



**BACKGROUND  
CONTINUED**

handling efficiency, situational awareness, and consistency in call documentation. Implementation of assistive call-taking services advances the City's commitment to inclusive and accessible public safety services, supports workforce performance by reducing cognitive load during critical incidents, and enhances continuity of operations without compromising local control or professional judgment.

Overall, this initiative represents a strategic investment in modernizing emergency communications infrastructure while aligning with the City's long-term goals for community trust, public safety readiness, and sustainable operations.