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NEWS RELEASE

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Town unveils useful enhancements to myProsper app

PROSPER (June 10, 2021) As residents become more reliant on their mobile devices to reach out to family, friends, and increasingly to companies and organizations, the Town of Prosper has unveiled some enhancements to its myProsper app.

The interactive app, available at the Apple App Store and on Google Play, was originally launched in 2017 and was designed to give 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.

Under its latest update, released June 10 of this year, the app now includes links to the ACE water consumption portal, the broadband help desk, construction updates, and the live railroad crossing cameras. New additions to the service request feature include options such as illegal dumping, debris/litter, loose dog, park maintenance, and sign violations.

The app now also includes online service options such as pavilion rental, field reservations, and reporting a streetlight outage. Links to Town information include Town Council meetings, broadband service improvements, latest news, and sign-up for the various e-newsletters offered by the Town's staff. Links to all of Prosper's social media sites, the Town directory and website have also been added.

The app is free to download and can be used on laptops or desktop computers by visiting <http://my.prospertx.gov>. 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 to the individual making the report.

"The app has grown in popularity over the years, and we are glad residents are using it to communicate with us," said Robyn Battle, Executive Director of Community Services. "We have examples of residents entering a service request on the app, and having a problem resolved within a matter of hours. We hope the re-launch will encourage even more people to download the app and use it on a daily basis to get Town information and report problems."

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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 31,000 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."