



CommsCoach
by GovWorx

GOVWORX PROPOSAL TO
**NORTH CENTRAL
TEXAS EMERGENCY
COMMUNICATIONS
DISTRICT**

Executive Summary

GovWorx is pleased to respond to RFP #2025-093 issued by the North Central Texas Council of Governments for Artificial Intelligence Language Translation, Transcription, and Quality Control for 9-1-1. Our proposed solution, CommsCoach ASSIST, fully meets all mandatory and service-specific requirements outlined in the RFP, including real-time AI translation, transcription, quality assurance, and additional innovative AI-driven services tailored specifically to emergency communications centers (ECCs).

CommsCoach is already a trusted partner to more than 150 ECCs nationwide, delivering advanced quality assurance evaluations and training solutions. Our proven Quality Assurance (QA) functionality evaluates critical performance metrics such as response time, protocol adherence, tone, empathy, and overall effectiveness, automating comprehensive call assessments with precision and consistency.

With our extensive experience in the emergency communications domain, CommsCoach ASSIST represents the core of this RFP, providing robust real-time translation and transcription features augmented by advanced natural language processing (NLP) capabilities. Our system seamlessly integrates human interpreters for unidentified languages or complex translation scenarios, ensuring no communication barrier impedes critical emergency responses.

Beyond translation and transcription, our solution includes significant value-added services: comprehensive QA analysis (FULL QA), automated AI-driven training simulations (TRAIN), and AI-based pre-hire assessments (HIRE), ensuring agencies not only enhance current operational efficiency but also proactively address recruitment and retention challenges.

GovWorx is fully committed to ensuring reliability, compliance, and security, supported by CJIS, SOC 2 Type II, and HIPAA certifications. With CommsCoach ASSIST, North Central Texas ECCs will experience transformative improvements in operational effectiveness, staff performance, and service quality—further reinforcing public safety and community trust.

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Your Public Sector Solutions Center

REQUEST FOR PROPOSALS

For

Artificial Intelligence (AI) Language Translation, Transcription, and Quality Control for 9-1-1

RFP # 2025-093

Sealed proposals will be accepted until 2:00 PM CT, **July 6, 2025**, and then publicly opened and read aloud thereafter.

GovWorx, Inc

Legal Name of Proposing Firm

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Account Executive

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Point of Contact Telephone Number

Point of Contact Person E-Mail Address

Acknowledgment of Addenda (initial): #1  #2 _____ #3 _____ #4 _____ #5 _____

NOTE: Any confidential/proprietary information must be clearly labeled as “confidential/proprietary”. All proposals are subject to the Texas Public Information Act.

COVER SHEET

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Statement of Understanding

GovWorx clearly understands that NCTCOG seeks experienced providers capable of delivering advanced Artificial Intelligence (AI) solutions specifically tailored to support 9-1-1 emergency communication centers (ECCs) across the areas of real-time language translation, transcription, and comprehensive quality control services. The desired deliverables outlined in this solicitation include the capability to perform accurate and reliable real-time audio and text translations, prompt transcription of live calls with key information tagging, and robust quality assurance evaluations for key performance metrics, including response time, adherence to protocols, tone of voice, empathy, and accuracy of information collection.

GovWorx's response specifically addresses all mandatory general requirements, language support provisions, and the specific functionalities within translation, transcription, and quality assurance as specified in the RFP. Additionally, we are uniquely positioned to offer enhanced value through our complementary full Quality Assurance (QA), Training (TRAIN), and AI-driven pre-hire assessments (HIRE), providing NCTCOG with a complete and integrated solution set. With more than 150 ECCs currently using our QA and training services nationwide, we understand the operational demands and criticality of reliable performance in the public safety environment, ensuring our proposed solutions comprehensively align with and exceed the needs outlined by NCTCOG.

References

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Project-Related Experience and Qualifications

GovWorx has established itself as a trusted leader in delivering advanced AI-powered solutions specifically designed to address the critical operational needs of emergency communication centers (ECCs). We currently serve over 150 ECCs nationwide, providing AI-driven Quality Assurance (QA), training simulations, and real-time transcription and evaluation technologies, all tailored specifically to the 911 industry. Our expertise aligns precisely with the core elements outlined in Section 5, ensuring reliable, robust, and scalable services for NCTCOG's ECCs.

Organization's Capabilities and Experience

GovWorx offers comprehensive capabilities across the following service categories:

- Real-time Language Translation & Interpretation:
- CommsCoach ASSIST delivers real-time multilingual audio and text translations with AI voice technology, coupled seamlessly with live human interpreters as needed.
- AI-Powered Transcription Services:
- Accurate, immediate transcription of live and recorded calls, including keyword flagging, speaker identification, and verbatim, timestamped records for legal admissibility and ease of search.
- Quality Control and Performance Metrics Analysis:
- Automated, holistic QA evaluations examining response time, adherence to protocols, tone of voice, empathy, and information accuracy, guided by APCO/NENA standards.
- Training and Pre-Hire Assessments:
- Fully integrated AI-driven training simulations derived from real calls and scenarios, along with predictive pre-hire assessments to improve recruitment and retention.

GovWorx's platform ensures continuous improvement through adaptive AI models and rigorous compliance with CJIS, HIPAA, and industry-specific security requirements. Our architectural approach leverages secure, scalable cloud solutions with seamless integration into existing ECC environments.

Relevant Past Projects

Monterey County Emergency Communications

Project Description:

- Monterey County ECC faced challenges in performing comprehensive QA due to manual and resource-intensive processes. GovWorx implemented the CommsCoach platform to automate real-time transcription, call evaluation against established policies, and rapid feedback loops to telecommunicators.

Sarpy County 9-1-1

Project Description:

- Sarpy County was looking for real time transcription and guidance to the call taker during the call, drawing on the criteria used in after the fact QA. They implemented CommsCoach ASSIST and QA.

