

Customer Case Study

Walton County

Sheriff's Office And Illuminate 911 QA

Nestled in DeFuniak Springs, FL, Walton County Sheriff's Office stands as a cornerstone in public safety, serving as a Multi-Discipline Public Safety Answering Point (PSAP).

With a **dedicated team of 42 personnel**, their commitment to **swift and efficient emergency response is unwavering.**

However, like many PSAPs, they faced the formidable challenge of maintaining adherence to their Tactical Dispatch Plan amidst the fast-paced nature of emergency call handling.

The Challenge

For Walton County Sheriff's Office, ensuring consistent adherence to their Tactical Dispatch Plan proved to be a challenging endeavor. With dynamic emergency situations unfolding daily, staff members faced occasional hurdles in maintaining protocol compliance, potentially affecting call handling and response times.

The need for a comprehensive solution to monitor and address these operational challenges became evident, prompting the Sheriff's Office to seek innovative approaches to enhance their efficiency and effectiveness.



“Being able to build our own program to meet our agency needs stood out.”

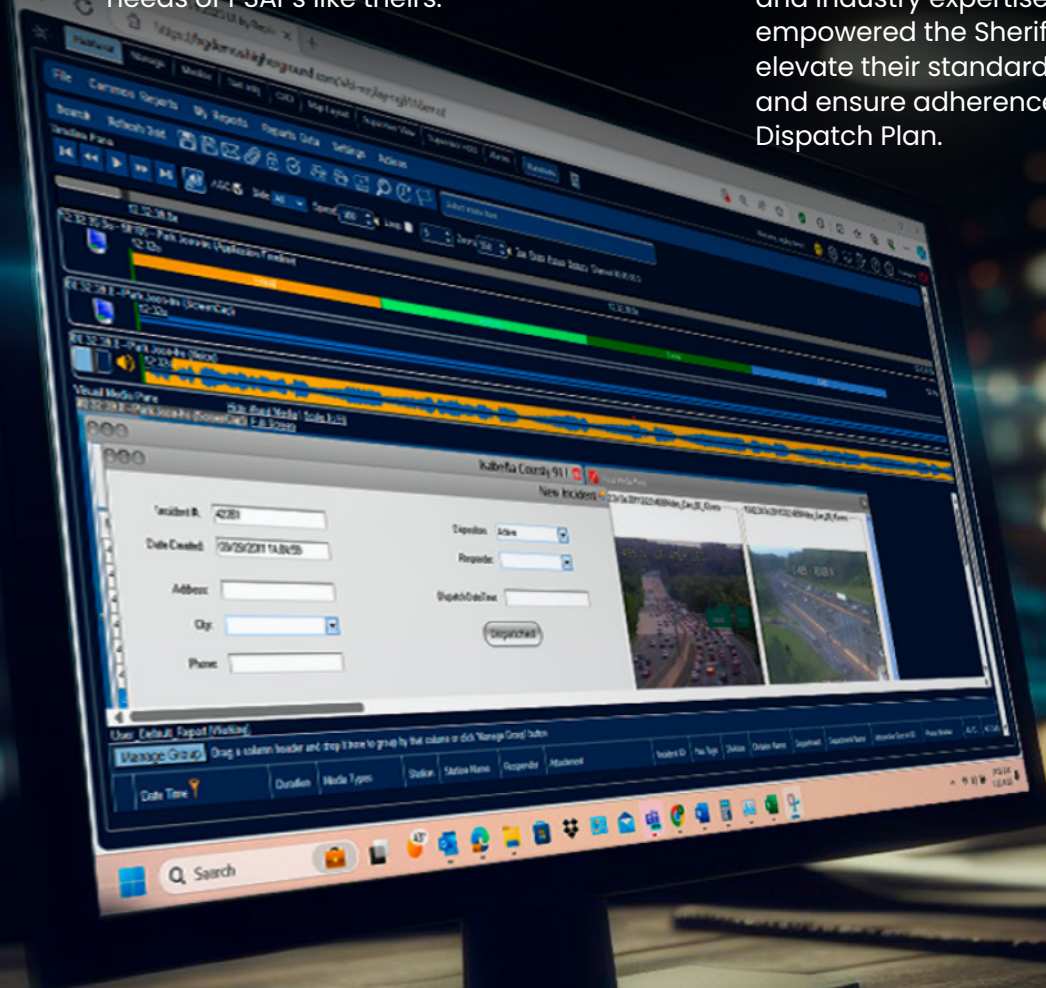
Jason Hall

Communications Director, Walton County.

The Solution

In their pursuit of a solution, Walton County Sheriff's Office turned to Illuminate 911 Quality Assurance Service by Replay Systems. Illuminate 911 offered a robust outsourced QA evaluation service tailored to meet the specific needs of PSAPs like theirs.

With its user-friendly interface and customizable features, Illuminate 911 provided a comprehensive solution to monitor, evaluate, and improve call handling processes effectively. By harnessing cutting-edge technology and industry expertise, Illuminate 911 empowered the Sheriff's Office to elevate their standards of performance and ensure adherence to their Tactical Dispatch Plan.



Implementation

The implementation of Illuminate 911 at Walton County Sheriff's Office marked a pivotal moment in their journey toward enhanced operational efficiency. Despite initial challenges inherent in any implementation process, the dedicated team at Replay Systems worked closely with the Sheriff's Office to customize the program to align seamlessly with their existing workflows and protocols. Through collaborative efforts and open communication, any hurdles encountered along the way were swiftly addressed, ensuring a smooth transition to the new QA evaluation service.

Impact on Performance and Results:

Illuminate 911 significantly enhanced the performance of Walton County Sheriff's Office, leading to a transformation in their call handling and quality assurance practices. With the implementation of Illuminate 911, the Sheriff's Office observed marked improvements in staff performance and protocol adherence, contributing to streamlined call handling efficiency and enhanced responsiveness.



THIS POSITIVE SHIFT WAS FURTHER UNDERSCORED
BY THE ACHIEVEMENT OF AN IMPRESSIVE

97.62%
AVERAGE SCORE

On 3,516 evaluated calls, highlighting the tangible impact of Illuminate 911 on call quality and performance.

Furthermore, the recognition of two of Walton County's telecommunicators with the prestigious "**Telecommunicator Quality Performance Award**" by Replay Systems serves as a testament to the effectiveness of Illuminate 911 Quality Assurance. This esteemed award, which acknowledges excellence in call-taking and quality assurance, is bestowed upon individuals whose exceptional performance aligns with the highest standards of emergency response. Selected from a pool of over 1,000 call-takers across agencies enrolled in QA evaluations, the recipients exemplify the tangible impact of Illuminate 911 in enhancing call quality and ensuring optimal emergency response.

Conclusion

In conclusion, the adoption of Illuminate 911 Quality Assurance Service by Replay Systems has transformed the landscape of emergency call handling at Walton County Sheriff's Office. Through innovative technology, tailored solutions, and unwavering support, Replay Systems has empowered the Sheriff's Office to overcome challenges, elevate performance standards, and ensure seamless adherence to their Tactical Dispatch Plan. As a result, Walton County Sheriff's Office stands poised to continue its mission of safeguarding and serving the community with unparalleled efficiency and professionalism.

"We have the motto we want to catch you doing it right and not wrong."

Jason Hall

Communications Director, Walton County.

illuminate911
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