



Hi DPS Team,

I'm Neal Soni — technical Co-Founder at [Prepared 911](#).

Thank you again for allowing me to spend time with your staff in CENCOM. Sitting in with your team gave me a firsthand view of the important and demanding work your team handles every day.

This document and [Video Walkthrough](#) outline where I believe Prepared is *uniquely* suited to meaningfully support your team today — with Assistive Calltaking, Assistive QA, Assistive Dispatch — and where we can partner together in the future to remove data silos and unify public safety data across New Mexico. The thoughts are the initial impressions from sitting with your team, and as we partner more deeply with your agency, I'm certain the thinking and approaches will evolve.

I believe DPS has one of the most powerful use cases for Prepared in the entire state.

1. Training & Retention of New Calltakers

Your team mentioned that it takes a long time and is incredibly labor-intensive to train a new dispatcher. They mentioned that the supervisors and trainers are often covering calls themselves and don't always have time to debrief trainees in real time.

I think one of the best examples of how Prepared helps with recruiting, training, and retention comes from Anoka County, MN. They process around 400,000 calls a year. After going through staffing challenges, Anoka instituted Prepared as a recruitment edge, a support system to help reduce burnout, and a tool to level up training across the board.

Prepared helped in two major ways:

- **Self Evaluation** — Trainees can immediately review what they said, what the caller said, and what could have been done better. This concept, which we developed with Baltimore, helps new hires learn faster without needing constant supervisor feedback.
- **Protocol Coaching** — Supervisors can quickly spot gaps in trainee behavior by reviewing real-time transcripts or summaries instead of having to listen to every word. This is incredibly useful with multitasking calltakers like we saw in CENCOM

This kind of instant feedback is something DPS trainers were excited about. It shortens the training cycle, builds confidence in new staff, and helps reduce churn, especially during mandatory 16-hour shifts, where it's easy to feel overwhelmed.



2. Quality Assurance of Existing Staff

Today, DPS aims to QA one incident per employee per week — but because of staffing, the actual rate is closer to once every 2–3 weeks. The QA process is time-consuming. Calls have to be located manually in the recorder, and audio often has to be reconstructed from multiple sources. The two QA staff who are shared across the agencies are overburdened with incidents to quality assure; they want to quality assure more calls, but are constantly fighting their tools to actually perform this QA.

This is not a unique problem; we see this in nearly every agency Prepared works with. We've built out what we call **real-time quality assurance** to give your quality assurance staff superpowers to QA every single call. This is not new, we built it with some of the largest cities — Baltimore, Nashville, El Paso, Anoka, & Las Vegas. Prepared's AI automatically runs your center's protocols on every incoming call, checking whether the right questions were asked and whether the protocol was followed.

That shift changes behavior. Calltakers start checking themselves — we call this **self-evaluation**. Supervisors start QA'ing almost every call because they're already reviewing them live on the platform. After the call ends, the supervisor uses Prepared in-app feedback and review process to score the call in seconds.

And we're taking it further. Currently, we're working on incorporating protocol checks into the call *as it occurs*. This next step — what we call **real-time protocols** — nudges the calltaker while they're still on the call if the AI detects something missing. Think of it like a second set of eyes helping guide each call in the moment.

As DPS rolls out EMD protocols and training to the staff, Prepared will help automatically surface and validate that as those calls are up to standard, all without human intervention. The real-time protocols will automatically surface to the calltaker when and if they mis or skip steps throughout EMD.

DPS spends a great deal of time on Radio Dispatching QA as well. Prepared is the only provider that offers Radio transcription product (Assistive Dispatch) in a single platform. We are actively building full incident views that correlate call audio, CAD events, and radio traffic across all channels. The goal for us is to eventually let your QA team review and score a full incident from one place, without having to piece different data silos together manually. Full transparency, we are not there yet on automatic radio QA, but this is where we're moving rapidly — and we'd love to build this with your team.



3. Challenges with Radio Dispatching

Out of everything I observed, this is where I believe Prepared will have the **biggest immediate impact**.

Right now, your dispatchers are juggling between select talkgroups and IRR to replay radio traffic — which often only includes a single channel. In multiple cases, I saw dispatchers:

- Spend minutes scrubbing IRR to find the section they needed.
- Miss critical info when switching channels.
- Rely entirely on memory or intuition to ID units based on metadata.
- Ask officers to repeat traffic, delaying the response.

From my perspective, this was not due to their lack of ability, but due to the technology they are using to interface with the radio.

Prepared changes this:

- We transcribe **all talkgroups** in real time — nothing gets dropped when switching channels.
- You can replay and search radio instantly — with transcription tied to unit IDs, timestamps, and incident numbers.
- Dispatchers can see what's been said across multiple channels, without switching systems or fumbling with the IRR.
- Supervisors can review radio traffic for QA in the same way they do for calls.

