

AGENDA

Community Engagement Committee (CEC)

Prosper Town Hall, Executive Conference Room 250 W. First Street, Prosper, Texas Wednesday, April 05, 2023 6:00 PM

Welcome to the Prosper Community Engagement Committee (CEC) meeting.

Addressing the Community Engagement Committee (CEC):

Those wishing to address the Community Engagement Committee must complete the Public Comment Form located on the Town website or in the meeting room.

If you are attending in person, please submit this form to the Board Chair or a staff person recording the minutes for the Board/Commission prior to the meeting. When called upon, please come to the podium, and state your name and address for the record.

In compliance with the Texas Open Meetings Act, the Town Council/Board/ Commission may not deliberate or vote on any matter that does not appear on the agenda. The Council/Board/Commission, however, may provide statements of fact regarding the topic, request the topic be included as part of a future meeting, and/or refer the topic to Town staff for further assistance.

Citizens and other visitors attending Community Engagement Committee (CEC) meetings shall observe the same rules of propriety, decorum, and good conduct applicable to members of the Town Council. Any person making personal, impertinent, profane or slanderous remarks or who becomes boisterous while addressing the Town Council or while attending the Town Council meeting shall be removed from the room, if so directed by the Mayor or presiding officer, and the person shall be barred from further audience before the Town Council during that session of the Town Council. Disruption of a public meeting could constitute a violation of Section 42.05 of the Texas Penal Code.

- 1. Call to Order / Roll Call.
- 2. Consider and act upon the minutes of the March 01, 2023, Community Engagement Committee (CEC) meeting. (CS)
- 3. Discussion of Downtown Committee (CE)
- Comments from the Public.
- 5. New Resident Mixer-Final Details.
- 6. Discussion & Brainstorming about CEC Marketing & Communications needs (CS)
 - a. Teen Focus Group
- 7. Feedback on Special Events (CS)
 - a. Spring Cleanup
 - b. Discover Downtown: Moonlight Movie

- 8. Review Work Plan/Activity Schedule (CS)9. Subcommittee Updates:a. Survey Subcommittee (CW)
- 10. Discuss and receive any updates regarding:

b. Prosper Passport Subcommittee (BK)

- a. Community Map (BK)
- b. Social Media Graphics (KW)
- 11. Discuss and consider CEC "Top 3" (CS)
- 12. Request for future agenda items.
- 13. Adjourn.

CERTIFICATION

I, the undersigned authority, do hereby certify that this Notice of Meeting was posted at Prosper Town Hall, located at 250 W. First Street, Prosper, Texas 75078, a place convenient and readily accessible to the general public at all times, and said Notice was posted by 5:00 p.m., on Friday, March 31, 2023, and remained so posted at least 72 hours before said meeting was convened.

Michelle Lewis Sirianni, Town Secretary	Date Notice Removed

Pursuant to Section 551.071 of the Texas Government Code, the Town Council reserves the right to consult in closed session with its attorney and to receive legal advice regarding any item listed on this agenda.

NOTICE

Pursuant to Town of Prosper Ordinance No. 13-63, all speakers other than Town of Prosper staff are limited to three (3) minutes per person, per item, which may be extended for an additional two (2) minutes with approval of a majority vote of the Town Council.

NOTICE OF ASSISTANCE AT PUBLIC MEETINGS: The Prosper Town Council meetings are wheelchair accessible. For special services or assistance, please contact the Town Secretary's Office at (972) 569-1011 at least 48 hours prior to the meeting time.



MINUTES

Community Engagement Committee

Prosper Town Hall, Executive Conferenc Room 250 W. First Street, Prosper, Texas Wednesday, March 01, 2023

1. Call to Order / Roll Call.

This meeting was called to order at 6:01 p.m.

Committee Members Present:

Christine Strobush, Chair Brent Kirby, Vice Chair Josh Carson Grant Mendeljian Chris Wardlaw Kristin Meier Britt Beene Kari Willis Gretchen Darby John Hamilton

Committee Members Absent:

Trovette Tottress

Councilmembers Present:

Jeff Hodges Marcus Ray

Councilmembers Absent:

Amy Bartley

Staff Members Present:

Robyn Battle, Executive Director of Community Services Devon Jett, Community Engagement Specialist

2. Consider and act upon the minutes of the February 8, 2023, Community Engagement Committee (CEC) meeting.

Kari Willis made a motion and Chris Wardlaw seconded the motion to approve the minutes from February 8, 2023. The motion was approved unanimously.

3. Comments from the Public.

No comments from the public.

