



CITY COUNCIL AGENDA ITEM

SUBJECT: Ascendant Application Text Messaging Agreement

AGENDA SECTION: *(check all that apply)*

☐ PRESENTATION ☐ PUBLIC HEARING ☐ CONSENT AGENDA ☐ OLD BUSINESS
☒ NEW BUSINESS ☐ OTHER, PLEASE STATE: [Click or tap here to enter text.](#)

CATEGORY: *(check all that apply)*

☐ ORDINANCE ☐ RESOLUTION ☒ CONTRACT ☐ POLICY ☐ STATUS REPORT
☐ OTHER, PLEASE STATE: [Click or tap here to enter text.](#)

ACTION REQUESTED: ☐ DECISION ☒ DISCUSSION, ☐ REVIEW, or ☐ UPDATE ONLY

Previously Heard Date(s): [Click or tap to enter a date.](#) & [Click or tap to enter a date.](#)

Current Work Session: Monday, September 14, 2026

Current Council Meeting: [Click or tap to enter a date.](#)

SUBMITTED BY: Keisha Franklin, Finance Director / and David Graves, Communications Director

PRESENTER: Keisha Franklin / Finance Director and David Graves, Director of Communications

PURPOSE: Seeking approval to award Ascendant App SMS text messaging contract

FACTS: Solicitation: Upon Communications Director David Graves' arrival in November 2025, a critical need was identified by Council, staff and residents for stronger connectivity with the Stonecrest community. The city has been without a systematic communications platform for outreach on community events, town halls, special events, emergency alerts, etc. After research, Ascendant App was identified as a strong match given Stonecrest's needs, and will allow the City to reach more than 23,000 Stonecrest residents directly via SMS texts, and another 22,000 surrounding residents (primarily Lithonia and assuredly more Stonecrest residents who might be listed as Lithonia residents). The company notes the capability exists to do general, all-inclusive blasts, as well as ability to set up geo-targeted blasts by district. Key feature includes a verified list database of 55,000+ constituents, and ability for others to opt in. Ascendant App is used by about 50 government agencies across the U.S., including DeKalb County. Performing due diligence, Director Graves contacted DeKalb Commissioner Ted Terry for feedback of the service, and he expressed overwhelming approval. **Recommendation:** Based on the foregoing, it is



CITY COUNCIL AGENDA ITEM

recommended that the City Council approve and authorize the Mayor and City Clerk to execute a contract with Ascendant App.

OPTIONS: Approve, Deny, Defer [Click or tap here to enter text.](#)

RECOMMENDED ACTION: Approve Staff recommends approval of the recommendation to award and authorize the issuance of a Purchase Order (PO) to Ascendant App for SMS text service for an amount not to exceed \$10,000.

ATTACHMENTS:

- (1) Attachment 1 - Agreement
- (2) Attachment 2 - [Click or tap here to enter text.](#)
- (3) Attachment 3 - [Click or tap here to enter text.](#)
- (4) Attachment 4 - [Click or tap here to enter text.](#)
- (5) Attachment 5 - [Click or tap here to enter text.](#)