We're already building Assistive Dispatch in several large agencies and would love to bring DPS into this process. Currently, the state does not cover the cost of Assistive Dispatch. However, if DPS wishes to purchase an assistive dispatch toolset to alleviate the burden on Dispatchers, Prepared is the only vendor offering this functionality in a single platform.

4. Challenge With Language Translation

A few people on the DPS team brought up translation worries —

1. Language Line takes forever to join calls
2. Language Line quality is inconsistent
3. The quality of non-English calls

Prepared helps remove these language barriers — not in theory, but right now.

1. We support inbound and outbound SMS translation in 249 languages.
2. For voice calls, Prepared AI can auto-detect, transcribe, and translate audio in 34 languages into English for the calltaker to read.
3. And for two-way communication, our text-to-voice feature works in 24 of the most commonly spoken languages — enabling direct, back-and-forth conversation without needing a third-party interpreter on the line.

This functionality directly replaces legacy, often slow or unreliable, translation services.

Prepared is the only provider doing this today at scale.

Delaware County, PA was our first beta customer for this feature. They trained on it in the morning. That night — less than 12 hours later — a Spanish-speaking caller reported an armed robbery in progress at 2 a.m. The operator, still new to Prepared, used both Prepared and Language Line at the same time. Even with both running, Prepared translated the call, got the info out, and helped dispatch the correct units — *before* Language Line even joined the call.

Since then, Delaware fully replaced their third-party provider for Spanish calls. That dropped their average response time from 15 to 5 minutes — and saved them around \$3,000 a month.

In Baltimore, the translator is so trusted that Spanish-speaking callers literally started asking for “the Prepared translator” instead of Language Line. They’ve seen faster calls and similar cost savings.

5. Future-Looking: ‘The Prepared Network’ for Statewide Collaboration

Prepared is in a unique position to help DPS and the entirety of New Mexico. Right now, 85% of PSAPs in New Mexico have chosen Prepared for Assistive Calltaking and Assistive Quality Assurance.

With all these agencies on a single platform, it unlocks the ability for Prepared to build a statewide data sharing network across PSAPs — we are hoping to break down the data silos across the state and make it easier than ever to collaborate and mutually respond to emergencies with other agencies. We are working through this concept with a bunch of other agencies in the state — DPS I believe will be one of the biggest beneficiaries of this network.

We are early in the ideation and scoping stages, but here is what this network may enable:

- **Caller Histories Across PSAPs**

Since Prepared is transcribing calls for every PSAP and creating summaries for each call, we can surface if someone has called 911 in Albuquerque, then called again in Gallup, and now they're calling DPS — with full transcripts, summaries, flags, and frequent-flyer markers all in one place. We would use AI to summarize the caller histories *across the whole state* (we do this today for a single PSAP).

- **Incident Handoff Without the Phone Call**

Instead of relaying a full call context over the phone, the originating PSAP can send the full call transcript and summary *within Prepared to Prepared transfer and say: "Check Prepared for caller 505-216-5545 — context already sent."* This would work both ways — for incidents DPS is handing off and incidents being tossed to DPS. From what I gathered, this is a large time drain for your staff today. Much of this functionality already exists today with Prepared's 'call transfer' functionality.

- **Failover Call Context Automatic Routing**

DPS is a rollover for some agencies in NM. When those agencies lines are all busy, say Las Vegas, the new calls get routed to a DPS agency (in the case of Las Vegas, this is CENCOM). This is a common pattern in NM. With Prepared, we have the full context of that call (transcript + summary + location). We are able to route that context to the agency that the call was answered on behalf of, so your agency does not need to have to manually relay that context to the agency.

This is something RapidSOS cannot offer. It's only possible if enough agencies opt in. And with 85% of the state already with Prepared, DPS would benefit immensely from opting into the Prepared network.

Final Thoughts

DPS has one of the hardest jobs in New Mexico — covering the areas with no primary agency, serving as backup for overburdened counties, and keeping the state's highways safe. You also have one of the best use cases for Prepared in the state.

Our assistive tools are built to reduce stress on your current team, help new staff succeed faster, and create a modern, efficient workflow across calls, CAD, and radio. But more than that — they set you up for what comes next: a fully connected statewide public safety network that DPS can help lead.

I'd love to partner with you on that future.



Assistive Non-Emergency Triage (ANET)

Empower Call-Takers to Answer Emergencies Faster

Relieve the burden of answering routine administrative calls.

Quickly connect non-emergency callers to the right resources with an AI-powered assistant for your 10-digit phone lines. Unlike a phone tree or IVR, Prepared's AI assistant dynamically converses with callers to quickly identify and act on their needs while transcribing and recording every call to keep you in the loop.