4. SPD Voter Education Brochure Discussion (RB)

Robyn Battle presented the voter education brochure created by the Special Interest District Committee which was in the last round of edits before being distributed to the public. The brochure was created as an informational tool to educate the public on the facts of the upcoming vote regarding the dedicated sales tax for public safety. The Special Purpose Districts (SPDs) consist of a Crime Control and Prevention District and a Fire Control, Prevention, and Emergency Medical Services District. The brochure will be

distributed in the March or April utility bill. The Committee provided feedback on the brochure with suggestions on how to edit the brochure to ensure clarity and readability from a resident standpoint. The Committee proposed various ways to rearrange the graph and pie charts as well as verbiage to better convey meaning. The SPD Committee will consider their suggestions and make edits.

5. New Resident Mixer Update (DB)

Dan Baker, Director of Parks & Recreation, gave an overview of the New Resident Mixer which is scheduled for Thursday, April 6, 2023. Dan covered the site plan, including booths, inflatables, food, and the various departments that would be in attendance. Robyn Battle showed the postcard that is being mailed in March to the 1,030 new residents who will be invited to the New Resident Mixer. Prosper Passport, which will launch at this event was discussed regarding how the passports would be handed out, with the Committee deciding to be staged at each entrance and having the CEC booth be offset from the others. The photo booth will also be located next to the CEC booth so that CEC members can guide residents on getting their photo taken for the passport. Dan Baker will reach out to PISD as well, inviting their 3 high school mascots to be in attendance. The CEC members will also be conducting the survey which was piloted at the Feb 18 Fishing Derby. Ipads for the survey will be located at the CEC table and residents will have access to those surveys when they receive their swag from the event.

6. Feedback on Special Events (CS)

a. Prosper Fishing Derby

Chris Wardlaw was in attendance and feedback was positive surrounding the event. The day was cold, but a lot of fun and there were people in attendance from surrounding cities. Chris heard feedback regarding the logistics of finding the headquarters where residents needed to go to log their fish and there were questions regarding how many fish the attendees could keep. Residents also gave feedback regarding other competition-like activities they would see happen in Prosper, similar to the Fishing Derby. They mentioned events like a softball tournament, homerun derby, archery, and obstacle courses. When asked how they learned out about the event, residents responded that it was word of mouth, the Town of Prosper website, and road signs which mainly grabbed their attention. Getting their children outdoors, showing them outdoor activities other than sports, and getting kids to put their devices away were some of the main reasons parents gave for attending. The residents also really enjoyed having the high school fishing team present for the event.

b. Coffee with a Cop

Britt Beene was able to attend the event and reported a good turnout at the event. The event was held at 1418 Coffee in downtown Prosper. The main feedback she heard was that it was difficult to get there at 7:30 a.m. with the kids on a school morning and to consider the possibility to have an event like that during spring break when more people could attend.

7. Review Work Plan/Activity Schedule (CS)

The Committee reviewed the work plan which included the new Town of Prosper website that launched that morning. The CEC will help share details of the new website on their social media when it is promoted to the public in the Resident Update newsletter on Friday, March 3. They will also review the website and send any suggestions or comments to Robyn Battle. Also being promoted will be the Moonlight Movie on March 31, as part of the Discover Downtown series. The New Resident Mixer continues to be a focus as the Committee prepares to launch Prosper Passport.

8. Subcommittee Updates:

a. Survey Subcommittee (CW)

Chris Wardlaw provided a review of the survey which was piloted at the Prosper Fishing Derby. Although the survey had a technical issue, and he wasn't able to collect responses on the iPad, Chris received a lot of valuable feedback just by speaking with residents. The technical issue involved the way the survey was set up and will be corrected for the next event. Refer to #6 Feedback on Recent Events to review the compliments and suggestions provided by the attendees. It was agreed that the survey will be utilized at the New Resident Mixer and the opportunity is in the analysis of the data which will be collected. Robyn Battle will collect the analytics and share them with Chris.

b. Prosper Passport Subcommittee (BK)

Robyn Battle introduced the initial mock-up of the Prosper Passport, created by Wilson Haynes, Communications Specialist for the Town. The passport included an About Prosper Page, Departmental Pages, and space for a photo and stamp for each department. Suggestions by the Committee included framing out the inside front cover that included the photo, adding a picture of the Town Council and maybe a note from Mayor Bristol or Town Manager, Mario Canizares. The passport will also be updated to reflect the newly approved brand colors. Overall, the Committee loved the simplicity and design. Robyn will send out the final draft once edits are made, and the goal is for the final design to go to the printer by March 15. Prosper Passport has a launch date of April 6, at the New Resident Mixer.

c. Improve CEC Marketing & Communications (CS)

The Committee discussed the need for a potential subcommittee to form in order to go more in-depth on the marketing of CEC. The subcommittee could potentially help to work through strategic ideas on finding people within the community to promote and share the messages of CEC throughout Prosper neighborhoods. It was decided that the April CEC Meeting will be a time of discussion to consider how to get the communication flow going and how to serve as social media ambassadors. Committee members will revisit the charter to ensure they are on track as well as consider ways to streamline content in an efficient way.