Background and Years in Business

GovWorx, Inc. was founded by public safety industry veterans in late 2023 and is headquartered in Denver, Colorado. Our executive leadership team collectively holds decades of experience delivering mission-critical software solutions to government and public safety agencies.

In a short span, GovWorx has rapidly scaled and currently serves over 150 ECCs nationwide, highlighting our deep understanding and proven capability in AI-based emergency translation, transcription, interpretation, and quality control services. We are industry-recognized for innovative application of responsible AI in public safety contexts. Our CommsCoach product suite—including ASSIST, QA, TRAIN, and HIRE—is specifically designed to address ECC operational complexities, staffing challenges, training efficiency, and QA effectiveness.



Alex Montgomery
Co-Founder

Alex Montgomery is a product and technology leader who has started 3 companies dedicated to helping public safety first responders. His strong technical leadership and product vision has helped create learning and operational efficiency products for Schoology, SoulCycle, and Vector Solutions. Alex's commitment to first responders started when he co-founded Halligan and then CueHit before launching GovWorx!



Scott MacDonald
Co-Founder

Scott MacDonald has spent his entire career in Public Safety. First as a practitioner as a firefighter and then an emergency communications supervisor, followed by 20 years of designing and delivering full suites of public safety applications as Product Leader for Motorola, TriTech and PowerDMS. As co-founder of CueHit and GovWorx, Scott has been able to help shed light on the incredible work done by our first responders, on both sides of the radio.

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Directions: Mandatory Sections:

Every vendor is required to fully complete the following sections of the Compliance Matrix:

Section 5.1 – General Requirements

Section 5.2 – Language Support

Section 5.6 – Other Requirements

Service Category-Specific Sections:

For the following service categories, vendors are only obligated to complete the sections that correspond to the specific services for which they seek to be considered:

Section 5.3 – Service Category #1: Translation Services for 9-1-1

Section 5.4 – Service Category #2: Transcription Services for 9-1-1

Section 5.5 – Service Category #3: Quality Control Services for 9-1-1

Failure to complete the mandatory sections or the relevant service category sections may result in disqualification from the evaluation process.

If “Complies within 6 Months” is selected, vendor shall provide a clear timeline including the feature(s) roadmap and engineering assessment that shall be compiled by the vendor’s Product Team.

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Section Identifier	REQUIREMENT	SELECT COMPLIES, COMPLIES WITHIN 6 MONTHS AND DOES NOT COMPLY	RESPONSE NARRATIVE Note- If selecting "Complies within 6 months," include clear timeline including features roadmap and engineering assessment here.
5.1	GENERAL REQUIREMENTS		
a.	Certifications: List current certifications such as ISO 17100, ISO 9001. Documentation should be available upon request.	Complies	SOC 2 Type II HIPAA CJIS
b.	Interpreter Training: Ensure that language translation interpreters have received training specific to 9-1-1 call handling or possess similar call processing knowledge.	Complies within 6 Months	Partner solution for human interpreters by October 2025
c.	Access to Interpreters: Provide assurance of direct access to language translation interpreters without requiring unique pin codes.	Complies within 6 Months	Partner solution for human interpreters accessed directly from within CommsCoach ASSIST when needed for escalation or additional languages by October 2025
d.	Service Availability: Confirm the availability of services 24/7/365 to ensure continuous support.	Complies within 6 Months	Partner solution for human interpreters accessed directly from within CommsCoach ASSIST when needed for escalation or additional languages by October 2025
e.	List of Services: Specify the range of services your company can provide. Note that not all services need to be provided	Complies	Available today: Real time call transcription Real time call summarization, including key elements like nature, location and caller approach

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	by a single vendor; multiple providers may be awarded under the TX Share cooperative.		Real time translation via text to convert to AI voice Real time evaluation of calls and prompts to call taker, dispatcher, supervisor based on pre-defined criteria for QA/QI, Policies, Procedures or guides Real time notifications based on what is happening in call using event level variables, key words and context-specific evaluation Reminders to call taker in real time of questions still needing to be asked and those already asked/answered Reminders to calltaker of what policy may or may not be needed based on current call Ability for dispatchers Full Quality Assurance evaluations of Call Audio, Radio Dispatch and CAD data with analytics, reports and workflows after the fact Automated feedback to telecommunicators via portal AI Training Simulations built from real calls / events AI Training Evaluations Available by October 2025 AI Pre-Hire Assessments Available by January 2026: Document creation and redaction using AI Document evaluation (reports, charts, events)
f.	Architectural Diagram and Scalability: Include an architectural diagram illustrating your solution and describe its scalability. Responses can include one or more models or solutions.	Complies	See Figure 1
g.	Implementation and Configuration Capabilities: Detail the implementation, integration, and configuration capabilities available to the Customer. Clarify if software installation and configuration are exclusive to your company and explain why, if applicable.	Complies	See Figure 2

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h.	Impact Mitigation: Assure that any loss of connectivity or failure in translation or transcription services will not affect call-taking functionality.	Complies	Over the top solution that does interrupt voice call taking
5.2	LANGUAGE SUPPORT	Complies	
i.	Provide a comprehensive list of languages supported (minimum of five) by your application and list them by the relative feature. Include your company's roadmap of languages that will be supported in the future.	Complies	Figure 3
5.3	SERVICE CATEGORY #1: TRANSLATION SERVICES FOR 9-1-1		
j.	Real-time Audio Translation: Provide capabilities for real-time audio translation during live 9-1-1 calls.	Complies	
k.	Text Message Translation: Ensure text message translation for text-to-911 platforms or over-the-top (OTT) text-to-911 and text-from-911.	Complies within 6 Months	By December of 2025
l.	Operational Flexibility: Ensure that audio and text translation operates seamlessly across all ECCs (primary, secondary, backup), regardless of the call/text's origin or transfer points.	Complies	
m.	AI Language Detection: Demonstrate AI language detection capabilities to expedite access to language translations.	Complies	

