

Seoul's AI 119 Call Bot — South Korea's First AI-Assisted Emergency Dispatch Triage

AI in the Public Sector · Good practice · South Korea

Quality score: 47/100

Evidence strength: Observational / pre–post

Summary

Seoul's Fire and Disaster Headquarters piloted South Korea's first AI call-taking system for its 119 emergency line in 2025, cutting call-handling time by about 9.6 seconds and triaging 11,434 reports (2,250 emergencies) in its first four months.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	2/3
Transparency, fairness & accountability	1/3
Transferability / demonstrated replication	1/3
Scalability beyond pilot	2/3
Governance, capability & sustainability	1/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-09-12

[Seoul Metropolitan Government / Seoul Fire and Disaster Headquarters](#) — accessed 2026-09-12

[Seoul Metropolitan Government](#) — accessed 2026-09-12

[The Korea Herald](#) — accessed 2026-09-12

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