



# The State of Non-Emergency Call Handling

What ECC Data Reveals About The Volume  
and Complexity of **Non-Emergent Calls**

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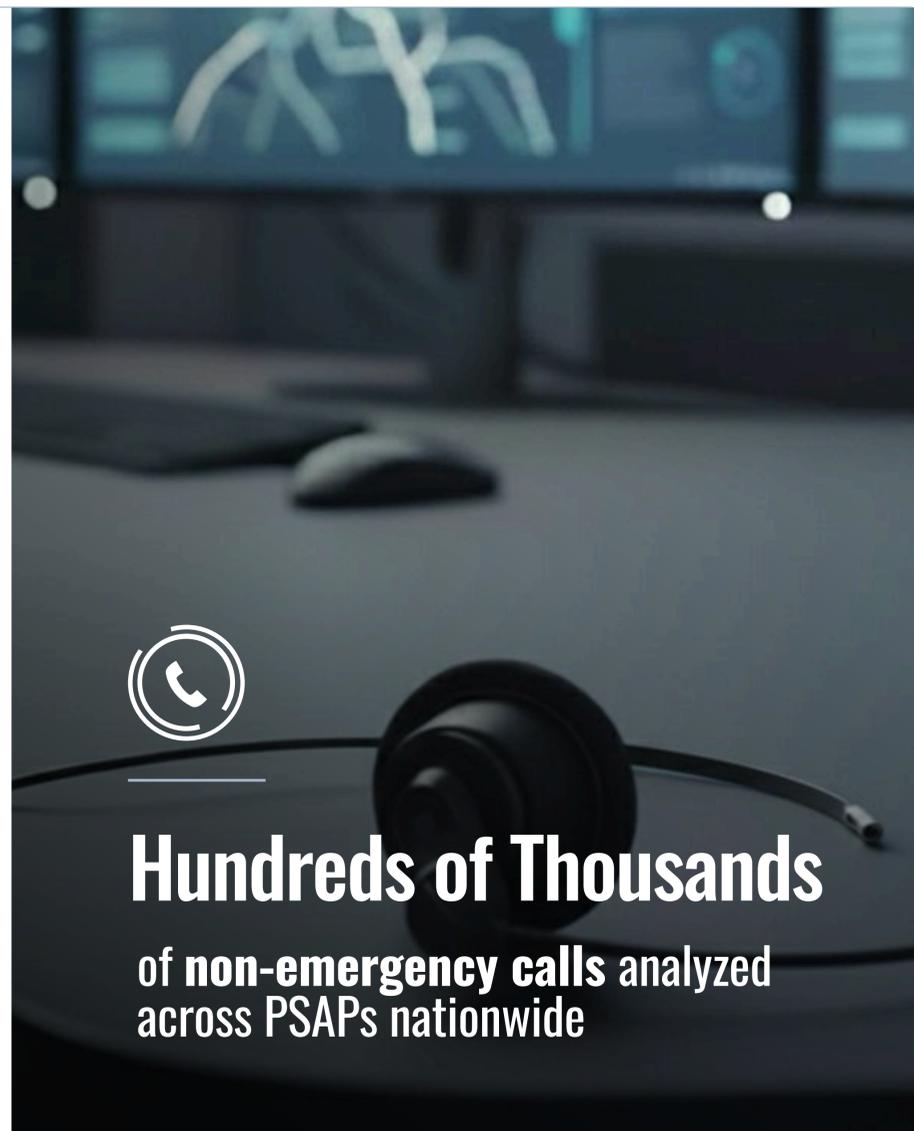
# Contents

- 01 Executive Summary
- 02 The Reality Behind Non-Emergency Demand in 2026
- 03 The Most Common Non-Emergency Call Types
- 04 Rethinking Dispatcher Involvement in Non-Emergency Calls
- 05 Do You Know What's Filling Your PSAPs Non-Emergency Line?
- 06 Methodology & Credits

# Executive Summary

Aurelian recently analyzed hundreds of thousands of non-emergency calls from PSAPs across the country to better understand the types of calls, and levels of complexity, that make up the majority of a call taker's workload.

