

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

July 16, 2026



[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/>