

## MEMO

TO: Watertown Common Council  
FROM: Lisa Famularo, Media and Communications Director  
DATE: January 31, 2023  
RE: TextMyGov Texting Service Discontinuation

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Common Council Members,

Media Productions will discontinue the TextMyGov texting service as of March 1, 2023 due to low citizen usage. At the time of this decision, the service was used by less than 300 unique phone numbers, including city staff.

The public will be notified of TextMyGov cancellation by the following means:

1. Text messages sent from TextMyGov to all subscribers.
2. Posts on city social media accounts
3. News item in the "latest news" section of the website.

TextMyGov users will be encouraged to use other means of communication: the City website, telephone, and social media pages/direct messaging.

Thank You,

Lisa Famularo