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—FOR IMMEDIATE RELEASE—

## **THE CITY OF CHAMBLEE LAUNCHES NEW CITIBOT NUMBER**

*Number update makes service more accessible and offers new alert feature*

**June 16, 2020** - The City of Chamblee has a new number for its Citibot texting service, 833.975.2533. The service now will use this toll-free number to increase accessibility for residents of Chamblee.

Chamblee launched Citibot last year so residents could report city issues, search the city website for information or send a message to staff via text message. The new toll-free number also includes a new feature that allows Chamblee residents to opt-in to receive text alerts and updates directly from the city. The city plans to utilize the new text alert feature for COVID-19 updates, city news and emergency preparedness.

“With Citibot, residents and visitors of Chamblee can text in questions to quickly access relevant city information about business licenses, trash pickup times, permitting info and public meeting announcements,” says City Manager Jon Walker. “This lets us respond to people quickly and efficiently and is another tool we have to get the word out if we have an emergency.”

The interactive chatbot also responds immediately to a resident’s text message regarding city issues including potholes, broken street signs and missed trash pickups. When the city fixes the reported issue, Citibot follows up to let the person know their query has been resolved. Residents who choose to opt-in to receive text alerts from the city will get updates according to the topics or categories they are most interested in and can update their preferences or opt-out at any time.

“Across the country we have seen how much trust people have in their local government, particularly during this pandemic.” said Bratton Riley, Citibot’s co-founder and CEO. “Through partnerships with cities like Chamblee, we can help municipalities deliver important information in an easy and accessible way to their residents through text message. If residents have a question or need help, they can respond to the Citibot communications to get assistance from the city.”

To start a conversation with Citibot and opt-in for text updates, Chamblee residents can text “hello” to 833.975.2533. The old number, 470-450-2533, no longer will be used. For more information on the City of Chamblee, visit [www.chambleega.gov](http://www.chambleega.gov).

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**About Citibot:**

Citibot provides tools for citizens and their governments to use for efficient and effective communication and civic change. Using smart text messaging and web chat technology, Citibot helps residents get answers to questions, report issues, send messages directly to staff and receive real-time alerts. For more information visit <http://citibot.io> or connect with Citibot on Twitter (@citibot\_io), Facebook (/citibotio) or Instagram (@citibot).

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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. Visit [www.chambleega.gov](http://www.chambleega.gov) for more information.