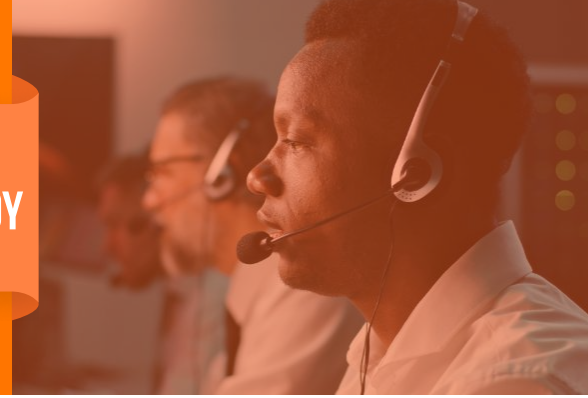# ⏻ Engage

How Warren County Communications Center reduced callbacks by 61% and improved staff morale.

Warren County, OH
CASE STUDY

CHALLENGE ONE

Sent 500 paper surveys every month with only a 20% response rate. Citizen feedback results could only be viewed in a PDF report.

✔ OUTCOME

25-30% survey response rate for police, fire, and 911.
The entire process is now paperless and automated using CAD data. Results can be tracked from a live, interactive dashboard.

Number of Annual Callbacks
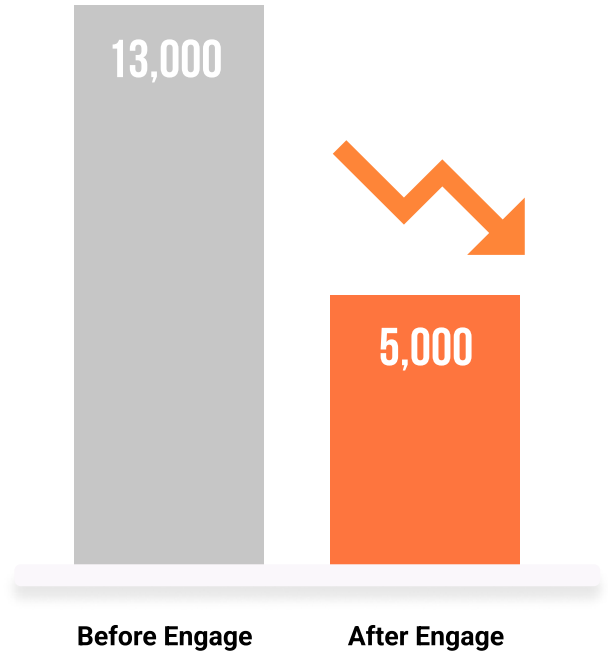
13,000 — Before Engage
5,000 — After Engage

"Samantha took the time to listen to my concerns."

"Very polite dispatch. Sent officer right away."

"The dispatcher was polite and courteous, I rate them a 5/5."

Example citizen feedback displayed on their large screen.

CHALLENGE ONE

Staff morale was at an all-time low due to being understaffed and working long hours. They had no way of measuring citizen satisfaction.

✔ OUTCOME

Increased staff morale. 95% citizen satisfaction score
Positive citizen feedback is displayed on a large screen for everyone to see.

> ❝ *"PowerEngage provides our staff positive feedback and a way to get closure after calls."*

Jesse Madden, Communications Operation Manager
Warren County Communications Center

THE SOLUTION

PowerEngage by PowerDMS is citizen engagement and feedback software that works with your CAD and RMS systems. PowerEngage helps you automate notifications, measure citizen satisfaction, and boost staff morale and wellbeing.

9:41

CPD

Text Message
Today 7:30 PM

An officer has been assigned to take your report. You will receive a notification when they are on their way.

An officer is on their way to 1414 Superior St. The ETA is approximately 12 minutes. Please meet them out front.

Example automated notification

PowerDMS
by NEOGOV