



Cheyenne Police Department

415 W. 18th Street
Cheyenne, Wyoming 82001
<http://www.cheyennepd.org>



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Cheyenne Police Launch New Texting Service to Enhance Communication

CHEYENNE, Wy — The Cheyenne Police Department (CPD) has launched a new texting service to better connect with community members.

The new tool—called PowerEngage—uses text messaging to offer notifications and a feedback survey option to citizens who have interacted with Cheyenne Police after a call for service.

“Much like private companies send automatic text message notifications and satisfaction surveys to their customers, Cheyenne Police are now able to do the same,” said Chief Mark Francisco.

“This is an additional effort to promote transparency and good communication in policing and to provide excellent service to our community.”

When a call to dispatch is placed, real-time notifications will be sent such as confirmation of receipt, the case number, safety instructions, and if there are any delays in officer response.

The CPD also hopes to gather feedback from through the service.

“It’s important for us to hear about how we are doing,” said Chief Mark Francisco. “This tool allows us to gather feedback to continuously improve our practices and better serve the needs of our community. As a bonus, positive comments will be shared to encourage employees and boost morale.”

Safeguards are also in place due to the sensitive nature of calls for service. PowerEngage text message surveys and notifications will only be sent to non-emergent, non-injury type calls.

As with all texts, residents may reply with STOP to opt out of all future text surveys from the department.

It is also important to note that PowerEngage should not be used to report any type of emergency or crime. As always, call or text 9-1-1 for any emergency or to report any criminal activity.



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Examples of PowerEngage text notifications and surveys are below:

Text Example 1

This is the Cheyenne Police Department. An officer will be dispatched as soon as possible. Please wait in a safe location and only move vehicles if there are no injuries/complaints of pain to vehicle occupants. Reference incident number [incident #]

Text Example 2

Cheyenne Police Department dispatch received a call from your number and is sending your GPS location to responders. If you need help, call or text 9-1-1 now. If you DO NOT need help, let us know by calling (307) 637-6525. Reference incident number [incident #]

Survey Example