The data reveals a clear operational reality: **NON-EMERGENCY demand now represents the majority of the average PSAP's workload.**



## The consequences?

-  Decreased job satisfaction
-  Longer 911 answer times
-  Lower answer rate compliance
-  Less focus on radio and critical incidents

The data also  
points to a solution

**70%+**

**non-emergency calls**  
were able to be fully automated  
without dispatcher intervention

# THE REALITY Behind Non-Emergency Demand in 2026

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**64%**

of PSAP call volume is  
**non-emergency**

*Telecommunicators spend the majority of their time on non-emergencies*

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**16%**

of **non-emergency** calls  
come from other agencies  
and first responders

*Routine coordination and information requests from partner agencies consume valuable call-taker capacity*

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**70%**

of non-emergency calls  
can be **resolved without  
dispatcher transfer**

*Most non-emergency calls do not require live call-taker involvement*

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**10%**

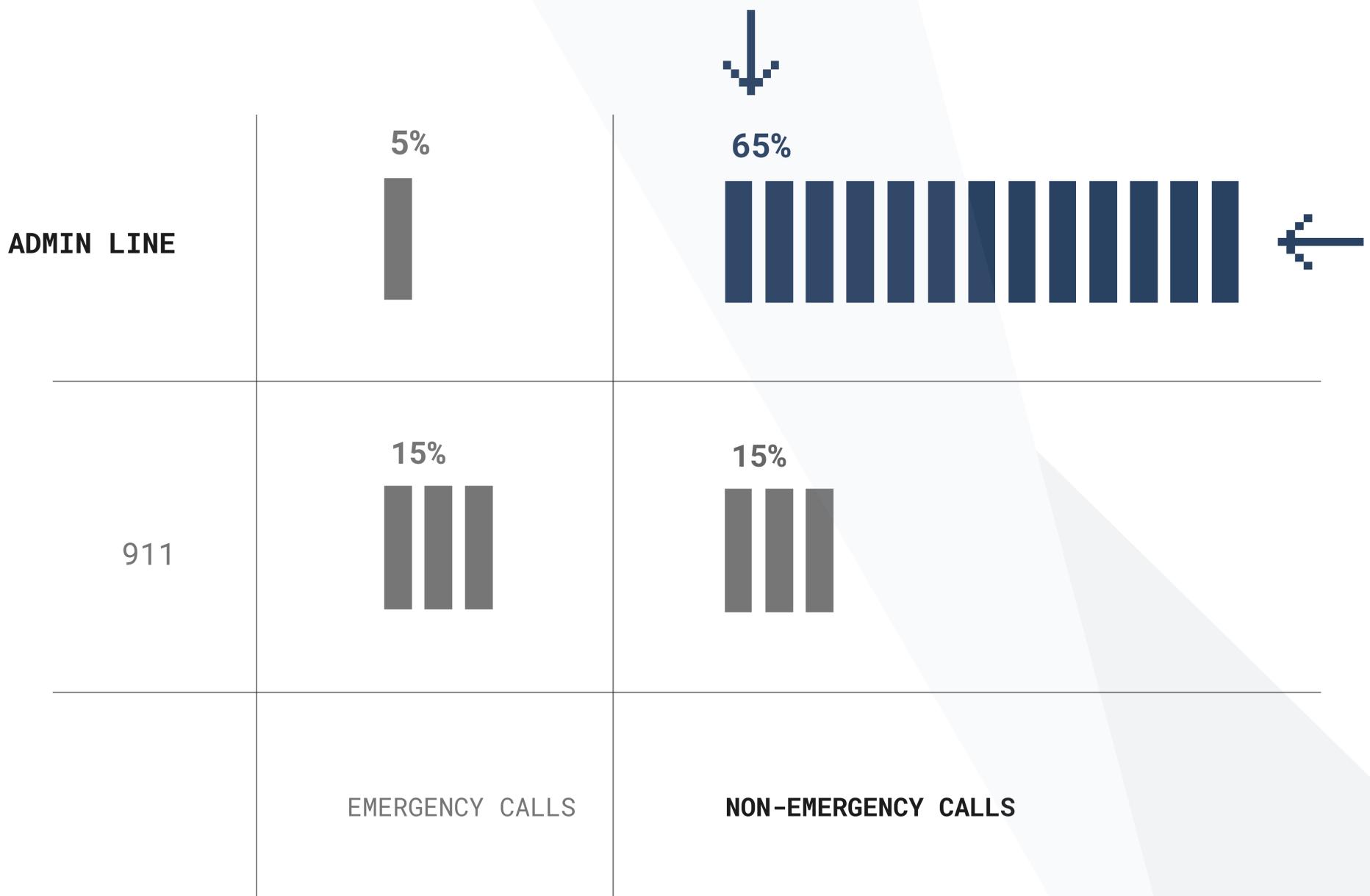
of non-emergency calls  
**require emergency  
escalation**

*Emergencies don't always start as emergency calls and escalation must happen without delay*

