



PRESS RELEASE

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Hemet Police Department Launches SPIDR Tech to Improve Communication with 911 Callers and Crime Victims

Hemet, Calif.—On September 19, 2024, the Hemet Police Department launched SPIDR Tech, an automated notification system designed to improve communication with residents who call 9-1-1 or the non-emergency line to request police services.

SPIDR Tech, a Versaterm Public Safety company, is a first-of-its-kind platform that provides real-time updates via text message to 911 callers, victims of crime, and reporting parties. Callers will receive automated messages acknowledging their request for police assistance. In cases where response times are delayed due to high-priority calls or heavy call volumes, SPIDR Tech will automatically notify the caller of the delay.

In addition to keeping callers informed, SPIDR Tech offers community members the opportunity to provide feedback on their experience through an easy-to-use, mobile-friendly survey. The surveys, available in English, Spanish, and Chinese, will be sent directly to the caller's phone, allowing them to share their thoughts on the Hemet Police Department's response.

The Hemet Police Department has been utilizing SPIDR Tech in a pilot phase over the past two weeks, providing an additional communication layer to residents requesting police assistance. During this period, SPIDR Tech sent over 4,000 automated messages, acknowledging calls, advising of delays, and offering closure information. As of October 2, 2024, the department received 169 survey responses, showing strong community satisfaction, including a 4.20 out of 5 rating for communication personnel, a 4.58 rating for officer professionalism, and a 4.10 overall satisfaction score.

"This system represents a significant step forward in our commitment to transparency and customer service," said Michael Arellano, Chief of Police for the Hemet Police Department. "SPIDR Tech will allow us to gather important feedback to help guide future operational improvements and serve our community more effectively."

The feedback gathered from the surveys will provide valuable insights that will help the department refine its response times and service delivery.

For more information on SPIDR Tech, visit www.versaterm.com/spidr-tech