

Bi-Monthly Town Board Meeting  
November 28, 2023 5:30 pm  
Town Hall  
Joseph P. Wilson Jr, Supervisor

Call to order

Approve Minutes: November 14 Regular Town Board meeting

Privilege of the Floor:

Town Discussion of Old Business:

- Water District updates:
- Text Notification System
- Marcy Field Update

New Business:

- Mowing equipment purchases

Ongoing Local Law Process:

- Reminder: public hearing December 12 at 5 pm on scheduling Grievance Day;  
Public hearing December 13 at 5:30 on STRs

Executive Session:

Budget Resolutions

- Resolution to transfer funds:
- Resolution to amend the 2023 budget:

Supervisor's Report:

Audit Bills:

- Resolution to pay online bills
- Resolution to audit Vouchers #2023- through #2023-

WWW.TEXTMYGOV.COM



# PROPOSAL

DATE: 09/27/2023

PREPARED FOR:  
TOWN OF KEENE  
10892 NY-9N, KEENE, NY 12942, USA

PREPARED BY:  
JAYDEN EASTMAN  
ACCOUNT EXECUTIVE | TEXTMYGOV

# INTRODUCTION TO TEXTMYGOV



TextMyGov was developed to open lines of communication with local government agencies and citizens. The system works 24 hours a day and easily connects with your website and other communication methods.

Using the regular messaging app on any smartphone, the smart texting technology allows the citizen to ask questions and get immediate responses, find links to information on the agency's website, address problems, report any issues and upload photos.

According to the Pew Research Center, 97% of smartphone owners text regularly. The technology analysts at Compuware reported that 80 to 90% of all downloaded apps are only used once and then eventually deleted by users.

---



# TEXTMYGOV SOLUTIONS



## Communicate

TextMyGov uses smart texting technology to communicate with citizens. Local government agencies can answer questions, send links to their website, and provide details on garbage pickup, utility payments, city news, events, office hours, just to name a few.



## Engage

TextMyGov uses smart texting technology to engage with citizens. Citizens can easily report issues to any department, such as potholes, drainage problems, tall grass, junk cars. The issue reporting function can be customized for each department and their most commonly reported items. Agencies can engage citizens and ask specific guided questions regarding location, address, street name, and more. If your goal is to engage with citizens and get smart valuable data- You need TextMyGov.

---



## Boost Website Traffic

TextMyGov uses smart texting technology to maximize a city's website. Citizens can text in keywords like festival, parking, ticketing, meeting, sporting event, etc. The smart texting technology can answer the question or send a link from the city's website with additional information. Local government agencies spend thousands of dollars each year on their website. TextMyGov is the best way to benefit from that investment. If your goal is to benefit from your website investment- You need TextMyGov.



## Track

TextMyGov uses smart texting technology to track and record all the information that is sent in. Agencies can track the cell phone number, date, and time of every request. If your agency wants to be compliant with FOIA- You need TextMyGov.



## Work

Smart texting uses detailed information to track a citizen's request or create a work order. Work orders and requests can be generated and completed. Smart texting allows you to easily collect information like name, location, street address, and allows the user to upload a photo. If your agency wants to track real requests and real work orders submitted by a real cell phone number- You need TextMyGov.

---



# IMPLEMENTATION

## GETTING STARTED

After the execution of the basic service agreement, a project manager will be assigned to assist the client through implementation. A local phone number will be obtained for use with TextMyGov.

## CONFIGURATION

The project manager will work with the client to customize interactive responses, create automation flows, and keyword lists. Training will be provided on how to quickly create and edit data.

## MEDIA KIT

Advertising materials will be provided to the client, including an infographic for the website and downloadable flyer for social media and other communication methods used by the agency.

## Unlimited Training and Support

After initial implementation and training, unlimited on-going support is included. Our experts are available Monday - Friday 6am-5pm MST.

