

RESOLUTION 2025 - 123

A RESOLUTION APPROVING AND AUTHORIZING THE MAYOR TO EXECUTE AN AGREEMENT WITH CIVICPLUS TO INCLUDE A CHATBOT SUBSCRIPTION FOR AN AMOUNT OF UP TO \$6000; PROVIDING AN EFFECTIVE DATE; AND FOR OTHER PURPOSES.

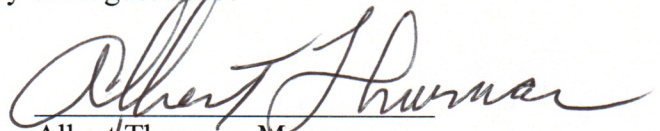
WHEREAS the City of Powder Springs ("City") finds it in the public interest to provide its residents and businesses with quality and responsive customer service experience in the most efficient manner that recognizes the constraints of existing resources; and

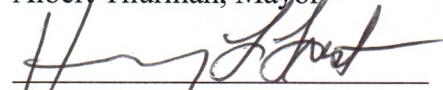
WHEREAS the City's website platform, CivicPlus, provides an AI-powered customer service tool called Chatbot built for the city's website to provide automated and personalized customer service, interactions with the city's citizens while saving time and money, answers to resident questions from multiple sources, and insightful analytics.

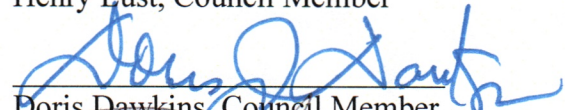
WHEREAS to support its priority of governance and efficiency, the city desires to acquire and implement the CivicPlus Chatbot as planned and budgeted for the current fiscal year.

NOW THEREFORE, BE IT HEREBY RESOLVED by the Mayor and Council of the City of Powder Springs that it approves and authorizes the mayor to execute an agreement to obtain and implement a subscription for the CivicPlus Chatbot for a fee of up to \$6000.

SO RESOLVED AND EFFECTIVE this 18th day of August 2025.

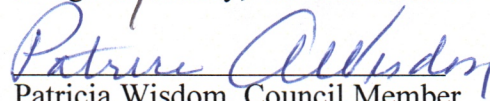

Albert Thurman, Mayor


Henry Lust, Council Member

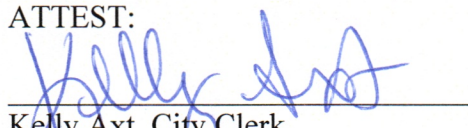

Doris Dawkins, Council Member


Dwayne Green, Council Member


Dwight McMurtry, Council Member


Patricia Wisdom, Council Member

ATTEST:


Kelly Axt, City Clerk