



COMMUNITY SERVICES

To: Mayor and Town Council

From: Robyn Battle, Executive Director of Community Services

Through: Harlan Jefferson, Town Manager

Re: Town Council Meeting – January 11, 2022

Agenda Item:

Consider and act upon the creation of a temporary ad hoc HOA Broadband Committee to develop strategies for bringing fiber-to-the-home broadband service to legacy neighborhoods within the Town of Prosper.

Description of Agenda Item:

The Town of Prosper recognizes how critically important reliable and uninterrupted internet service is to Prosper families and businesses. Over the past three years, the Town has employed several strategies to improve and expand broadband service in the Town.

In 2018, the Town Council established a Broadband Committee to study the issue and develop a plan to improve broadband service. The Town released the results of a survey of residents and businesses conducted by Connected Nation in May 2019 to determine the accessibility, speed, and customer service levels of broadband service providers in the Prosper area.

As a result of the survey and the Broadband Committee's recommendations, the Town has initiated several programs to improve broadband access for residents, including educational videos, free portable wi-fi hotspots and free perimeter wi-fi at Town Hall, and a dedicated Help-Desk Concierge staff person to help troubleshoot problems.

Research conducted by the Broadband Committee and Town staff over the past three years has determined that fiber-to-the-home internet service is the preferred service type in terms of both reliability and speed. Furthermore, data indicates that approximately 75% of all areas in Prosper either have, or will have, fiber-to-the-home connectivity. The remaining 25% of areas not covered by FTTH are comprised of approximately 20 legacy neighborhoods located within Prosper:

- Glenbrooke Estates
- Willow Ridge
- Lakes of La Cima
- Trails of Prosper

- Preston Lakes
- Stone Creek Estates
- Prosper Creek Estates
- Quail Lake/Deer Run
- Cedar Ridge
- Chapel Hill
- Steeplechase Lake
- Greenspoint
- Whispering Farms
- Raewood on Preston
- Prestonview Estates
- Gentle Creek Estates
- Gentle Creek Villas
- Gentle Creek, Phases 1-8
- Amberwood Farms
- Rhea Mills
- Downtown Prosper

In an effort to fill the technology gaps identified by the broadband survey, Town staff is recommending the Council create a temporary ad hoc committee comprised of representatives from the above legacy neighborhoods that do not currently have FTTH service. The purpose of this committee will be to study and develop strategies to bring FTTH service to these unserved and underserved legacy neighborhoods.

Town Staff Recommendation:

Town staff recommends the Town Council approve the creation of a temporary ad hoc HOA Broadband Committee to develop strategies for bringing fiber-to-the-home broadband service to legacy neighborhoods within the Town of Prosper.

Proposed Motion:

I move to approve the creation of a temporary ad hoc HOA Broadband Committee to develop strategies for bringing fiber-to-the-home broadband service to legacy neighborhoods within the Town of Prosper.