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—FOR IMMEDIATE RELEASE—
CITY OF CHAMBLEE LAUNCHES “CITIBOT,” NEW TEXTING SERVICE

May 28, 2019— The City of Chamblee is the first city in Georgia to launch a new texting service called “Citibot.” Anyone can use their mobile phones’ existing texting service to make requests, report issues or find answers to common city-related questions.

“As a city, we want to provide the highest quality customer service while being accessible via all modes of communication. Citibot enables us to be connected to all constituents through text messaging,” says Chamblee Mayor Eric Clarkson. “We want to be available through all channels,” Mayor Clarkson adds. “We have the website, the app, via phone and now texting. No matter how you prefer to reach us, we’ll be there.”

“We are proud to be the first municipality in Georgia to enable its residents to interactively text message with local government. Citibot helps us scale up this aspect of customer service,” adds Chamblee City Manager Jon Walker.

To start a conversation with Chamblee’s Citibot, text “hello” to 470-450-2533. When a text comes in, an alert will go directly to Chamblee’s “to-do list” of requests. The request will be sent to the appropriate department, prioritized and handled efficiently. The tool will help address multiple issues quickly, reduce turnaround time and enhance team productivity.

With Citibot, residents of Chamblee can text message in questions to quickly access relevant city information about business licenses, trash pickup times, permitting info and public meeting announcements, for example. Constituents also can crowdsource city issues, including reporting potholes, broken street signs and missed trash pickups, all through an interactive chatbot that responds immediately to a text message. When the city fixes the reported issue, Citibot follows up to let the resident know their query has been resolved. Texting eliminates lengthy website searches and reduces customer service calls.

“Residents’ expectations of high-quality customer service are ever increasing,” says Bratton Riley, CEO and co-founder of Citibot. “Cities like Chamblee are leading the way by delivering powerful solutions to maximizing efficiency and enhancing access to information and vital services.”

The city partnered with Citibot, a Charleston-based technology company, to develop the texting application. For further information, visit www.chambleega.gov or 770-986-5010.

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Located just 14 miles from downtown Atlanta, Chamblee is a vibrant urban city with a diverse community and international flair. The City of Chamblee began as a small rail town and was incorporated in 1908. It has grown to more than seven square miles and nearly 30,000 residents. Chamblee is home to a heavy rail MARTA station, a historic downtown and Antique Row, the vibrant Buford Highway Corridor, DeKalb-Peachtree Airport (PDK), the Centers for Disease Control and a thriving business community with a unique sense of entrepreneurship and optimism.