---



# SUBSCRIPTION COST BREAKDOWN

This quote represents a subscription to TextMyGov with an initial TERM of Two-Years. The agreement is set to be automatically renewed after the initial term has finished. Support and services fees may increase in subsequent years but will increase no more than 5% per year. See below for the package price and other details.

*Terms and conditions can be printed and attached as Exhibit A or viewed at [www.TextMyGov.com/terms](http://www.TextMyGov.com/terms) HYPERLINK "http://www.textmygov.com/terms"*

<b>Package</b>	<b>Price</b>	<b>Billing</b>
<b>TextMyGov:</b> <ul style="list-style-type: none"><li>• TextMyGov web-based software</li><li>• Local phone number</li><li>• Short code number (outgoing messages)</li><li>• Unlimited users &amp; departments</li><li>• Unlimited support for every user</li><li>• 10 GB manage online data storage</li><li>• 25,000 Text messages per year</li></ul>	\$2,000	Annual
<b>Implementation/Setup Fee</b>	\$1,000	One Time
	<b>First year total</b> \$3,000	Year one
	<b>Total recurring</b> \$2,000	Annual

## Terms

- *This is a Two-Year Term.*
  - *After the initial Two-Years , the agreement will revert to year-to-year*
  - *Cancellation requires a 60-day written notice*
  - *Customer is required to put TextMyGov widget on agency's website*
  - *This proposal is valid for 30 days*
  - *Customer is required to provide a copy of W-9*
-

# ADDITIONAL SERVICES

Additional Services	Price	Billing
<b>Enhanced Media &amp; Care Package</b> <ul style="list-style-type: none"><li>Marketing material and expert implementation to promote and optimize TextMyGov, see us here for additional information: <a href="#">Enhance Media Package</a></li></ul>	Price is based on population- See Account Executive for details.	Annual
<b>Additional Storage</b> <ul style="list-style-type: none"><li>100 GB of additional storage.</li></ul>	\$250 per unit	Annual
<b>Additional Text Messages</b> <ul style="list-style-type: none"><li>25,000</li><li>50,000</li><li>100,000</li></ul>	\$300 \$550 \$750	Annual
<b>Database</b> <ul style="list-style-type: none"><li>Database of your local residence to improve citizen engagement</li><li>Database might have been quoted in the original quote. See your package breakdown for details</li></ul>	Price is based on population. See Account Executive for details.	







# AGREEMENT CONFIRMATION

We need two contacts for implementation. A cell phone is required for implementation. We also need the best contact for installing the widget on your agency's website.

## Implementation Contact 1

Name	
Title	
Email	
Office Phone	
Cell Phone	

## Implementation Contact 1

Name	
Title	
Email	
Office Phone	
Cell Phone	

## Billing Contact

Name	
Title	
Email	
Office Phone	
Address	
W-9	Please attach W-9 in a separate email or enter the EIN number here

## Agreement Signature

Name	
Title	
Date	
Signature	

## Widget Contact

Name	
Title	
Email	
Office Phone	

(This person is responsible for placing the TextMyGov widget (see options- [TextMyGov | Widget Link](#)) on the agency's website within 60 days of the agreement signature. The TextMyGov widget will remain on the agency's website for the duration of the agreement. If the widget is not placed on the City/County website within 60 days, the Agency agrees to pay an additional \$1,000 towards setup costs (this is to cover TextMyGov's time)

---

# TWILIO CONTACT

## Twilio Authorized Contact 1

<b>Name</b>	
<b>Title</b>	
<b>Email</b>	
<b>Office Phone</b>	
<b>Business Title:</b>	

## Twilio Authorized Contact 1

<b>Name</b>	
<b>Title</b>	
<b>Email</b>	
<b>Office Phone</b>	
<b>Business Title:</b>	

I confirm that my nominated authorized representatives agree to be contacted by Twilio.

Twilio contact can be the same as the implementation contact. Twilio requires us to have two authorized contacts. They rarely reach out, but if there are any support questions, they require these contacts.

---