



Enhancing Citywide
Communications with TextMyGov
November 15, 2022

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What is TextMyGov?

- Software that allows residents and stakeholders to communicate with the City via text messaging for a variety of reasons:
 - Find Information
 - Report Issues
 - Receive Alerts



How Will Information Be Provided?

- Citizens can get information and have questions answered by texting in keywords, to a local number, such as:
 - Office Hours
 - Parks
 - Pay Utilities
 - Events



How Will Issues Be Reported?

- Residents and stakeholders can text in keywords to report issues on the go.
- Smart texting guides the user through the process, while gaining information like their name, the type of issue, address, details, and allows the user to send a picture.
- Once the issue is reported, it is automatically sent to the correct department for review.





Report

What type of issue are you reporting?

ANIMAL CONTROL, FLOOD, TALL GRASS
POWER OUTAGE, POTHOLE, STREET SIGN,
GRAFFITI, OR OTHER.

Street Sign

What is the nearest address?

230 S. 800 E.

Please upload picture.



How Are Issues Sent to the Correct Department?

- TextMyGov will integrate with iWorq.
- iWorq is software already being utilized by Code Enforcement and Public Works for scheduling and work orders, among other capabilities.
- By use of keywords and identifying the type of issue, TextMyGov will recognize what department needs to be notified.

How Are Issues Currently Reported and Why Change?



- Code violations and resident concerns are currently reported via SeeClickFix.
- SeeClickFix does not automatically send reports to the proper department, but rather places them in one list and relies on City staff to respond accordingly.
- SeeClickFix does not provide additional features like providing information to citizens and sending alerts.





How Can Citizens Receive Alerts?

- Residents and stakeholders can opt-in to receive alerts, via text messaging, directly to their smartphone.
- We will be able to send updates to all subscribed users or target messages by using a geolocation tool.
- Alerts can be used for emergencies and non-emergencies (i.e. – disaster preparedness, Commission updates, City events)





Advantages of TextMyGov

- TextMyGov provides a versatile platform that provides residents and stakeholders with an easy tool to get information from the City.
- Provides an additional tool to keep citizens informed via text messages from the City (provided that users opt-in to this feature).
- Streamlines reports of code violations and resident concerns to the proper department, while enhancing the City's response to issues.





What is the Fiscal Impact?

- TextMyGov will have an annual cost of \$7,750, which includes:
 - Local phone number
 - Unlimited users (citizens)
 - Unlimited support
 - 125,000 text messages per year
- No implementation or setup fee due to the City's working relationship with iWorq
- In comparison, SeeClickFix has an annual cost of \$7,000





Questions?

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