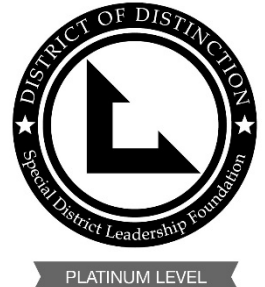




# TOWN OF DISCOVERY BAY

A COMMUNITY SERVICES DISTRICT

**SDLF Platinum-Level of Governance**



President – Kevin Graves • Vice-President – Ashley Porter • Director – Bryon Gutow • Director – Michael Callahan • Director – Carolyn Graham

**NOTICE OF THE MEETING  
OF THE INTERNAL OPERATIONS COMMITTEE  
OF THE TOWN OF DISCOVERY BAY  
Wednesday February 2, 2022, 3:30 P.M.**

**NOTICE  
Coronavirus COVID-19**

In response to the current proclaimed State of Emergency, indoor masking requirements, and recommended measures to promote social distancing imposed by State and local officials, the Town of Discovery Bay Community Services District Board of Directors will take all actions necessary to carry out the intent and purpose of AB 361, including, ensuring that the Directors and meeting attendees may continue to have the option to access and participate in this public meeting by teleconference to avoid imminent risks to the health or safety of the Directors and meeting attendees.

To accommodate the public during this period of time that the Board's Chambers are closed to the public, the Town of Discovery Bay Community Services District Board of Directors has arranged for members of the public to observe and address the meeting telephonically.

**TO ATTEND BY WEBINAR:**

Please register for the Internal Operations Committee Meeting by: *(Copy and pasting into your browser the registration URL. You will then be directed to download the webinar to your device and register with LogMeIn, Inc.)*

Registration URL: <https://attendee.gotowebinar.com/register/956617318249909773>  
Webinar ID# 955-985-179

After registering, you will receive a confirmation email containing information about joining the webinar by computer or by phone.

For listen only mode dial: (415) 655-0052 ID# 118-115-457

Download Agenda Packet and Materials at <http://www.todb.ca.gov/>

**Internal Operations Committee Board Members**

*Chair Michael Callahan  
Vice-Chair Carolyn Graham*

**A. ROLL CALL**

1. Call business meeting to order 3:30 p.m.
2. Roll Call.

**B. PUBLIC COMMENTS (Individual Public Comments will be limited to a 3-minute time limit)**

During Public Comments, the public may address the Committee on any issue within the District's jurisdiction which is not on the Agenda. The public may comment on any item on the Agenda at the time the item is before the Committee for consideration. Any person wishing to speak will have 3 minutes to make their comment. There will be no dialog between the Committee and the commenter as the law strictly limits the ability of Committee members to discuss matters not on the agenda. We ask that you refrain from personal attacks during comment, and that you address all comments to the Committee only. Any clarifying questions from the Committee must go through the Chair. Comments from the public do not necessarily reflect the viewpoint of the Committee members.

**C. DRAFT MINUTES TO BE APPROVED**

1. None.

**D. PRESENTATIONS**

1. None.

**E. DISCUSSION ITEMS**

1. Discussion Regarding the Implementation of a Community-Alert Text (SMS) System.

**F. FUTURE DISCUSSION/AGENDA ITEMS****G. ADJOURNMENT**

1. Adjourn to the next Standing Internal Operations Committee meeting at the Community Center located at 1601 Discovery Bay Boulevard.

"This agenda shall be made available upon request in alternative formats to persons with a disability, as required by the American with Disabilities Act of 1990 (42 U.S.C. § 12132) and the Ralph M. Brown Act (California Government Code § 54954.2). Persons requesting a disability related modification or accommodation in order to participate in the meeting should contact the Town of Discovery Bay, at (925) 634-1131, during regular business hours, at least forty-eight hours prior to the time of the meeting."

"Materials related to an item on the Agenda submitted to the Town of Discovery Bay after distribution of the agenda packet are available for public inspection in the District Office located at 1800 Willow Lake Road during normal business hours."



# Town of Discovery Bay

*"A Community Services District"*

## STAFF REPORT

**Meeting Date**

February 2, 2022

**Prepared By:** Michael Davies, Interim Asst. General Manager  
**Submitted By:** Michael Davies, Interim Asst. General Manager

**Agenda Title**

Discussion Regarding the Implementation of a Community-Alert Text (SMS) System.