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n.	AI Voice Translation: Provide AI voice translation capabilities between 9-1-1 call takers and 9-1-1 callers.	Complies	
o.	Turnaround Time for Document Translation: Specify the turnaround time for non-emergency document translation (e.g., incident reports, public notices).	Complies within 6 Months	Automated, pre-redacted documents available within 60 minutes of request
p.	Bi-Directional Translation: Ensure all translation is bi-directional; translations of incoming audio/text must be into English for Customer's telecommunicators, and responses must be translated back into the original foreign language.	Complies	
q.	Logging and Accessibility: Log all translated conversations and make them available to Customer in real or near-real-time.	Complies	
r.	Secure Connectivity: Ensure connectivity to the translation service is diverse, secure, and actively monitored for security threats.	Complies	
s.	Translation Memory/Glossary: Support a translation memory or glossary for Customer to provide feedback on preferred translations	Complies within 6 Months	Expected to be delivered by October 2025
t.	Handling Misspellings: Explain how the proposed text translation solution will handle misspellings in the original language that may affect translation accuracy.	Complies within 6 Months	Expected to be delivered by October 2025 The platform uses contextual analysis and predictive language models trained specifically on emergency communication scenarios, enabling it to accurately infer and correct intended meanings even when words are misspelled or incomplete. This

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			ensures accurate translation in real-time, maintaining clarity and reliability in critical communication moments.
u.	Pre-Translated Messages: Support the creation of pre-translated canned announcements or text messages for use by Customer in service request contexts.	Complies within 6 Months	Planned for Dec. 2025
v.	Handling Unidentified Languages: Address the handling of languages that cannot be identified by the translation service.	Complies	In scenarios where the language cannot be identified by our automated translation solution, CommsCoach ASSIST seamlessly integrates a live, human-based interpretation service through a direct connection to a language line provider. The call-taker can initiate immediate access to qualified human interpreters capable of assisting in hundreds of languages and dialects, ensuring that every caller can communicate effectively, regardless of language identification capability. This hybrid approach guarantees comprehensive language coverage, ensuring no caller's needs go unmet during critical emergencies.
w.	Continuous Improvement: Include a mechanism for improving the accuracy of translations over time for each supported language.	Complies	For those languages listed in Figure 3 where customizations are supported
5.4	SERVICE CATEGORY #2: TRANSCRIPTION SERVICES FOR 9-1-1		
x.	Accurate and Timely Transcription: Ensure accurate and timely transcription of live 9-1-1 calls and call recordings.	Complies	
y.	Keyword Tagging/Flagging: Implement tagging/flagging of key words such as “gun”, “unconscious”, “drowning” to enhance search capabilities.	Complies	

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z.	Timestamped Verbatim Transcripts: Provide timestamped, verbatim transcripts with search capability to facilitate retrieval of key information.	Complies	
aa.	Text Translation Capabilities: Offer text translation capabilities for multilingual support.	Complies	
bb.	Optional Speaker Identification and Redaction: Provide optional speaker identification, noise filtering, and redaction services.	Complies	Speaker tagging is supported today Redaction by December 2025
cc.	Admissibility in Court: Ensure transcripts meet legal standards for admissibility in court.	Complies within 6 Months	Supported by December 2025
dd.	Logging and Storage: Implement logging and secure storage of transcripts to ensure accessibility and security for Customer.	Complies	
5.5	SERVICE CATEGORY #3: QUALITY CONTROL SERVICES FOR 9-1-1		
ee.	Call Quality Analysis: Evaluate calls for key performance metrics such as response time, adherence to protocols, tone of voice, empathy, accuracy of information collection, and overall call handling effectiveness.	Complies	CommsCoach's Quality Assurance (QA) functionality provides comprehensive and automated call evaluations, targeting critical key performance metrics including: • Response Time: Automatically measures time from call initiation to call-taker response, benchmarking against agency standards to identify delays or exceptional performance. • Adherence to Protocols: Uses real-time transcription and advanced NLP to assess call-taker compliance with

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			established protocols and procedures, flagging deviations and providing immediate corrective feedback. • Tone of Voice & Empathy: Analyzes voice patterns, tone, sentiment, and word choices through AI-driven sentiment analysis to objectively measure the empathy, professionalism, and appropriateness of each interaction. • Accuracy of Information Collection: Evaluates the completeness and correctness of information gathered, validating critical data against call protocols, CAD entries, and call classification requirements. • Overall Call Handling Effectiveness: Provides holistic scores and detailed feedback summarizing strengths and areas for improvement across multiple dimensions, allowing supervisors to easily identify trends, coach staff, and elevate performance.
ff.	Anomaly & Risk Detection: Identify potential issues such as miscommunication, incomplete information gathering, delays in dispatch, or non-compliance with standard operating procedures.	Complies	
gg.	Sentiment & Stress Analysis: Apply natural language processing (NLP) and voice analytics to assess caller and dispatcher stress levels, emotional tone, and escalation patterns.	Complies	
hh.	Compliance Monitoring: Ensure calls are handled in accordance with regulatory standards and internal protocols, flagging any deviations for review.	Complies	
ii.	Reporting & Dashboards: Deliver customizable reports and interactive dashboards that provide insights into call performance, trends, and areas for improvement.	Complies	

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jj.	Continuous Learning & Model Improvement: Regularly update and refine AI models based on feedback and new data to ensure high accuracy and relevancy.	Complies	Agencies and GovWorx can continuously update instructions provided to the AI with site-specific information
kk.	Quality Assurance Standards: At a minimum, should follow guidelines provided in the APCO/NENA ANS 1.107.1.2015 standard for the establishment of a Quality Assurance and Quality Improvement Program for ECCs.	Complies	
5.6	OTHER REQUIREMENTS		
ll.	Connection to Service: Ensure connection to service in < 3 seconds (preferred).	Complies	
mm.	Uptime Reliability: Guarantee 99.999% uptime reliability	Complies	For the Real Time Transcription, the base price guarantees %99.9 uptime. An additional services fee can guarantee 5 9's.
nn.	Tiered Response Expectations: Define tiered response expectations for high-traffic or crisis scenarios.	Complies	
oo.	Accuracy of Transcription and Translation: Ensure transcription and translation accuracy falls within a range of 95% - 100% for core languages such as Spanish, Vietnamese, Hindi, Russian, Mandarin, and Korean. Specify expected accuracy for all other languages based on actual data.	Complies	The accuracy of transcription can achieve 96% for clear transmissions. Overall accuracy is dependent on the quality of the audio received
pp.	CJIS Compliance: Ensure compliance with Criminal Justice Information	Complies	https://security.govworx.ai/

