



March 2, 2007

**Re: District 1 Neighborhood Roundtable Meeting (February 1, 2007)
Response to Issues and Comments**

Pat Evans
Mayor

Scott Johnson
Mayor Pro Tem

Sally Magnuson
Deputy Mayor Pro Tem

Shep Stahel
Place 1

Loretta Ellerbe
Place 3

Harry LaRosiliere
Place 5

Jean Callison
Place 7

Lee Dunlap
Place 8

Thomas H. Muehlenbeck
City Manager

Greetings:

Thank you very much for your attendance at the District 1 Neighborhood Roundtable meeting held on Thursday, February 1, 2007 at the Plano Centre. On behalf of City Council, we applaud your interest and involvement in our community. We value your comments and look forward to working with you in maintaining a strong city and excellent quality of life.

At the roundtable meeting, we presented to you several topics to initiate discussion based on feedback we've received from citizens and community leaders regarding projects and concerns specific to District 1. These topics included:

- Community Investment Projects, specifically street repairs and resurfacing.
- Economic Development / Redevelopment in the District / Plano Parkway area, including Collin Creek Mall, strip centers, downtown development and Avenue K, neighborhood retail prospects and older neighborhoods.
- Code Enforcement targeting single family occupancy standards, a rental inspection program and complaint processing.
- An update of Plano's parks and trails focusing on Oak Point Park and bike and walking trails in the city.

Representatives also provided updates on both the drought situation and Oncor's 2004 Proposed Transmission Line.

The following is a synopsis of the above issues as well as additional information pertinent to the District 1 area:

Infrastructure Construction, Repair and Maintenance

The City has an aggressive construction, rehabilitation and maintenance program to keep roads, brick screening walls and drainage systems operating at their optimum. Staff makes great effort to coordinate these projects (City crews, utilities, and private contractors) to prevent undue delay and congestion to motorists. The inspection team in both the Engineering and Public Works Departments are assigned to ensure that contractors are providing the City of Plano with the highest quality of work delivered and that it is within the City's construction standards.

Community Investment Projects

The Public Works Department has planned to do major street repairs on 18th Street from G Ave east to P Ave and Jupiter Road from Park Boulevard north to Spring Creek Parkway.

The Engineering Department has several reconstruction projects planned including:

- Parker Road from west of K Ave to Ratton;
- the reconstruction of all infrastructure in the Wyatt North Addition east of P Ave;
- 15th Street from G Ave to I Ave;
- intersection improvements at Spring Creek Parkway and K Ave and Spring Creek Parkway at Jupiter Road;
- three alleys; and
- several creek erosion control projects

The staff is also working with the KCS Railroad to implement a quiet zone.

Citizens can now be notified of road construction sites in Plano by subscribing to the Road Construction listserv on our web site. To do so, go to http://www.planotx.org/email_lists.html. This information is also routinely aired on Plano Television Network, channel A30.

Staff is evaluating the topics of accessible sidewalks and sidewalk ramps. The city has an ongoing program to fill in missing sections of sidewalks and accessible ramps. It was suggested that guard rails be installed along 14th Street in front of the residences and a missing section of concrete pavers in the median at 14th and Jupiter Road and this is being evaluated as well. Citizens requesting accessible sidewalks and/or sidewalk ramps at specific locations should contact the Public Works Department at 971-769-4140.

Zoning and Development Activity

The City of Plano is committed to protecting the rights of both neighborhoods and developers when a developer wishes to pursue his interests within the established legal framework of procedures and standards. Historically, the City of Plano has been

development-friendly. Residential and non-residential development help fund City streets, water and sewer facilities, parks, police and fire stations, schools and other public improvements that citizens value as important to a good quality of life. However, development-friendly does not equal lower standards or the waiving of requirements. City Council and the Planning and Zoning Commission have adopted very stringent development policies. All projects are subject to the same high standards.

The City of Plano has always sought a balance between the interests of homeowners and the business community. We encourage developers and neighborhoods to openly communicate and seek ways to ensure beneficial and compatible development.

