CITY CONNECT

Communication Concerns Highlighted at Commission Meeting

Discussion during the September 9 meeting highlighted ongoing concerns about communication surrounding recent infrastructure disruptions, with emphasis on the need for clearer, faster updates when water service or road access is affected. Confusion stemming from unofficial social-media posts was a recurring theme, along with calls to reinforce the city website and Public Information Officer (PIO) channels as the primary source of verified information.

Broader issues were also raised, including the importance of consistent maintenance schedules, improved signage during construction, and continued attention to neighborhood-level impacts from utility work. The overall conversation underscored the community's desire for streamlined messaging and stronger coordination across departments during emergency responses.

Strengthening Official Communication Channels

The City has spent the past year strengthening its official communication channels, building a reliable system that gives residents direct access to accurate, timely information. The city website, **torcnm.gov**, serves as the central hub for verified updates, along with weekly summary articles published in the *Sierra County Sentinel*. Staff also continue enrolling residents in Daupler, the water and wastewater notification system.

Residents can quickly check current advisories by bookmarking the Alerts & Closures page at **torcnm.gov/closure** or saving it to a mobile home screen, but Daupler remains the fastest and most precise source for water-specific notifications delivered by phone, email, or text. Because after-hours disruptions are not currently posted to the website, neighborhood-level alerts through Daupler at **torcnm.gov/daupler** are essential for anyone seeking real-time information. A Water Department staff member is now being trained to issue these notifications through the website, during off-hours.

The City encourages residents to use official communication channels for accurate information, as unofficial social-media posts may not reflect verified updates. Relying on established platforms helps ensure clarity during service disruptions.

Riverwalk Memorandum of Understandings (MOU) Move Forward

The Riverwalk project advanced another step as updated MOUs were approved to formalize coordination among partnering organizations and clarify long-term maintenance responsibilities. The agreements strengthen the city's upcoming grant application and help streamline planning for future phases of the trail, which aims to improve riverfront access, expand recreational opportunities, and create a more connected pathway between key park areas. With these MOUs in place, staff can continue refining project details and preparing the groundwork needed to move the Riverwalk from concept toward construction.

Correction: Last week's ad misspelled Mauldin Drilling; our apologies for the error.