Ottawa County 9-1-1 Central Dispatch

20% Success Rate in Closing Dropped Calls

Dropped Call Cost Avoidance

$23.6K 2015 Savings

$37.8K 2016 Savings

9-1-1 Incident Types Resolved By SMS Chat

- Dropped Calls (97%)
- Domestic Violence (22%)
- Suicide Attempts (10%)
- Well Being Checks (15%)

In collaboration with

TIM SMITH, 9-1-1 DIRECTOR
OTTAWA COUNTY, MICHIGAN

Resolving dropped 9-1-1 calls through Chat saved Ottawa County 9-1-1 $23,456 in 2015

Ottawa County saved $25,306 from Jan-Aug 2016 by implementing Chat to prevent questionable calls.