



Lake Worth Police Department

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Non-Emergency: (817) 237-1224 | www.lakeworthtx.org

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PRESS RELEASE// FOR IMMEDIATE RELEASE

LAKE WORTH POLICE DEPARTMENT LAUNCHES CITIZEN ENGAGEMENT AND FEEDBACK SOLUTION

New service uses text messaging to allow citizens to provide feedback after an interaction with officers and 911 dispatchers.

(LAKE WORTH, TX) – Citizens and visitors to Lake Worth, Texas are some of the first in the state to benefit from new technology designed to connect public safety personnel with the community.

The Lake Worth Police Department launched a new citizen satisfaction and feedback solution called PowerEngage that uses text messaging to keep citizens informed and provide feedback after a non-life-threatening interaction. Since launching almost two months ago, the department has seen a 36% survey response rate and a 97% citizen positive satisfaction score.

“Building trust is our number one priority at the Lake Worth Police Department.” said Chief of Police J.T. Manoushagian, Lake Worth Police Department. “This new tool allows us to communicate with our citizens and visitors in a way that is relevant and authentic. Using the feedback we receive; we are able to make internal adjustments that result in better service and increased community trust.”

Shane Evangelist, CEO of NEOGOV, the company behind PowerEngage, said, “Engaging citizens with public safety software that keeps citizens informed and builds goodwill between your department and the community is the next frontier in policing. Lake Worth Police Department is one of the first to embrace this approach in Texas, serving as a model to other agencies throughout the state.”

With PowerEngage, text message surveys are sent soon after certain non-threatening incidents to those whose number is recorded as part of a call for service or even an officer’s report. The survey allows citizens to provide their own comments and feedback, or even thank the responding officer.

Residents that do not want to participate can simply not respond or let the department know in advance by calling (833) 720-2460 and their 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 knows 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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