
WWW.TEXTMYGOV.COM



TextMyGov

PROPOSAL

DATE: 09/03/2026

Prepared For:

Charlotte IA
Charlotte, IA 52731, USA

Prepared By:

Bryson Hansen | 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 SOLUTION

Summary for: Charlotte

FEATURE	SOLUTION
<i>FIND INFORMATION</i>	TextMyGov allows citizens to find information using our smart texting solution. Citizens can ask questions via text messages and receive automatic responses based on Key Words in their initial text.
<i>REPORT ISSUES</i>	- TextMyGov allows citizens to report issues such as "Stray Dog" or "Pothole" via text messaging from their phone. - Agencies can customize a text thread to help gather important information such as citizen name, address of reported issue, and even allow citizens to send a picture of the reported issue. - TextMyGov will automatically notify the correct department of the reported issue via email or text message.
<i>SEND ALERTS</i>	- TextMyGov gives agencies the ability to send out notifications/alerts as a text message. - Agencies can create different notification groups like "City Events" or "County Elections" and citizens can choose what notification group to Opt-In to. - Send out road closures, events, and any other notifications quickly and easily. - Schedule alerts ahead of time.

COST BREAKDOWN

This quote represents a subscription to TextMyGov with an annual recurring charge for an initial period of 3years (the “Initial Term”). The agreement is set to automatically renew on the anniversary date of the agreement, after the Initial Term. Support and services fees may increase following the Initial Term 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

Package Details

TextMyGov Core:

- TextMyGov Web-Based Software
- Local Phone Number
- Short Code Number (for outgoing messages)
- TextMyGov Provided Database
- Facebook Integration
- Spanish Translation
- Unlimited Users
- Unlimited Department
- Unlimited Support for Every User
- 10 GB Managed online data storage
- 10000 Text Messages per year

Price	Billing
\$1,500.00	Annual
Setup Fee	\$750.00 One-Time
First year total	\$2,250.00 Year One
Total Recurring	\$1,500.00 Annual

TERMS

- This is a 3 year term.
- After the initial 3 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.
- 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). See more information on our widget by clicking visiting textmygov.com/textmygov-widget/

ADDITIONAL SERVICES

<i>Service</i>	<i>Price</i>	<i>Billing</i>
EMA Package • Core Package • IPAWS Integrations • NOAA/Weather Alerts	Price based on Population	Annual
Premium Package • Core Package • EMA Package • Enhanced Media Care Package • Citizen Surveys ○ The Citizen Surveys add-on allows municipalities to collect feedback from residents via SMS, Email, or Social Media. This feature enables automated survey distribution, real-time response tracking, and data insights to enhance community engagement. • Voice Calls • Mass Emailing	Price based on Population	Annual
Citizen Requests	Price based on Population	Annual
Monthly Uploads	Price based on Population	Annual
Additional Storage – Each unit of storage contains an additional 100 GB.	\$250	Annual
Additional text messages – Additional text messages can be purchased at any time. (\$900 for 100,000, \$600 for 50,000, or \$350 for 25,000).* Unlimited texts are available as well. See your Account Executive for details.	Price based on amount of text messages	Annual
*Price subject to change based on carrier costs Unlimited Text Messages	Price based on Population	Annual

ADDITIONAL SERVICES

IMPLEMENTATION

GETTING STARTED

- After the execution of the Agreement Confirmation page, 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 M-F 6am5pm MST.