

Cherokee County E 9-1-1

Cherokee County, Georgia

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FOR IMMEDIATE RELEASE - January 31st, 2024

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

CANTON, GA - Starting tomorrow, Cherokee County E 9-1-1 will introduce a new tool for the community to provide feedback to our department. We will start sending text message surveys after certain interactions with 911 and our department. Each survey will ask just a few questions about how satisfied you are and give you a chance to provide feedback.

Your feedback is important to us; we want to know how we are doing. We also want to provide positive feedback to call-takers as well as if something can be improved. 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. This cannot be used to make a formal complaint with the department.

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.



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