9. Discuss and receive any updates regarding:

a. Community Map (BK/RB)

The Committee is still determining how to best use the map. Josh Carson presented an overview of the Map at the February HOA Presidents meeting so HOA leaders are now aware of it. Robyn showed the GIS interactive map that is now live on the website and includes the boundaries for the CEC members. Neighborhood quadrants will need to be readjusted as Maona Ngwira is no longer on the Committee.

b. Website (RB)

Robyn showed the GIS interactive map that is now live on the website and includes the boundaries for the CEC members. Neighborhood quadrants will need to be readjusted as Maona Ngwira is no longer on the Committee.

c. Social Media Graphics (KW)

Kari Willis presented the social media graphics she created and the Committee gave feedback on formatting. Suggestions were made to edit the content to be more conversational, remove the term year and council members, and include a call to action. The Committee's purpose of "Listen. Understand. Engage." will also be

added. Graphics will be used to introduce the CEC members on social media and Kari included graphics compatible with Facebook and Instagram. The decision was made that the social media graphics of individual CEC members will be utilized once the Town has posted "Have You Met the CEC?" to their own social media. The Town's post will serve as an introduction before individual CEC members create awareness. Robyn will send Kari more color options for the Town logo.

10. Discuss and consider CEC "Top 3". (CS)

- 1. New Resident Mixer
- 2. Newly launched Town of Prosper Website
- 3. Discover Downtown Movie

11. Request for future agenda items.

- 1. In-depth discussion and think tank regarding CEC Marketing & Communications with further consideration of a subcommittee.
- 2. Discussion of how best to utilize the GIS Interactive Community Map.
- 3. Finalizing last-minute details of the New Resident Mixer
- 4. Teen focus group for future events

12. Adjourn.

The meeting was adjourned at 7:53 p.m. on Wednesday, March 1, 2023. Brent Kirby made the motion and Kristin Meier seconded the motion to adjourn the meeting.

These minutes were approved on April 5, 2023.

APPROVED	
Christine Strobush, Chair	
ATTENTED	
ATTESTED	
Devon Jett, Community E	ngagement Specialist

Prosper CEC Workplan –draft for 4/5 review



CEC Activity Type	Spring Mar, Apr, May	Summer Jun, Jul, Aug	Fall Sep, Oct, Nov	Winter Dec, Jan, Feb
Events to join / Activities to support	 ✓ 3/1- Coffee with a Cop ✓ 3/1- Kick-off Mayor's Fitness Challenge • 3/31 – Discover Downtown: Moonlight Movie • 4/12 –Balcony Reception: Developers • 5/11- HOA Presidents meeting • Ribbon cutting for central fire station 	 July 4th event 8/10 - HOA Presidents meeting 	 9/11 - Remembrance ceremony 9/28 - Balcony Reception 10/19 - Balcony Reception 11/9 - HOA Presidents meeting Celebrate Prosper BBQ & Blues 5K and fun run Light the Night contest kickoff 	 Christmas festival HOA Presidents meeting Prosper Fishing Derby
Special Projects / Events to host	 3/1 - New website launch 4/6 - New Resident Mixer Prosper Passport for New Residents Event Survey Launch 	 CEC Members Event Feedback on Comprehensive plan 	New Resident Mixer	
Ongoing activities	Communication Plan – Monitor Progress & Execution	Communication Plan – Monitor Progress & Execution	Communication Plan	

CEC Special Projects –draft for 4/5 review



Project	CEC Subcommittee	Program Start	Program Launch		Comments
Prosper Passport	Brent Kirby (lead), James Creedon, Josh Carson, Kristin Meier, Britt Beene, Maona Ngwira	Sep 2022	4/6 – Launch (New Resident Mixer)	•	Launch program starting with 4/6 New Resident Mixer
Prosper Event Survey	Chris Wardlaw (lead), Grant Mendeljian, Shy Tottress, Kari Willis	Sep 2022	2/18 – Pilot (Fishing Derby) 4/6 – Full Launch (New Resident Mixer)	•	Full launch with 4/6 New Resident Mixer
Improve CEC Marketing & Communications	TBD	TBD	TBD	•	Opportunity for consistent template(s) for social media communication and Community Map, how to best engage and mobilize the Prosper Influencers (PI) Opportunity to leverage Teen Focus Group in order to better engage with the teen community
Mobile App Enhancements	TBD	TBD	TBD	•	Prosper Passport requirements Prosper Event Survey requirements Calendar of Events Others





