



AGENDA ITEM COMMENTARY

MEETING NAME:	City Council
MEETING DATE:	August 19, 2024
ITEM TITLE:	Consider and take appropriate action on demonstration of TextMyGov
STAFF INITIATOR:	Terri Robinette, City Secretary Tara Tomlinson, Director of Development Services

BACKGROUND:

Recently the staff began work on implementing a new mass communication system so that we may add another layer of effective communication with our citizens. In the past, the city had used a system for this purpose but the current staff felt it was not user friendly and did not offer the level of functionality that we were looking for. We have made the change to TextMyGov and are working through the final steps of implementation.

TextMyGov provides two features that we are excited to share with you. The first is the ability to empower citizens to connect to the city from anywhere. Using text messaging, citizens can simply text a quick comment and they will get an automatic response. The system then integrates with our work order management system to create a work order for the appropriate department. A text of “pothole” would then automatically ask for location information etc. then send that location and information to Public Works and the Streets Department.

The second feature will allow the City to send text message communications city-wide, by neighborhood, to employees or by specific mapped sections of the City. We plan on using this feature for important messaging such as boil water notices, crash reports, and tornado siren testing among others.

Tara and I will be giving a short demo on how citizens can opt in and some of the key features of the system.

EXHIBITS:

TextMyGov flyers

COUNCIL ACTION/STAFF RECOMMENDATION: