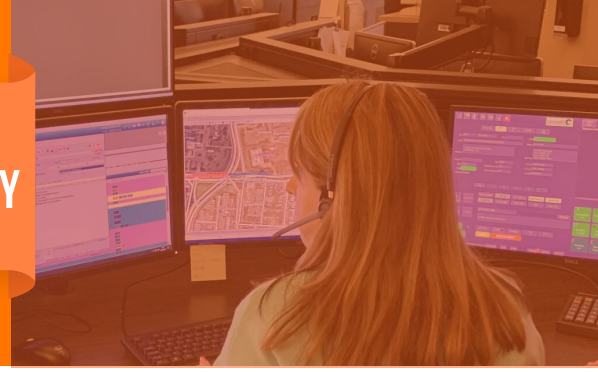


How the City of Cincinnati's 911/311 center improved service and stopped wasting resources.

Cincinnati ECC
CASE STUDY



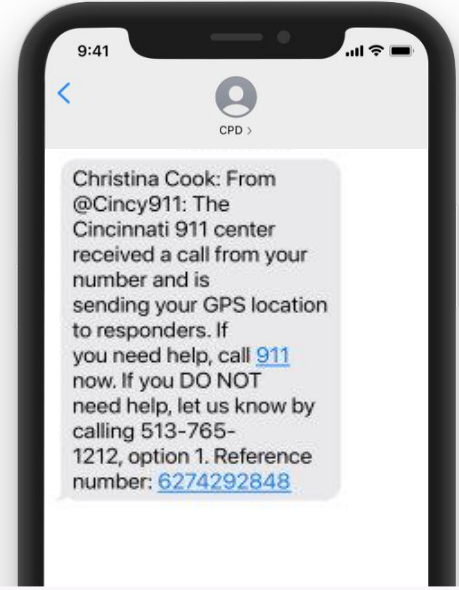
CHALLENGE ONE

Handling over one million calls per year for both 911 and 311, City of Cincinnati was looking to improve service, reduce callbacks, and catch mistakes before responding to calls.

✓ OUTCOME

Drastically reduced callbacks and identified errors before responding.

Automated text messages are sent to non-responsive 911 callers or to confirm a response. The incident response message provides confirmation of the incident location giving callers the opportunity to catch mistakes or call back if services are no longer needed.



Example incident response text message sent to citizens.

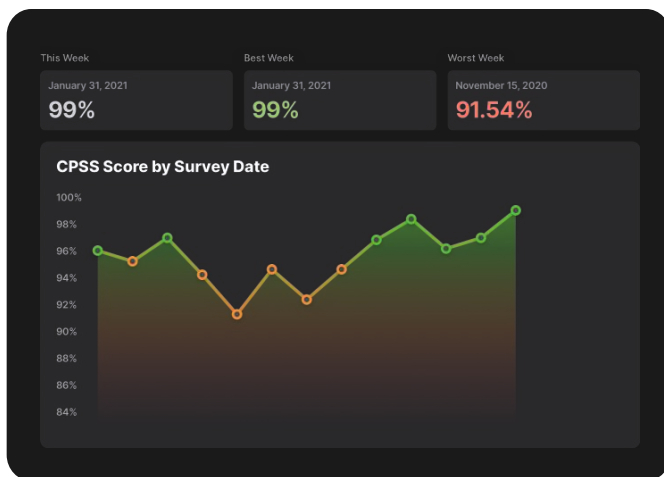
CHALLENGE TWO

311 staff were internalizing caller frustrations and worried if they asked for feedback, it would all be negative.

✓ OUTCOME

311 call-takers now see the positive impact of their work and know citizens are frustrated with the issues, not them.

Automated call-taker satisfaction surveys achieved a 95% Citizen Positive Satisfaction Score (CPSS). Staff morale has improved and the survey feedback has been so positive the 911 call-takers want to implement the process as well.



Example dashboard showing weekly CPSS scores trends.

“PowerEngage constantly reminds our 311 staff **how much citizens appreciate the work they do.**”

Bill Vedra
Director, City of Cincinnati Emergency Communications Center