

Spokane United 9-1-1 Network

Public Safety and Community Health Committee
11/5/2026

Important Dates

- **October 27, 2026 – Began handling non-emergency phone calls and reports for the City of Spokane**

- **April 1, 2027 – Begin Dispatching fire and medical related incidents**

- **January 1, 2028 – Answer all 9-1-1 calls for the City**

October 27 Non-emergency Go-live

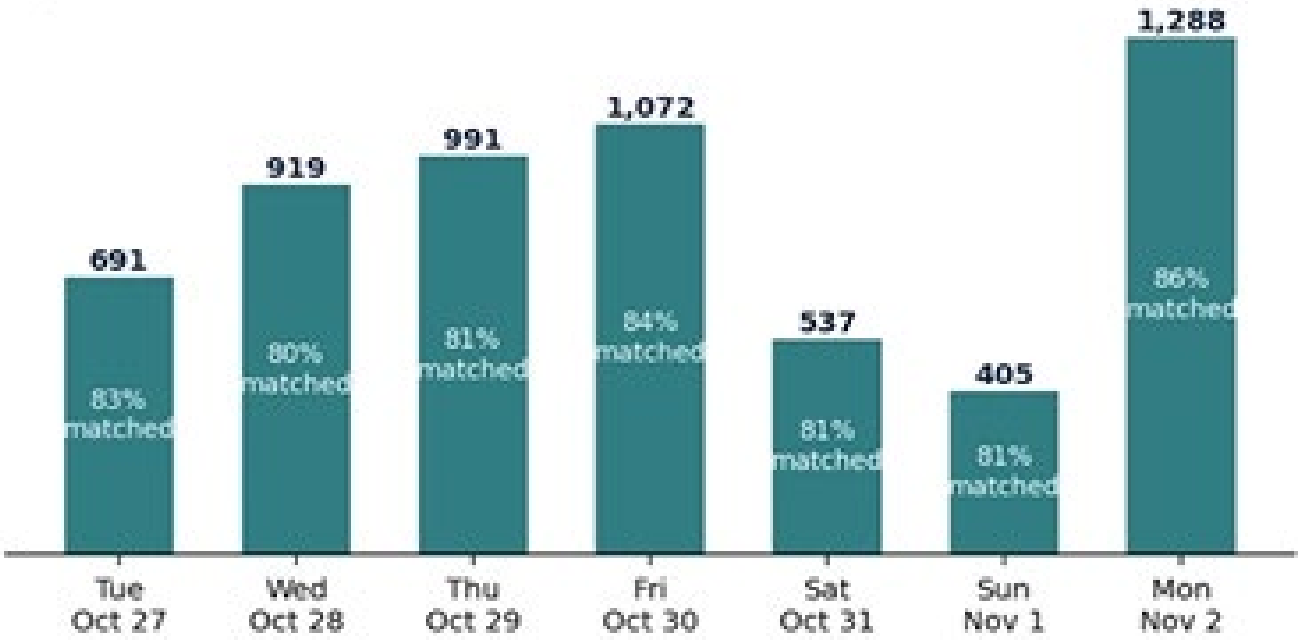
- First call was at 10:47 AM
- AI processed 7000+ calls between 311 and non-emergency since going live

Call Volume – 10/27 – 11/03

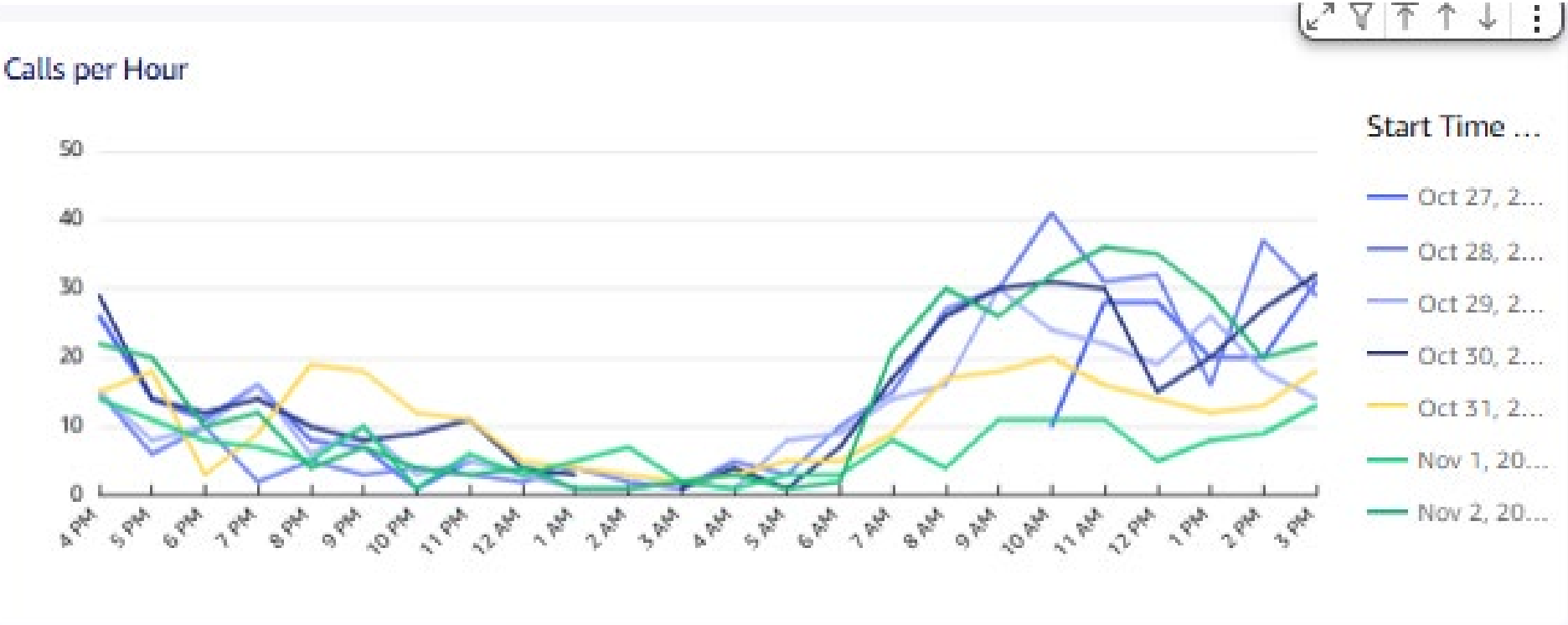
5,935	73%	83%	397	95
calls handled by ANET	calls routed without needing the fallback line	calls matched to a specific intent	different call types recognized	hours of automated call handling
about 840 per day	Prepared call-reduction metric	4,877 of 5,903 full-week calls	from 137 intent families	Prepared automation metric