Although state and federal legislation and court precedents define many of the practices in our planning policies and regulations, the Planning Department is committed to keeping all citizens informed of potential development projects within the City. For example, notices for zoning cases are mailed 20 days prior to the first hearing instead of the 10 days required by state law, and homeowners associations (those registered with the City) within 1500 feet of zoning cases receive written notice by mail. A complete list of all zoning cases, site plans and plats submitted for review are posted on the Planning Department page of the City's web site at www.planoplanning.org

Although not required by state law, applicants for zoning cases in Plano must place a zoning sign on the property notifying the public of the pending zoning action. The City gives a small sign to the applicant for specific use permit requests. For larger tracts of land, the applicant must contract with a sign company to have a large wooden sign erected on the property. All of the signs give the Planning Department's phone number, (972) 941-7151, so that citizens may call to get more information about the proposed zoning action. Homeowner comments are welcomed and encouraged in the development review process to help us achieve a well-developed community.

Land Studies, Preliminary Site Plans and/or Final Site Plans – For a list of rezoning requests, site plans, plats and other development-related items that are up for review, please go to <http://pdf.plano.gov/planning/DEVREV/Revlist.pdf> . This list is updated every two weeks.

Vacant and Underused Commercial Buildings – In 2002, the cities of Carrollton, Richardson, and Plano jointly produced a report entitled "Retail Study of Underperforming and Vacant Retail Areas". This study explored a number of issues relating to the retail industry, the local economy, and the opportunities for improving current conditions. Upon completion of the study, each city had the responsibility of identifying and implementing those recommendations that were most applicable to its needs. The City Council passed amendments to the Zoning Ordinance that allows the conversion of vacant properties from retail to residential uses such as patio homes and town houses. Some retail corners will remain viable for retail uses and will continue to be attractive to retailers who wish to build new stores. The intersection of Parker Road and Custer Road is an example of this, with both Kroger and Home Depot redeveloping

corners for new stores. The alternative to these redevelopment efforts may be empty structures that are obsolete for today's retail needs.

Economic Development/Redevelopment

While much of the land east of Alma Drive is developed, the area continues to be attractive to both residential and commercial developers. Single-family housing development is underway in the Timberbrook area east of Cloverhaven Drive and more townhouses are being built near downtown Plano. Commercial development projects include mini-warehouses on the east side of K Avenue, south of Spring Creek Parkway and office-warehouse building on Plano Parkway at Avenue N. Discount Tire plans to move from its existing location at the northwest corner of Park Boulevard and K Avenue to the south side of Park Boulevard at the former Mrs. Baird's property.

Many residents continue to express concerns about vacant retail stores and neighborhood retail shopping center. Retailers respond to an area's demographics and market potential for their particular goods and services, things that the city has little or no control over. While there continue to be some vacant stores, several of the shopping centers in District 1 are fully leased and one new shopping center was recently completed at the corner of Legacy Drive and US 75. The former K Mart store at the corner of Parker Road and K Avenue has been remodeled and readied for new office and retail tenants. Other centers have responded to new ethnic groups who live in the market area and successfully found tenants.

The Research Technology district along Plano Parkway suffered during the downturn five years ago in the technology economy. At one point, over 50% of the building space was vacant in the area. However, in the last year several businesses have leased or purchased buildings in the area, and the vacancy rate has decreased to 29%.

Collin Creek Mall is now 25 years old, an age where many regional malls start to lose market share and falter. The mall's continued success is important to the city's overall sales tax base and helps to keep the US 75 retail corridor vital. The Mayor and city management have visited with the owners of the mall, General Growth, to make them aware of the city's concerns and to offer assistance and guidance for any remodeling and/or redevelopment plans. The company has no specific plans at this time for changes at the mall.

District 1 neighborhoods continue to be the focus of the city's code enforcement and neighborhood revitalization programs. Staff is presently working with the residents of the neighborhood located around Clearview Park, at the southeast corner of Spring Creek Parkway and Alma Drive, on a neighborhood plan that will contain recommendations for revitalizing that area. The city also offers housing rehabilitation assistance to qualified low and moderate income homeowners, and has completed a number of rehabilitations and reconstructions of homes over the years in District 1 neighborhoods.

