

SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS
EXECUTIVE SUMMARY

SUBJECT: Enter in Contract with Corti America, Inc. (Staff Recommends Approval).

REQUESTED ACTION: Staff Recommends Approval

Meeting Type: Regular Meeting **DATE OF MEETING:** 7/12/2022

CONTRACT: N/A Vendor/Entity: CORTI AMERICA, Inc
 Effective Date: 8/1/2022 Termination Date: 7/30/2025
 Managing Division / Dept: **Information Technology**

BUDGET IMPACT: \$23,250

FUNDING SOURCE: General Fund

Type: Annual **EXPENDITURE ACCOUNT:** 001-415-525-4607

HISTORY/FACTS/ISSUES:

The Sumter County Emergency Communications Center (ECC) is internationally certified for both Emergency Fire Dispatch and Emergency Medical Dispatch through the International Academy of Emergency Dispatch (IAED). To ensure consistent and quality delivery of 9-1-1 call taking services for the ECC, the center manually performs quality assurance review on a percentage of calls for service. The Voyager AI tool developed by Corti America, Inc (Cori) is the first artificial intelligence (AI) tool to integrate with the Priority Dispatch established QA practices. It will expand the quality assurance review to 100% of 9-1-1 calls received at the ECC, provide near immediate feedback to calltakers and aids in identifying potentially high-performance calls for further detailed quality assurance reviews.

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