



HISTORIC TOWN OF EATONVILLE, FLORIDA

TOWN COUNCIL WORKSHOP

MARCH 26, 2024, 6:30 PM

Cover Sheet

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ITEM TITLE: Discussion of Communication Solutions for the Town and its Residents
(Clerk's Office)

TOWN COUNCIL ACTION:

PROCLAMATIONS, AWARDS, AND PRESENTATIONS		Department: Administration
INTRODUCTIONS		Exhibits: <ul style="list-style-type: none"> • TextMyGov Quote • Savvy Citizen Quote • Telephone Information Line
CONSENT AGENDA		
COUNCIL DISCUSSION	YES	
ADMINISTRATIVE		

REQUEST: For Town Council to further discuss communication options that would best benefit the town and its residents. (**This is a follow up to the presentations given on March 5th)

SUMMARY: The Town Council, residents, and staff have expressed the importance of effective communications and finding ways to close the communication gap. Product Information for a communication app was presented on January 16th and March 5th for consideration. The vendors presented for consideration were TextMyGov, SeeClickFix, and Citizen Savvy.

In addition, an information phone line is being proposed as a compliment and addition to the communication app for effective communication. Proposals for TextMyGov and Citizen Savvy are being brought back to the Council to discuss desires towards a one-way or two-way communication tool. The proposed information line is proposed as an alternative for individuals who do not have a smart phone or access to a computer.

TEXTMYGOV can help the town improve citizen engagement and communication through a two-way, smart texting tool providing open lines of communication 24 hours a day and easily connects using smart technology, through smart texting, the town's website and other communication methods. TextMyGov can answer questions, send links to the website providing details on garbage pickup, utility payments, city news, events, office hours, road closures, community celebrations, safety issues, potholes, and animal control just to name a few. Citizens can ask questions and get immediate customized, automatic responses, find links to website, address problems, report any issues and upload photos.

SAVVY CITIZEN, is an on-way interactive communication tool that allows for Mass Notifications, Alerts, and Events to be pushed directly to residents in real time via their preferred method (email, text, or by phone). Updates and mass notifications can be sent to residents in less than a minute and allows quick communication that will save on critical time. It is a complete solution that includes team management, weather, and traffic integration critical event response teams, management, affordability, and much more.

RECOMMENDATION: For Town Council to further discuss communication options that would best benefit the town and its residents to include directives for how they would like to move forward on a communication app and utilizing a information telephone line.

FISCAL & EFFICIENCY DATA: Recommended budget line is the Contingency Account # 001-0511-511-5800 or choice budget line indicated by Town Council.