Neighborhood Revitalization

- The Plano Economic Development Board (PEDB) has a business recruitment and retention program that offers financial incentives to a wide range of commercial users including manufacturers, retailers, and office facilities. PEDB's efforts have contributed to the leasing of new space at Park Boulevard and Preston Road, Plano Parkway and Coit Road, Downtown Plano, and the Research/Technology Crossroads Business Park in southeast Plano.
- **Small Business Incubator** – The city has investigated establishing a small business incubator program in the past. To set up an incubator storefront, that provides office space as well as other services to start-up companies, requires a substantial amount of funding, which has not been available. However, the Collin County Community College district's Small Business Development Center provides all of the benefits of an incubator. They can help with training, formulating business plans and acquiring loans for small businesses. The Center can be reached at (972) 985-3770 or <http://www.ccccd.edu/bc/buscomm.html>.
- **Revitalization** – The City recognizes the need to maintain our older neighborhoods. In order to prevent deterioration in our neighborhoods, we schedule infrastructure repair and replacement each year so that streets and utilities are kept in good condition. We also have a proactive code enforcement program through our Property Standards Division. Property Standards works with property owners to keep their homes free of trash and debris, junk vehicles, high grass and weeds, and other property code violations. We believe that code enforcement is very important to maintaining our older areas, and we try to address problems in their incipient stage rather than letting them grow into the large areas of deterioration which exist in many other cities.

Grants and Programs Available to Aging Neighborhoods – The City has a housing rehabilitation program, in which the City will make a low-interest loan to families with limited income (for example, a family of four making less than \$53,200 would qualify) to help them repair their home. The amount of repayment required depends on the family's income level. We also operate the Neighborhood Planning program, where we assign an Urban Planner to work with a neighborhood to develop a work plan to address the neighborhood's issues. Usually the resulting plan includes things that the City will accomplish, and things that the residents will accomplish, to solve the problems. For more information on these programs, please visit <http://www.plano.gov/Departments/Neighborhood+Services/rehab.htm> .

Property Standards

Property maintenance violations in the City of Plano are addressed using a sound proactive approach. Property Standards Specialists proactively inspect their assigned areas as well as respond to citizen concerns received in reference to Code and Zoning

Ordinance violations. Assigned employee districts enable staff to proactively and reactively respond to concerns within their designated areas. These codes and ordinances include, but are not limited to, parking on unimproved surfaces, junked motor vehicles, low tree limbs and branches, trash and debris, high grass and weeds, open storage of goods, equipment or materials, substandard structures, and fence maintenance. As needed, work schedules are rearranged to address activity that may occur outside regular business hours such as non-permitted garage sales, parking on unimproved surfaces, overcrowding and home occupation activities that do not comply with zoning regulations.

Code Enforcement

- **Single Family Occupancy Standards** – Federal law, through the Fair Housing Amendments Act passed by Congress in 1988, prohibits the regulation of how many people may live at a residence based on familial status. The number of persons living in one residence may be regulated, but the restriction cannot be based on the relationship or health status of the persons at the residence. Restrictions are enacted to protect health and safety by preventing dwelling overcrowding, not to impermissibly limit the family composition of dwellings. Maximum occupancy restrictions cap the number of occupants per dwelling, typically in relation to the available floor space or the number and type of rooms.

The City of Plano regulates occupancy limitations based on criteria established in the International Property Maintenance Code (IPMC). The IPMC is a model code adopted by many jurisdictions to govern the continued occupancy and maintenance of existing structures and premises to ensure public health, safety and welfare. Regulation of adequate habitable space, light and ventilation requirements sets provisions for privacy, safety and protections against overcrowding conditions. For example, bedrooms occupied by one person must have at least 70 square feet of floor area and bedrooms occupied by more than one person must have at least 50 square feet of floor area for each occupant. Kitchens and non habitable spaces, such as hallways, bathrooms, closets, utility rooms, storage and similar areas are not considered habitable spaces and shall not be used for sleeping purposes.

