



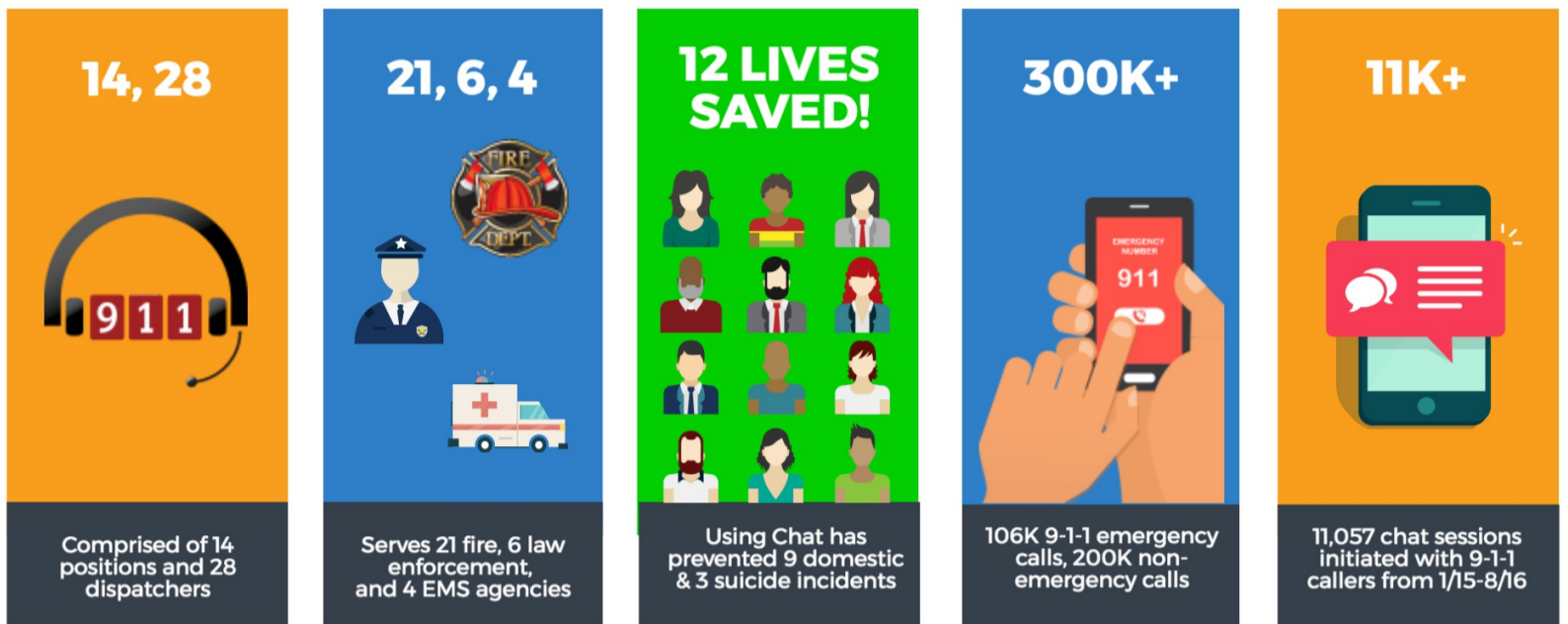
TEXTING 9-1-1 CALLERS LIVES SAVED AND ROI

In collaboration with



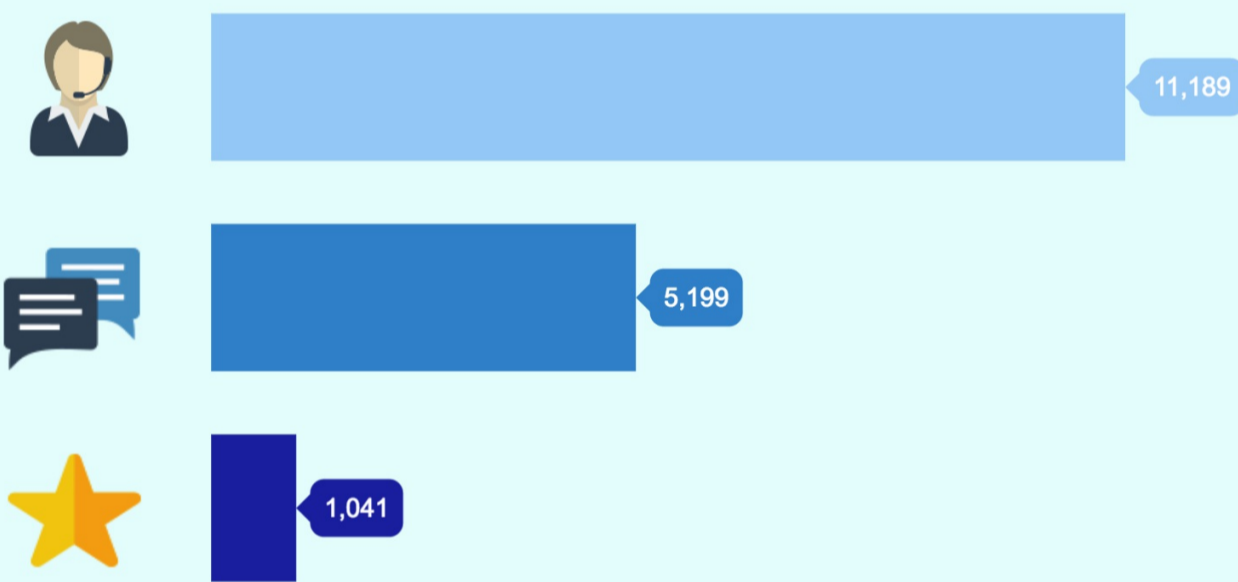
TIM SMITH, 9-1-1 DIRECTOR
OTTAWA COUNTY, MICHIGAN

Ottawa County 9-1-1 Central Dispatch

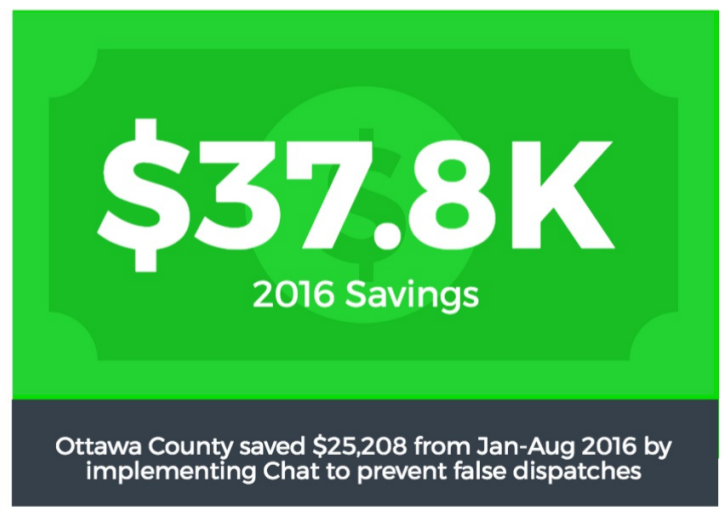


20% Success Rate in Closing Dropped Calls

■ Dropped 9-1-1 Calls ■ Chat Sessions Initiated ■ Drop Calls Resolved by Chat



Dropped Call Cost Avoidance



9-1-1 Incident Types Resolved By SMS Chat

■ Dropped Calls (60%) ■ Domestic Violence (20%) ■ Suicide Attempts (10%) ■ Well Being Checks (10%)

