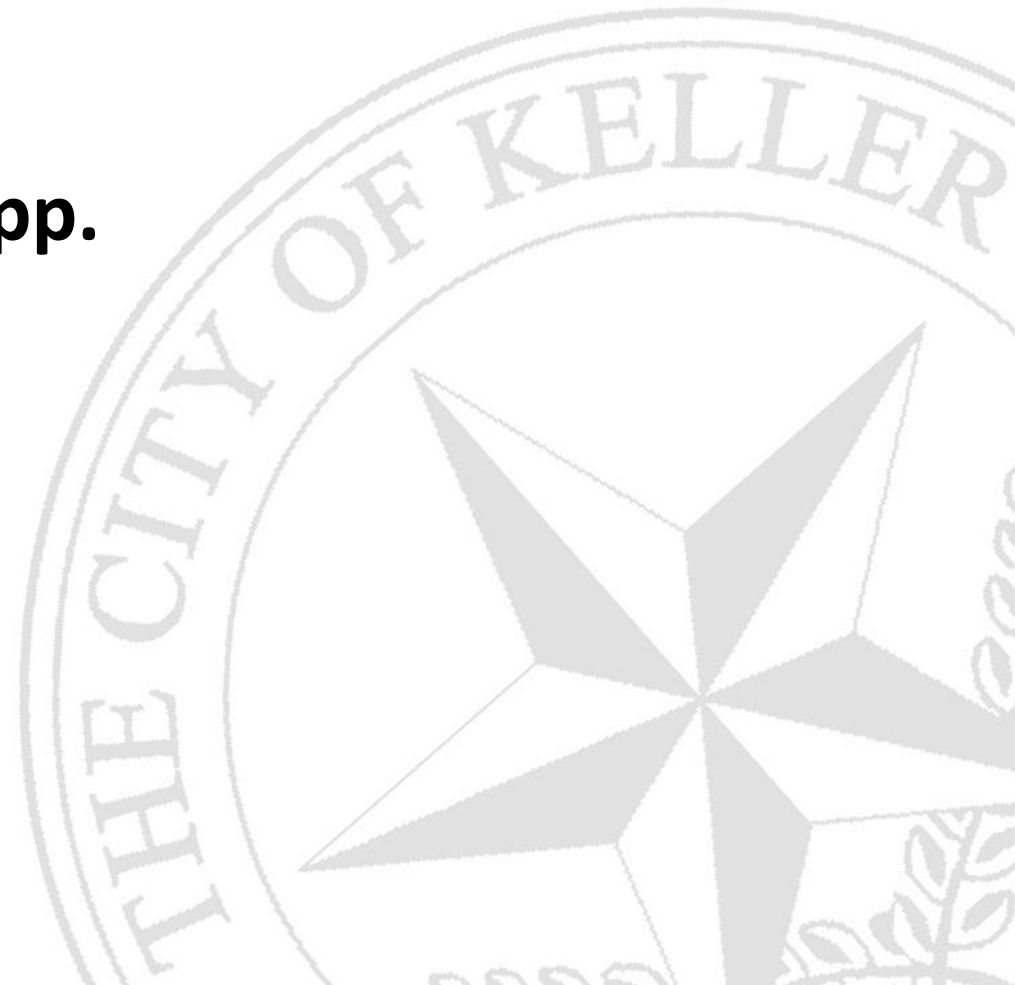


Item D-2

Discuss the City App.



Background

History:

- *Project Subcommittee:* Mayor Armin Mizani, Mayor Pro Tem Ross McMullin, Councilman Shannon Dubberly / Staff: Aaron Rector, Rachel Reynolds, Sean Vreeland, Ryan Lee, Mary Culver, Jordan Dawson
- Goals: One-Stop Shop for city information and issue submissions + reporting capabilities
- Competitive RFP Process (eight respondents)
- Four vendors demoed
- City Council selected GoGov

GoGov

- Service request portal (app/browser)
- Robust backend (reporting/escalation)
- Communication updates (including push notifications)
- “Applets” — material native to the app
- Geotagged images
- Knowledge base
- Individual accounts and anonymous reporting
- Integrations with other city vendors