- **Rental Inspection Program** – The Property Standards Department registered and systematically inspected 55 multi-family complexes and over 425 individual units as part of a Rental Registration and Inspection Pilot Program. The pilot included multi-family dwelling complexes consisting of five or more dwelling units designed for rental purposes built in 1986 or prior. All exterior grounds, common areas and a relative sampling of vacant and occupied interior units were inspected. Findings during these inspections included items such as inadequate exterior wall covering, lack of weatherproofing, faulty window and door hardware, obstructed egress, inoperable smoke alarms and defective hand/guard rails. Expansion of this program is continuing with the incorporation of approximately

47 additional multi-family rental dwelling complexes consisting of an estimated 14,425 units built from 1987 through 1997. Further expansion is planned to add in all rental properties within the City of Plano, including single-family structures occupied as rental dwellings.

- **Complaint Process** – When a concern is received by the Property Standards Department, the call is assigned to a designated Specialist, who typically inspects the property within 48 hours. Callers may choose to remain anonymous however, if the caller provides their name and telephone number; the Specialist will contact the caller to provide a status update of action(s) taken after the inspection is completed. Violations are addressed one of two ways; 1) accomplished proactively through on-site inspections by Property Standards Specialist assigned to one of the 12 employee districts throughout the City and 2) violations reported to the Property Standards Department in person, by telephone, email, or the Property Standards webpage located on the City of Plano website are inspected for substantiation. All complaints are inspected by a Specialist to determine whether a violation exists prior to any other action(s) taken. Usually parties responsible for maintenance of a property are notified to correct noted violations within an established timeframe. If voluntary compliance is not attained or in the event of a repeat violation, other appropriate actions may be taken in lieu of a notice including authorizing a city contractor to abate the nuisance at the property owner's expense or issuing a Notice to Appear in Municipal Court.

Property Standards views code education and awareness as vital components to our desired effectiveness. Deliberate efforts are made to educate our citizenry regarding rules and regulations that govern public nuisance and property maintenance matters. Educational materials regarding code requirements and ordinance regulations are disseminated through the distribution of brochures, water utility bill inserts and speaking at Neighborhood Association meetings and other community forums and functions.

Please contact (972) 941-7124 or www.planotx.org/prop_stds should you have any questions or further concerns relating to property maintenance in Plano.

Parks

There are many parks and facilities located in and around the City's District 1 area. Visit http://www.plano.gov/Departments/parksandrecreation/Parks_Facilities/locator_map.htm to view an informative, interactive map of the parks and facilities available to you. By viewing http://www.plano.gov/Departments/ParksandRecreation/Help+Center/construction_proj.htm you will be apprised of current and planned construction projects for new and existing parks in the area. The Parks Department also offers many recreational courses for our citizens throughout the year. For more information and to view a course

schedule, please select the Leisure Courses tab on the main web page <http://www.planoparks.org>

Parks and Trails update

Oak Point Park and Nature Preserve

Plans are in progress for the next phase of improvements which include a visitor center, a retreat center, large pavilion and restrooms. These facilities will be located near the intersection of Jupiter Road and Los Rios Boulevard. Improvements will also include a trail connection from Bob Woodruff Park to the new visitor center and retreat center area. The facilities' designs will focus on sustainability and will be designed to meet LEED Certification requirements. Construction will begin this year and be complete in 2008.

Bluebonnet Trail Extension

Plans are in progress for the extension of Bluebonnet Trail from where it ends now at Alma Drive to Chase Oaks Boulevard. The trail will then follow Chase Oaks Boulevard to Central Expressway. In the future the trail will cross under Central Expressway and connect into Oak Point Park and Nature Preserve. Construction is expected to begin before the end of this year and be complete by early 2008.

Bob Woodruff Park

Plans are in progress for a trail connection from Shiloh Road near Rockbrook Drive to the main trail on the south side of Bob Woodruff Park. Plans also include renovation of the trail adjacent to the north side of Park Boulevard. Construction is expected to begin before the end of the year.

Shawnee Park

Staff will continue working on the layout of the Frisbee Golf Course to minimize any conflict between the players, users, and nearby residents.

