Aurelian

Skeptical? Give AI One Hour of Your Time!

Wednesday, September 17th
2:15pm – 3:15pm

KALAMAZOO COUNTY 911 DISPATCH AUTHORITY

Presentors

Torie Rose, Deputy Director

Kalamazoo County Dispatch Authority

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Aurelian

Objective

Overview of KCCDA

Partnering with Aurelian

Implementation

Not Just Non-Emergency Call Handling

Statistics

Screenshots of Aurelian Product

Kalamazoo County Consolidated Dispatch Authority (KCCDA)

DISPATCH CENTER OVERVIEW

- 19 Position Dispatch Center
- 47 of the 61 budgeted positions in the dispatch center are filled
- 12-hour shifts
- Provide service to 15 fire agencies and14 law enforcement agencies and 2 ambulance providers.
- KCCDA does not give pre-arrival instructions. Medical emergencies are transferred to the appropriate EMS agency based on the jurisdiction and they provide pre-arrival instructions.

- Minimum staffing
  - 5 - Emergency Communications Officer (ECO) II Positions
  - 3 - Emergency Communications Officer I Positions
  - 1 - Dispatch Floor Supervisor
  - Night shift is the same until 1am or 3am and then staffing is reduced by 2. (4 ECO II's and 2 ECO I's)

Workload Assignments

DISPATCH SUPERVISOR

LAW - 1 (ECO II)	LAW - 2 (ECO II)	LAW - 3 (ECO II)	LEIN (ECO II or I)
Kalamazoo Public Safety	Kalamazoo Sheriff's Office MSP & DNR Vicksburg PD Schoolcraft PD Galesburg PD Augusta PD Richland PD Ross PD KVCC PD	WMU Public Safety Kalamazoo Township PD Portage PD	All Agencies

COUNTY Fire	Alamo, Augusta/Ross, Climax, Comstock,
	Cooper, Galesburg-Charleston,
	Oshtemo, Pavilion, Portage,
	Richland, South County, and Texas

METRO Fire	KDPS
	Kalamazoo Township
	Parchment

Calltaker (ECO I)	Calltaker (ECO I)	Calltaker (ECO I)

KCCDA Statistics

KCCDA MEETS AURELIAN

Choosing your AI Partner

- What are the Expectations
- Meet and Vet the Companies
  - How do they fit with your operations
  - What other functionality do they offer (text back, translation)
  - Who else have they partnered with
  - Technical Support

For KCCDA....

- We were already exploring AI vendors to assist in quality assurance.
- During a National Conference, a KCCDA employee saw a demo of Aurelian. When the employee returned, he reached out to administration with information on Aurelian for non-emergency call handling. At that point, we had not thought about AI use for non-emergency call handling so it was intriguing enough, we decided to research it.
- We set up a demo with Aurelian as well as 2 or 3 other AI companies.
- Evaluated all demo's and decided to proceed with Aurelian for non-emergency call handling. Our primary goal was to reduce non-emergency call volume so dispatch staff could focus more time on 911 Calls.

Start the Conversation

- Buy in and approval from the governing body
- Bring in staff for the conversations
  - AI is not a replacement for human telecommunicators
  - How AI will affect the workload in the ECC

For KCCDA

- Administration and IT were involved in the demos.
- Our process happened very quickly. KCCDA signed a contract and implemented Aurelian in December 2024. The total process from demo to implementation was 3 to 4 months.
- Prior to implementation we heard comments like.....

Ugh, just one more system I have to log into and monitor. Like I don't have enough already.

This is just going to make more work for me so I might as well just handle the call.

Should I be concerned about my future employment?

Building the AI Agent - You've chosen your Partner

- What types of calls will the AI Agent be handling
  - What types of calls will the AI Agent be sending through for a telecommunicator to handle
- Is your AI going to integrate into CAD
- Continued buy-in with staff through conversations

Mole hills to Watch Out for So They Don't Become Mountains

- Phone line considerations
  - Bring in your LEC for a discussion early on to determine how the call gets to the agent and how calls needing a human return to the ECC
- CAD hurdles
- Backup Considerations
  - Switching to "passthrough" mode when things aren't working quite right

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Ready Set Go - Go Live Preparation

- Policy and Procedure
    - Reach out to other users to avoid reinventing the wheel
- Staff Training
- Test, Test, Test!!!
- Inform Response Partners - Demo it for them
- Public Notification

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For KCCDA

- The build of the system consisted of 2-3 half hour meetings to go through call routes for all the different call types. Aurelian already had an outline of all the routes, so it was really just adjusting those to fit the needs of KCCDA.