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	Services (CJIS) regulations.		
qq.	HIPAA Compliance: Maintain HIPAA compliance for medical emergency translation, transcription, and quality assurance/control (QA/AC).	Complies	https://security.govworx.ai/
rr.	Data Encryption: Implement data encryption for both in-transit and at-rest data. Specify encryption methods and protocols utilized.	Complies	https://security.govworx.ai/
ss.	Secure Data Storage: Utilize US-based servers for secure data storage. Specify retention periods, including cold storage retention.	Complies	https://security.govworx.ai/
tt.	Confidentiality and Non-Disclosure Agreements: Outline the confidentiality and non-disclosure agreements used by the Vendor.	Complies	
uu.	Proactive Security Measures: Conduct proactive analysis of systems and networks for vulnerabilities, including independent security audits annually.	Complies	https://security.govworx.ai/
vv.	Multifactor Authentication: Implement multifactor authentication for remote access into systems providing the service.	Complies	Multi-Factor Authentication (MFA) is crucial for enhancing security by requiring multiple forms of verification before granting access to a system. This layered approach makes it significantly harder for unauthorized users to gain access, even if they obtain a password. The authenticator second factor paradigm adds an additional layer of security by requiring users to provide a time-sensitive code generated by an authenticator app on a trusted device. This code is unique to each login attempt and is only valid for a short period,

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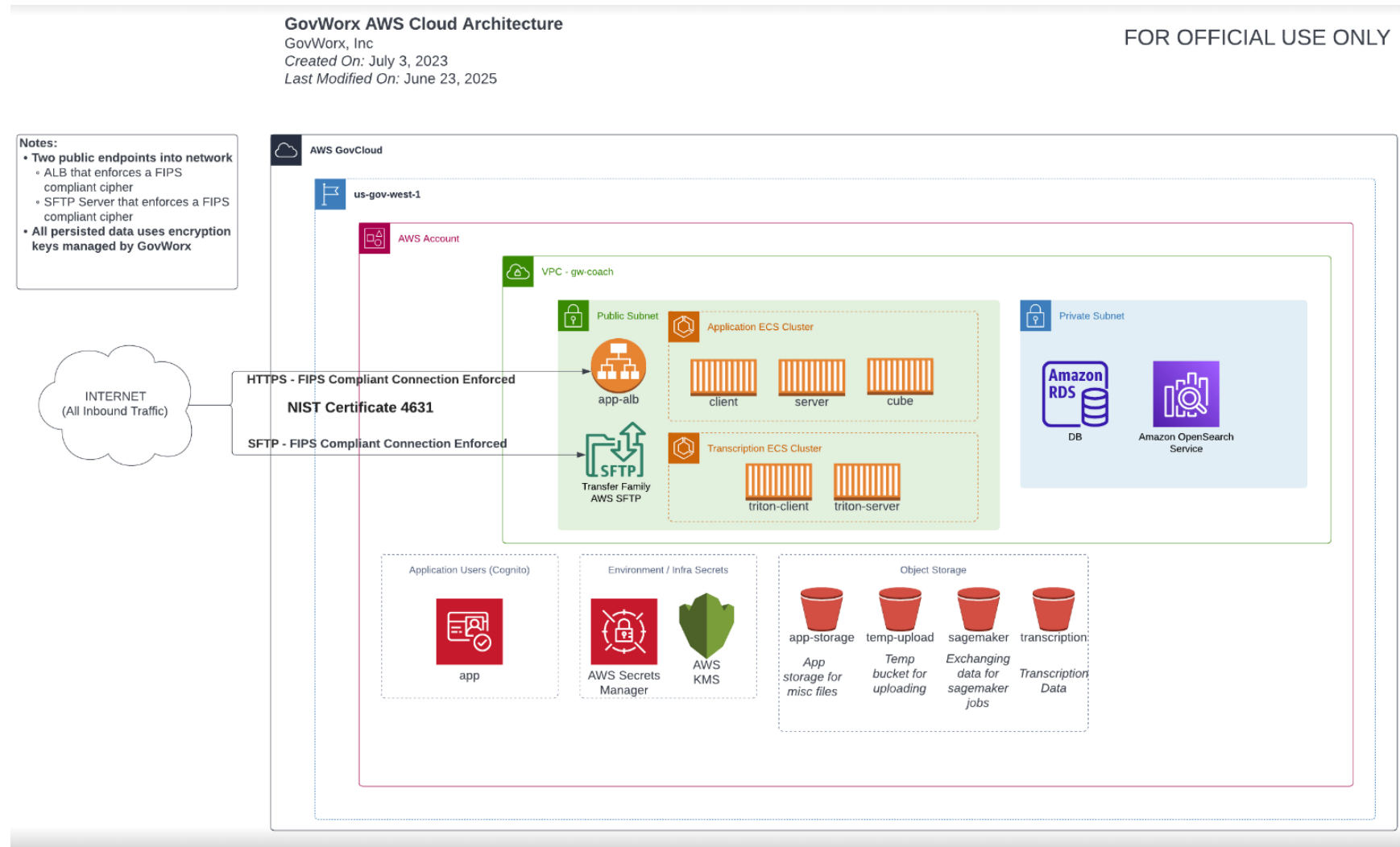
			making it much more difficult for attackers to intercept and misuse credentials. This combination of something you know (password) and something you have (authenticator code) greatly reduces the risk of unauthorized access.
ww.	Disaster Recovery Plan: Provide a disaster recovery (DR) plan and describe the security software update policy, frequency, and procedures.	Complies	https://security.govworx.ai/
xx.	Data and Language Model Restrictions: Restrict all data and language models to the Customer only, prohibiting use in other regions.	Complies	
yy.	Compatibility with Call-Handling Systems: Ensure compatibility with 9-1-1 call-handling systems.	Complies	
zz.	API Access or NG9-1-1 Integration: Provide API access or integration with NG9-1-1 infrastructure.	Complies	
aaa.	Access Options: Offer browser-based, mobile, and on-premise access options.	Does not Comply	Only browser-based
bbb.	Real-Time Monitoring Dashboard: Include a real-time monitoring dashboard for supervisors.	Complies	
ccc.	Interoperability with Customer's Call Handling Equipment (CHE): Ensure interoperability/integration of services with Customer's Call Handling Equipment (CHE); identify any required over-the-top connectivity.	Complies	The CommsCoach Assist Realtime Connector within the Data Agent enables secure reception and processing of SIP traffic from the 911 CPE system. Utilizing a SPAN (Switch Port Analyzer) or Mirror port connection ensures network traffic is passively monitored, enhancing network security by preventing direct packet injection or unauthorized access. Proper configuration offers a

