



REPORT

CITY OF HARTSVILLE, SOUTH CAROLINA
COUNCIL COMMUNITY ENGAGEMENT COMMITTEE
THURSDAY, JULY 26, 2018 – 4:00 PM
CITY COUNCIL CHAMBERS – 100 EAST CAROLINA AVENUE

PURSUANT TO FREEDOM OF INFORMATION ACT SC CODE 30-4-80: WRITTEN NOTICE WAS DELIVERED TO THE PRESS BY EMAIL ON JULY 20, 2018 AND DULY POSTED AT CITY HALL LOCATED AT 100 EAST CAROLINA AVENUE, AN ACCESSIBLE FACILITY.

Committee Members Present: Tre' Gammage, Chair and Johnny Andrews

Absent: Teresa Mack

Members of the Public Present: Jim Faile, Hartsville Messenger

Staff: Natalie Zeigler, Russel Slaton, Shannon Munoz, Christopher Morgan, Casey Hancock

Chair, Tre' Gammage called the meeting to order at 4:00 PM.

The Chair led discussion on the following:

- a) Citibot Presentation
 - Chair Tre' Gammage introduced Bratton Riley, CEO, Citibot located in Charleston, South Carolina. Citibot utilizes a text or messenger app instead of requiring that citizens download an app. Citizens can text in the issues they see or questions that they have, which go directly into an organization's workflow system. The intent is to manage resources more efficiently, save time and money, and enable citizens to get a quicker response to issues or questions that they present. During the presentation, Mr. Riley answered questions about the program such as: Can Citibot search for city codes? Can Citibot digest content and respond back? Can it be linked to other website searches? Does it have a Google Map integration feature? Can you use Wi-Fi or does it require a citizen to have cellular?
 - Mr. Riley discussed other governments inside and outside of South Carolina that are using Citibot and let those in attendance send questions to one of their customers to see how Citibot worked. He also detailed how it can track data points and employees can see the top ten issues or searches that citizens have.
 - At the conclusion of the presentation, Chair Tre' Gammage stated that he would send out a survey to everyone to gauge their feedback.
- b) GSSM conversation (no discussion due to time constraints)
- c) African American Cemetery support (no discussion due to time constraints)
- d) Community Education Workshop (no discussion due to time constraints)
- e) Next meeting: August 30, 2018 at 4:00 PM, in City Council Chambers

Chair Gammage adjourned the meeting at 5:20 PM.

This is our report and recommendations to the full Council.

Tre' Gammage, Chair

Date