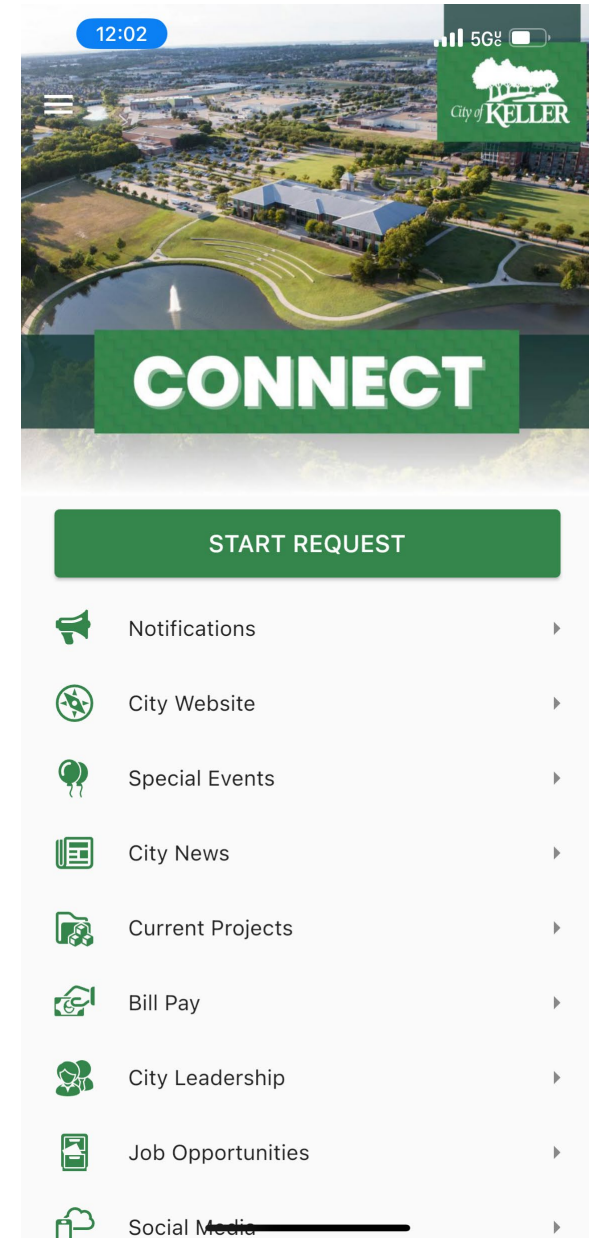
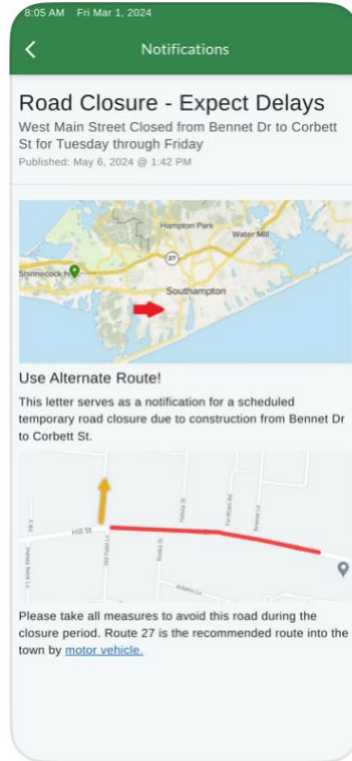
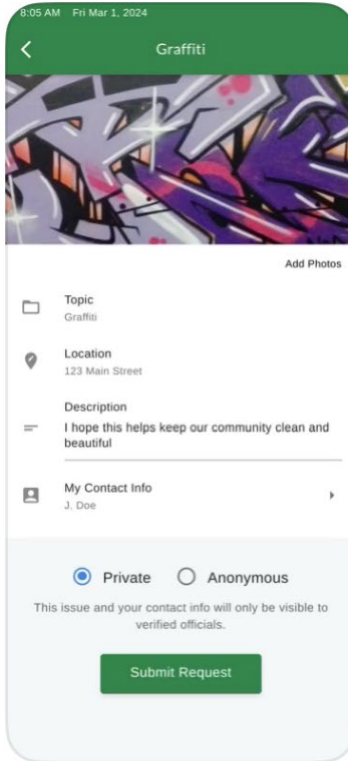
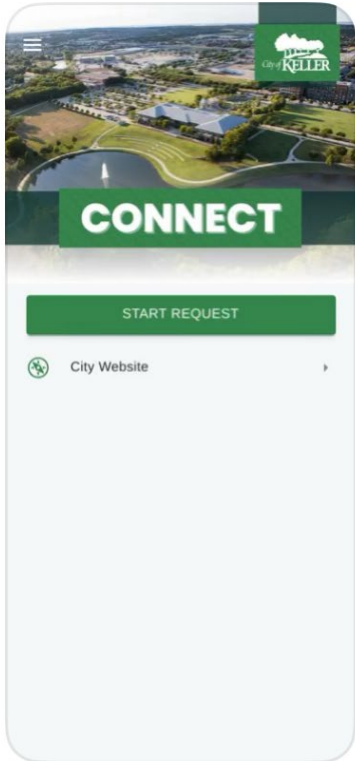


