



Beyond the Data: Building Connected Public Safety

From Reactive Silos to Proactive Connection

SoCal APCO

Hello



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Introducing Engage

By integrating seamlessly with your agency's existing software stack, **Engage** shifts your posture from reactive management to proactive leadership.

Connecting systems.
Empowering people.



Performance Data



Personnel Feedback



Community Communications



Unified Agency View

What is Engage

Citizen engagement software for law enforcement, fire, and EMS agencies



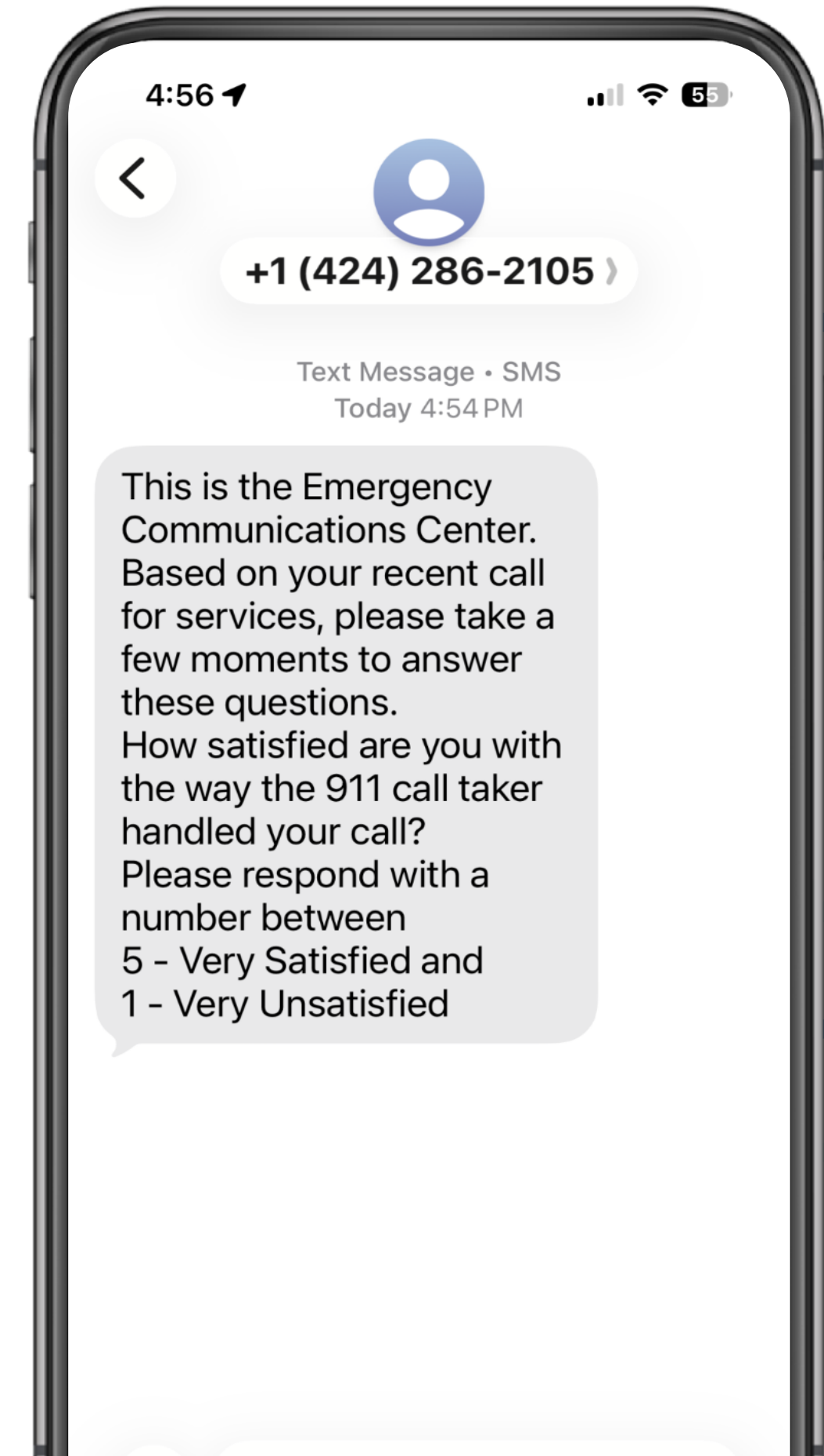
Measure Satisfaction: Capture citizen feedback through automated surveys.



Keep Citizens Informed: Send pre-arrival messages and case updates.



Track Performance: Monitor real-time satisfaction scores and measurable trends.



