City of WHITEWATER	Council Agenda Item
Meeting Date:	11/05/2026
Agenda Item:	Aurelian AI-assisted Dispatch
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BACKGROUND
(Enter the who, what when, where, why)

In late 2024, Fitch and Associates completed a comprehensive organizational and workload study of the Whitewater Police Department. One of the key recommendations of that study was:

"Strengthen dispatch technology to avoid shutdowns and consider hiring additional resources or partnering with other agencies for shared back-up/relief."

Since the completion of that study, the total calls for service dispatched by the Communications Center (shown below) have continued to increase, increasing the importance of utilizing technological enhancements:

- **2024**: 21,831 calls
- **2025**: 24,955 calls
- **2026 *(projection)***: *25,356 calls*

Currently, providing true double coverage with two dispatchers working 24/7 is not realistic due to cost. Instead, AI-assisted dispatch technology is designed to take some of the volume off the shoulders of our existing staff, by handling routine non-emergency calls, allowing dispatchers to focus on the most important calls that require human interaction. 911 calls would remain 100% handled by live dispatchers. Currently, Aurelian is the most well-suited option for AI-assisted dispatch and is the only option that we found that would be feasible to implement now.

In July 2026, SSM Ojibway provided Aurelian with a sample of roughly 1,400 calls from our Communications Center. Aurelian analyzed the calls and estimates that 60-80% of our call volume could be handled by Aurelian's AI product, "Ava." Ava handles calls through pre-programmed call routes and transcribes the verbal interaction producing a written log of the call. It should be noted that all call logs handled without human intervention are reviewed by dispatchers for quality control.

PD staff conducted an on-site observation of the Waukesha County Communications Center which utilizes Aurelian and has been using it for approximately one year. Staff there were happy with the product and expect to continue to use Aurelian into the future. In reviewing their roll-out of Aurelian, their recommendation was to create the AI call routes slowly at first to make sure they are as accurate as

possible before expanding too quickly. We listened to calls handled by Ava from earlier that day and we were impressed with the accuracy and efficiency of the product.

A key benefit to Aurelian is that Ava automatically recognizes various languages and will respond to the caller in their native language. However, the call logs created are transcribed in English so our dispatchers can review them without issue. There are also measures in place to ensure critical calls are not getting bogged down by the AI component of Aurelian. There are certain calls that will automatically be routed to our live dispatcher. This occurs whenever a key word (i.e. gun, knife, punch, etc.) is spoken by the caller, or if Ava detects yelling in the background of the call for example. Recordings of calls handled by Ava are stored by Aurelian using Microsoft Azure cloud storage with a retention period set by the police department. That data would be owned by the police department and would be exported to us if we ever canceled the service.

The cost of Aurelian is $31,500 annually. That price would be locked in for three years if the contract is signed by November 30, 2026.

PREVIOUS ACTIONS – COMMITTEE RECOMMENDATIONS

(Dates, committees, action taken)

Reviewed by Finance Committee 10/27/2026

FINANCIAL IMPACT

(If none, state N/A)

$31,500 annually

STAFF RECOMMENDATION

Recommend funding Aurelian beginning in 2027 as part of the PD budget.

ATTACHMENT(S) INCLUDED

(If none, state N/A)

1. Aurelian Non-Emergency Call Handling overview
2. Aurelian AVA summary
3. Aurelian Sole Source Letter
4. Aurelian Quote
5. Aurelian Service Agreement