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			secure and non-disruptive approach to monitoring critical communication system while ensuring seamless data flow and secure communication with AWS GovCloud (US). Configuration and setup is similar to Voice Logging Recorder system installations. Recommended Deployment Configuration: Ensure hardware is equipped with a minimum of two network interface cards. Additional NICs may be required if your telephony system is setup with multiple switches handling traffic for phone consoles. 1. Hardware Setup: • Utilize a physical server co-located with the CPE system for optimal performance. 2. Network Configuration: • Primary NIC: Connect directly to a SPAN/Mirror port on the CPE system. ○ Configure the Realtime Connector to monitor this NIC to capture and process incoming SIP traffic. • Secondary NIC: Connect to an external network to enable outbound communication. ○ This connection should provide secure access for data transmission to AWS GovCloud (US). • Additional NIC(s) ○ Dependent on telephony equipment configuration additional ports may be required to ingest SIP traffic from additional switches in your center's network setup
ddd.	Integration with Text Control Centers (TCCs): Support interoperability with Text Control Centers (TCCs) serving Customer's ECCs for text message translation functionality.	Complies within 6 Months	By end of 2025

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Figure 1:



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Figure 2:

The CommsCoach Assist Realtime Connector within the Data Agent enables secure reception and processing of SIP traffic from the 911 CPE system. Utilizing a SPAN (Switch Port Analyzer) or Mirror port connection ensures network traffic is passively monitored, enhancing network security by preventing direct packet injection or unauthorized access. Proper configuration offers a secure and non-disruptive approach to monitoring critical communication system while ensuring seamless data flow and secure communication with AWS GovCloud (US). Configuration and setup is similar to Voice Logging Recorder system installations.

Recommended Deployment Configuration:

Ensure hardware is equipped with a minimum of two network interface cards. Additional NICs may be required if your telephony system is setup with multiple switches handling traffic for phone consoles.

1. Hardware Setup:

- Utilize a physical server co-located with the CPE system for optimal performance.

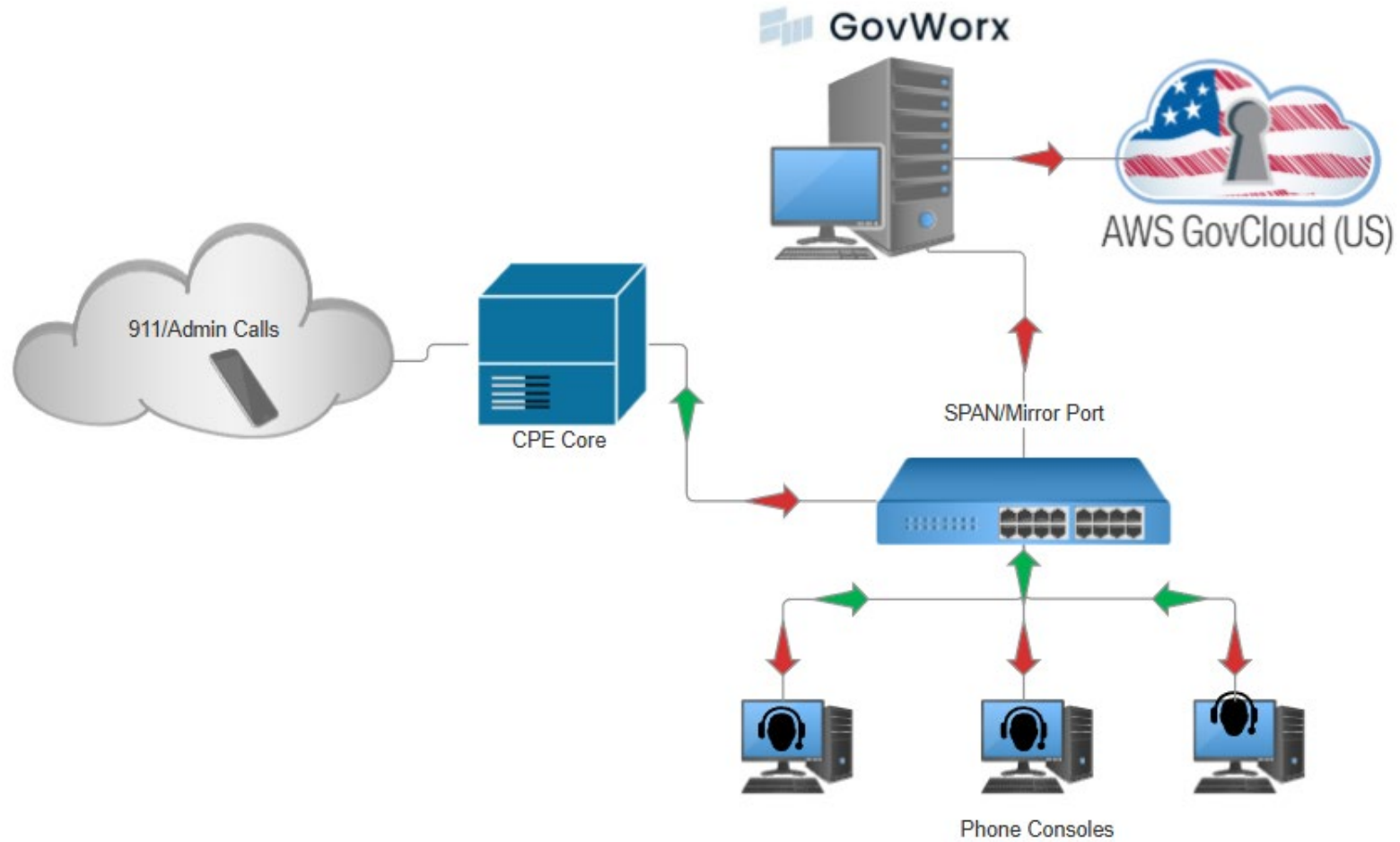
2. Network Configuration:

- Primary NIC: Connect directly to a SPAN/Mirror port on the CPE system.
 - Configure the Realtime Connector to monitor this NIC to capture and process incoming SIP traffic.
- Secondary NIC: Connect to an external network to enable outbound communication.
 - This connection should provide secure access for data transmission to AWS GovCloud (US).
- Additional NIC(s)
 - Dependent on telephony equipment configuration additional ports may be required to ingest SIP traffic from additional switches in your center's network setup

Note: Adhering to this configuration optimizes data handling and ensures compliance with security requirements for sensitive data transmissions in emergency communication systems.

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For additional details or troubleshooting assistance, contact your technical support team.

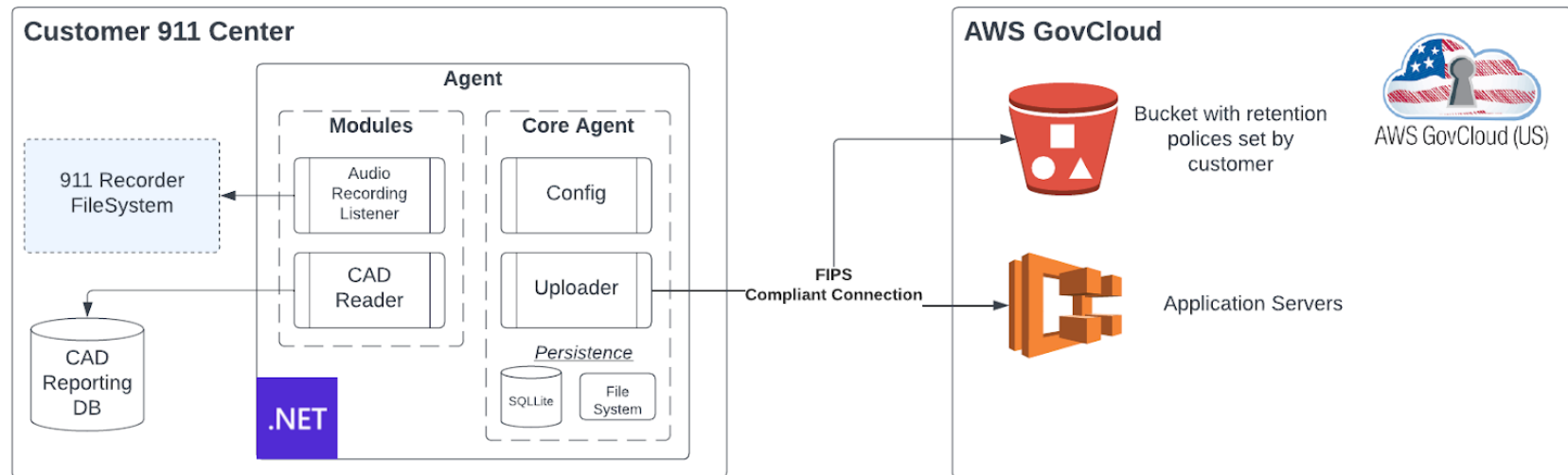


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The Data Agent is meant to be installed on a dedicated or shared server (virtual or physical) within your agency's ECC's network to collect various data points to power or enrich the CommsCoach or BluAssist product. This could include:

- Computer Aided Dispatch (CAD) Call for Service data
- 911 Audio Recordings

Each of these data elements will be presented and configured as a connector within the Data Agent.



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Figure 3:

Language	Country	Transcribe	Customization	Translate to English
Afrikaans	South Africa	Yes	Yes	Yes
Amharic	Ethiopia	Yes	No	Yes
Arabic	United Arab Emirates	Yes	Yes	Yes
Arabic	Egypt	Yes	Yes	Yes
Arabic	Saudi Arabia	Yes	Yes	Yes
Assamese	India	Yes	No	Yes
Azerbaijani	Azerbaijan	Yes	No	Yes
Belarusian	Belarus	Yes	No	Yes
Bulgarian	Bulgaria	Yes	Yes	Yes
Bangla	Bangladesh	Yes	No	Yes
Bengali	India	Yes	No	Yes
Bosnian	Bosnia	Yes	No	Yes
Catalan	Spain	Yes	Yes	Yes
Czech	Czech Republic	Yes	Yes	Yes
Welsh	United Kingdom	Yes	No	Yes

