



ABOUT SARPY COUNTY

As the sole Public Safety Answering Point (PSAP) serving all of Sarpy County, Nebraska, the Consolidated Emergency Communications Center operates 24/7/365 and dispatches for eight public safety agencies, including all fire districts, police departments, and the Sheriffs' Office.

The Center took 57,878 9-1-1 calls during 2017, with 93.21% answered within the recommended 10 seconds. Staff consists of full-time dispatchers, dispatch supervisors, a telephone and technology manager, a training and quality assurance coordinator, communications technologists, public safety information system specialists, an assistant director, and a director.

Sarpy County itself is Nebraska's third-largest, lying just south of Omaha with a Census-estimated 2016 population of 179,023. About 8.5% of that population speaks a language other than English at home – most commonly Spanish – and the Center uses language services to handle their 9-1-1 calls.

"We get a fair amount of Spanish callers, about 1 or 2 callers a day", said Cindy Lacy, the Center's Training and Quality Assurance Coordinator.

VOIANCE AND SARPY CONSOLIDATED EMERGENCY COMMUNICATIONS CENTER



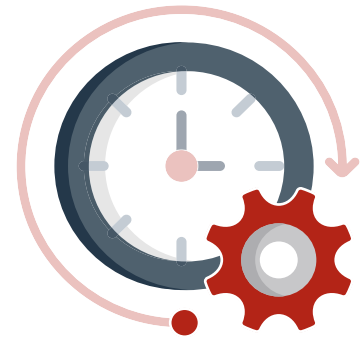
Choosing Voiance: A Faster, Easier Service

The Center switched to Voiance for multilingual support in September 2016 after receiving a demonstration of Voiance's services.

"For 9-1-1, it's very important that a provider has a quick speed of answer," Lacy explained. "Our previous language services provider added in quite a bit of time for our call takers. We had to type in the code, and then they had to find the interpreter and connect us."

"Using Voiance is so much easier, so much faster," she continued. "We don't have to go through each of the steps - we are able to skip past entering our account number, security code, and the prompt to choose the language."

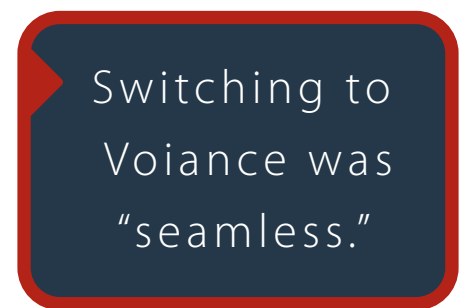
In addition to the auto-authentication to bypass unnecessary steps, Voiance also programs incoming calls from PSAPs so they move to the front of Voiance's call queue. The goal is to help call takers reach an interpreter as quickly as possible.



A Smooth Transition to Voiance

Switching to Voiance was "seamless."

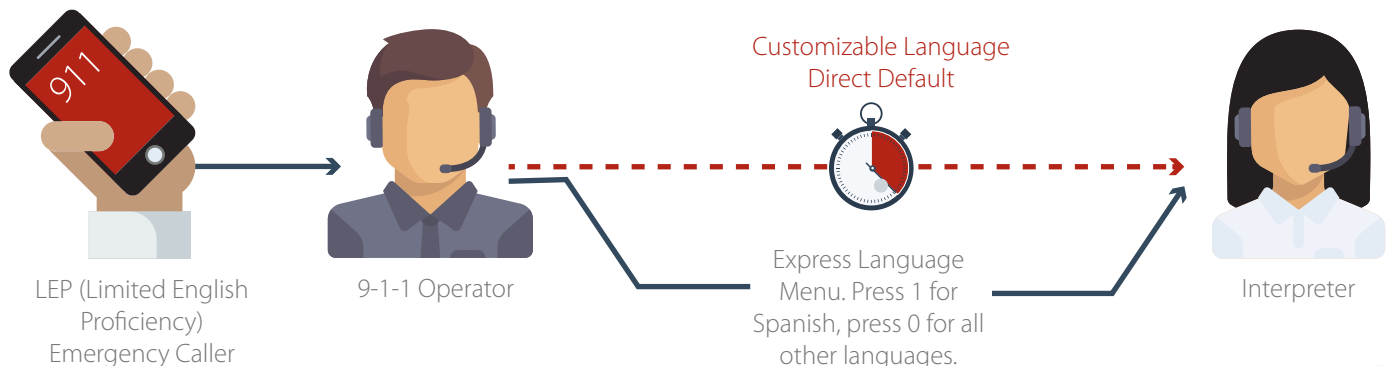
"Voiance was able to implement a simple connection process, so our staff could easily reach an interpreter," recalled Lacy. "Transitioning overall was very simple. I had set aside two weeks to train our entire staff on the service, but it didn't take two weeks."



Voiance also communicates with PSAP clients before, during, and after implementation, listening to their concerns and suggestions in order to create the optimal service together.

"Our account manager noted our specific needs and helped to set up the service to reflect that," Lacy noted. "For example, our County mostly receives Spanish calls instead of other languages, so Voiance programmed our service so that it automatically defaults us to the Spanish queue when we press 1. If we need another language, then we press 0 for more options. It helped us save several seconds that, with our old provider, we would have spent trying to just connect."

"It's helpful that Voiance does have other languages," she added. "We do come up with some unusual languages sometimes, and it's nice that we can rely on Voiance's language variety."



Quicker Results with Trained Employee Interpreters

The Company trains its over-2,500 employee interpreters with an extensive interpreter training course that includes 9-1-1-specific content.

"We noticed after we switched that the interpreters we got with Voiance seemed to have better interpretation accuracy, and they seemed to understand our questions better without us needing to repeat a lot," Lacy observed. "This has made it quicker for our call takers to get to the source of the problem faster, and get help right to where they need us to be."



Interpreter training programs offer more than double the training that common industry standards require.

Sarpy County's Community Outreach About 9-1-1

"We send our people to community meetings and schools to educate people about what to use 9-1-1 for," Lacy explained. "We plan to do more outreach to the limited-English proficient community about our services, and I'm excited about the prospect."

Want to learn more? Contact us at 9-1-1@voiance.com
to speak with a language services strategy consultant today.