

SNOHOMISH
COUNTY

911



Aurelian Primer

OCTOBER 2024

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WHY?

- Drastic increase in NE call volume since its inception
- Staff assigned to handle NE call volume are inundated with calls, minimal downtime between calls
- Public experiencing long hold times, especially during peak activity seasons (complaints to member agencies)

HOW?

- **Intelligent Call Triage:** A virtual attendant powered by AI listens to the caller, identifies emergency situations, and ensures that those calls are promptly routed to the 911 trunks at SNO911.
- **Non-Emergency Handling:** For true non-emergencies, the attendant gathers all pertinent information and sends it to us digitally as a “card.” This card includes a transcript of the entire interaction and allows us to transfer the details into CAD if needed.
- **Fallback Assurance:** If the attendant encounters a situation, it cannot fully address, the caller is informed that someone from our team will follow up with them.
- **Language Support:** The attendant can recognize and conversing in multiple languages, enhancing accessibility for all callers (specific language capabilities will be determined soon).
- **Customization:** We sent Aurelian 1000 of our recent non-emergency calls at all times of day/day of week for analysis to help build our system around the exact types of calls we get on the NE line. Additionally, the program is highly customizable, and changes can be made in near real-time if needed.

WHEN?

- SNO911 is targeting a mid-October/early November implementation

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FAQ

Q:

Is this product in use at another Emergency Communications Center?

A:

This technology has already shown impressive results at MACC 911 in Grant County, WA, where it automates approximately 75-80% of their incoming non-emergency calls.

Their virtual attendant, "Ava," has become a key component of their operations; staff even voted Ava as Dispatcher of the Year! Also, AI technologies like Aurelian are being rapidly adopted at 911 centers across the United States.

This trend was prominently featured at the recent APCO conference in Orlando: in the expo hall, in breakout sessions, and at the Large ECC roundtable meeting attended by SNO911.

Q:

Is SNO911 planning on a staff reduction once this is implemented?

A:

Aurelian is not intended to reduce our staffing levels or replace dispatcher positions. Rather, it's designed to free up our call takers to focus on 911 calls, which should improve call distribution and overall efficiency in the center.

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SNO911 Non-Emergency Calls 2018-2023