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Danish	Denmark	Yes	Yes	Yes
German	Germany	Yes	Yes	Yes
Greek	Greece	Yes	Yes	Yes
English	Australia	Yes	Yes	No
English	Canada	Yes	Yes	No
English	United Kingdom	Yes	Yes	No
English	India	Yes	Yes	No
English	United States	Yes	Yes	No
Spanish	Argentina	Yes	Yes	Yes
Spanish	Colombia	Yes	Yes	Yes
Spanish	Spain	Yes	Yes	Yes
Spanish	Mexico	Yes	Yes	Yes
Estonian	Estonia	Yes	No	Yes
Basque	Spain	Yes	No	Yes
Persian	Iran	Yes	No	Yes
Finnish	Finland	Yes	Yes	Yes
French	Canada	Yes	Yes	Yes
French	France	Yes	Yes	Yes

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Galician	Spain	Yes	No	Yes
Gujarati	India	Yes	No	Yes
Hebrew	Israel	Yes	Yes	Yes
Hindi	India	Yes	Yes	Yes
Croatian	Croatia	Yes	Yes	Yes
Hungarian	Hungary	Yes	Yes	Yes
Armenian	Armenia	Yes	No	Yes
Indonesian	Indonesia	Yes	Yes	Yes
Icelandic	Iceland	Yes	No	Yes
Italian	Italy	Yes	Yes	Yes
Japanese	Japan	Yes	Yes	Yes
Javanese	Indonesia	Yes	No	Yes
Georgian	Georgia	Yes	No	Yes
Kazakh	Kazakhstan	Yes	No	Yes
Khmer	Cambodia	Yes	No	Yes
Kannada	India	Yes	No	Yes
Korean	Korea	Yes	Yes	Yes
Lao	Laos	Yes	No	Yes

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Lithuanian	Lithuania	Yes	Yes	Yes
Latvian	Latvia	Yes	Yes	Yes
Macedonian	North Macedonia	Yes	No	Yes
Malayalam	India	Yes	No	Yes
Mongolian	Mongolia	Yes	No	Yes
Marathi	India	Yes	No	Yes
Malay	Malaysia	Yes	Yes	Yes
Maltese	Malta	Yes	No	Yes
Burmese	Myanmar	Yes	No	Yes
Norwegian Bokmål	Norway	Yes	Yes	Yes
Nepali	Nepal	Yes	No	Yes
Dutch	Netherlands	Yes	Yes	Yes
Polish	Poland	Yes	Yes	Yes
Pashto	Afghanistan	Yes	No	Yes
Portuguese	Brazil	Yes	Yes	Yes
Portuguese	Portugal	Yes	Yes	Yes
Romanian	Romania	Yes	Yes	Yes
Russian	Russia	Yes	Yes	Yes

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Sinhala	Sri Lanka	Yes	No	Yes
Slovak	Slovakia	Yes	Yes	Yes
Slovenian	Slovenia	Yes	Yes	Yes
Somali	Somalia	Yes	No	Yes
Albanian	Albania	Yes	No	Yes
Serbian	Serbia	Yes	Yes	Yes
Sundanese	Indonesia	Yes	No	Yes
Swedish	Sweden	Yes	Yes	Yes
Swahili	Kenya	Yes	No	Yes
Tamil	India	Yes	No	Yes
Telugu	India	Yes	No	Yes
Thai	Thailand	Yes	Yes	Yes
Turkish	Turkey	Yes	Yes	Yes
Ukrainian	Ukraine	Yes	Yes	Yes
Urdu	Pakistan	Yes	No	Yes
Uzbek	Uzbekistan	Yes	No	Yes
Vietnamese	Vietnam	Yes	Yes	Yes
Yoruba	Nigeria	Yes	No	Yes

**ATTACHMENT A
COMPLIANCE MATRIX**

Cantonese	China	Yes	No	Yes
Chinese (Mandarin, Simplified)	China	Yes	Yes	Yes
Chinese (Cantonese)	Hong Kong	Yes	Yes	Yes
Chinese (Taiwanese Mandarin)	Taiwan	Yes	Yes	Yes

CommsCoach ASSIST

CommsCoach ASSIST – Real-Time AI Support for Live Emergency Calls

CommsCoach ASSIST is a groundbreaking AI-powered module designed to transform live call-taking and dispatch support. Unlike keyword-based alert systems, ASSIST uses context-aware, real-time AI to deliver actionable insights, personalized guidance, and proactive supervisory support as calls are happening.

Real-Time Decision Support, Personalized for Each Call-Taker

CommsCoach ASSIST delivers real-time, tailored coaching based on each telecommunicator's QA history, skill gaps, and training data. This intelligent guidance ensures compliance with protocols, reduces hesitation during high-stress moments, and enhances call outcomes with immediate feedback aligned to personal learning needs.

Live Transcription, Translation & Summarization

- Multi-language transcription and translation
- Live call transcription visible to supervisors
- Automatic summarization and tagging of key information (e.g., location, incident type)

Smart Notifications & Supervisor Oversight

ASSIST understands context, not just keywords. It sends alerts when meaningful, policy-relevant information is detected—for example, confirming a statement like 'shots fired' instead of reacting to a vague mention.

- Immediate alerts for policy triggers (e.g., mental health, STAR, 988)
- Supervisor dashboards provide visibility into active calls and potential intervention points

Wellness Monitoring & Positive Recognition

ASSIST promotes a healthier work environment by:

- Detecting emotionally intense calls and notifying supervisors
- Identifying outstanding performance moments and flagging them for recognition
- Reinforcing a culture of appreciation and early intervention for wellness

Seamless Integration with QA & TRAIN

ASSIST works in tandem with CommsCoach QA and TRAIN:

- Reinforces lessons during live calls based on past QA evaluations
- Provides in-call coaching prompts aligned with active training modules
- Enables continuous learning during live operations

Operational Intelligence for Supervisors and Leadership

Supervisors benefit from:

- Real-time dashboards showing active calls, alerts, and performance trends

- Data-driven decision-making tools
- Detailed analytics to improve resource deployment and team readiness

Transforming Every Call into a Coaching Opportunity

With CommsCoach ASSIST, agencies move beyond post-call evaluation into proactive, real-time support. Every call becomes an opportunity to coach, intervene, and grow telecommunicator skills—while improving call outcomes, morale, and ECC readiness.

