

**A 911 CENTER IN  
FLORIDA TOOK A  
MEDICAL EMERGENCY  
CALL. CALLER ADVISED  
HER FRIEND WAS NOT  
BREATHING AND NOT  
CONSCIOUS.**

**17:35** | Florida - 12.17.2022

replay

RECORDING SYSTEMS AND QUALITY ASSURANCE SOLUTIONS

A woman with dark hair, wearing a blue and white striped long-sleeved shirt, is leaning over a man lying on the ground. She is holding a smartphone in her left hand and appears to be performing CPR or checking the man's pulse. The man is wearing a blue t-shirt and jeans. The background is a blurred outdoor setting with a brick wall.

# The call we all fear

Call was entered for dispatch and Ms. Miller began giving instructions to the caller for CPR. The QA Evaluator noted “cardiac arrest, not breathing, CPR instructions given, good coaching and reassuring caller to continue CPR”. Ms. Miller coached the caller through CPR for approximately 11 minutes until paramedics arrived on scene. She remained calm throughout the entire call, even though the caller was frantic since she didn't have any CPR experience.

The 911 Center training and coaching paid off, the caller was able to resuscitate her friend!

This is a real story yet some of the names and identifying information has been changed to protect customer privacy.

# WHAT WORKED FOR MS. MILLER



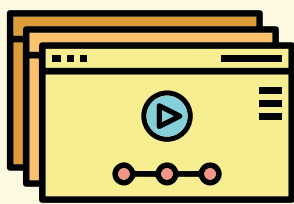
The quality review performed in early January for this incident scored out **at 102.22%** with extra credit given for reassuring a difficult caller. The call itself is a classic example of how such a call should be handled.

The 911 center has used illuminate 911 Quality Assurance and coaching for the past 2 years and in the past 12 months, Ms. Miller **had 77 quality reviews performed on her calls with an average score of 99.57%**.

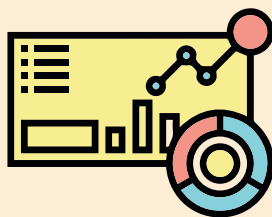
Ms. Miller was awarded the Telecommunicator Quality Performance Award.

THE TIMELY AND CONSISTENT FEEDBACK ON CALLS IS AN IMPORTANT COMPONENT OF MS. MILLER'S PERFORMANCE.

ILLUMINATE 911 IS OUR FULL-SERVICE PROGRAM, WHICH IS AN INDEPENDENT MANAGED SERVICE DESIGNED TO HELP PSAPS DO QA. OUR PROGRAM HELPS YOUR AGENCY TEST YOUR POLICIES AND PROCEDURES TO IMPROVE PROTOCOLS AND EFFICIENCY.



**200+ COACHING  
MODULES.**



**ADVANCED REPORTING  
AND ANALYSIS.**



**WE DO ALL THE  
WORK FOR YOU.**

TAKE A CLOSER LOOK





# WHY THE RIGHT TOOL MAKES A DIFFERENCE?

Our partnership with this 911 Center in Florida started two years ago. Our 26+ years of experience and our 10+ years of QA have taught us that if you don't have the right technology and you don't understand how your center can benefit from the data, little improvement would be the end result.

Thanks to our integrations with leading CAD and telephony systems, our QA service provides **a more consistent, automated, data-driven quality assurance review process**. Now we can use CAD and telephony data associated with incidents to schedule specific types of calls for evaluators to review immediately.

911 centers also use our CAD integrations to **search for specific incident ID# or Incident types**, reducing their call retrieval by a third of their time.



# illuminate911

Replay Systems Managed Services

We also generate a **GIS mapping view from our recording system to speed up certain types of incidents** that require a visual representation to understand how the calls come through into your center (Ex. HWY Accident)

**What gets measured gets improved**, but you can't make decisions about where and how to improve performance without knowing where you stand in the first place.

**WITHOUT MEASUREMENT, ALL THE METADATA BECOMES MEANINGLESS. WHICH IS WHY OUR 911 RECORDING SYSTEMS ARE EQUIPPED WITH POWERFUL MEASUREMENT CAPABILITIES. THESE TOOLS ALLOW YOU TO UNLOCK THE VALUE OF METADATA BY EXTRACTING VALUABLE INSIGHTS, IDENTIFYING TRENDS, AND PINPOINTING AREAS FOR IMPROVEMENT.**

## Our Objective

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Is to understand our customers needs today and in the future, so we can design a solution that will help them immediately and will also be scalable to fit their needs down the road.

## Replay Does

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All the heavy lifting to ensure a smooth and stress-free implementation for customers.

## We Employ

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The largest outfit of experienced QA evaluators, service techs, and project managers who are available for our customer around the clock.

## We Don't

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Strive to be a vendor... we strive to become a strategic partner for our PSAPs.



**24/7/365  
SUPPORT**



**26+ YEARS  
OF EXPERIENCE**



**SPECIALISTS  
AND EXPERTS  
IN EACH FIELD**



**CUSTOMIZED  
IMPLEMENTATIONS**



**DIVERSE  
PORTFOLIO  
OF PRODUCTS**

**INFORMATION IS NOT  
KNOWLEDGE. THE ONLY  
SOURCE OF KNOWLEDGE  
IS EXPERIENCE. YOU  
NEED EXPERIENCE TO  
GAIN WISDOM.**

**ALBERT EINSTEIN**



**replay**

# Testimonials



*Replay Systems stood out – mainly with their commitment to offer above and beyond what we were seeking. After selecting Replay Systems, we noted the continued communication with their sales staff and contract team, the planning and smooth coordination for hardware/software installation/configuration and the excellent training provided by their training staff.*

*We also utilize Replay Systems for quality assurance reviews and we are very pleased with their detailed feedback and knowledge. When we have any question or need, they quickly respond to any and all inquiries. We appreciate Replay Systems for their continued support and professionalism they provide to our agency.*

**Daniel Dunlap, 911 Director  
Augusta, Georgia 911 Center**



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