Park Irrigation

The irrigation systems at all parks are operated in accordance with a variance granted under the Stage 3 Water Restrictions. Even with the variance, the Parks and Recreation Department has reduced water usage by approximately 50% over the previous year.

Oak Point Center Fitness Equipment

The fitness equipment at Oak Point Center will be replaced this fiscal year and should be in this summer. The flooring was examined throughout the facility and no "worn out" areas were identified.

Top 5 Common Utility Questions

1. Where can I report a streetlight outage?

Please report this via the TXU website:

<http://www.oncorgroup.com/community/streetlights/default.asp>

If the Streetlight belongs to CoServ call 940-270-7800 ext. 7611

To determine who is responsible for the streetlight please refer to the map located at http://pdf.plano.gov/igr/elec_map.jpg

2. Who do I call when my power goes out?

The lines that run to your house are maintained by TXU, even if you purchase your power from a provider other than TXU. Please call 1-888-313-4747.

If you live in the CoServ service territory, please Call CoServ at 940-270-7600

3. Where can I register a complaint against a utility Company?

Each type of utility is regulated by a different governmental entity. Please see the appropriate link below:

Utility	Regulatory Body	Website
Electric	Texas PUC	http://www.puc.state.tx.us/ocp/complaints/complain.cfm
Natural Gas	Texas Railroad Commission	http://www.rrc.state.tx.us/divisions/gas/rap/GasComplaints.html
Local Telephone	Texas PUC	http://www.puc.state.tx.us/ocp/complaints/complain.cfm
Cable TV	FCC	http://www.fcc.gov/cgb/complaints.html
Long Distance Telephone	FCC	http://www.fcc.gov/cgb/complaints.html
Wireless Phone	FCC	http://www.fcc.gov/cgb/complaints.html

4. Who do I call if I smell Gas?

Leave the house without turning on or off any appliances or lights. Call 9-1-1 from outside the house.

5. Who provides utility service in the City of Plano?

Water and Sewer, Drainage and Garbage service is provided by the City of Plano. For all other utilities, a list of providers is attached to this questionnaire, however new providers enter the utilities market each month. To see if a company provides service in your area, please contact the company directly.

TXU representatives attended the meeting and presented information on the Oncor transmission line which will be located in District 1. Public Hearings will be scheduled and for more information you can contact TXU Project Manager Robert Holt at (214) 486-4955 or via email at rholt1@txued.com

City of Plano Utility Contact List

Cable TV

Time Warner	972-742-5892
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Deregulated Electric Delivery

TXU Electric Delivery - Electric Outages	888-313-4747
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Deregulated Electric Service Reps

Ambit Energy, LP	866-926-2483
Amigo Energy	888-469-2644
Cirro Energy	800-692-4776
Commerce Energy	877-226-5425
Direct Energy, LP	888-305-3828
Dynowatt	877-396-6928
Econergy Energy Company, Inc.	888-601-2165
First Choice Power	866-469-2464
Gexa Energy	866-961-9399
Green Mountain Energy Company	866-473-3689
National Power Company	877-333-7693
Reliant Energy	866-735-4268
Spark Energy, L.P.	888-772-7566
StarTex Power	866-917-8271
Stream Energy	888-313-4747
Texas Power	866-744-6366
TXU Energy	866-225-5898

For up-to-date information go to: <http://www.powertochoose.org/>

Electric Service and Delivery

CoServ Electric	800-274-4014
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Natural Gas

Atmos Energy Corp. - Customer Service	800-460-3030
Atmos Energy Corp. - Gas Leaks	800-817-8090

CoServ Gas	800-274-4014
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Telephone Incumbent Providers

Verizon (Phone and FIOS)	214-875-8355
AT&T	866-999-6181
Grande	877-647-2633

Utility Locations

TESS - "Call Before You Dig"	800-344-8377
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City of Plano

Water, Sewer, Drainage, Garbage	972-941-7105
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Telephone Competitive Providers

