

Agenda
Lower Salford Township
Communication Committee
May 17, 2023
7:30 p.m.

1. Call to order
2. Call to approve minutes from the April 2023 meeting - Chairperson
3. Call for public discussion and visitor comments - Chairperson
4. Old Business
 - a. Business introduction letter
 - i. Confirm the list of recommended businesses, the Lower Salford Township Communications Committee introduction letter and cost of a mailing was reviewed with the Board of Supervisors (BOS) – Mr. Shelly
 - ii. Confirm the drop date for the introduction letter to businesses
 - b. Text Alert and Help Desk services
 - i. Review draft questions to use in email questionnaires and/or telephone interviews – Mr. Shelly
 1. Is the service/application easy/difficult to administer and manage?
 2. How many hours per week does this service require from staff?
 3. Do you know the pricing?
 4. Is the service/application worth the cost?
 5. Is vendor support available? If so, is there a fee?
 6. What do you like or dislike the most about the service/application?
 - ii. Review townships to be contacted – Committee
 1. Identify Townships using
 - a. Text My Gov
 - b. Notify Me
 - c. Constant Contact
 - d. General Texting Service
 - iii. Confirm approach to contacting other Townships
5. New Business
6. Closing

Text Alert reference information

1. Text Alert objectives
 - a. Non-emergency messages
 1. Residents should be directed to the Montgomery County ‘ReadyMontco.org’ site for emergency notices
 - b. Township event reminders
 - c. Township meeting reminders
 - d. Text alerts which do not require a response
 1. Alerts and reminders (not interactive messaging) appears to be the resident requirement based on survey results

2. Text Alert product comparison chart

| Criteria/Product | Text My Gov | Notify Me | Constant Contact | General Texting Service |
|--|-------------|-----------|------------------|-------------------------|
| Key resident services provided (Purpose) Q6 | | | | |
| Key product features (Capabilities) Q6 | | | | |
| Vendor support levels Q5 | | | | |
| Key interactive features (if applicable) Q6 | | | | |
| Pricing Q3 | | | | |
| Estimated impact on Township Staff (estimated hours per week) Q1, Q2 | | | | |
| Value (Is the service/application worth the cost?) Q4 | | | | |

3. Text Alert telephone interview introduction suggestion

“My name is ____, and I am a member of the Communications Committee of Lower Salford Township in Montgomery County. We have been exploring resident text alert services and see that you use the service _____. If you have a moment, I was hoping I could ask you a few questions about that service to report back to my committee.”

4. Townships contacted

| Township | Service/App | Contact | Link |
|-----------------|-------------|---------|---|
| London grove | Text My Gov | | https://www.londongrove.org |
| West Lampeter | Notify Me | | https://www.westlampeter.com/list.aspx |
| North Sewickley | Text My Gov | | https://www.northsewickleytownship.com/copy-of-current-upcoming-events |
| North Strabane | Notify Me | | https://www.northstrabanetwp.com/list.aspx |
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