



City of Coral Gables
CITY COMMISSION MEETING
June 28, 2022

ITEM TITLE:

Resolution. A Resolution of the City Commission amending the fiscal year 2021-2022 Amended Annual Budget to recognize as revenue a transfer of \$150,000.00 from the City Clerk Revenue Fund, and to appropriate such funds for the replacement of the City’s current mobile app with a state-of-the-art digital experience 311 citizen app and providing an effective date.

BRIEF HISTORY:

The City’s current City Mobile App has functionality gaps as identified by the City’s Information Technology team, Citizen Advisory Boards, and City residents.

An amendment to the Fiscal Year 2021-2022 Amended Annual Budget is required to recognize as revenue the transfer of \$150,000 from the City Clerk Revenue Fund, and to appropriate such funds for the purchase of a state-of-the-art digital experience 311 citizen app.

The new app will address the functional gaps and will improve mobile communications with residents and visitors, enhance customer relationship management functionalities such as citizen requests, and will better integrate with other City apps (e-Gov digital municipal services, meetings and agendas, transportation and mobility, smart parking, public safety, community recreation, and smart city platforms).

The new app will also leverage innovation in the industry with advanced technologies such as artificial intelligence (e.g.: chatbots) and augmented reality (AR) among others.

EXHIBIT(S):

A. Draft Resolution