

AURELIAN FAQs



1. Will 911 calls be answered by A.I.?

No. All 911 calls will continue to be answered directly by trained Telecommunicators. A.I. will never manage 911 calls.

2. What number do I call for non-emergencies?

RiverCom's non-emergency number is **(509) 663-9911**

3. Why A.I.?

Call volumes continue to increase each year, particularly during major incidents or community emergencies. Non-emergency calls during these times can contribute to longer wait times for those needing immediate help.

By using A.I. to assist with non-emergency call triage, RiverCom 911 aims to:

- Reduce wait time for callers during large incidents
- Keep emergency lines open for critical situations
- Improve overall response efficiency
- Support Telecommunicator workload and well-being

4. When will the system go live?

April 9, 2026

5. Does the system support other languages?

Yes. In addition to English, the system can understand and translate Spanish and up to 14 additional languages, improving access for a broader range of callers.

6. What if the A.I. gets it wrong?

RiverCom personnel oversee system performance, and all calls are subject to human review. If the system identifies a call as urgent or if a caller needs additional help, the call is immediately transferred to a dispatcher.

7. Will this replace RiverCom Telecommunicators?

No. Aurelian is a tool to support telecommunicators, not replace them.

8. What types of calls may be handled by A.I.?

Aurelian may assist with common non-emergency requests, such as:

- General information questions
- Reporting a crime that is no longer in progress
- Minor traffic concerns
- Administrative or service-related calls
- Situations that do not require an immediate emergency response
- If a call becomes urgent or complex, it is immediately transferred to a dispatcher.