



City of South Haven

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MEMORANDUM

DATE: October 24, 2017

RE: **City Website Email Notification – Citizens are invited to “sign up”**

Since the recent water main break and subsequent boil water notice on Thursday, October 5th, City staff has been reviewing its emergency notification process and researching for possible additional ways to notify the public.

Currently, when city staff must notify the public about a boil water order or any emergency event, several action items are taken to communicate to the public.

The following are the current communications efforts in the case of urgent developments:

- City staff phone calls to key individuals whose business was directly impacted including restaurants, the hospital, the retirement homes, and the school systems (both South Haven Public Schools and Covert Public Schools)
- Posting on the City website
- Posting on the City Facebook page
- Email to regional media including, WCSY, WWMT News 3, Wood TV 8, the South Haven Tribune, and the Herald Palladium
- Email to downtown businesses
- Postings at City Hall
- Emails to city employees
- Emails and phone calls to Van Buren County 911 Dispatch
- Emails and phone calls to Van Buren County Health Department
- Emails and phone calls to the South Haven Information Center (637-5151)

City staff has found an additional communication method that will expand notification efforts. Basically, the simplified process allows a user to sign up on the City’s website to receive “Alert” emails. The emails are sent immediately after the information is posted to the City website. The email would contain a link to a webpage, which is easier to read on cell phones than a pdf. It is important to note that citizens must sign up to receive the emails. Citizens may sign up on the Home Page of the City’s website www.south-haven.com at the link at the bottom of the page titled “**Sign up here for email notifications**”.

The email notification to receive agendas, minutes, city documents, etc. will continue to be offered. A user may sign up for these notifications also at the same link above.