

121 W. Broadway St.
Prosper, TX 75078



NEWS RELEASE

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Media Contact: Celso Martinez, 972-623-8836

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Town develops mobile app to connect with residents

PROSPER (October 12, 2017) In the age dominated by text messages, social media commentaries, and even emojis substituting for face-to-face communication, people have come rely on mobile devices to share and gather news and information.

“It’s the way we are now reaching out to each other,” says Leigh Johnson, Director of Information Technology. “People of all ages are now connected 24 hours a day, seven days a week through their mobile devices. Our intent is to be in that space and give residents the ability to report issues in a way that fits that lifestyle.”

The Town of Prosper is debuting a mobile app that gives residents the ability to communicate directly with the Town on issues related to service delivery, repair of Town facilities, obtaining responses to questions, and providing opportunities to share information, submit ideas or connect for any other reason.

The app is called myPROSPER and is available in the Apple App Store for iPhones and Google Play Store for Android users. There is no charge to either download the app or to use it. The app can also be used on laptop or desktop computers by visiting <http://my.prospertx.gov>.

“The mobile app is geared toward enhancing citizen engagement,” said Johnson. “It’s designed to facilitate the ability to bring attention to some common topics, like problems with streets, code enforcement and other Town issues. It will also provide an easy way for residents to find information and communicate with officials.”

Registration is required to report a problem or make a request, allowing the Town to report back to the person making the request or reporting the problem. Issues may be reported anonymously, but that precludes the Town from reporting back.

“When individuals make a request or report a problem, they don’t have to determine who to send it to,” he said. “We’ll route it to the appropriate person or department, relieving the resident from trying to do that themselves.”

The app is now live and available for immediate use.

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ABOUT THE TOWN OF PROSPER – The Town of Prosper is a fast-growing suburb with small town charm, located 30 miles north of Dallas at the crossroads of U.S. 380, Preston Road and the Dallas North Tollway in Collin and Denton Counties. Prosper sits on 27 square miles and is home to more than 20,000 people. A home-rule municipality, governed by a council-manager form of government, the town has full-time fire and police departments, including its own dispatch service. As the Town grows to its projected build-out population of 70,000 residents, Prosper’s vision is to remain a “Place Where Everyone Matters.”