OVERVIEW OF CHANGES

Current	Proposed	Total
$11,610,306	$343,888	**$11,954,194**
FTEs: 100 / PTE: 0	FTE: +0 / PTE: +0	**FTE: 100 / PTE: 0**

Insights	Description
1	AI Assisted Solutions from E911 fund

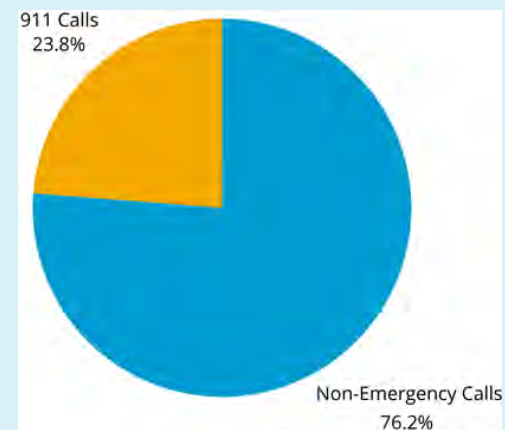**911 DISPATCH**

Budget Insight

Insights	Description
1	AI software to help with the non-emergency call volume coming into our center.

AI Assisted Solutions

In 2024, SLC911 took a total of 653,018 calls. More than 75% of those came in on the non-emergency line (801-799-3000).

We are requesting $343,888 from the E911 fund to purchase software to help triage and redirect non-emergency calls to the proper channels.

911 Calls
23.8%

Non-Emergency Calls
76.2%

911 DISPATCH

Budget Insight - Detail

Item	Cost	Type
*CallTriage Application Service Subscription – per call (discounted 40%)	$300,088	Ongoing
CallTriage Application Service Subscription	$25,800	Ongoing
Versaterm Non-Emergency Reporting, CallTriage, Standard Implement 1 to 2, Professional Service	$18,000	One-Time
Total	**$343,888*** **$325,888 (Ongoing)**	

*This is one product we have received a quote for. If approved, all AI Solution vendors to be considered will go through the RFP process.
**Use of 911 Fund Balance

AI Solutions Justification

Dispatch centers across the nation are understaffed and overwhelmed. A great majority of calls our public safety telecommunicators take are non-emergent. In Portland, Oregon, BOEC was able to reduce their non-emergency call volume by 30%, significantly reducing the strain on their call takers.

We are always hiring new telecommunicators, but with the increasing daytime population, 2034 Olympics and returning tourism on the horizon, any methods of reducing call volumes and keeping lines open for 911 calls is a valuable option to pursue. This software also provides automatic language translation in 36 languages which would increase accessibility.

We are requesting $343,888 from the E911 fund to meet the needs of the community and serve more community members through AI assisted solutions.

911 DISPATCH

SUMMARY

Insight	Description	FTEs	FY2026 Request	Score
1	AI software to help with the non-emergency call volume coming into our center.	-	$343,888	
TOTAL			**$343,888**	

911 DISPATCH