Calls per day

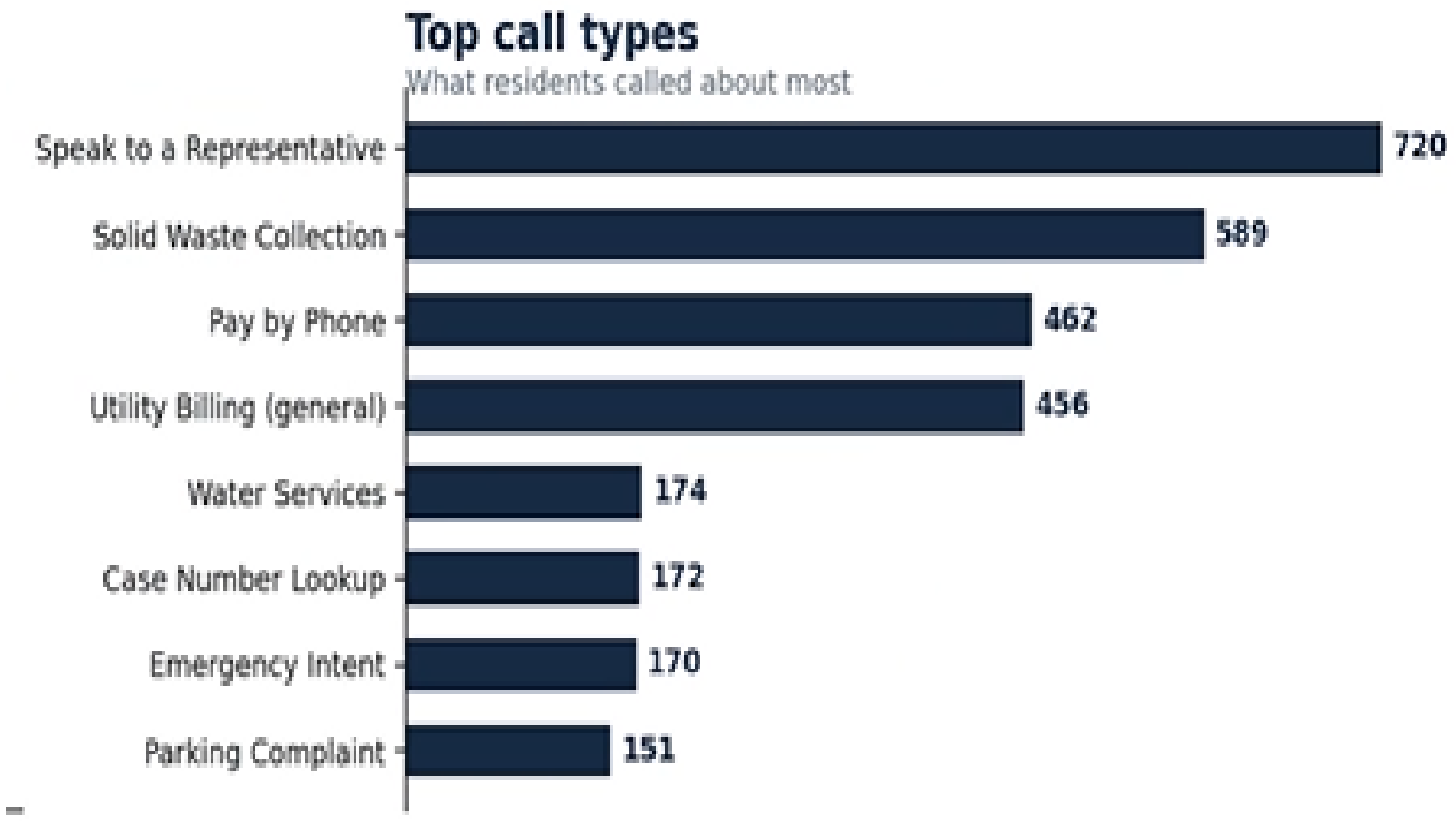
Intent match rate rose to 86% on Monday, the busiest day



Calls by hour



Top Call Types – 10/27 – 11/03



Questions