safety.
- **Reduced Operational Costs:** Eliminate the need for expensive external language services and reliance on manual interpretation.
- **Better Compliance:** VerbumCall ensures accurate and compliant documentation of emergency calls and interactions.
- **Higher Community Trust:** Clear communication fosters a better relationship between first responders and diverse communities.

Business Value:

- **Cost Savings:** Reduced reliance on external language services and interpreters.
- **Increased Productivity:** Responders can engage with more individuals more efficiently, improving overall operations.
- **Improved Public Safety:** Ensure that all calls are understood clearly, leading to better emergency responses.
- **Compliance:** Meets data security requirements, helping the department stay compliant with regulations.
- **Scalability:** The solution can grow with the department's needs, adapting to increasing languages and demand.

Next Steps:

- Sign up for a pilot program to experience VerbumCall's near real-time translation and transcription capabilities in action.
- Assess the solution's real-world effectiveness and ease of integration into current systems and workflows.
- Provide feedback on the first phase to fine-tune the solution and prepare for broader deployment.

Conclusion:

By partnering with OneMeta, fire and rescue services can overcome language barriers, improve operational efficiency, and enhance public safety outcomes. VerbumCall ensures effective communication, reduces costs, and helps provide the quality emergency response that all communities deserve.

Let's move forward and explore how VerbumCall can help your department save lives and improve service delivery.