

COMMSCOACH CASE STUDY

Leading Change from Within: Building a High-Performance 9-1-1 Culture



Overview & Challenge:

Facing growing public safety demands, the O'Fallon Police Department 9-1-1 Communications Center began exploring innovative strategies and technological advancements to enhance its performance. In order to outline a course of improvement, the center needed accurate performance data to effectively measure progress and support continuous improvement.

To meet this challenge, newly appointed Emergency Communications Administrator Paul Jokerst teamed up with their Public Safety Software Suite Administrator Mike Nunnery to lead a series of structural and cultural shifts that included implementing a new accountability framework with a QA manager and shift supervisors, and deploying CommsCoach, an AI-powered QA platform to evaluate every call, eliminating subjectivity and providing the performance data needed to drive continuous improvement.

The Emergency Communications Officers embraced the focus on improvement and surpassed the compliance goal of 80%, achieving 94% within a single year.

Solution:

As a part of the transition, Jokerst secured funding to expand the team adding four shift supervisors and a QA specialist to lead evaluations and uphold standards.

Following a review of available solutions, the agency selected GovWorks' CommsCoach, recognized as the only platform capable of delivering automated assessments for 100% of eligible calls. With CommsCoach in place, the department gained robust baseline data and a clear roadmap for continuous improvement.

O'Fallon became the **first Emergency Communications Center in Missouri** to achieve 100% call evaluation coverage.

Inside the ECC...



70,000 to 75,000 calls per year



12 Emergency Communications Officers (Telecommunicators), 1 QA Manager, 4 Shift Supervisors



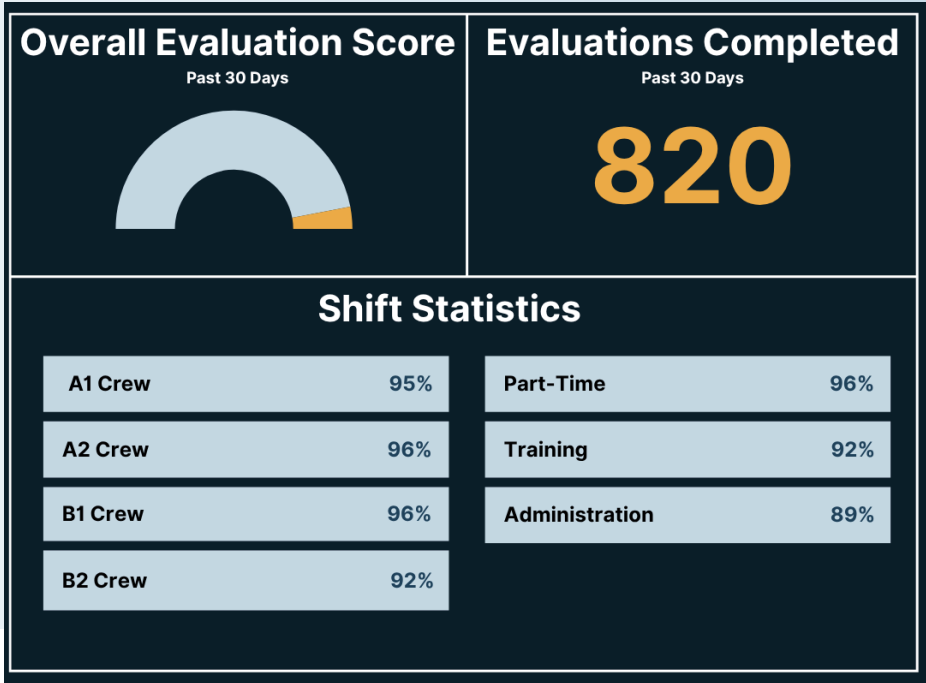
Supervisors QA regular call traffic
QA Manager QAs supervisors



Supports multiple police agencies

Transparency and Continuous Improvement

To support this culture of excellence, the department introduced a **CommsCoach Performance Wallboard**. Performance visibility became a powerful motivator. The wallboard showcased shift rankings (each consistently exceeding evaluation goals) and introduced a friendly competition, with shifts aiming to hit the top numbers.



Results:

94%+ Call Compliance on 100% of Eligible Calls

Within a year, compliance scores rose from just 2–12% on low-frequency call types to over 94% across the board, far exceeding the department’s 80% target. Equally important, trust in the process has grown. Emergency Communications Officers have embraced the new level of transparency and fairness, as reflected in their results. Confidence has grown, morale has improved, and the center is thriving.

Empowering Emergency Communications Officers

Emergency Communications Officers can log into their individual portals at any time to listen to call recordings, monitor trends and identify opportunities for growth. his self-service model empowers learning and reinforces personal accountability.

With CommsCoach, O’Fallon Police Department has not only automated its QA process but also fundamentally redefined excellence in emergency communications. Through **innovation, transparency and leadership**, the department has created a modern, scalable framework that prioritizes accountability and telecommunicator empowerment. The results speak for themselves: with compliance now exceeding 94%, the center is operating at a consistently high level, proudly serving its community.

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“With CommsCoach, we’ve gone from manual, inconsistent evaluations to a fully automated, AI-powered system that empowers our dispatchers to improve in real time. It’s not just about scores, it’s about building confidence, accountability and a culture of excellence.

Paul Jokerst, CPE

Emergency Communications Administrator, O’Fallon Police Department

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Find out how **CommsCoach** can help your ECC