

LOUISIANA

New Orleans hoping limited AI use could speed response for emergencies



Presley Bo Tyler

Shreveport Times

July 28, 2026 | Updated Aug. 10, 2026, 1:04 p.m. CT

This story was updated to include more information.

If you call 911 in New Orleans, you may hear the sound of an [artificial intelligence \(AI\)](#) agent answering your call instead of a human voice.

The Orleans Parish Communication District (OPCD) has used the intelligence to handle some, not all, emergency calls in New Orleans, mainly related to auto incidents.

The OPCD for two years has used this tool designed to reduce the volume of calls human dispatchers must handle, which is over a thousand emergency calls a day.

How the AI will work for auto crashes

The Orleans Parish Police Department says it receives numerous calls about a single auto accident. It uses AI to filter non-important calls from emergency calls related to the incident.

Here's how the department explains the technology:

- After an auto crash has been reported and responders have been notified, the AI call-triage tool kicks in, and only when: 1) All operators are busy, and 2) a 911 call then comes in from within 200 meters of an already-reported accident.

- The AI tells the caller they have reached New Orleans 911 and asks if they are calling about the accident at (location). If the caller responds with anything other than “YES” (in any language), they are returned to the 911 call queue to speak with a human.
- If the caller responds “Yes,” the AI advises that we are aware of the accident, and tells the caller that if the caller is involved in the crash or has further information to provide, the caller should stay on the line, otherwise they may hang up.
- The 911 call is still logged, with all normal metadata and audio recording, and the call remains available should detectives wish to anyone who called about the auto accident.

What is an AI triage tool?

The OPCD is using Carbyne's AI Emergency Call Triage, with triage being the process of analyzing and prioritizing emergency calls. The AI system assesses incoming calls and can provide immediate feedback to callers, which it expects will help the rapidity of responses for emergencies.

Its intention is to handle the increase of calls related to one incident, so callers get automatically routed to an AI agent who asks if they are calling regarding the incident. If the answer is yes, then callers can receive information or updates, and if no, then the callers are transferred to a human.

This combats multitudes of calls piling up and taking longer time to potentially answer an emergency call. The OPCD said the AI will not be used to handle emergency calls, only to direct such calls to a human dispatcher.

"Every 911 center in the country is dealing with the reality of tighter budgets and inability to reach full staffing even with funding to do so," the department says. "We have found this AI triage tool, used specifically for the scenario outlined above involving motor vehicle accidents, to be an extremely positive use of the technology to make the best use of our staff's very limited time. Minutes matter when

responding to 911 emergencies, and our use of the tool in the very limited way outlined above has been a success."

Impacts of 911 calls and AI use

While AI can help with 911 response times and dispatch efficiency, there are risks in relying on an AI bot to successfully handle all emergency calls.

AI-powered 911 triage is programmed to divert non-urgent calls during surges in the number of calls. By dispatchers identifying repeated patterns, like influxes of calls during rush hour traffic reporting accidents, the data is used to train AI to predict such patterns and handle calls related to the same incident.

With human oversight, thorough training data, strong cybersecurity and algorithm regulation, AI 911 triage can work effectively.

It's possible that AI agents handling 911 triage could fail to understand individuals with stronger accents and dialects, as well as differences in pitch and articulation. This is because AI is programmed with automatic speech recognition systems and, therefore, could potentially be unreliable when presented with a speech unlike the ones AI is trained to recognize.

Presley Bo Tyler is the Louisiana Deep South Connect Team reporter for USA Today Network. Find her on X @PresleyTyler02 and email at PTyler@Gannett.com