- Implementation consisted of 4-5 days of testing. Each day the system would be turned on for 1-2 hours at a time 3-4 times a day. After each session, a debriefing would happen between Aurelian and KCCDA. Tweaks to the system would be made prior to turning it back on again.

- The first hour was so well received by staff when the system was turned off everyone kept asking…..

“When can we turn Aurelian back on??”

- The system was turned on 24/7 after about a week of training all the staff, testing, and tweaking call type routes. We went live on December 19, 2024
- We did a press release to the public on December 20, 2024
- This is the first system we have implemented where we did NOT get complaints from staff. It was well received from the first time we turned it on.

KCCDA uses the system for...

- Officer Messages
- Abandon Vehicle Impounds and releases
- Vehicle Repossessions
- Jurisdiction Verification for Partner Agencies
- Directing callers to agencies for copies of police reports
- Giving information on where to get fingerprints done
- Directing callers to the jail for prisoner look-up information
- Non-emergency call processing/gathering information

KCCDA/Aurelian Statistics

- On Average, KCCDA receives about 260,000 non-emergency calls
  - 130,000 of those calls are routed through Aurelian as they come in on our non-emergency number (269) 488-8911 or the alarm line.
- Currently, Aurelian is processing 60% of those 130,000 calls.
  - The other 40% are routed into dispatch either because it was determined to be an emergency during the AI call handling OR because of the call route KCCDA has established.
- KCCDA is on track to process 5,000 abandon vehicle entries for the year.
  - Tow companies utilize an online form to fill out the tow information and KCCDA can process it to make sure it isn't stolen and send a response back to give the tow company the "go ahead" to tow the vehicle.

Online form | Vehicle release form

Your name

Company Name

Incident/Reference Number

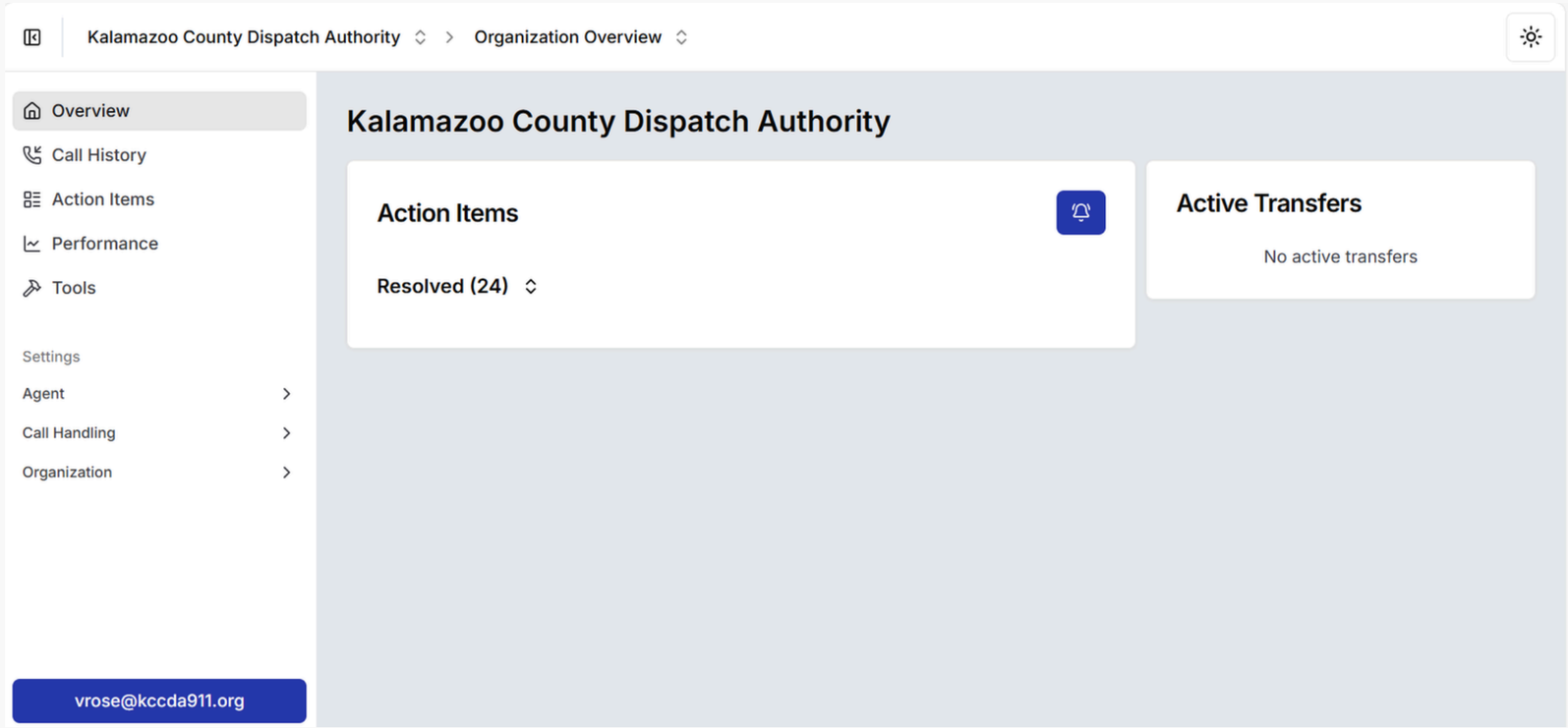
Description of vehicle (make / model / color / year)

