

Elgin, Illinois: Using social media to share timely performance information

These are winter storm-related posts and comments on [Elgin's Facebook page](#) from February 1-2, 2011:

City Manager: I'm spending the night riding along with our snow command crews. I will provide updates throughout the night. Check back often.

City Manager: GPS location of 38 plows.



City Manager: Randall Road. Whiteout. No traffic though?...

City Manager: It is important to note that we have dozens of volunteers assisting the police department tonight as a part of our emergency response. Yes, outside.

City Manager: At this very moment not a single Elgin resident is waiting for the police or fire dept. to respond to a call for service! Unreal police and fire, they amaze me.

City Manager: As the crews change over from the "A" Team to the "B" Team I am reminded what a difference the 2.5 million dollar investment the citizens made in snow plows and operational vehicles in 2008 has made. It transformed our fleet and it transformed our services. Tax dollars at work. Literally.

City Manager: I estimate that we have destroyed at least 50 mailboxes. You have my apologies if we did and you will also be reimbursed. The drivers hate it when this happens. They take great pride in their accuracy.

City Manager: At this time, I would like reassure everyone that we haven't forgotten about your street. If we haven't gotten to it, we will. We are still at it - full force. As you know, I have driven around the

entire community since the event began without pause. I am very pleased with our effort. Is it perfect? No. But we won't stop trying.

Great job keeping us all informed. If you need some coffee stop by Waterford area, I'd be happy to put on a fresh pot for you guys.

I live and have taught in Elgin for the past 20 years and have never been more impressed and proud of my city! Your posts gave us a window into your world and the inner-workings of our fine city. You sir, get a gold star!!! Tell the "troops" that my students will learn of their heroic efforts.

Tell everyone working to keep the city going and everyone safe a big thank you!! And to be careful plowing on Water Rd in the Copper Springs neighborhood there are 2 cars stuck

Thank you for all the great work!

City of Elgin, Illinois: Everyone, thank you for your support! I am passing the comments on to the troops with me in the field. It means the world to us. Most of the snow will be piled up at the Sports Complex.

Yes I agree... This is so nice.

Sir, I am often quite critical of the city, but KUDOS to you and this involvement!

You've been up all night posting and I thank you for the updates and the great job you and the crews are doing. Now go home and get some sleep. I really hope somebody will clear the snow in your driveway. If not I will do it for you. It's the least I could do. Thanks again, you guys are the best. So glad I live in Elgin!!!

Thanks for all you and your crews are doing for this storm. Your efforts are appreciated!!!

Thanks for your hard work and effort.

You and the crews rock!

Thanks for the updates... keep them coming they are very helpful.

City Manager: Good morning. Let me begin by thanking the community for their wonderful cooperation and understanding during this event. I am having several detailed updates prepared at this time....