



RRESOLUTION NO. 2026-080

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FARMERS BRANCH, TEXAS, AUTHORIZING AN AGREEMENT NOT TO EXCEED \$50,000 FOR AN ARTIFICIAL INTELLIGENCE RESIDENT CALL ASSISTANCE SYSTEM FOR THE CITY'S NON-EMERGENCY PHONE SERVICES; AUTHORIZING THE CITY MANAGER TO EXECUTE APPROPRIATE AGREEMENTS AND PROVIDE FOR PAYMENT ON THE CITY'S BEHALF; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City of Farmers Branch receives a significant number of non-emergency calls related to City services, programs, and general information; and

WHEREAS, the City desires to improve accessibility to City services, enhance customer service responsiveness, and support operational efficiency through the use of technology; and

WHEREAS, staff researched and evaluated available solutions based on operational needs, compatibility with existing City processes, implementation approach, multilingual capabilities, and resident accessibility; and

WHEREAS, staff determined that the proposed solution best meets the operational needs of the City and qualifies as a sole source procurement due to its specialized functionality and compatibility with the City's existing service workflows; and

WHEREAS, the cost of the agreement shall not exceed \$50,000 and funding is available through the Innovation and Technology Department operating budget.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF FARMERS BRANCH, TEXAS, THAT:

SECTION 1. The findings set forth above are incorporated into the body of this Resolution as if fully set forth herein.

SECTION 2. The City Council hereby approves an agreement for an artificial intelligence resident call assistance system for the City's non-emergency phone services in an amount not to exceed \$50,000.

SECTION 3. The City Manager is hereby authorized to execute all documents and take all actions necessary to carry out the intent of this Resolution.

SECTION 4. It is officially found and determined that the meeting at which this Resolution was adopted was open to the public and public notice of the time, place, and purpose of said meeting was given, all as required by Chapter 551, Texas Government Code.

SECTION 5. This Resolution shall take effect immediately upon its passage.

**PASSED AND APPROVED BY THE CITY COUNCIL OF THE CITY OF FARMERS
BRANCH, TEXAS, THIS 18th DAY OF AUGUST 2026.**

ATTEST:

APPROVED:

Stacy Henderson, City Secretary

Terry Lynne, Mayor

APPROVED AS TO FORM:

David Berman, City Attorney