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News Release

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City of Murphy phone app allows residents' reports *Phone app identifies issues requiring staff attention*

MURPHY (September 14, 2023) Murphy residents may now use their mobile phones to directly communicate with City staff, providing photographs, short videos, and other identifying information on issues such as broken streetlights, potholes, water leaks, park maintenance needs and other similar quality of life issues.

The free app is called Murphy Connect and is available for both Android phones through Google Play, and the App Store for iPhones. Residents should search for "Murphy Connect." The app is also accessible through the City of Murphy website. The City partnered with SeeClickFix to implement the solution.

"Residents who see an issue that needs the City's attention often don't know where to turn to report it," says Danielle Journey, GIS Analyst. "With this new tool, reporting is easy and immediate. Once staff becomes aware of an issue, we can begin the process of remedying it."

In addition to the reporting features, Murphy Connect gives the City a way to manage the resolution of the reported issue, ensuring that these issues remain on the City's active task list.

"The Murphy Connect app also allows residents to view, comment on, and vote to fix problems submitted by their neighbors," added Journey. "Residents can even create their own watch areas to receive notifications about all the issues reported in their neighborhoods, enabling them to follow the progress of all service requests, not just the ones they report."

Once downloaded, residents can register with the app, create their profile, and open an account. In addition to reporting issues, Murphy Connect allows registered users to pay bills online, make park reservations, view the trash collection schedule, interact with their AquaHawk account, and make calls to City Hall or the Police Department's non-emergency number.

"It's an extremely useful tool," said Journey. "We encourage every resident to either begin using it or continue to make use of all of its many features."

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ABOUT MURPHY -- Murphy is a fast-growing community located in Collin County. The population is approximately 21,200, generally characterized as highly educated with a median household income well above the state average. With more than 80 percent of the land developed, the community is dominated by single-family residences. City planners strive to preserve a family-oriented community with a strong sense of place. Money Magazine has dubbed Murphy as the 27th Best Place to Live in America for small cities, and D Magazine placed Murphy as the fifth best suburb in its annual list, where it has consistently ranked in the top 10.