



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:** August 20, 2024  
**Re:** GoGov App – Citizen Request Feature

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**Overview:** As of August 1<sup>st</sup>, there has been a total of 219 downloads, 21 of those users have created an account on our site. The Citizen Request Feature is customizable and can be adjusted as we learn what works for us. Topics are created based on what items we want tracked. These items can be assigned to a staff member for completion, along with a due date and reminders as the item is coming due. As requests come through an automated response can be sent notifying the user how much time is expected for a response. On the staff side of the app there is an interactive list of every item that a staff member is working on. GoGov also has a reporting suite available to pull metrics on all the current and past items that have been managed through the system. GoGov’s entire solution utilizes HTTPS protocol. 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.