**Recommended Action**

Recommend to the Board of Directors approval to implement a Community-Alert text (SMS) system and authorize the GM to select SlickText as the initial SMS vendor.

**Executive Summary**

At the request of this Internal Operations Committee, preliminary research was conducted to determine the feasibility and practicality of implementing a Discovery Bay Community-Alert text (SMS) system. This research, in summary, revealed the following:

The Discovery Bay website does not support SMS messaging; therefore, third-party vendor software would be required. Third-party vendors provide software that allow the Town to send group SMS messages as needed. The Town would be issued a toll-free number for this purpose (usually included in the pricing). Residents would sign up (opt-in) to receive Community-Alerts regarding water and/or wastewater related notifications. Recipients would be categorized geographically allowing for texting based on region. An opt-out option could be included with each text.

Vendors typically charge a monthly fee for a bucket of SMS messages according to a selected plan. The per text unit rate is the number of text recipients a single text is sent to. Example: One (1) text sent to fifty (50) people would count as fifty (50) text units. Some vendors charge for each reply text and some vendors don't.

Staff brought this information to the Board of Directors at their October 20, 2021 meeting. The Board directed staff to work with Director Callahan to research a reputable vendor with a plan that provides the best value for the Town and has direct citizen opt-in an opt-out features (as opposed to staff inputting the data).

Director Callahan recommended SlickText. Staff researched SlickText and recommends SlickText as the best vendor for the Town. SlickText does not require an annual contract, does not charge for reply texts, and unused text units roll-over for 90 days. Most plans require an annual contract and unused text units do not roll-over. A monthly bucket of 2000 text units is competitively priced at \$79.00. At this price level, SlickText works directly with the Town to customize a SMS system that best suits our needs.

Staff recommends that the Internal Operations Committee recommend to the Board of Directors SlickText as the Town's initial SMS vendor. [www.slicktext.com](http://www.slicktext.com)

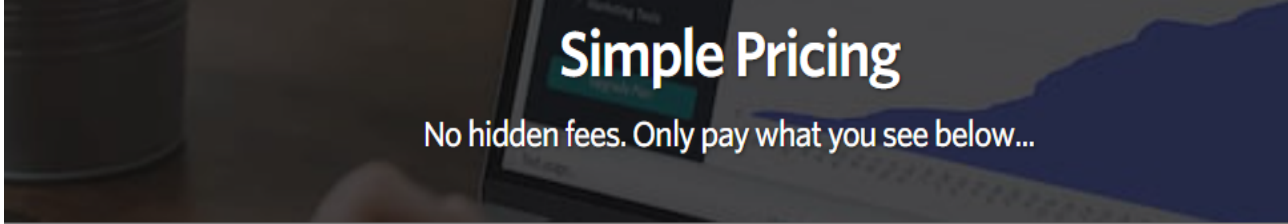
**Previous Relevant Board Actions for This Item**



October 20, 2021

**Attachments**

SlickText Pricing Sheet

**AGENDA ITEM: E1**



 USA pricing  Cana


14-Day Trial

**Free**

50 text messages

[Start Trial](#)

*No credit card required*



To take advantage of everything SlickText has to offer, move up to a paid plan.

The Basic

**\$29**/month

500 texts per month ⓘ

[Select Plan](#)

- ✓ 2 Textwords ⓘ
- ✓ Unlimited contacts
- ✓ Picture messaging
- ✓ Rollover texts
- ✓ Live chat support ⓘ
- ✗ 1 on 1 onboarding ⓘ

Most Popular Starter

The Step Up

**\$49**/month

1,000 texts per month ⓘ

[Select Plan](#)

- ✓ 4 Textwords ⓘ
- ✓ Unlimited contacts
- ✓ Picture messaging
- ✓ Rollover texts
- ✓ Live chat support ⓘ
- ✗ 1 on 1 onboarding ⓘ

The Lil Bro

**\$79**/month

2,000 texts per month ⓘ

[Select Plan](#)

- ✓ 6 Textwords ⓘ
- ✓ Unlimited contacts
- ✓ Picture messaging
- ✓ Rollover texts
- ✓ Live chat support ⓘ
- ✓ 1 on 1 onboarding ⓘ