

RESOLUTION NO. 2026-11

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PALOUSE, WASHINGTON, adopting the City of Palouse TextMyGov Use Policy.

WHEREAS the City of Palouse uses TextMyGov as a tool to communicate timely and accurate information to the public; and the City Council wishes to establish consistent guidelines for the authorized use of TextMyGov, including the types of messages that may be sent and the individuals authorized to send them; now, therefore

BE IT HEREBY RESOLVED the City Council of the City of Palouse hereby adopts the City of Palouse TextMyGov Use Policy, Exhibit I attached hereto and incorporated by reference.

PASSED AND ADOPTED by the City Council of the City of Palouse on this 25th day of August 2026.

COUNCIL MEMBERS:

Seat 1



Seat 2



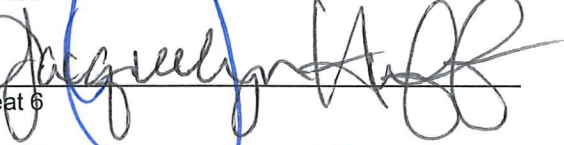
Seat 3



Seat 4



Seat 5



Seat 6



Seat 7

APPROVED:



MAYOR

ATTEST:



CITY ADMINISTRATOR



COMMUNITY TEXT NOTIFICATION POLICY

Resolution 2026-11

Exhibit 1

Background

The City of Palouse has implemented an “opt-in” text alert system through TextMyGov to send residents and interested parties timely information as it relates to public health, public safety, emergency alerts, City services and other items identified more thoroughly in sections 4 and 5 of this policy.

1. Purpose

The purpose of this policy is to establish consistent standards for the use of the City of Palouse’s community text notification system. The City’s text notification system is intended to provide residents and subscribers with timely, factual, and relevant information concerning City operations, public safety, emergencies, service interruptions, and other matters of legitimate community-wide interest.

The notification system shall not be used for personal, political, commercial, or other purposes unrelated to official City business.

2. Scope

This policy applies to all City elected officials, employees, departments, volunteers, boards, commissions, and other individuals who may request, prepare, approve, or distribute messages through a City-operated community text notification system.

3. Authorized Users

The City Administrator shall have primary responsibility for administering the City’s community text notification system.

The following individuals may be authorized to send notifications:

1. City Administrator;
2. Mayor, when coordinated with the City Administrator;
3. Public Works Superintendent or designee for urgent utility, street, or public works notifications;
4. Police, Fire, or emergency personnel for immediate public safety notifications; and
5. Other City employees specifically designated by the City Administrator.

City Councilmembers, board or commission members, volunteers, or other individuals shall not independently send community-wide text notifications unless specifically authorized under this policy.

Requests for community notifications should generally be submitted to the City Administrator for review and distribution.

Users of the system must initial each page and sign a copy of these policies indicating they agree to abide by the conditions outlined herein. Users will be provided a copy of the signed form for their records.

Upon termination of employment or volunteer position with the City, access to the system will be revoked.

4. Appropriate Uses

The community text notification system may be used for official City information when timely notification would reasonably benefit a significant portion of the community.

Appropriate notifications may include, but are not limited to:

- Emergency and public safety alerts;
- Severe weather or hazardous condition notices;
- Water or sewer outages, boil-water advisories, or other utility emergencies;
- Street closures, significant construction impacts, or transportation disruptions;
- Fire restrictions or other emergency restrictions;
- City Hall, swimming pool, park, or other City facility closures or significant schedule changes;
- Changes or cancellations involving City Council or other official public meetings;
- Significant changes to City services;
- Public works activities that may substantially affect residents, such as road oiling, snow removal restrictions, or planned utility interruptions;
- Important City deadlines, applications, public hearings, or opportunities for public participation;
- City-sponsored programs, activities, or events when notification serves a legitimate municipal purpose; and
- Other information determined by the City Administrator to be important, time-sensitive, and relevant to the community.

5. Community Events and Non-City Organizations

The City's text notification system is primarily intended for official City business.

Notifications regarding activities sponsored by a school, nonprofit organization, civic organization, community group, or other non-City organization may be distributed only when the City Administrator determines that:

1. The activity has a broad community benefit or public-service purpose;
2. Distribution is consistent with the City's role and interests;
3. The notification is informational rather than promotional or commercial;
4. Similar organizations would be treated consistently under similar circumstances; and
5. Distribution will not create the appearance that the City endorses a private organization, business, political position, or candidate.

The City is not obligated to distribute notifications for outside organizations.

