



TOWN OF VERNON

14 Park Place
Vernon, CT 06066
Phone (860) 870-3600
Fax (860) 870-3580

Press Release

Contact: Jason L. McCoy, Mayor
Phone: (860) 870-3600

FOR IMMEDIATE RELEASE
October 30, 2009

**TOWN OF VERNON DEMONSTRATES COMMITMENT TO CITIZEN SERVICE
WITH LAUNCH OF QAlert™.**

VERNON, CT, OCTOBER 30, 2009: The Mayor of Vernon Jason L. McCoy has announced a launch of the web-based system to assist Town departments in tracking and resolving citizen service requests. Using the QAlert system by Qscend Technologies, municipal employees will be able to respond more efficiently to citizen inquiries and manage Town resources better while resolving those issues.

"This is about using an affordable, state-of-the-art technology to hold ourselves accountable while keeping residents informed, every step of the way, as continue to work to improve the delivery of Town services," said Mayor Jason L. McCoy, "The citizen requests will be entered into QAlert, automatically assigned a tracking number, and routed to the appropriate department for response or resolution."

Vernon residents can continue to contact all Town departments by usual phone numbers or can submit their questions or requests online by going to the Town's website at www.vernon-ct.gov, and selecting Qscend Resident Care link. Citizens can also search an online knowledge base of Town related information.

-End-