1-800-Reconnex, Inc.	800-732-6639
1st United Tel-Com, Inc.	800-427-8067
877-RINGAGAIN	888-256-8843
Accutel	214-630-6700
ACN Communication Services, Inc.	877-226-1010
American Dial Tone	877-986-3425
American Fiber Network, Inc.	800-864-0538
Amerimex Communications Corp.	888-224-2922
Birch Telecom of Texas	877-772-4724
BlueVista Phone Service	972-385-9708
Business Telecom, Inc.	800-239-3000
Capital Telecommunications	800-673-2400
CAT Communications International, Inc.	888-477-1224
DPI Teleconnect	888-603-3300
Ernest Communications, Inc.	800-456-8353
Excel	972-910-1453
Foremost Telecommunications	972-690-8844
Global Connection Inc. of America	877-511-3009
Habla Comunicaciones, Inc.	214-942-5054
Ionex Communications South, Inc.	816-300-3327
McLeodUSA Telecommunications Service	800-896-8330
Mettel	800-876-9823
Navigator Telecommunications, LLC	888-662-8835
NII Communications, LTD	800-897-2448
NOS Communications, Inc.	800-569-4667
Pathwayz Communications, Inc.	806-355-0551
Phoneco, LP	214-678-9899
Randy White Telecommunications, Inc.	972-588-2100
Rosebud Telephone	877-413-6959
Sage Telecom of Texas, LP	214-495-4700
Signatel Telephone Corp.	866-821-5617
Southern Telecom Network, Inc.	888-887-6008
Sprint Communications Company	800-877-4646
Tele-One communications, Inc.	800-704-0160
Total Telephone Service Company	800-445-9696
Trinsic Communications, Inc.	800-511-4572
US Online	888-797-1444
USCOM Telephone, Inc.	800-260-7544
Vartec Telecom	972-910-1453
Westel, Inc.	800-580-5500

For up-to-date information go to:

<http://www.puc.state.tx.us/telecomm/directories/muni/searchmuni.cfm>

Public Information

To contact City of Plano staff for further information and/or to generally keep abreast of the activities in our city, below is a list of various access methods that are available to you.

- **Internet** - As stated previously, the City of Plano's main web site address is www.plano.gov . To reach a particular staff member by phone or by email, you may go directly to http://pdf.plano.gov/staff_directory.pdf . The City web site provides valuable information about the services of each department. Functions of the City's site include viewing City Council and Planning and Zoning Commission agendas, submitting code enforcement concerns, and making online water bill payments. For answers to frequently asked questions log on to <http://bbs.plano.gov>
- **Publications** - Municipal information can be found on a daily basis at <http://www.plano.gov/news/> . This is the City's new initiative to provide more timely information in an electronic format.
- **Cable TV** - Information regarding upcoming City activities and events is broadcasted on Plano's cable channel - A30.
- **Public Library** - Information on upcoming City Council Meetings, as well as Planning and Zoning cases, is available at all Plano public libraries.
- **Water Bill Inserts** - Another method the City uses to inform citizens of community events, activities, and resources is through water bill inserts. In total, there are 36 different reports, flyers and letters mailed each year with the utility bill.
- **Current Studies** - It was suggested during one of our previous Roundtables that the City provide information on our web site regarding current studies in which we are involved. This excellent suggestion has been implemented. You may find the link entitled *Current On-Going Studies* on the front page of our web site.
- **Email Newsletters** - The City of Plano is currently offering several auto subscriptions to newsletters which interested citizens can subscribe to via email, including **Emergency Alerts**. You may view and subscribe to these newsletters at http://www.plano.gov/online/email_lists.htm

The City's Public Information Department serves as the liaison between the City and Time Warner Cable. If you have any Time Warner related cable complains, please email them to Susan Helt at susanb@plano.gov or call her and discuss with her (972-9941-7315). These complaints are then turned into Time Warner for resolution..