Keller Connect

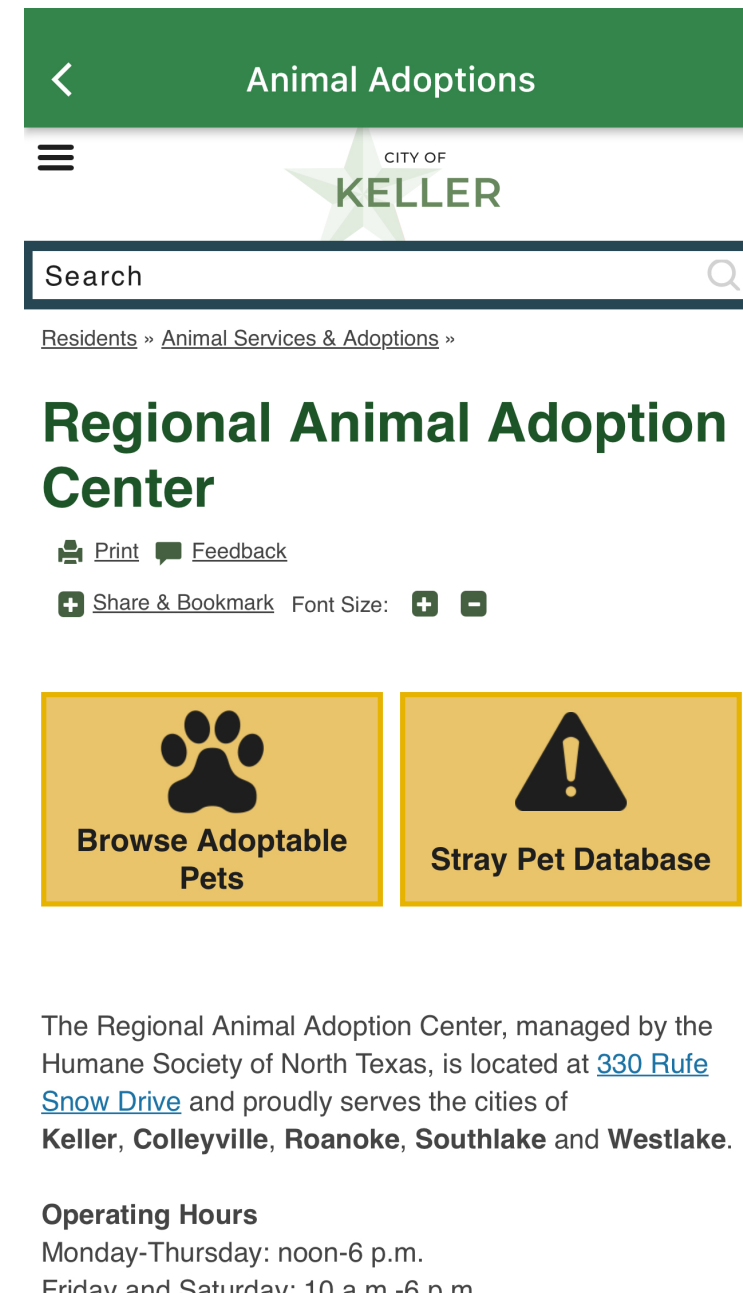
