

# CITY OF LAGO VISTA POLICE DEPARTMENT

## OFFICE OF THE CHIEF OF POLICE

5901 Municipal Complex, Lago Vista, Texas, 78645



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FOR IMMEDIATE RELEASE

### Lago Vista Police Department Launches Citizen Feedback and Engagement Solution

*New service uses text messaging to allow citizens to provide feedback after a police interaction*

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**LAGO VISTA, Texas - February 20, 2025** - Residents of the City of Lago Vista will soon be some of the first in the state to use new software to better connect with the communities they serve.

The Lago Vista Police Department is launching a new citizen satisfaction and feedback solution that uses text messaging to keep citizens informed and provide feedback after a non-life threatening interaction with the Lago Vista Police Department.

"In today's on-demand society, we understand how important it is to keep citizens informed. Much like private companies use tools to send automatic text message notifications, updates and satisfaction surveys to their customers, the Lago Vista Police Department is now able to do the same," said Chief of Police Gary Boshears. "We expect that this new solution, PowerEngage, will drastically enhance communication with the citizens we serve."

Text messages are sent hours or days after the incident and will ask citizens to take a quick survey about their experience with their call for service. It will also allow citizens to provide their own comments, feedback or have an opportunity to thank the responding officer.

With PowerEngage, text message surveys are sent to those whose number is recorded as part of a call for service or even an officer's report. But citizens can take a text message survey and provide feedback even if they did not receive a text message. We will soon provide a QR code to scan to start that conversation.

Residents that do not want to participate can simply not respond or let the department know in advance by calling 512-267-7141 and your number will never receive a survey. As with all texts, residents may reply with STOP and that will opt them out of all future text surveys from the department.

It is important that everyone know 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.

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