

Cherokee County E 9-1-1

Cherokee County, Georgia

150 Chattin Dr, Canton GA 30115

Phone: 678-493-4080 | Fax: 678-493-4199

Web: joincherokee911.com



FOR IMMEDIATE RELEASE - January 29th, 2024

Contact: Deputy Director Alice Fennell (kafennell@cherokeega.com)

CANTON, GA - Cherokee County E 9-1-1 is excited to announce a new tool to keep citizens informed and collect feedback on non-life-threatening calls for service. Soon, we will start sending text message surveys after certain interactions with 911. Each survey will ask a few questions about how satisfied you were and allow you to provide feedback on your interaction.

Your feedback is important to us; we want to know how we are doing. We also want to provide the appropriate feedback to our call-takers on how to serve our community best. Please note that not everyone will receive a survey, and residents who do not want to participate can simply not respond or reply with STOP to opt out of this and any future surveys.

Important notice: This survey **cannot** be used to report or request service, either emergency or non-emergency from Cherokee County E 9-1-1 or its partner agencies including, but not limited to criminal activity, medical emergencies, fires, or anything requiring law enforcement or fire rescue response. If you have an emergency dial 9-1-1 or for non-emergencies dial 678-493-4080.



A Commission on Accreditation for Law Enforcement Agencies - Public Safety Communications Center