



CITY OF MOUNT VERNON, N.Y.
OFFICE OF THE COMPTROLLER

Darren M. Morton, Ed.D., CPRP, CMFO
Comptroller

City Hall, One Roosevelt Square
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October 29, 2025

The Honorable City Council
City Hall
1 Roosevelt Square
Mount Vernon, NY 10550

RE: COMP2025-17 – Engagement of the services of Twilio for the provision of SMS services

Honorable City Council Members:

I write to respectfully request that the Mount Vernon City Council (“the Council”) enact legislation granting permission for the Comptroller to enter into agreement with of Twilio for the provision of SMS services at the cost of \$1,185.

The Finance Office is presently in the final stages of completing the implementation of the UKG Telestaff system for the Police and Fire departments. Being introduced within this system is the new overtime management automation which requires the use of SMS texts to notify and collect responses from eligible employees based on the established overtime list created by the department. This feature will allow for a transparent overtime process that is both fair and easily auditable. To implement this feature, we would need to engage the services of Twilio who have worked extensively with UKG Telestaff solutions to bridge the need for seamless and cost-effective communication solutions.

Twilio has partnered with several non-profit and for-profit organizations such as the American Red Cross, Lyft, Airbnb, Shopify, Doordash and Stripe, providing SMS services packages that start at \$0.0079 per inbound and outbound message for the first 150,000 messages which amounts to a cost of \$1,185.00. To achieve such a cost within the Fire and Police Departments in terms of man-hours, personnel responsible for performing notification of overtime availability to eligible employees would need to complete this task in 0.55 or 0.74 minutes per pay period. The savings in time and money would allow for personnel to focus on more crucial administrative strategic tasks and increase efficiency within budgeted activities.

Based on the reasoning outlined above, it is my recommendation as Comptroller for legislation to be established permitting the engagement of the services of Twilio for the provision of SMS services which will allow the City to take full advantage of the capability of the Telestaff system. Thanking you in advance for your assistance in this matter. The \$1,1850 cost for these services will be charged to A1315.503 – Kronos Application Fees.

Respectfully,

Darren M. Morton, Ed.D., CPRP, CMFO
Comptroller

cc: Mayor Shawyn Patterson-Howard
Corporation Counsel
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