Citizen Surveys

CAD Incident & RMS Case Surveys



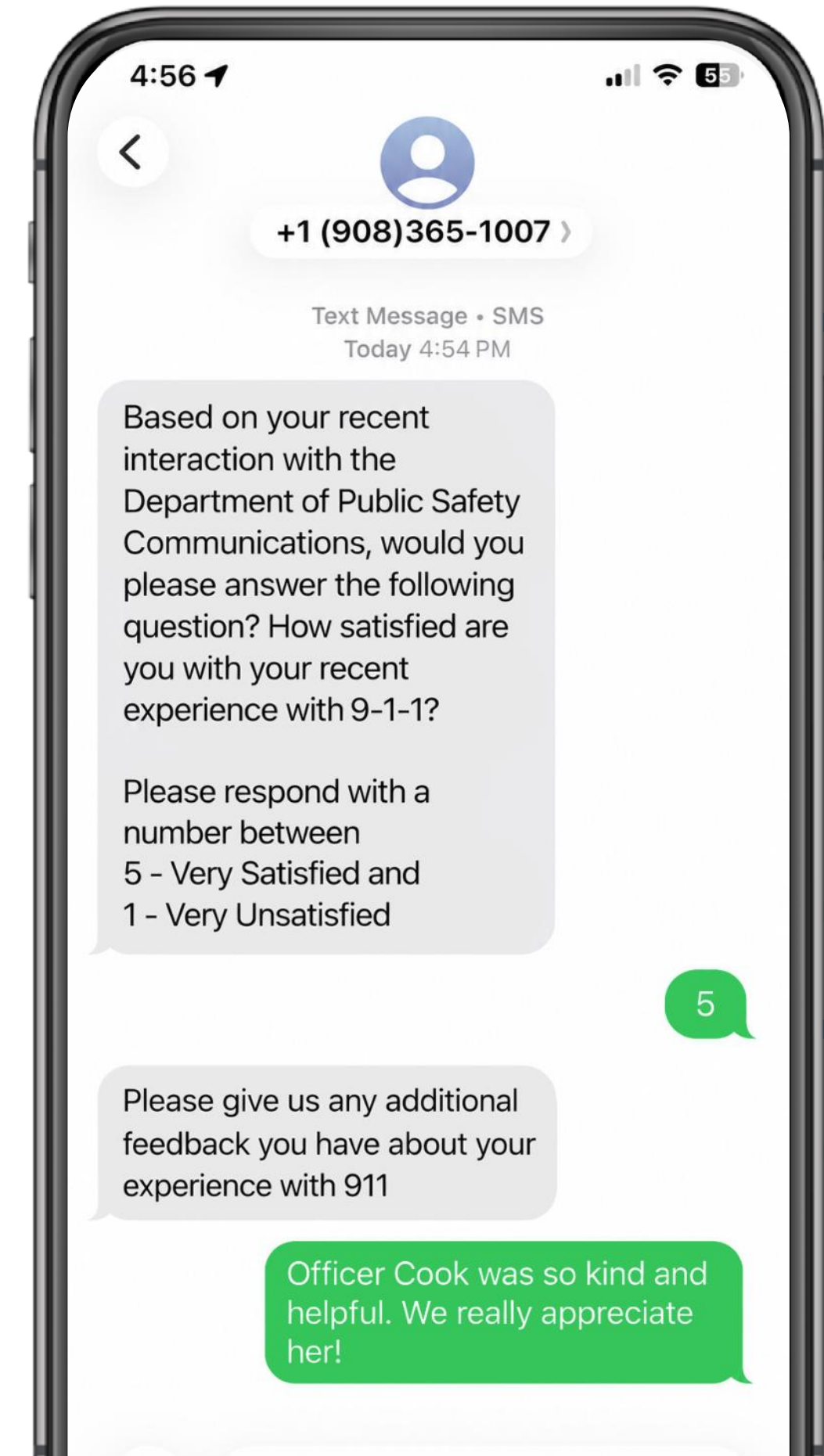
High Response Rates: Make it easy for citizens to engage.



Actionable Feedback: Capture direct insight after service interactions.



Low Abandonment: Simple text surveys encourage completion.



Public Feedback Board

01

Share Positive Feedback

Display citizen feedback across internal monitors and public-facing websites.

02

Choose Your View

Select a **List** or **Focused** display format.

03

Add Context

Include incident date and time, call taker, and responder names.

Turn positive feedback into visible recognition.

She was very efficient.

I called for two squads in less than an hour. Both times the call taken easy to understand and made both situations much easier. Big thanks from Judi at the Laurels!

Very professional

Great job 👍

she was very polite and helped me to a deputy sheriff right away

Very helpful and considerate

Very professional and considerate

Supporting the Team From Within

Turn operational insight into employee support



Operational Insight

Combine system metrics
with direct internal
feedback.



Leadership Action

Recognize performance
Identify signs of stress
Direct support



Team Impact

Stronger morale
Healthier culture
Better-informed decisions

Driving Tangible Community Outcomes

Timely communication improves transparency, safety, and efficiency.

Service Delays

Notify citizens when response times change.

Active Incidents

Send critical pre-arrival instructions.

Ongoing Updates

Reduce call-backs with automated status messages.

