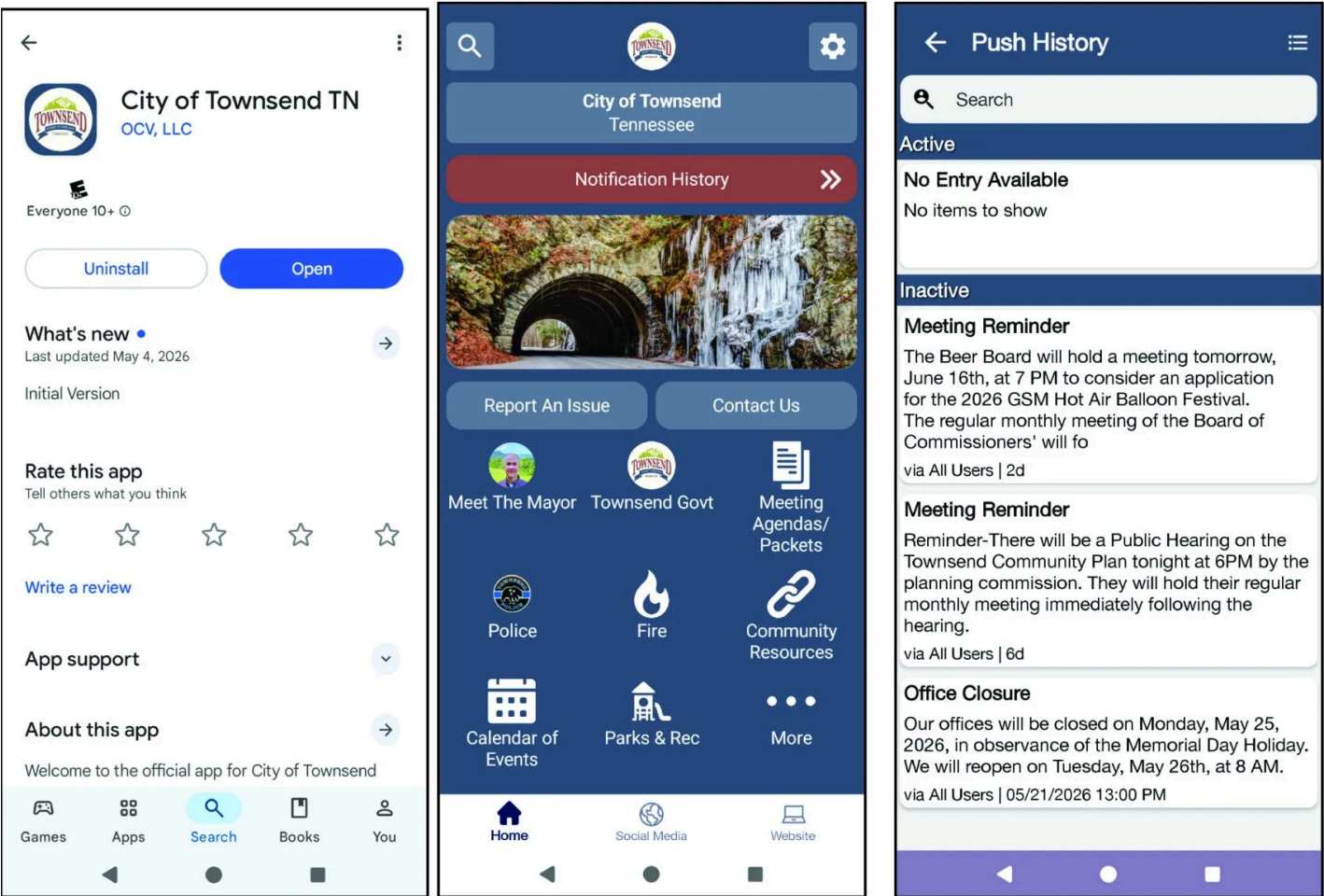


https://www.thedailytimes.com/news/city-of-townsend-launches-phone-app/article_37e95ce0-6b7b-4534-a672-45a5ff0801c6.html

City of Townsend launches phone app

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City of Townsend app for smartphones



This series of images shows screen captures of the City of Twonsend phone app (from left) the app in a phone store, the app's home screen and the notifications page from the app.

Screen Capture | City of Townsend app

It’s taken some time but the Townsend now has an app for smartphones that gives the city several new abilities.

The Townsend Board of Commissioners authorized the funds and contract for city staff to pursue an upgrade to the website in conjunction with an app in July 2025. Several staffing issues delayed the progress in the months following the authorization but the project began moving forward this year and the app's release on Monday marked the first step forward. The Board of Commissioners received an update on the app Tuesday during their June meeting at city hall.

The app allows Townsend city residents to report a concern, receive notifications and access info on community events easily.

“Building on a commitment to promote good communication and enhance community participation, our goal is to make city hall accessible to everyone, right from the palm of their hand. Launching this app is a major milestone, and as we continue to add more information and resources to the platform, it will only become a more powerful tool for our community,” Mayor Don Prater said.

The app allows residents to report non-emergency issues — such as potholes, broken streetlights, or missed trash collection — to the city and allows those reports to include photo attachments that can often describe a situation more clearly. It also features a calendar function with easily navigable access to the agendas for city meetings and event listings. Those items were primary wishes for commissioners when they approved the purchase.

The other big priority was a way to provide information to residents on items impacting their day-to-day routine and critical information to both residents and visitors in the event of an emergency. While that had been a longtime wish, it received a greater priority following the flooding in nearby areas following Hurricane Helene. App users can opt-in to receive critical alerts regarding local weather emergencies, road closures and public safety updates as well as reminders for upcoming meetings and official city events. The app does not require a residence address so it can be downloaded and used by visitors staying in or near the city during their stay.

Residents can download the app by searching for “City of Townsend (TN)” in the Apple App Store or Google Play Store.

Staff informed commissioners that the redesign of the city website was also underway and that it would mirror the new app in many ways in its structure and functionality. The release date for the site was undetermined as the vendor and staff continue to transfer and verify files but is expected in the next few months.

ALSO: The city had no old business and no actionable items for new business Tuesday during a short meeting. Prior to the commissioners meeting, the Beer Board approved a special event beer permit for the GSM Hot Air Ballon festival on Aug. 15 on a 201 vote with Prater and Rindi Martin voting for the permit and Pat Jenkins voting against. Commissions Becky Headrick and Kelsey Satterfield were absent.

UP NEXT: City Commission is scheduled to meet again at 7 p.m. Tuesday, July 21.

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