#1 Voice AI for Public Safety
Seattle, WA
aurelian.com

August 26, 2026

Mr. Weidl,

We understand that Whitewater PD is considering a sole source procurement of Aurelian's non-emergency call automation software, and we would like to provide the following information to assist in your justification.

Unique Suite of Features
Aurelian is purpose-built for public safety and offers a unique suite of complementary features to provide conversational & generative AI in a safe, secure, and productive manner. While a more complete list of our features are shown in the scope of work, I wanted to highlight a few that are unique to us:

- **Omnichannel support:** Beyond voice calls, callers can text directly into the AI agent or interact with it directly on your website.
- **Geolocation validation (patented):** Aurelian can take caller-provided addresses, businesses, intersections, and roads and augment them with secondary questions, e.g., direction of travel, nearest mile marker, to find actionable locations.
- **Jurisdictional understanding:** Aurelian can leverage geo-validated locations to perform specific actions based on that location, e.g., qualifying callers for online reporting or routing callers to the correct PSAP.
- **Mid-sentence emergency interruption:** Aurelian is the only AI call automation solution that will interrupt callers while they are in the middle of their sentence if they have an emergency situation. Every other system will wait until the caller is finished speaking to realize it is an emergency.
- **Leverage agency-specific GIS data:** Aurelian can use your agency's GIS data to ensure we're using the correct geographic data to validate locations versus generic mapping data.
- **Integrate with almost any CAD:** Aurelian's unique method of CAD integrations allows us to work with nearly any CAD without the CAD's direct integrations.
- **Racial discrimination monitoring:** Aurelian's models are constantly monitored and tested for any instances of potential racial discrimination.
- **Hallucination detection and prevention module:** Aurelian has a proprietary hallucination detection & prevention module to ensure safe deployment of generative AI.
- **Dynamic handling of unclear requests:** Aurelian is able to handle requests beyond the understanding laid out in the SOPs by acting reactively and predictively to the needs of your team.

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- **Sentiment analysis:** Aurelian understands callers tone, particularly in situations of fear, stress, or anxiety, and alters transfer and emergency criteria reactively to ensure appropriate handling.
- **Automatic testing suite:** Aurelian offers a deeply integrated and robust automatic testing suite to ensure the proper handling and routing of calls that mimics human callers with AI
- **Emergency operations mode:** Aurelian can be toggled into a separate, preconfigured state, to handle storms, fires, etc. that may traditionally overwhelm PSAPs.
- **Azure Government Cloud availability:** Aurelian is the only non-emergency call automation vendor built on Azure Gov Cloud, enabling the usage of OpenAI's best in-class AI models in a secure and data-compliant fashion

Product Exclusivity
The Aurelian software solution is exclusively designed, developed, and supported by Aurelian. Our company holds proprietary rights and licensing agreements that prevent any other vendors from producing or distributing this solution. We are the sole authorized provider of software and this is a fully managed solution.

We appreciate you considering Aurelian to automate your non-emergency calls. We look forward to supporting your team and helping your 9-1-1 telecommunicators focus their time and energy on what they do best — handling actual emergencies.

Respectfully,



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