



# HISTORIC TOWN OF EATONVILLE, FLORIDA

## TOWN COUNCIL MEETING

APRIL 2, 2024, 7:30 PM

### Cover Sheet

**\*\*NOTE\*\*** Please do not change the formatting of this document (font style, size, paragraph spacing etc.)

**ITEM TITLE:** Approval of the TextMyGov Communication Proposal (Clerk's Office)

**TOWN COUNCIL ACTION:**

<b>PROCLAMATIONS, AWARDS, AND PRESENTATIONS</b>		<b>Department:</b> LEGISLATION (Clerk Office)
<b>INTRODUCTIONS</b>		
<b>CONSENT AGENDA</b>	YES	
<b>COUNCIL DECISION</b>		
<b>ADMINISTRATIVE</b>		
		<b>Exhibits:</b>
		<ul style="list-style-type: none"> <li>• TextMyGov Proposal</li> </ul>

**REQUEST:** For Town Council to approve the TextMyGov Communication Proposal.

**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 16<sup>th</sup>, March 5<sup>th</sup>, and March 26<sup>th</sup> for consideration. In addition, an information phone line is being proposed as a compliment and addition to the communication app for effective communication.

**TEXTMYGOV** is being recommended as the preferred communication app that will best meet the needs of the town and its residents by offering effective two-way communications . The proposal for TextMyGov is being presented for council consideration and approval. TextMyGov was developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods. **CITIZENS** can ask questions and get immediate responses, find links to information on the agency's website, address problems, report any issues and upload photos. **LOCAL GOVERNMENT** agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payments, town news, events, office hours, among other things.

In addition, a proposed town information line has been established as an alternative for individuals who do not have a smart phone or access to a computer. Both communication solutions will help the town improve citizen engagement and communication.

**RECOMMENDATION:** For Town Council to approve the TextMyGov Communication Proposal.

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