TOWN OF PROSPER

Communications Report February 2023

SNAPSHOT

103,687 **153 552**

1,996,954

POSTS NEW FOLLOWERS ENGAGEMENTS

IMPRESSIONS

COMBINED ACCOUNTS

VIEW FEB. 2023 COMBINED ACCOUNTS REPORT

Impressions: The number of times content was displayed to someone's feed.

Engagements: The number of times someone interacted with the content (likes, shares, comments, link clicks, etc.)

Reach: The number of people who see the content.

TOWN OF PROSPER FACEBOOK



17,808 **FOLLOWERS**



GAINED 154 NEW FACEBOOK FOLLOWERS IN FEBRUARY 2023

VIEW TOP POST

POSTS



46

JAN. COMPARISON PERIOD

468.871 **ENGAGEMENTS**



46,429

JAN COMPARISON PERIOD



JAN. COMPARISON PERIOD





PROSPER POLICE FACEBOOK









19JAN. COMPARISON PERIOD

26,089ENGAGEMENTS



8,657

JAN. COMPARISON PERIOD

161,011IMPRESSIONS



157,444

JAN. COMPARISON PERIOD

PROSPER FIRE RESCUE FACEBOOK





GAINED **120 NEW FACEBOOK FOLLOWERS**IN FEBRUARY 2023

17 POSTS



24JAN. COMPARISON PERIOD

3,445
ENGAGEMENTS



9,702

JAN. COMPARISON PERIOD

64,016
IMPRESSIONS



121,177

JAN. COMPARISON PERIOD





PROSPER PARKS & RECREATION FACEBOOK





GAINED **80 NEW FACEBOOK FOLLOWERS**IN FEBRUARY 2023

40 POSTS



31JAN. COMPARISON PERIOD

3,499 ENGAGEMENTS



2,559

JAN. COMPARISON PERIOD

49,655
IMPRESSIONS



47,033

JAN. COMPARISON PERIOD

PROSPER COMMUNITY LIBRARY FACEBOOK



4,613 FOLLOWERS



GAINED **35 NEW**FACEBOOK FOLLOWERS
IN FEBRUARY 2023

VIEW TOP POST

39
POSTS



JAN. COMPARISON PERIOD

2,495





1,673
JAN. COMPARISON PERIOD

36,198IMPRESSIONS



37,492

JAN. COMPARISON PERIOD





COMMUNITY LIBRARY VIEW TOP POST FOLLOWERS 4,480 JAN. Comparison Period

TWEETS 6,241OLLOWERS

47,586

899

IMPRESSIONS

PROSPER

INSTAGRAM

FOLLOWERS

POSTS

6,358 IMPRESSIONS 118 ENGAGEMENTS

ENGAGEMENTS

TOWN OF PROSPER **FISHING DERBY PROMO**

2,796 PEOPLE REACHED

142 LIKES

3 COMMENTS



Pr∰ŠPĔR

COMMUNITY LIBRARY NEW MEMBERS POST

259 PEOPLE REACHED

25 LIKES

1 COMMENTS



LINKEDIN



1,469



6 POSTS



3,233



361 **ENGAGEMENTS**



238

POST CLICKS

NEXTDOOR



14,003 **MEMBERS**

7,969



110 CLICKS



POSTS

CLAIMED HOUSEHOLDS



TOWN OF PROSPER YOUTUBE



362
SUBSCRIBERS



NEW VIDEOS



40,068TOTAL VIDEO VIEWS

PROSPER FISHING DERBY 2023

40 YOUTUBE VIEWS **1202** FACEBOOK VIEWS



E-NEWS



PRINT AND DIGITAL PUBLICATIONS 2

PARKS ACTIVITY CALENDAR | LIBRARY CALENDAR



RESIDENT UPDATE

3,689

CONTACTS

EMPLOYEE EDITION

480

CONTACTS

HOA MONTHLY NEWSLETTER

124

CONTACTS

THE LANDSCAPE

1,132

CONTACTS

ACTIVE ADULTS (PARD)