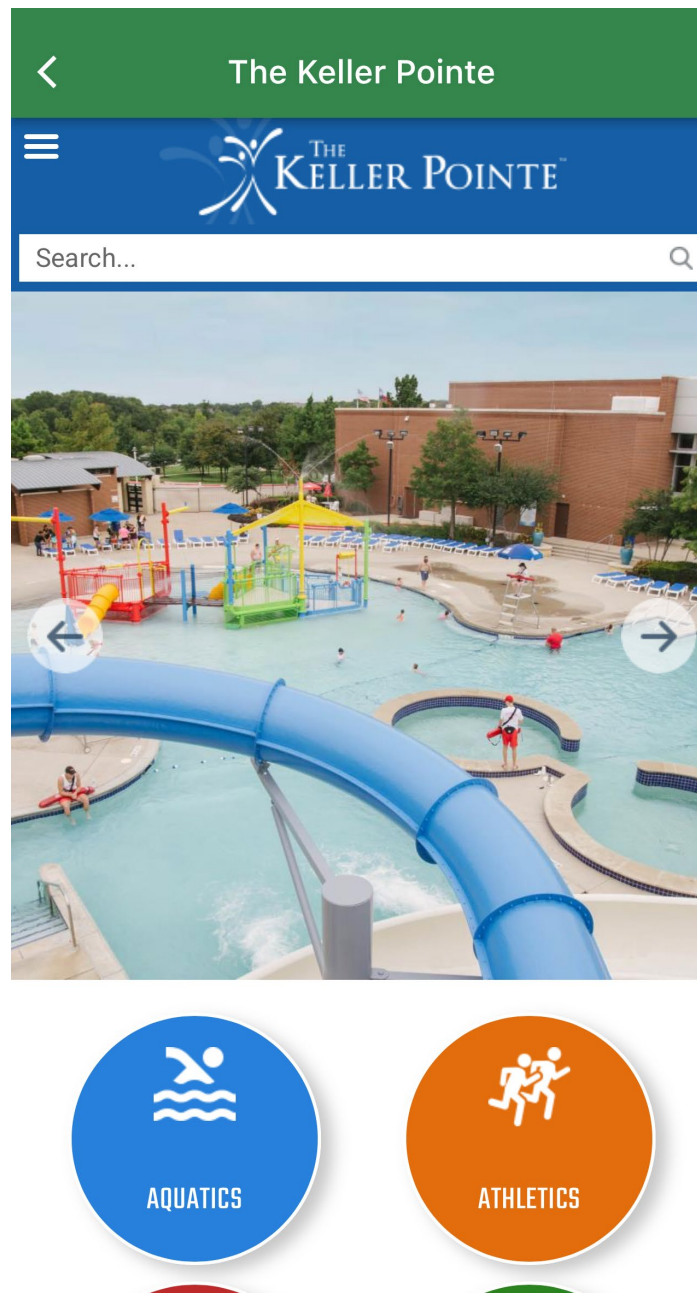
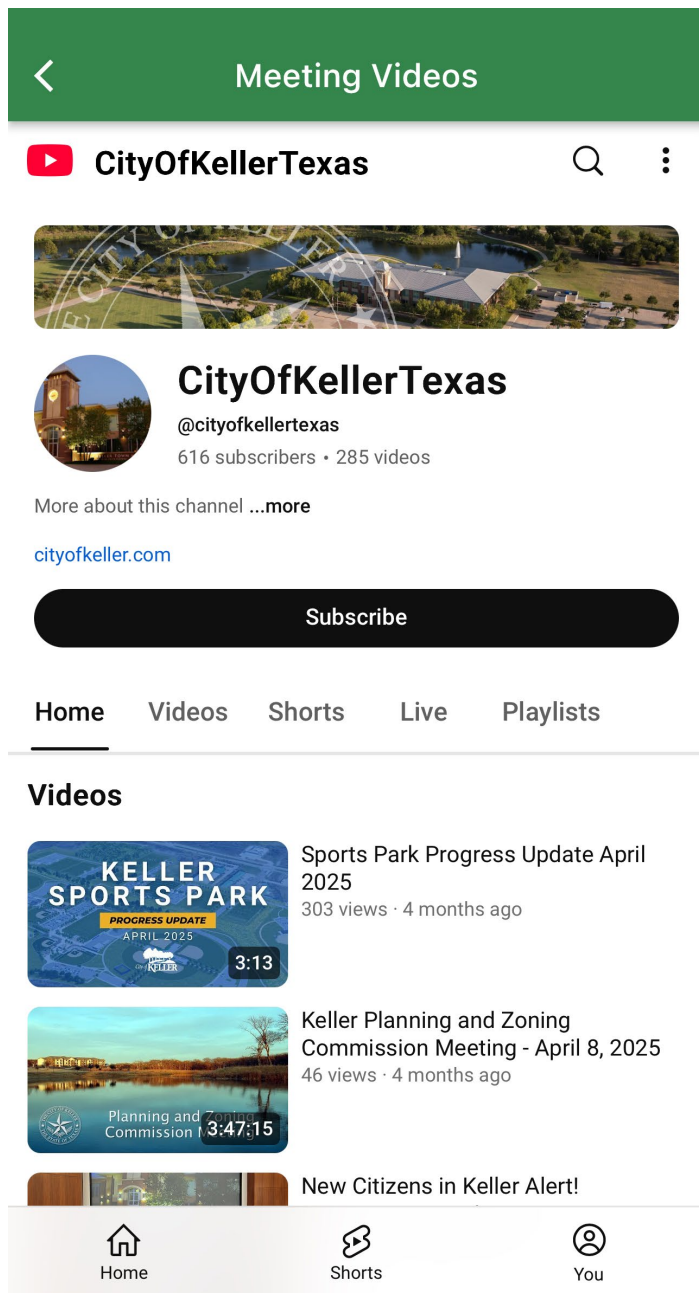
Utilities

