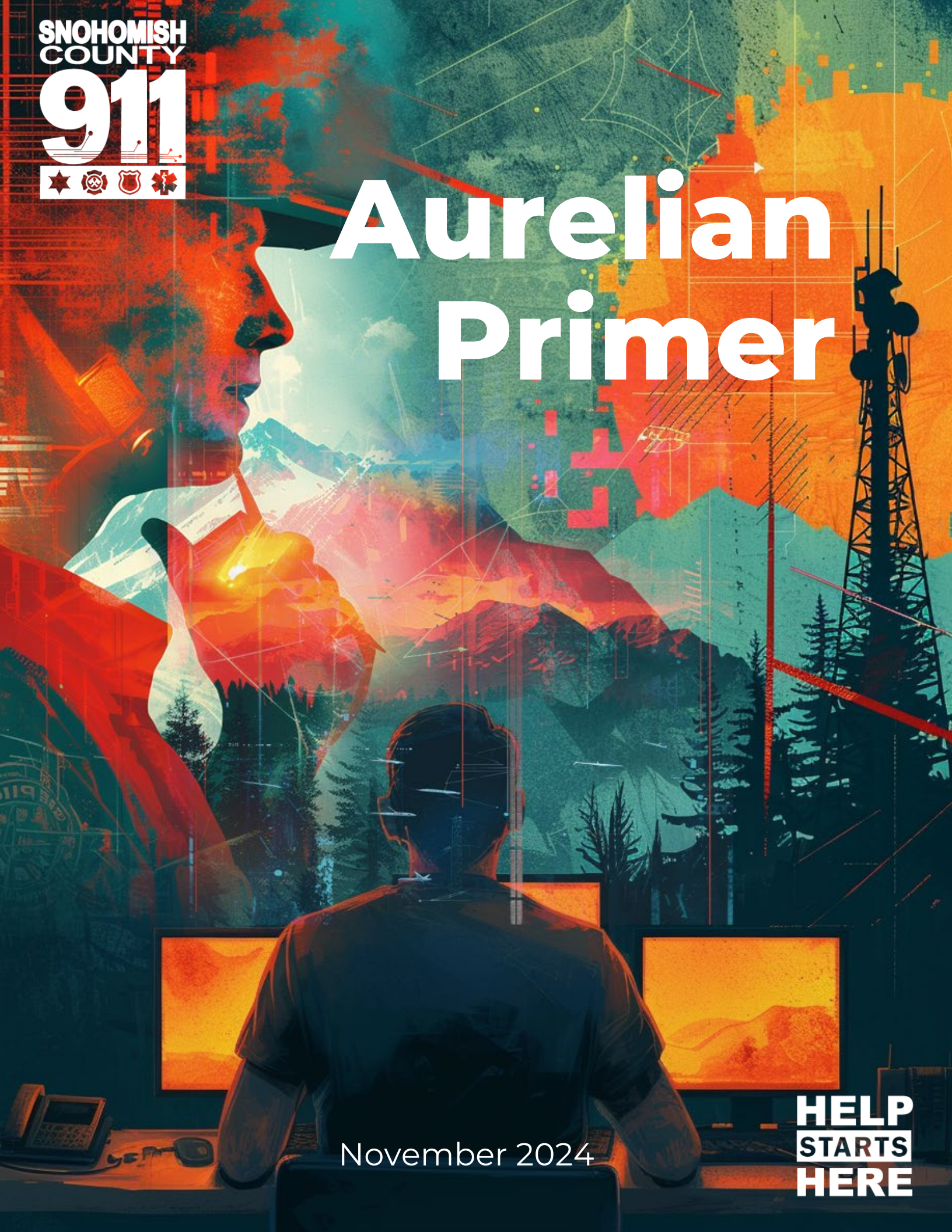


SNOHOMISH
COUNTY

911



Aurelian Primer



November 2024

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HERE**



SNO911 AI Solution for Non-Emergency Calls

November 14 2024

To: Snohomish County Sheriff, Police and Fire Agencies,

We have some important news to share as it relates to SNO911's Non-Emergency (NE) line and are asking you to share this within your agency.