621

CONTACTS

65%
AVERAGE
OPEN RATE

55%AVERAGE
OPEN RATE

64%AVERAGE
OPEN RATE

70%AVERAGE
OPEN RATE

68%
AVERAGE
OPEN RATE

5% AVERAGE CLICK RATE

3% AVERAGE CLICK RATE

6% AVERAGE CLICK RATE

14% AVERAGE CLICK RATE

11% AVERAGE CLICK RATE **4** NEWSLETTERS SENT

NEWSLETTERS
SENT

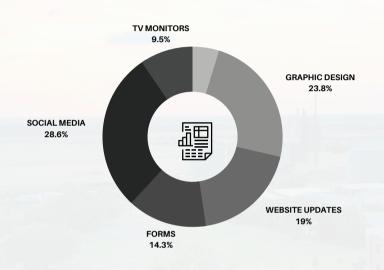
↑ NEWSLETTERS SENT

1 NEWSLETTERS SENT

NEWSLETTERS
SENT



COMMUNICATION HELP TICKETS



30 COMMUNICATION HELP TICKETS WERE SUBMITTED FOR FEB. 2023

EMAILS



24



EMAILS

Communications staff receives and responds to emails from community members via **social@prospertx.gov**. This email contact is available through our social media channels and the contact page on **www.prospertx.gov**.

MYPROSPER MOBILE APP SERVICE REQUESTS



SERVICE REQUESTS & APP DOWNLOADS

11
TOTAL REQUESTS

10 CLOSED REQUESTS

1OPEN REQUESTS

17
NEW APP DOWNLOADS

3,523
TOTAL APP DOWNLOADS



MEDIA COVERAGE



2,890 MEDIA MENTIONS DEC. CAMPARISON 1,650









PRESS RELEASES

• Prosper Fishing Derby Returns to the Frontier Park

TOP COVERAGE

Have thoughts on Prosper's downtown park?

STAR LOCAL MEDIA

Prosper individuals identified as suspectswith 19-year-old's death

STAR LOCAL MEDIA

Kangaroo Seen Hopping **Through Prosper Neighborhood Recaptured** NBC-5

Prosper to host annual fishing derby STAR LOCAL MEDIA

Town of Prosper includes programming, accommodations for families with special needs

STAR LOCAL MEDIA

Parents Furious With Prosper ISD School Board Amid Former President's Arrest NBC-5

New Children's Health Specialty Care Center in Prosper

CELINA RECORD

Prosper Fishing Derby Returns To The Frontier Park Pond LOCAL PROFILE

CHILDREN'S HEALTH SPECIALTY CENTER PROSPER OPENS DFW NEWS

Active adult communities to debut in Prosper, Little Elm DALLAS MORNING NEWS



COMMUNITY ENGAGEMENT



COMMUNITY ENGAGEMENT OPPORTUNITIES

- Prosper Fishing Derby
- Children's Health Ribbon Cutting
- Texas Health Grand Opening
- Feb 8 CEC Meeting
- HOA Presidents Meeting
- Special Purpose District Committee Meeting
- Citizens Academy
- CEC Website Focus Group
- Girl Scout Cookie Delivery to Library and Public Works
- Feb 24 Citizens Academy
- Rep. Jared Patterson Legislative Visit

COMMUNITY ROOM MEETINGS

- PBSA Meeting
- Downtown Business Alliance
- Prosper Historical Society
- Rushing General PTO Meeting
- Boy Scout Board of Review
- North Dallas RC Club
- Gentle Creek Estates Meeting
- Lakes of Prosper North HOA



WEBSITE PERFORMANCE



USER BREAKDOWN

78.3%

OF NEW USERS

21.7%

RETURNING USERS

OF USERS ACCESS OUR WEBSITE

OF USERS ACCESS OUR WEBSITE **USING A MOBILE DEVICE**

MOST VISITED PAGES

- Town of Prosper A Place Where Everyone Matters
- <u>Trash & Recycling Town of Prosper</u>
- <u>Library Town of Prosper</u>
- News and Media
- <u>Live Railroad Camera Feeds Town of Prosper</u>
- Pay My Utility Bill Town of Prosper
- What to do if you receive a citation or have been charged with a violation - Town of Prosper
- Human Resources Town of Prosper
- Building Inspections Town of Prosper
- Police Department Town of Prosper



44,623

1M 40S AVG. SESSION DURATION

PERIOD 1M 54S

56.02%

79,467

USERS DEC. COMPARISON PERIOD 44.623

DEC COMPARISON

BOUNCE RATE DEC COMPARISON

PAGEVIEWS

PERIOD 53.54%

DEC COMPARISON PERIOD 92.049

