**Cowlitz 911 Launches AI-Powered Call Handling for Non-Emergency Calls**

Posted: June 24, 2025

Cowlitz 911 is proud to announce the official launch of an AI-assisted call handling system for non-emergency calls, designed to improve efficiency, service quality, and response times throughout Cowlitz County.

This advanced system is now active and able to provide instant responses to frequently asked questions, even during high call volumes or major emergency events. By doing so, it allows human dispatchers to focus on urgent, life-saving calls while ensuring callers with non-emergencies are still supported without delay.

What can the AI system help with?

* Noise complaints
* Minor traffic accidents
* Public service questions
* General non-emergency information
* Non-violent offenses in parks and public spaces
* Requests to speak to a specific officer regarding a past case

Key benefits include:

* 24/7 system availability
* Reduced hold-0times
* Faster, more consistent responses
* Seamless handoff to human dispatchers when needed
* Greater overall dispatch efficiency

This initiative reflects our mission:

*"To provide a professional, efficient and consolidated public safety communications center for processing 911 emergency and non-emergency calls for emergency response agencies serving the citizens and visitors of Cowlitz County."*

We remain committed to our goals of delivering the highest quality of service within the means provided, while staying fiscally efficient and accountable to the community we serve.

Have a non-emergency?
Call our non-emergency number and experience the upgrade firsthand: [360-762-6800]