# The Scale of Non-Emergency Demand

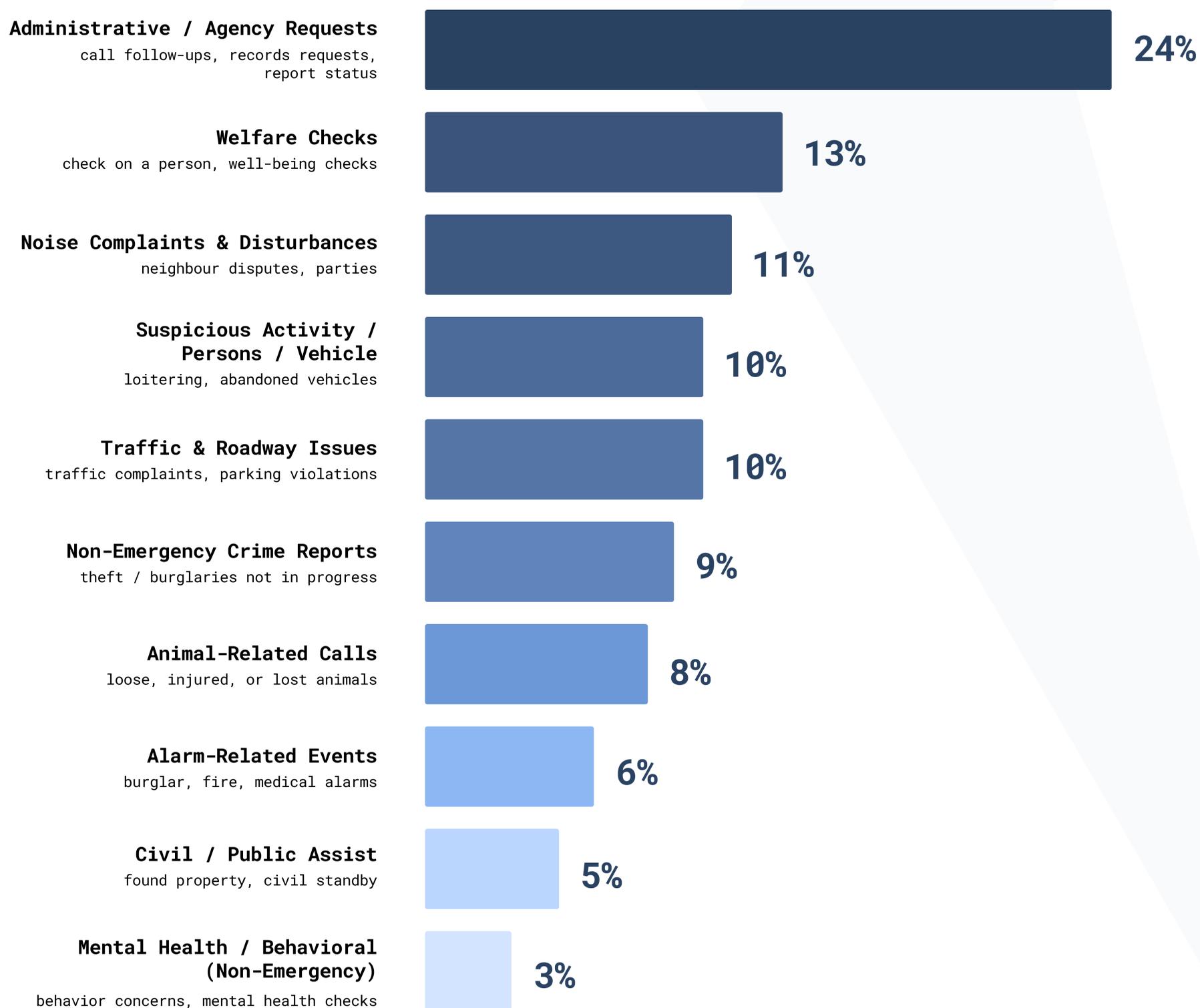
Non-emergency calls are often misunderstood as low priority.

They represent a continuous, high-volume, stream of demand that competes directly with emergency response for limited telecommunicator capacity.



# The Most Common Non-Emergency Call Types

Most non-emergency calls to PSAPs fall into just a few categories.



Most non-emergency calls are administrative and quality-of-life related

# Rethinking Dispatcher Involvement in Non-Emergency Calls

Across hundreds of thousands of calls analyzed, the majority follow clear, repeatable patterns that can be handled without dispatcher involvement.