Other Topics of Interest

- **Water Issues** – The City of Plano declared Stage 3 of its Drought Contingency Plan on June 19, 2006. Information on the drought is available at <http://www.plano.gov/Departments/Water/Water+Quality+Education/2006+Drought+Information/>
The City of Plano provides a water conservation program that educates and offers ways for homeowners to conserve. To learn more about the programs being offered, please contact the Water Conservation Coordinator at 972-769-4328.
- **Information Packet to New Residents** – The City's Customer and Utility Services Department delivers a packet of important information to new customers initiating water service. The packet contains information about City services, local events and other pertinent items of interest.
- **City of Plano Municipal Code of Ordinances** – The City of Plano's Municipal Code of Ordinances can be viewed and printed online at the following web address: www.plano.gov/City_Hall/CityGovernment/MunicipalCode
- **Adopt-a-Creek Volunteer Program** - Due to the unending migration of litter into our community, city staff relies heavily on volunteer groups and individuals to help keep highways (Adopt-A-Highway) and creeks (Adopt-A-Creek) clean and litter free. In reality, our goal, through our environmental education efforts, is to prevent littering from occurring in the first place.

The Adopt-a-Creek volunteer program, gives businesses, organizations, families and individuals the opportunity to make an impact on keeping our city beautiful and improving our local water quality. This program is a joint effort by the Water Education Office, the Department of Public Works and the Parks & Recreation Department.

The volunteer(s) agree to adopt a section of a creek and to take action, on a volunteer basis, to control the stream bank litter problem by organizing a general bank side cleanup at least four times per year. The City of Plano provides litter sticks and trash bags and with pre-notification will arrange for the pickup of the litter collected at the site. The City of Plano will print and erect the Adopt-a-Creek signs at appropriate public locations near the adopted creek section.

A \$35 participation fee is charged for the year. A \$15 renewable participation fee is charged if the business or organization would like to continue adopting the creek for another year. The funds raised through the fees are used to purchase new litter sticks and litter bags. Litter sticks and trash bags are available at Parkway Service Center, 4120 West Plano Parkway. It is preferable that you pre-arrange pick up of these items so availability can be assured.

If you have questions about water conservation, water quality or the Adopt-a-Creek program, please visit <http://www.plano.gov/departments/environmental+services/> and/or call the Water Education Coordinator, Lorrie Reeves at 972-769-4328.

- **Continued Community Outreach** - City Council is continually seeking and implementing new ways to better connect with citizens. Through working with homeowners associations, Council receives valuable input concerning issues specific to each development.

Quarterly Neighborhood Roundtable meetings also serve as a means to focus on a portion of the City at a time, allowing residents and business owners in a targeted area to share their specific interests and concerns. The Neighborhood Roundtable meetings are advertised on the City's web site, in area newspapers, on cable TV, by email to HOA presidents and Crime Watch Area Coordinators, and by individual post card notices sent to each residence in the targeted area. While the meetings are designed to focus on issues involving the targeted district, everyone is welcome to attend and participate.

In addition, a Multicultural Outreach Roundtable has been formed which seeks input and makes recommendations to the City Council on methods, practices, programs, and other means by which the City of Plano can effectively serve the entire community and meet the objectives of local government. The mission of the roundtable is to partner with City Council and the citizens of Plano encouraging understanding and participation in the government process while meeting the needs and desires of its diverse citizens.

Other areas of outreach that City Council and I recommend include:

- The Plano Citizens Academy. The mission of this Academy is to familiarize citizens with the function and purpose of City of Plano government and associated community organizations. For further information please visit <http://www.plano.gov/Departments/Community+Outreach/CitizensAcademy/> or call 972-941-7307
- The Plano Citizen's Police Academy. The purpose of this Academy is to educate the citizens of Plano on the operations of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. For further information please visit http://www.plano.gov/Departments/Police/Citizen+Programs/citizen_academy.htm or call 972-941-2527.
- The Plano Citizen's Fire Academy. The purpose of this Academy is to make citizens of Plano aware of the services the Plano Fire Department provides and increase fire and life safety awareness. For further information please visit <http://www.plano.gov/Departments/Fire+Department/Fire+and+Life+Safety/CFA.htm> or call 972-941-7421.

Additional information on these outreach programs can be found by visiting <http://www.plano.gov/departments/community+outreach> or by calling (972) 941-7747 for roundtable information.

On behalf of City Council, I would like to again thank you for taking part in the Neighborhood Roundtable session held on November 9th. It is only through feedback such as yours that we can continue to be the All-America City that attracted so many of us here.

Sincerely,



Pat Evans
Mayor