Get

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<

Sign In



Email or Username


Password


Forgot Password


Sign In


New user? [Create an account](#)

OR SIGN IN WITH...

 Microsoft

 Google

 Apple

 Facebook

Why do I need to register?

Registered users can get updates on requests, receive notifications & alerts, save time typing and more.

Some service requests require that staff be able to contact you for additional questions.

<

City Leadership

Aaron Rector - City Manager



arector@cityofkeller.com
[\(817\) 743-4001](tel:(817)743-4001)

The City Manager's Office consists of the City Manager, Director of Administrative Services, Administrative Services Manager, Communications division and the Keller Town Hall Receptionist.

The purpose of the department is to maintain and enhance the partnership among citizens, elected officials and city employees through efficient and effective management of public services.

City Manager Aaron Rector joined the City of Keller as its Finance Director in 2016 and was promoted in 2018 to Director of Administrative Services, overseeing the Finance, Utility Billing, Information Technology and Communications departments. He was named city manager in December 2024 following the retirement of longtime City Manager Mark Hafner.

Before his move to Keller, Rector spent three years with the Town of Flower Mound and eight with the City of Cedar Park — an Austin-area suburb — in progressively responsible roles. He holds a bachelor's degree in political science from Texas A&M University and a master's degree in public administration from the University of North Texas.

[More Information](#)

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Social Media

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Choose Topic

Q Search

Call 911 for Emergencies

POPULAR TOPICS

ANIMAL SERVICES

Animals (Strays, Wildlife Concerns or Roadkill) FAQ

BUILDING SERVICES

Building Inspections FAQ

Permits FAQ

CODE COMPLIANCE

Building Without a Permit

Commercial Landscaping

Early/Late Garbage

Fences

High Grass and Weeds

Illegal Dumping

<

FAQ

Permits

To apply for a permit, check the status of an application, or view active permits, plans, or code cases, please visit the City’s Customer Self-Service (CSS) portal at www.cityofkeller.com/css.

This portal provides up-to-date information on development activity and allows users to submit or track requests online.

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FAQ

Next

High Grass and Weeds

Report only if grass or weeds appear to be over 12 inches tall. This includes yards, parkways (area between sidewalk and curb), and areas behind fences if visible. Please indicate specific locations on the property.