Consolidate Screens

Action items and follow-ups determined by the bot to need manual intervention required call-takers to view the non-emergency triage list. With Prepared's ANET, that experience is completely embedded within the existing Prepared experience, minimizing logins and screens for call-takers—reducing mental burden on an already stressed call-taker and dispatcher.

Automated

Consolidation Opportunity

Filter

Incident	Tags	Actions	Status
(406) 555-0120	Stolen vehicle	Sent SMS Vehicle Form	Complete
(406) 555-0120	Animal	Transferred Animal Control	Needs Action
(406) 555-0120	None	None	Needs Action
(406) 555-0120	Parking Ticket	Transferred City Services	Complete
(406) 555-0120	Parking Ticket	Transferred City Services	In Progress
(406) 555-0120	Assault	Transferred Admin	Complete
(406) 555-0120	None	None	Needs Action

Key Benefits

01

Save Time

Reduce total call volume and give call-takers immediate access to key information and the call transcript if they need to jump in.

03

Immediate Visibility

Have a deeper understanding of what types of 10-digit calls your center receives and how the AI Assistant responds. This is a familiar experience for your staff as it is the same experience as Assistive Call-Taking.

05

Dynamic Conversations in English and Spanish

The natural-sounding voice assistant provides quick, reassuring support for callers by offering the right resources or transferring calls as needed.

02

Better Caller Experience

Assist callers with a dynamic, natural-sounding AI that can carry a conversation in English or Spanish and adapt on the fly.

04

A Human is Always in the Loop

Real-time transcripts and summaries of every 10-digit call gives call-takers context if they need to barge in or if the bot identifies an emergency that needs a call-taker's attention.



Prepared

Assistive Dispatch (AD)

Manage Every Talkgroup,
Never Miss a Detail

See what was said, when, by whom, and
in which talkgroup.

Manage radio communications with ease, reduce mistakes, and lighten the cognitive load of dispatching with Assistive Dispatch. Our real-time radio transcription helps dispatchers stay focused on what matters most: quickly and accurately coordinating emergency responses and keeping field responders safe.

With clear, accurate transcriptions filtered by talkgroup and timestamped for easy reference, dispatchers can effectively manage their radios and never miss critical information.

Pinned	M-23493 12:41:35 PM
Fire District #1 M24893: Hey I need some h	M-23493. Shots fired! Repeat, shots fired! Suspect is eastbound on 125th Street. Requesting immediate bac
Channels	Dispatch 12:41:35 PM
Police District #2 J Buckner: Okay copy	Copy, Unit 1. All units, be advised. Shots fired at 125th and Lenox Avenue.
Police District #3 AJ Smith: 10-9	M-23493 12:41:35 PM
Police District #1 Dispatch: Copy	M-23493 is on the scene. Pursuing suspect on foot.
	Dispatch 12:41:35 PM
	Copy, Unit 1. Proceed with caution and wait for backu
	M-23493 12:41:35 PM
Fire District #1 M24389: Thank you sir	Suspect has entered a building at 125th and Fifth. Sho inside the building. We're proceeding to enter.

Key Benefits

01

A Second Set of Ears

Complement seasoned dispatchers' "radio ears" and help newer dispatchers develop theirs.

02

Reduced Cognitive Load

Alleviate the burden of multi-tasking. Dispatchers can read radio transcriptions, identify key points of interest, and replay audio on the fly.

03

Improved Accuracy

Reduce the chance of communication errors and be alerted to important events based on keyword flags.

04

Summaries & Alerts

Summarize radio transmissions for each incident and alert supervisors to critical keywords or events.

05

Multichannel Support

Captures audio across multiple talkgroups, keeping each conversation organized and accessible.

"Assistive Dispatch gives our dispatchers confidence that no transmission will go unheard, reducing the need for repetitive transmission, and **ensuring that a request never goes unanswered.**"

— Anthony Mignogna, Chief of Com., Delaware County



SECTION V

Pricing Proposal

Prepared for Pecos Valley RCC

Pricing Proposal

All pricing includes unlimited users, based on call volume of 96,341 total inbound calls to the Center annually: 40,382 emergency, and 55,959 non-emergency calls.

Product	Length*	Annual Price
Assistive Call-Taking (ACT)	24 months	\$0 (State-funded)
Assistive Quality Assurance (AQA)	24 months	\$0 (State-funded)
Assistive Non-Emergency Triage (ANET)	24 months	\$30,000
ANET One-time Implementation Fee \$1,000	-	-
Assistive Dispatch (AD)	24 months	\$27,956
Annual Subscription Fee		\$57,956

* Contract duration can be adapted depending on PVRCC's desire