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## **MEDIA RELEASE**

### **HRECC Launches Customer Service Survey October 4, 2016**

The Harrisonburg-Rockingham Emergency Communications Center (HRECC) wants your feedback!

Beginning October 4, the HRECC will be asking citizens, who have used the services of 9-1-1 or the HRECC, to provide feedback on those services used through a customer service survey.

“Public safety communications is a successful combination of teamwork, technology and excellence, said Dee Dee Sencindiver, HRECC operations manager. “Our ongoing goal is to provide the best service, at a high level, during any situation,” Sencindiver added.

The HRECC works closely with public safety agencies in the area to provide the highest level of service to all citizens and individuals passing through our communities. In order to evaluate that continued success, the HRECC needs feedback from the citizens.

This anonymous survey is available online at [www.BeHeardHarrisonburg.org](http://www.BeHeardHarrisonburg.org) and requires no identifying information from those participating. Members of the community will be able to access this survey until it closes on Friday, October 28.

Additional information about HRECC is always available at [www.HarrisonburgVA.gov/HRECC](http://www.HarrisonburgVA.gov/HRECC).

Please contact Dee Dee Sencindiver at 540-432-6150 or [ddsencindiver@hrecc.org](mailto:ddsencindiver@hrecc.org) with questions.

Thanks to everyone for providing feedback through this survey.

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