



Council Agenda Item _____

MEETING DATE: 8/25/2025

SUBJECT/TITLE: RESOLUTION # 25-0669R

SUBMITTED BY: Karla Culhane, Administrative Services, IT

RECOMMENDATION: Approve

BOARD/COMMISSION/COMMITTEE RECOMMENDATION:

PREVIOUS COUNCIL ACTION: N/A

BACKGROUND: The City currently uses two disparate applications and several websites to allow interaction with citizens to report and request repairs, services, and to gather helpful information about the City. This resolution is a unified tool and mobile app for citizen and civic interaction, similar to a 311 system. This mobile app will integrate with various systems and sources of information for citizens and visitors to have direct and quick access to the information and various services provided by the City. Examples of the services available on the app will be a park locator, reporting of street and sidewalk repairs, see road construction maps, issue complaints, apply for jobs, etc.

BUDGET/FISCAL IMPACT: The initial purchase, implementation and first year of service is \$56,874 budgeted in capital equipment. This project is expected to have a minimal annual operating savings fiscally. The annual subscription is \$30,000 however, the City will be cancelling two existing citizen reporting tools of \$25,000 and \$5500 annually.

OPTIONS: Approve or Deny with request for additional information.

NECESSARY ACTION: Approve award of contract

ATTACHMENTS: N/A