



Town of Haymarket
15000 Washington Street, #100
Haymarket, VA 20169
703-753-2600

Memorandum

To: Honorable Mayor and Town Council
From: Julia Crofford, Events Coordinator
Date: July 22, 2024
Re: GoGov App – Citizen Request Feature

Overview: Adding the citizen request feature on the GoGov app would give users the opportunity to submit comments, questions, or concerns through the app. With this feature there would be a “submit request” button on the main screen of the app. The submit request button leads you to a screen of categories. Categories can be customized and can predetermine who they get sent to based on the topic. Requests are then sent to your email but can only be answered through GoGov. Each person responding to a request will need to have access to the app, but we can customize permission for each person. As you work through the issue/request you can change the status to open, closed, or in progress. When you update the status, an automatic notification will be sent. If the staff member has any questions, they will be able to send a message directly to the user and it will come through on the app. The cost of adding this feature is \$4,200/year.

The Events Coordinator recommends moving forward with adding this feature to the My Haymarket App to encourage communication between town residents, staff, and council.