Over the last **5 years SNO911 has experienced a 91% increase in 10-digit non-emergency (NE) phone calls**. This unprecedented increase has been difficult to manage and has **resulted in long NE hold times** while callers wait in the queue. We find this unacceptable. Therefore, we are pleased to announce a solution that will improve services to our community and make SNO911 more efficient and effective by leveraging cutting-edge AI.

On Monday, November 18th we will be deploying a solution from a Washington based company named Aurelian that offers a proven effective and efficient way for the community which will eliminate **most** NE hold times. Using advanced generative AI, the cloud-hosted Aurelian system will begin processing our NE calls. Several tests have already occurred with impressive results. However, as with any system, there will be a period of optimization and learning.

Although very rare, in the event someone inadvertently calls our NE line with an emergency, Aurelian can quickly transfer the caller to our emergency queue to promptly connect to a SNO911 Dispatcher. Without Aurelian, that same caller could sit in a NE queue and experience an extensive delay.

Today the same SNO911 Dispatchers that handle between 1,500 & 2,000 9-1-1 calls daily, also handle more than 500 NE calls. Aurelian will not only help our dispatchers prioritize emergencies and be more efficient, it can simultaneously process all of SNO911 NE calls thus eliminating the hold times the community experiences today.

SNO911 recognizes that some community members prefer to talk to a real person, and Aurelian is configured to transfer individuals requesting to speak to a person into our NE queue. Callers that by-pass Aurelian may still experience hold times if Dispatchers are busy with emergencies. Our initial testing, however, indicates more than 70% are able to be assisted by Aurelian and we expect that to increase as the system is optimized.

Our Non-Emergency Number is not changing and there is no action necessary by your organization other than a request to share this news with those in your agency that regularly interact with our community. As Aurelian is highly configurable, we have been and will continue to optimize the system. Incidents received by Aurelian will be clearly noted in the CAD narrative. **Any responder** who experiences something unexpected is encouraged to email us at Help@sno911.org with incident details so we can investigate. **That email is only intended for Sheriff, Police & Fire internal use, and is not for community feedback**. We will be configuring a survey link in the coming weeks that will provide an opportunity to hear directly from the community.

Thank you for sharing this memo and the attached FAQ with your front-line staff.

Best Regards,

-SNO911 Team

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SNO911 AI Solution for Non-Emergency Calls



WHY?

- SNO911 saw a 91% increase in non-emergency calls over the last five years resulting in extensive hold times. We need to address that.
- The dispatchers who process 9-1-1 calls, also process NE calls. This new technology allows them to focus on emergencies and be more efficient.
- Aurelian will eliminate Non-emergency hold times for those who stay in the system

HOW?

- **Rapid Call Triage:** A virtual attendant, powered by AI, listens to the caller, identifies emergency situations, and ensures that those calls are promptly routed to our Emergency Phone Queue.
- **Non-Emergency Handling:** For non-emergencies, the attendant gathers all pertinent information and sends it to us digitally as a “card.” This card includes custom structured details, and access to a full transcript allowing us to seamlessly transfer the details into CAD if needed. The first line of narrative will say, Generated by Aurelian.
- **Fallback Assurance:** If the attendant encounters a situation that SNO911 has identified as an exemption from AI, or there is difficulty understanding the callers needs, Aurelian will transfer the call to a SNO911 dispatcher.
- **Language Support:** The attendant is converse in multiple languages, enhancing accessibility for all callers (specific language capabilities will be activated in the coming weeks/months).
- **Customization:** Aurelian has already analyzed over 1,000 NE calls and the system has been localized for us. Additional optimizations will occur once the system is live.

WHEN?

- November 18th at 0900.

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