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PressRelease

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FOR IMMEDIATE RELEASE

HAMILTON COUNTY 9-1-1 UNIFIED EMERGENCY COMMUNICATIONS CENTER PROVIDES CITIZENS WITH COMMUNITY FEEDBACK SERVICE FOR 911 CALLS

CHATTANOOGA, Tennessee – November 3, 2021

Residents of Hamilton County will be some of the first in the state to use a new citizen satisfaction and feedback solution after a call for service to Hamilton County 9-1-1 Unified Emergency Communications Center. This new service uses text messaging to contact some callers to the Emergency Communication Center that have recently reported or been involved in certain types of incidents.

These text messages are sent hours or sometimes a few days after a call for service and will ask citizens to take a quick survey about their experience with the Emergency Communications Center. It will also allow citizens to provide their own comments and feedback after receiving service.

“It is important for us to hear from the community about how we are doing, especially from those that have recently made a call for service to the Emergency Communications Center,” said Executive Director John Stuermer. “This new product, called CueHit, will give the Emergency Communications Center team access to citizen feedback in near real time and provide insights into areas where we can improve the service we provide to the community, while helping to boost call taker morale when positive feedback is provided.”

CueHit is a new company that started last year as a way to provide tools to Public Safety to help facilitate new kinds of engagement with the community - especially those with recent interactions. CueHit is rolling out to 9-1-1 Centers nationwide after its start in New Jersey and Colorado. “Every citizen should be able to provide feedback to Public Safety the way they can to businesses today. Leaders of 9-1-1 Centers should be able to access that feedback and use it to improve service and the morale of their teams,” said Scott MacDonald, CEO of CueHit.

It is important to note that these surveys should not be used to report any type of emergency or crime. As always, call 9-1-1 for any emergency or to report any criminal activity.