Non-emergency calls grouped by the level of support they typically require:

**TIER  
1**

#### **AUTOMATED WITHOUT DISPATCHER INVOLVEMENT**

Transactional calls with clear intent, predictable handling, highly automatable

**TIER  
2**

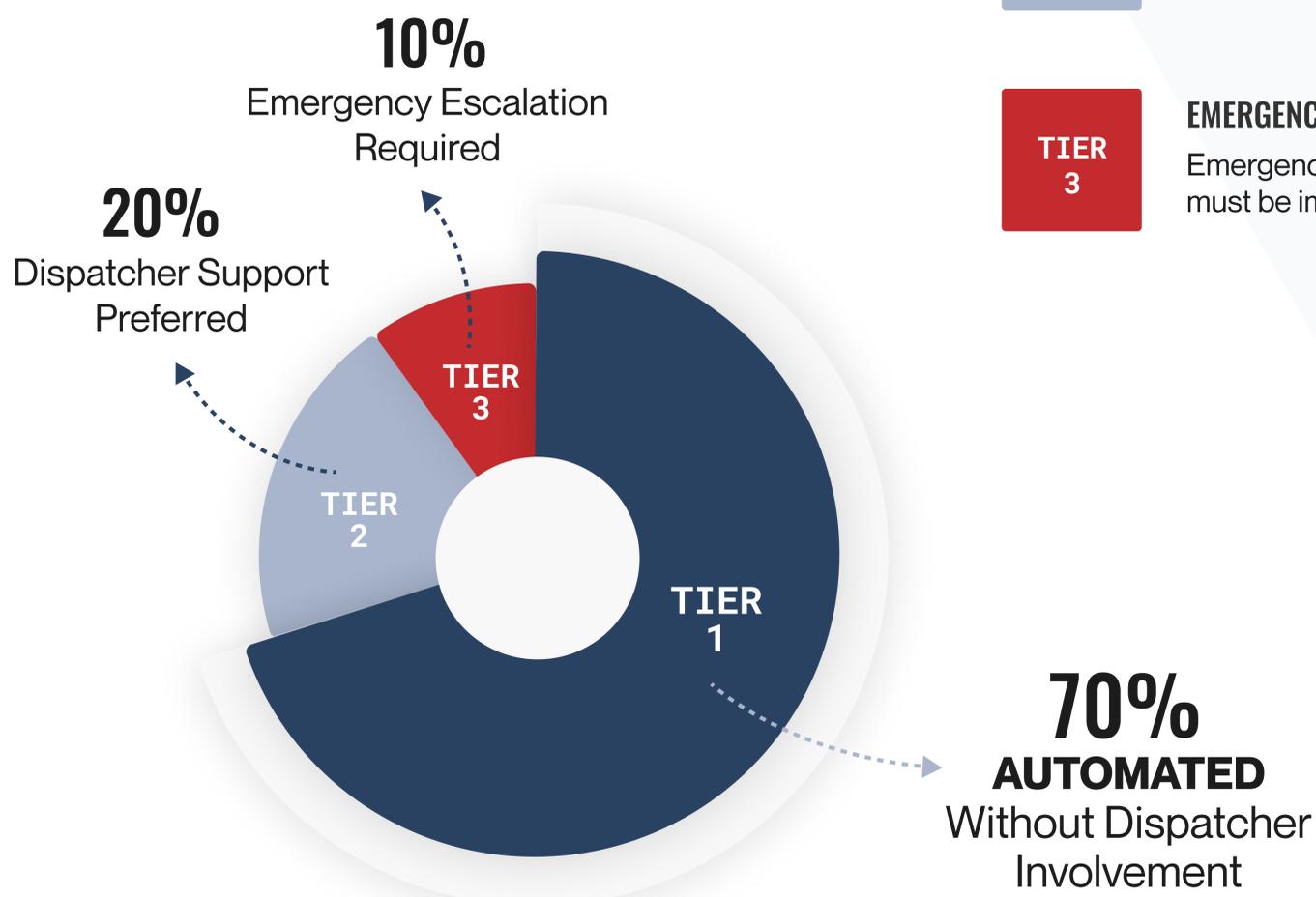
#### **DISPATCHER SUPPORT PREFERRED**

Contextual calls where outcomes depend on policy, details, or situational judgment