License Plate Number

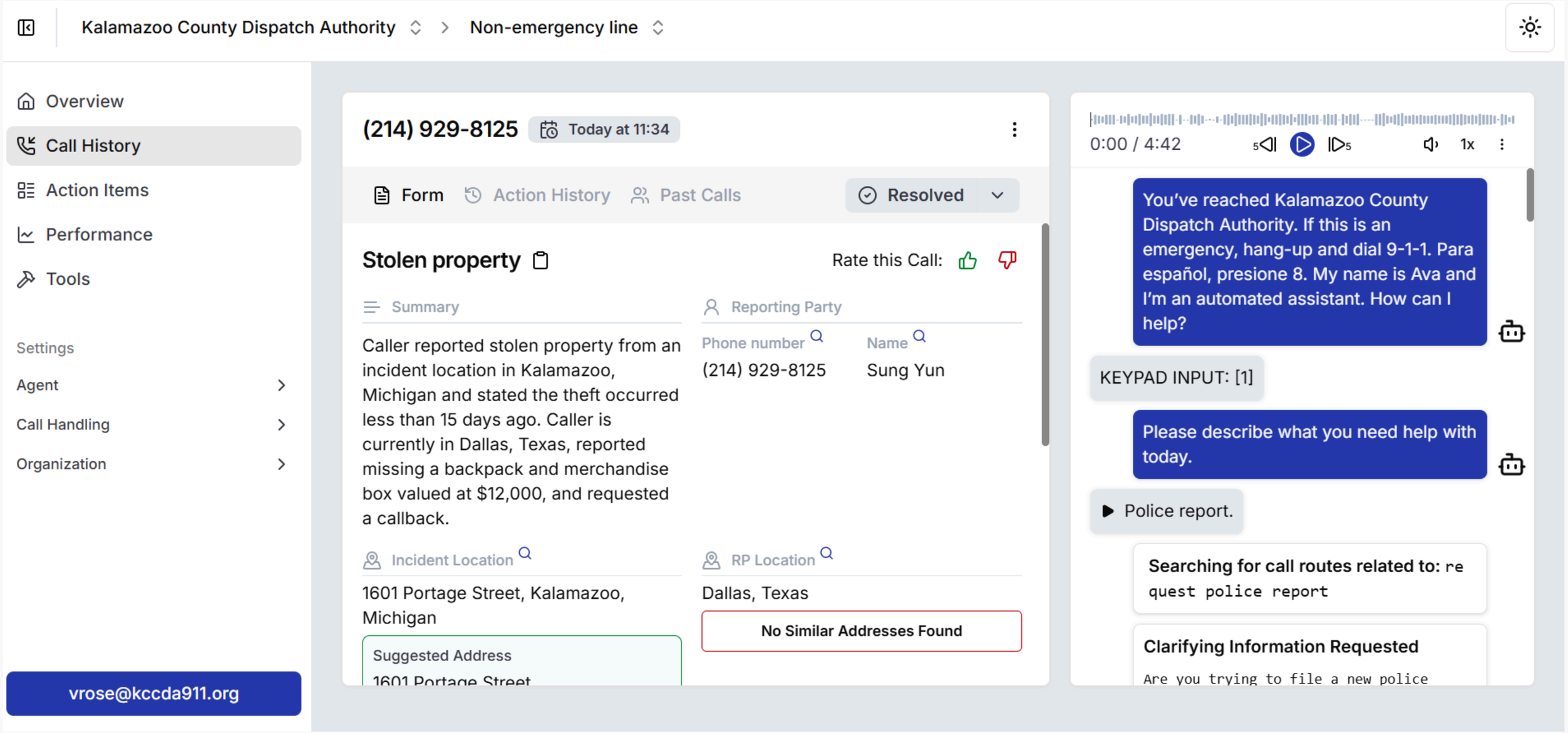
VIN

Submit Form

Call Handling Dashboard



Actual Call that AI Collected All the Information For



Questions??

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