CommsCoach TRAIN & Simulations

CommsCoach TRAIN – AI That Frees Up Humans to Train

In 9-1-1, there's no replacing the human element of training—the instincts, the mentorship, the moment when a trainee finally gets it. But today's trainers are overwhelmed. As seasoned staff exit faster than they can be replaced, CTOs and supervisors need real support—not more checklists.

CommsCoach TRAIN steps in to do the work that isn't training:

- Automates evaluations and daily tracking
- Summarizes actual calls and radio traffic
- Integrates trainer notes and progress logs
- Connects each training phase to real-world performance evaluations, simulations, and feedback

Key Benefits:

- Real-time dashboards that track progress for both trainee and trainer
- Flags underperforming areas automatically for targeted coaching
- Gives admins a holistic view of team readiness and progress
- Supports custom goals and metrics across phases of training

This isn't just automation—it's time back for the humans doing the hard work of shaping tomorrow's telecommunicators.

CommsCoach Simulations – Realistic, AI-Powered Scenario Training

Whether for onboarding or veteran development, CommsCoach Simulations deliver realistic, structured training scenarios built from your own calls and CAD data. These AI-powered scenarios recreate the pressure, noise, and unpredictability of live emergencies—without the risk.

Benefits Include:

- Customizable scenarios built from real agency policies and recordings
- AI-generated voices and escalation logic for maximum realism
- No manual setup—simulations are generated from real calls
- Trainer-guided feedback with performance scoring and detailed reporting

Case Study – Monterey County ECC:

100% of trainees signed off on call-taking after their first simulated academy class, showcasing how realistic scenario training improves confidence, retention, and preparedness.

Together, CommsCoach TRAIN and Simulations create a modern, AI-augmented training environment that supports new and veteran staff, maximizes trainer effectiveness, and provides agency leadership with real-time visibility into workforce readiness.

CommsCoach QA

CommsCoach QA – Modernizing Quality Assurance in 911 Centers

GovWorx proudly offers CommsCoach QA as a transformative, AI-driven quality assurance solution purpose-built for 911 emergency communication centers. This advanced system automates up to 90% of call evaluations, ensuring consistency, reducing supervisor workload, and enabling targeted coaching to drive performance and morale.

Automated & Context-Sensitive Evaluations

CommsCoach QA is not a static form-based QA tool — it uses context-aware evaluation criteria to adjust scoring based on the specific content and flow of each call. Whether CPR instructions were given, a TTY was detected, or an automated notification played, the system intelligently adapts evaluation logic to ensure fairness and relevance.

Key Features:

- Automates 80–90% of QA workload, significantly saving staff time
- Skips irrelevant fields and applies situational criteria
- Reduces bias and variability across evaluators

Supervisor Enablement & Shift Management

QA results are aggregated into a visual dashboard, empowering shift supervisors and trainers with immediate insights into team performance. Supervisors can:

- Set and monitor monthly shift goals
- Deliver actionable feedback
- Identify trends for individuals or groups

This helps agencies focus on coaching over compliance, especially critical given the current national staffing challenges.

Integrated Coaching & Development Tools

CommsCoach includes a rich set of built-in tools for ongoing development:

- Online training courses and microlearning videos from trusted industry partners
- Supervisor-assigned coaching tasks tailored to individual needs
- Simulation-based learning tied directly to real-world QA evaluations

This ecosystem ensures that QA is not an endpoint, but a launchpad for continuous growth.

Promoting Morale & Recognition

CommsCoach also supports positive recognition through a dynamic 'Wall Board' feature:

- Highlights high-performing team members
- Promotes healthy competition and shared accomplishments
- Boosts morale and cohesion across shifts

A Full-Circle QA & Development System

From evaluation to coaching, simulation to recognition, CommsCoach QA provides a complete framework to improve staff performance, streamline management responsibilities, and build a more resilient and responsive communications center.

CommsCoach HIRE

CommsCoach HIRE – Smarter Pre-Hire Assessments for 911 ECCs

CommsCoach HIRE is a next-generation pre-hire assessment platform that delivers realistic, AI-driven, domain-specific evaluations tailored for 911 Emergency Communication Centers. It simulates the live ECC environment to ensure your agency selects only the most qualified, resilient, and skilled candidates from day one.

Job-Relevant, AI-Powered Evaluations

Unlike traditional tools like CitiCall, CommsCoach HIRE evaluates candidates using realistic, stress-tested scenarios aligned with actual ECC duties. Evaluation areas include:

- Typing speed and transcription accuracy
- Audio comprehension and memory recall
- CAD data entry under pressure
- Map reading and direction giving
- Multitasking, stress tolerance, and decision-making
- Conflict resolution, empathy, and communication professionalism

Built-in AI Simulations

Candidates engage in high-fidelity emergency call simulations featuring background noise, caller emotion, and escalating incidents. AI measures real-time response accuracy, clarity, and composure, then auto-generates detailed reports and scores.

Instant Scoring & Candidate Dashboards

- Auto-scored results highlight strengths and weaknesses
- Recommended interview questions based on flagged risk areas
- Group comparisons to evaluate multiple candidates objectively

Seamless Integration with QA & TRAIN

CommsCoach HIRE doesn't stop at the hire:

- Pre-hire results feed into CommsCoach QA for early performance tracking
- TRAIN deploys personalized development plans for candidates with known weaknesses
- Supervisors receive continuity between hiring, onboarding, and QA follow-up

The Outcome: Better Hires, Faster Onboarding, Reduced Turnover

With CommsCoach HIRE, your agency makes hiring decisions based on real performance potential, not just theory. This reduces onboarding time, increases retention, and gives supervisors a head start in supporting new telecommunicators from day one.