



METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY

Karl F. Dean
Mayor

Duane Phillips
Director

EMERGENCY COMMUNICATIONS CENTER
2060 15TH AVENUE SOUTH
NASHVILLE, TENNESSEE 37212

FOR IMMEDIATE RELEASE
July 20, 2009

Contact: Amanda Sluss
(615) 880-2962 office
(615) 533-0978 cell
Amanda.Sluss@nashville.gov

METRO EMERGENCY COMMUNICATIONS CENTER LAUNCHES NEW CAMPAIGN ENCOURAGING CUSTOMER FEEDBACK

Utilizes new website – www.ratemy911.com

NASHVILLE, Tenn. – Nashville motorists will see two new interstate and neighborhood billboards going up across Davidson County this week promoting a new website dedicated to gathering 9-1-1 customer feedback. The website, www.ratemy911.com, was secured in March 2009 to help update the process of gathering comments from citizens who may have recently used the 9-1-1 system.

“Quality Assurance is an essential part of our business and we’re always looking for new ways to collect caller feedback that doesn’t require mailing and returning forms,” ECC Director Duane Phillips said. “This new website will link 9-1-1 callers directly to our online customer satisfaction survey, where they can provide details about their recent experience and the level of service they received.”

The Emergency Communications District Board of Nashville and Davidson County designed the billboards and purchased the available slots from Lamar Advertising as part of their annual 9-1-1 public awareness campaign. The digital outdoor boards will be located on both interstates and along main roads in Nashville in the following places:

- I-24/I-40 West Interchange at Hermitage Avenue (Inbound)
- 4102 Hillsboro Road

For more information or to download images of the billboards, please visit the Emergency Communications Center’s website at www.nashville.gov/ecc.

###