



City of Sarnia

MEDIA RELEASE

DATE: December 11, 2020 RELEASE DATE: Immediate

FROM: Andrea Lane, Customer Service Manager
Ron Realesmith, Manager, Emergency Management Office

SUBJECT: External Non-Commissioned Survey for Market Research
Company Advanis Incorporated regarding Policing & COVID-19

The City of Sarnia has been notified by Advanis Incorporated, that through a public sector program 'Tell City Hall' that they are conducting public policy surveys, regarding policing and COVID-19 and may contact residents in Sarnia, in the form of emails, text messages and phone calls.

The ongoing optional marketing research surveys-managed by 'Tell City Hall', a public sector program of Advanis Incorporated, a Canadian market research company, are **not** in partnership with the City of Sarnia or Sarnia Police Services.

We understand some residents may interpret these surveys' as having been initiated by the City, but they were not. If you receive an automated phone call or text where the call display reads 'Tell City Hall', we can confirm it did not come from Sarnia City Hall or Sarnia Police Services - we have no connection to these surveys.

If citizens have any questions about Tell City Hall, they can be reached at info@tellcityhall.ca or 1-888-883-7094.

It is important the public is always informed, particularly when it comes to digital and phone surveys. There is never a cost to participate in a municipal survey, therefore no banking or payment information is ever required.

For further information, please contact:

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