Transparency  Safety  Fewer Inbound Calls



PowerEngage

Reporting & feedback:

How do you build trust?

Inside the Agency

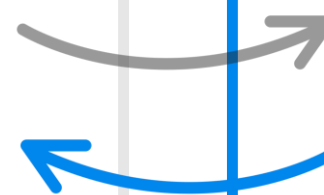
Strengthen Performance

- Recognize strong service
- Display employee feedback
- Identify training and policy gaps

Outside the Agency

Build Community Transparency

- Share satisfaction scores
- Publish engagement results
- Highlight positive feedback





PowerEngage

Customer Uses

Community Feedback

 Efficiency  Community  Connection

"Very attentive, polite and direct. I've never called a non-emergent line before. It felt so easy and quick. All the right questions were asked. She was very respectful and reassured me that it was okay to call back again if I needed to - anytime. She was the best!"



Lauren Watson
ECC Supervisor



Community Feedback

 Efficiency  Community  Connection

"Que muchas gracias por atenderme lo más rápido y eficientemente posible y por ser bilingüe también. ¡Muchas gracias!"

"Thank you so much for taking care of me so quickly and efficiently and for being bilingual. Thank you!"



Dayanira Rosales
ECC Operator





PowerEngage

Customer **Uses**

November Performance Report



5,810

Total Calls



367

Average Calls Per Hour (8a - 8p)



97%

Average Quality Assurance Score



97.62%

Citizen Positive Satisfaction Score



99.16%

Emergency Call Answering <15 sec.



99.17%

Non-Emergency Call Answering <15 sec.



3.99 sec.

Emergency Speed of Answer



4.17 sec.

Non-Emergency Speed of Answer

When *Moments* Matter



HOW DID WE DO?



Scan to share your feedback!



lakeworthtx.org/police

HOW DID WE DO?



Scan to share your feedback!



www.nwecc.org



PowerEngage

Customer Uses

Citizen Positive Satisfaction Score

Quantitative data compiled using a 5-point Likert scale.

"How satisfied are you with the way your call was handled?"



VERY SATISFIED

More than **940 people** said that they **were very satisfied (5) or satisfied (4)** with the service they received.



POSITIVE
98%



NEUTRAL

Approximately 10 people said that they were neither satisfied or dissatisfied (3) with the service they received.



NEUTRAL
1%



DISSATISFIED

Only 4 people said that they were dissatisfied (2 or 1) with the service they received. *[Each piece of negative feedback is reviewed by leadership]*



NEGATIVE
<1%





PowerEngage

Customer Uses

Sentiment Summary

Qualitative data compiled using actual feedback provided from respondents.

"What feedback do you have for the person who took your call or the officers who responded?"



▼
1%

Mixed responses include a mixture of positive, neutral, and/or negative feedback. **5 mixed responses** were received along with **11 negative responses**.



—
14%

Neutral responses included words like “none”, “nothing”, “n/a” and other phrases indicating neither a positive or negative sentiment. **114 neutral responses were received**.



▲
85%

More than **700 positive responses were received** regarding the service provided by our employees.





PowerEngage in the News

PowerEngage

13newsnow.com

Portsmouth Police Department launches new citizen engagement and feedback tool

Portsmouth police report overwhelmingly positive feedback from the new PowerEngage text survey system, enhancing communication with...

Jul 14, 2025



City of Hendersonville, NC (.gov)

PowerEngage

The Hendersonville Police Department offers a community engagement solution called PowerEngage to connect with the public utilizing police services.

Sen 16, 2022



Sarasota County Sheriff

Sarasota County Launches Citizen Engagement and Feedback Solution

NEWS RELEASE 25-050 - SEPTEMBER 17, 2025 PowerEngage. The Sarasota County Sheriff's Office (SCSO) in partnership with the Sarasota County Public Safety...

Sep 17, 2025



KY3

Springfield Police Department launches new citizen engagement, feedback tool

Springfield residents will soon have a new way to share feedback directly with the Springfield Police Department following an interaction...

Jan 7, 2026



City of Boulder (.gov)

Boulder Police Launch New Texting Service to get Community Feedback

The Boulder Police Department will launch a new texting service starting Dec. 11 to better connect with the community members we serve.

Dec 8, 2023



CBS News

New texting service helps better connect Lake Worth police with community

Out of 1200 responses from the community, 97 percent say they're satisfied or very satisfied with the police response.

May 7, 2024



**Engaged
people.
Better
outcomes.**

"When your people are supported, informed, and actively engaged, exceptional community service and better public safety outcomes inevitably follow."

Contact
Us!



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Ready to Launch

ignite 2026

OCT 21 - 23 • ORLANDO, FL

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Headliners

**SOPHIE
PRESTON**

**CAPTAIN
SCOTT
KELLY**

To learn more or register, click [HERE](#).

THANK YOU

PowerDMS
by NEOGOV

