



City of Florence

Constant Contact FAQ

What is Constant Contact?

Constant Contact is a platform the City of Florence will be utilizing to help us to better communicate via email (and occasionally text messages) with residents and other stakeholders who sign up for this service.

Why is the City using this service?

As part of the City's continuous improvement efforts, we have determined that we need to expand our communications beyond the City's website and occasional social media use. By allowing residents and others to opt in to receiving emails and messages in specific categories that relate to their interests and concerns, the City hopes to better disseminate information to more individuals, including those who do not have or utilize social media.

Does this service have a fee associated with it?

The City of Florence will not assess a user fee for Constant Contact. Those wishing to receive text message from the City are encouraged to contact their wireless provider for information about message and data rates associated with their plans.

What are the notification categories?

There are three (3) main categories (City news and announcements, Public Safety, and Water), each of which has multiple sub-categories. Users may choose to receive emails and/or text notifications for any categories/sub-categories they elect to sign up for. You may be enrolled in as few as one (1) sub-category, or may choose to receive notifications from all categories and sub-categories.

City News and Announcements	
Bid Opportunities	News and Announcements
City Council Meeting Notices	Planning and Zoning Meetings
Florence Municipal Pool Information	Special Events
Job Postings	Streets Blocked/Closed/Snow Removal
Public Safety	
Neighborhood Activity	Police Announcements
Water	
Boil Orders	General Information (RE Water)
Water Billing	Use Restrictions

How many emails and/or text messages should I expect to receive?

The number of emails and/or text messages you receive will be highly dependent upon the number of categories you have opted into receiving messages from. It is anticipated that the majority of communication will take place via email, with text messages reserved for urgent notifications.

When will this service go live?

The City is enrolling residents and stakeholders now in preparation for going live with this service by mid-June, 2024. This is intended to coincide with the City's migration to an electronic billing platform.

How do I sign up?

Fill out the attached form in its entirety, or send an email to SignUp@florencecolorado.org. A sign-up form is available on the city's website as well.



Get Started at SignUp@florencecolorado.org