6. Prohibited Uses

The community text notification system shall not be used for:

- Political campaign communications;
- Messages referencing, supporting, or opposing a candidate, ballot measure, political party, or political position; (RCW 29B.45.010)
- Personal opinions or commentary by elected officials, employees, or others;
- Commercial advertising or promotion of a private business;
- Fundraising for private individuals or organizations, unless specifically authorized by the City Council and legally permissible;
- Religious advocacy;
- Personal announcements;
- Messages intended primarily to benefit a particular individual or private organization;
- Content that is discriminatory, threatening, defamatory, obscene, or otherwise inappropriate;
- Information that is confidential, legally protected, or not appropriate for public release; or
- Routine information that does not reasonably warrant a community-wide text notification.

7. Approval of Notifications

Except in an emergency, community-wide text notifications should be reviewed and approved by the City Administrator or designee before distribution.

The City Administrator shall determine whether a requested notification is appropriate based on:

- The urgency of the information;

- The number of residents likely to be affected;
- Whether the information relates to City operations or a legitimate public purpose;
- Whether another communication method, such as the City website, social media, email list, or posted notice, would be more appropriate;
- The likelihood that excessive notifications could reduce the effectiveness of the system; and
- Whether distribution is consistent with this policy.

The City Administrator may decline, delay, revise, or combine requested messages when necessary to maintain consistency with this policy.

8. Emergency Notifications

When circumstances involve an immediate threat to public health, safety, property, or essential City services, authorized Police, Fire, Public Works, emergency management, or other designated personnel may issue a notification without prior approval from the City Administrator when obtaining approval would cause an unreasonable delay.

The City Administrator should be informed of the notification as soon as reasonably practicable.

9. Message Standards

Community text notifications should:

- Be concise and easy to understand;
- Clearly identify the City of Palouse when appropriate;
- Be factual and neutral;
- Avoid unnecessary opinions, speculation, or inflammatory language;
- Include the date or time when necessary to avoid confusion;
- Provide a City phone number, website, or other source for additional information when appropriate; and
- Be reviewed for accuracy before distribution whenever circumstances allow.

Messages should be limited to information necessary to communicate the purpose of the notification.

10. Frequency of Notifications

The City should use the text notification system selectively so that subscribers recognize City texts as important communications.

Routine announcements and information that are not time-sensitive should generally be communicated through the City website, email list, social media, newsletters, or other appropriate communication channels.

Multiple notifications concerning the same subject should be avoided unless circumstances change or follow-up information is necessary.

11. Public Records and Records Retention

Messages created, received, or distributed through the City's community text notification system in connection with City business may constitute public records.

The City shall retain records associated with the notification system in accordance with applicable Washington State public records and records retention requirements.

Employees and officials shall not use the notification system in a manner intended to avoid public records requirements.

The City shall ensure that its agreement with the text notification service provider (currently TextMyGov) provides that:

- All messages transmitted through the system are retained, or are exportable to and retainable by the City, for the period required under the applicable Washington State Local Government Records Retention Schedule;
- The City retains the right to access, retrieve, and export a complete record of transmitted messages — including timestamps and recipient or subscriber data — upon request, including for purposes of responding to a Public Records Act request;
- Upon termination or expiration of the vendor agreement, the vendor shall provide the City a complete export of all retained records in a usable electronic format prior to deletion of any City data; and
- The vendor maintains reasonable administrative, technical, and physical safeguards to protect subscriber information from unauthorized access, use, or disclosure, and will notify the City promptly of any breach involving subscriber data.

12. Subscriber Information

Contact information collected for the purpose of providing City notifications shall be used and maintained in accordance with applicable law and City policies.

Access to subscriber information shall be limited to individuals with a legitimate City business need.

13. No Guarantee of Delivery

The City's community text notification system is intended to supplement, and not replace, other emergency and public communication methods.

The City cannot guarantee that every subscriber will receive every notification because delivery may be affected by cellular service, equipment, service providers, incorrect contact information, or other circumstances beyond the City's control.

14. Policy Administration

The City Administrator is responsible for interpreting and administering this policy and may establish procedures necessary for its implementation.

Questions regarding whether a particular message is appropriate for community-wide distribution shall be referred to the City Administrator.

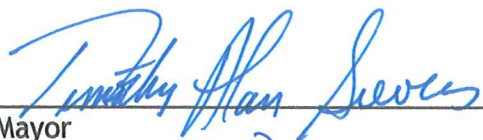
Repeated or intentional misuse of the notification system may result in removal of authorization to access or use the system and may be subject to other corrective action as appropriate.

15. Review

This policy may be reviewed periodically and amended by the City Council as necessary to address changes in technology, City operations, legal requirements, or community needs.

Adopted by the City Council of the City of Palouse on August 25, 2026.

Resolution No. 2026-11



Mayor



City Administrator/Clerk

Employee/Volunteer Acknowledgement

As an employee/volunteer of the City of Palouse, I acknowledge that I have received a copy of the "Community Text Notification Policy," read it completely, and agree to abide by its provisions regarding the use of the City's TextMyGov notification system.

Employee/Volunteer Signature

Date

Employee/Volunteer Printed Name

User Initials