Make Request

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Add Photos

Skip

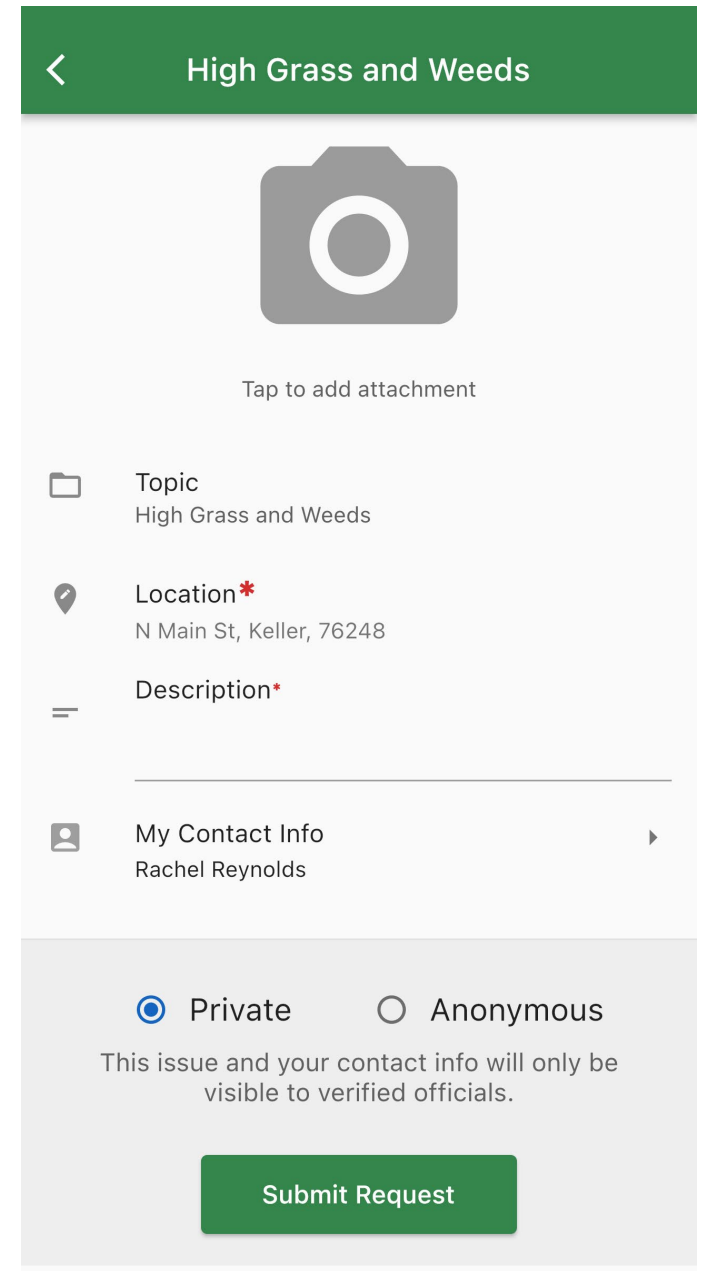
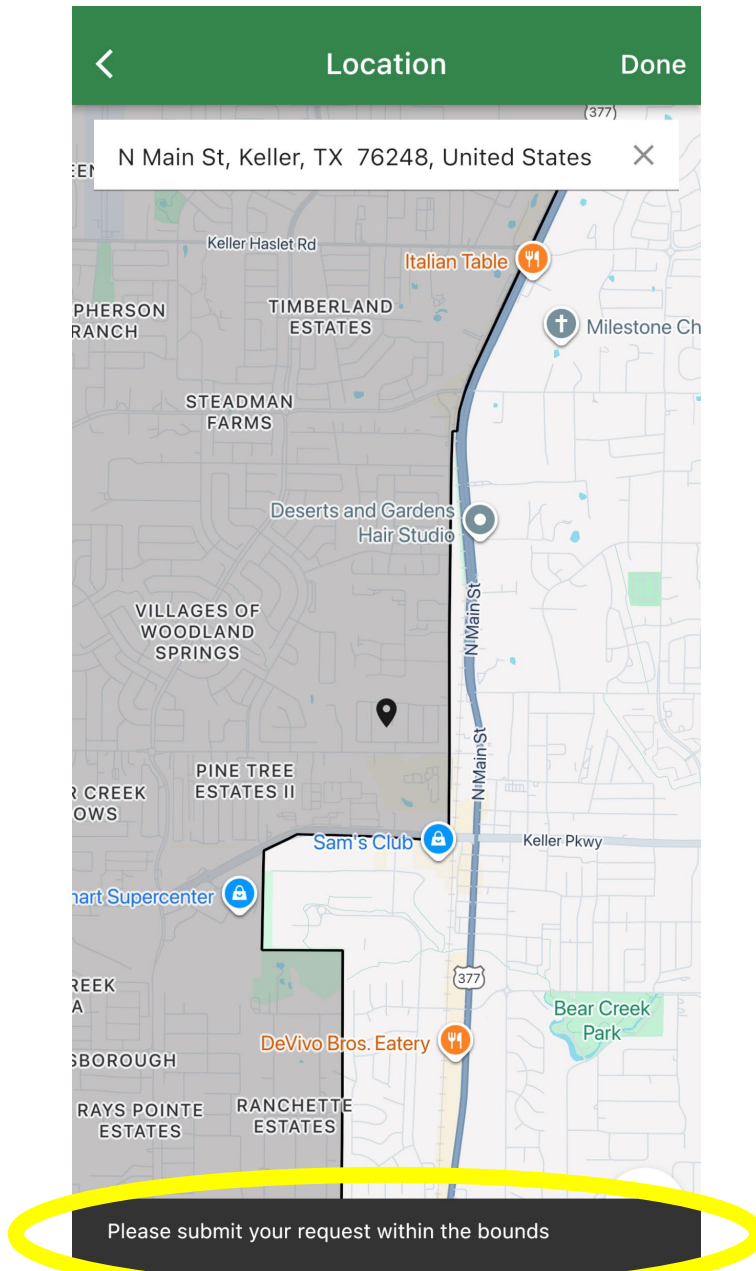
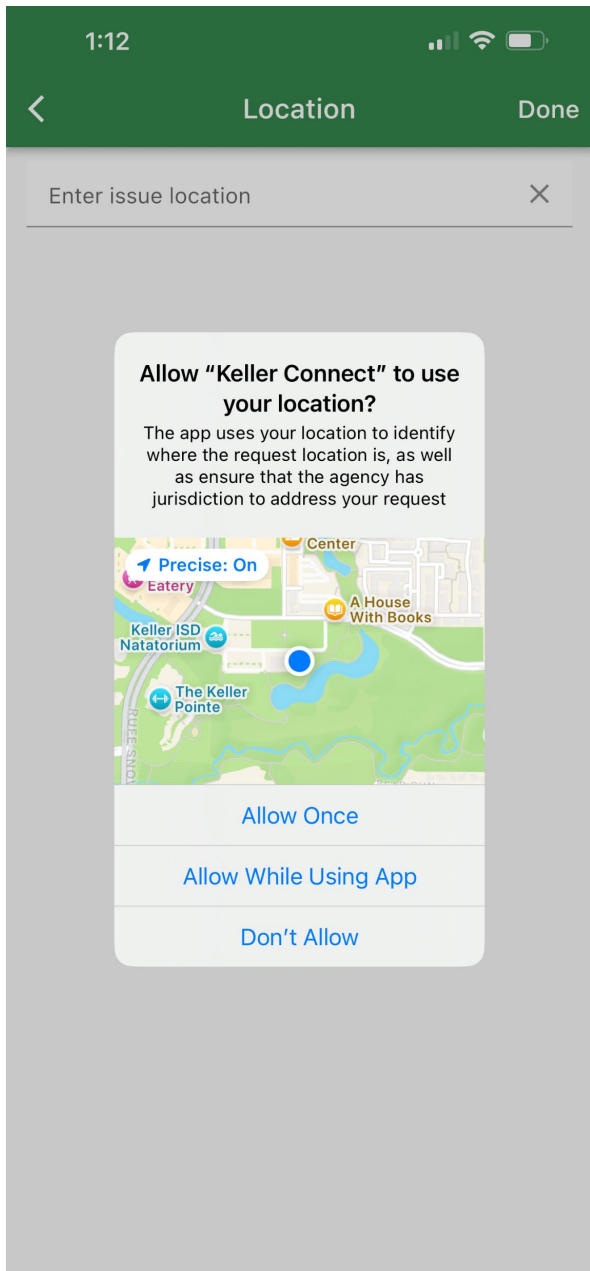
Please add a photo to help us better identify your request.

Camera

Photo Library

No Photo

We will use your photo's location for this request if it is available and within this service area. You will be able to change it later if you need.



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Next Steps

- ~~Subcommittee meeting~~
- ~~Staff user training~~
- City Council review
- EP&L finalization & testing
- Public promotion
- Ongoing upgrades

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- Access Information
- Report Issues
- Receive Notifications
- And more...

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- And more...

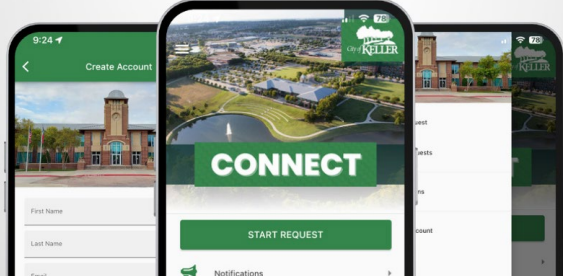
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← **NOTIFICATIONS**

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