



Matthew J. Carl
Chief of Police

Dear East Windsor Community,

We're thrilled to share a new initiative aimed at enhancing communication and gathering your feedback regarding non-life threatening incidents. In the coming days, the East Windsor Police Department will introduce text message surveys following specific interactions with 911 and our department.

These brief surveys will inquire about your satisfaction with the services received, the responding officer(s), and the call taker. Your valuable input will provide us with insights on our performance, helping us better serve you and the community.

Additionally, once dispatched, you will receive a text message from EWPD indicating the officer enroute to your location.

We genuinely value your feedback, but participation in the surveys is entirely optional. If you prefer not to take part, you can simply choose not to respond. It's important to note that this program is not designed for formal complaints, reporting emergencies, or addressing criminal activities. For such matters, please continue to use 911 or contact us at 860-292-8240.

Please be aware that landline phone calls are not eligible to receive surveys through this program. Thank you for being an integral part of our community, and we look forward to hearing your thoughts.

Respectfully,

A handwritten signature in black ink, appearing to be 'M. Carl'.

Chief Matthew Carl

East Windsor Police Department

EAST WINDSOR POLICE DEPARTMENT

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