WVUE Fox 8: When calling the 911 center in New Orleans, AI may answer. Here's why

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Rob Lalka, Albert Lepage Professor in Business, was interviewed by WVUE Fox 8 about the Orleans Parish Communications District's decision to introduce an AI-based system to sort and prioritize 911 calls about motor vehicle accidents.

> "If it works, then you do free up people to handle those cases that are most important, most urgent and most need a human touch. That's really valuable. If you miss just one case — if you get it wrong just once — someone's life is on the line, and that's dangerous. You don't want a city that's not serving its people," said Professor Lalka.

To see the story in its entirety, visit wvuefox8.com:

https://www.fox8live.com/2026/07/17/when-calling-911-center-new-orleans-ai-may-answer-heres-why/