



AGENDA MEMO

Business of the City Council

City of Sweeny, Texas

Meeting Date	12.11.2024	Agenda Items	
Approved by City Manager		Presenter(s)	Administration
Reviewed by City Attorney		Department	Administration; Public Works
Subject	Discussion and possible action on an after-hours answering service.		
Council Strategic Goals	Government Sustainability & Sense of Community		
Attachments / Supporting documents			
Financial Information	Expenditure Required:	Approx. \$1500.00 + Outbound calls	
	Amount Budgeted:	\$0.00	
	Account Number:		
	Additional Appropriation Required:		
	Additional Account Number:		

Executive Summary

Due to recent issues pertaining to after hours and/or weekend dispatching, the City is looking at ways to remedy the situation and provide better service to our residents. The City has found an after-hours answering service that would help to mitigate future issues.

Answering Innovations, an answering service company, charges a setup fee of \$50.00 plus a basic monthly fee of \$129.99. There is an outbound call charge of \$0.35 upon contacting the City's On-call Employee.

This would not replace 911 or police and fire emergencies calls.

The proposed is to help response to water, sewer, and/or gas issues, after hours or on weekends when City Hall is closed and unable to transfer or produce work order for complaints. The service would decrease response times. The information from the original call received would be directly transferred to the City's on call employee (PW) versus thru another department first.

This is an unbudgeted amount, in which, a budget adjustment would be required if approved.

Recommended Action

To allow the City Manager to move forward with developing an agreement with Answering Innovations as the City's after hours answering service.