**TIER  
3**

#### **EMERGENCY ESCALATION REQUIRED**

Emergencies calls that are time-critical and must be immediately human-led



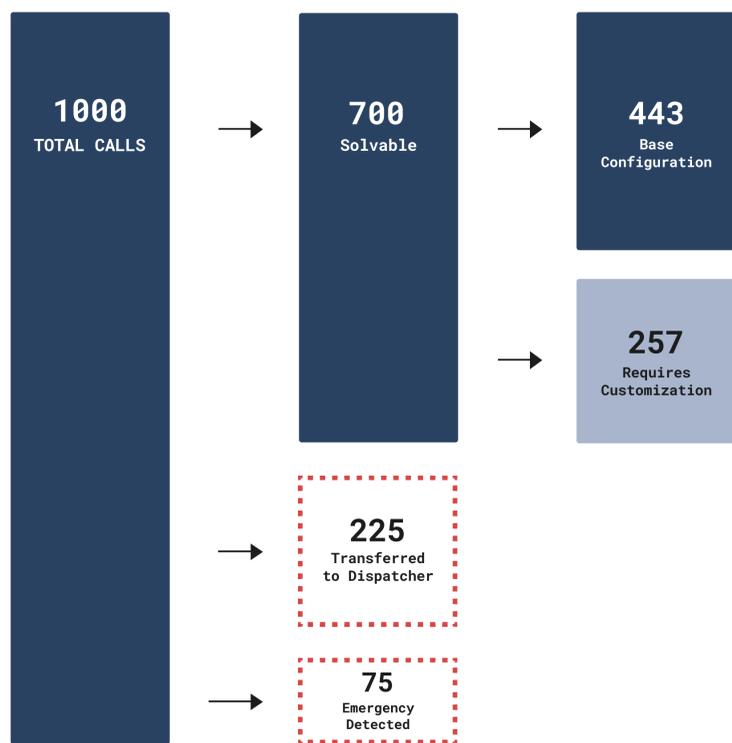
**Only 3 of 10** non-emergency calls require dispatcher involvement.

# Do You Know What's Filling Your PSAPs Non-Emergency Line?

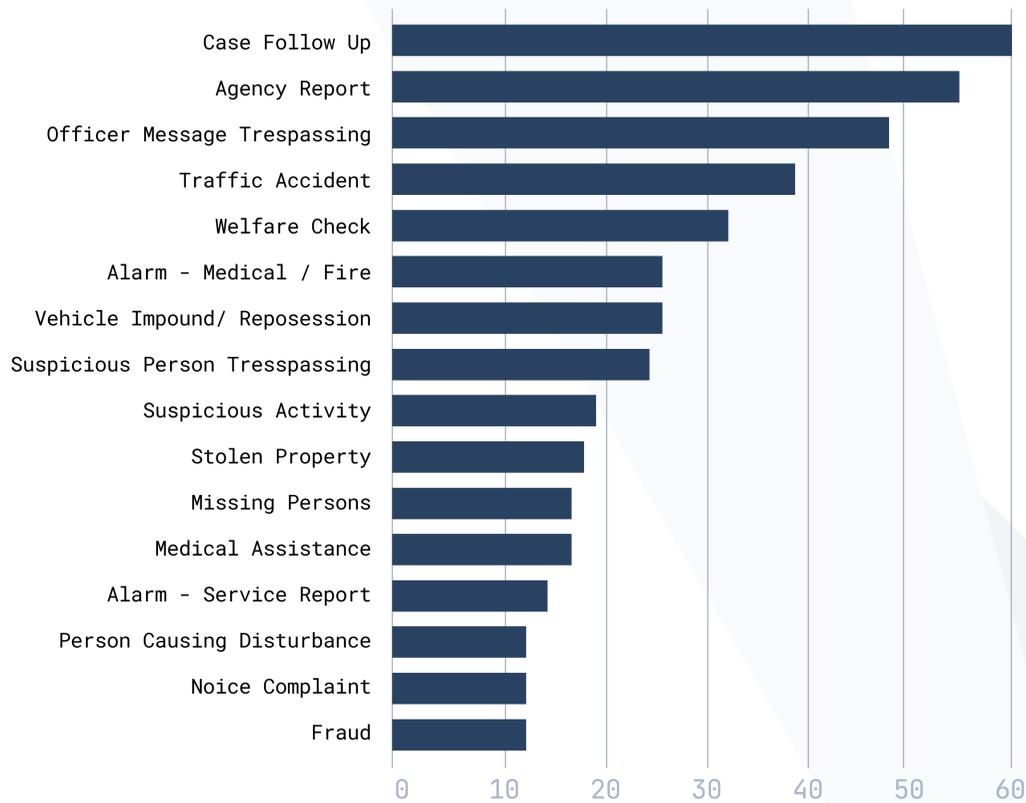
Get a free admin call health assessment that breaks down your non-emergency call volume. Aurelian helps PSAPs understand:

- Which call types show up most often
- Which ones consume the most time
- Which can be automated to take pressure off of their dispatcher

## Your Non-Emergency Calls, Mapped Out Which Can Be Automated



## Most Common Non-Emergency Call Types



## How It Works

Get your free non-emergency call health assessment

