

Resilient Security System with Toll Free Call Services: Case Study of Adama City

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Abstract : Toll-free numbers are calling numbers that have unique three or four digit numbers and that don't require payment from phone lines in order to be called. With the help of these numbers, callers can connect with nearby organizations and/or people without incurring far-reaching fees. Calls to assistance centers are especially popular from toll-free phones. In the past, toll-free services have offered prospective clients and other parties a simple and cost-free means of getting in touch with enterprises. Nevertheless, unless they have an "unlimited calling" plan, wireless subscribers will be billed for the airtime minutes used during a toll-free call. In Adama, the second largest city in Ethiopia, a call center has been installed as part of smart security system and serving since January 2023 for collection of complaints from different community levels. The call center is situated at the mayor office and has 11 active workers, 4 of these working the night time and the remaining during day time. The information reported in the form of complaints from individuals and groups are illegal constructions, illegal trade, income concealment or hiding, giving and receiving bribe, informing new faces of suspected enemies and exposing individual or group conflicts. This technology has been found to bring a significant outcome in minimizing illegal acts, public safety threats and service delivery problems.

Keywords : smart, safety, crime, call center, security

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