



July 2, 2009

**Re: District 3 Neighborhood Roundtable Meeting (June 4, 2009)
Response to Issues and Comments**

Greetings:

Thank you for your attendance at the District 3 Neighborhood Roundtable meeting held on June 4, 2009 at the Plano Sports Authority StarCenter. 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 this neighborhood roundtable meeting, City Staff gave presentations on the 2009-2012 Financial Forecast and also took a current look at the City's Community Investment Program (CIP) in District 3 (additional information on both topics can be found at <http://plano.gov/Budget/Pages/default.aspx> and <http://www.plano.gov/Departments/Engineering/Pages/default.aspx> respectively). Additionally both Council and Staff responded to inquiries regarding parking issues, emergency vehicle access, sign regulations, code enforcement and staff and vacancy reductions as well as many other topics. This response letter will cover information brought forth during the meeting, as well as information pertinent to the District 3 area.

Parks

Carpenter Park Recreation Center

Plans are in progress for renovation and expansion of Carpenter Park Recreation Center. Improvements will include the addition of a large fitness area, indoor fitness pool, additional parking, improved locker rooms, multi-purpose meeting space for all ages and renovations within the existing building. Construction is expected to start in mid-2010 pending the availability of funding for the additional cost to operate and provide staff for the expanded building.

Carpenter Park

Work is nearing completion on renovation of fields 5 & 6 at Carpenter Park. The work included additional parking, backstop renovations, the addition of bleacher shade structures and related improvements.

Russell Creek Park

Work is nearing completion on the addition of bleacher shade structures on 16 soccer fields at Russell Creek Park.

Trail Repairs

Trail repairs are in progress throughout the City. Improvements to the crossing of Bluebonnet Trail at Coit Road are complete. Additional trail repairs on Bluebonnet Trail will take place in May and June.

Phil Dyer
Mayor

Harry LaRosiliere
Mayor Pro Tem

Lee Dunlap
Deputy Mayor Pro Tem

Pat Miner
Place 1

Ben Harris
Place 2

Mabrie Jackson
Place 3

Lissa Smith
Place 4

Jean Callison
Place 7

Thomas H. Muehlenbeck
City Manager

Frank Beverly Park

Funding was approved in the May 9, 2009 bond election for improvements to Frank Beverly Park. The first phase of improvements will include parking and irrigation improvements. Construction plans will begin this summer. Construction of the parking and irrigation is expected to take place in 2010.

Public Safety

May 1, 2009 through April 30, 2009	Offenses for District 3	Offenses Citywide	District 3 Percentage
Murder	3	11	27.3%
Rape	5	48	10.4%
Robbery	16	147	10.9%
Aggravated Assault	44	319	13.8%
Burglary	205	1,609	12.7%
Larceny/Theft	647	6,346	10.2%
Motor Vehicle Theft	39	397	9.8%
Population	65,449	263,900	24.8%

Fire Department

2008 Summary of Incidents in First Due Station areas contained in District 3:

- ✦ **Total Calls:** 6,369
- ✦ **Most Frequent Calls:** EMS

2009 YTD (Jan - Apr) Summary of Incidents in First Due Station areas contained in District 3:

- ✦ **Total Calls:** 2,127
- ✦ **Most Frequent Calls:** EMS

January - December 2008

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD4	54	1,694	111	179	332	214	2	2,586
FD6	45	1,145	70	126	244	109	4	1,743
FD8	20	545	39	48	170	161	5	988
FD10	27	621	32	76	141	154	1	1,052
Total	146	4,005	252	429	887	638	12	6,369

January - April 2009

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD4	19	533	42	39	115	54	1	803
FD6	17	401	31	34	82	25	0	590
FD8	10	201	21	19	59	49	0	359
FD10	15	225	23	21	48	43	0	375
Total	61	1,360	117	113	304	171	1	2,127

Planning

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 provide the Planning Department's phone number, (972) 941-7151, so that citizens may call to obtain additional information about the proposed zoning action. Homeowner comments are welcomed and encouraged in the development review process to help the City 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 Plano 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.

Recently approved or pending development projects within District 3:

Project: Custer-Ridgeview Addn, Block 1, Lot 5 - **Applicant:** Custer Ridgeview, L.P.

Retail on one lot on 1.5± acres located at the northwest corner of Ridgeview Drive and Custer Road. Zoned Retail.

Site plan recently approved for a retail building (3/3/09); preliminary plat showing proposed and existing easements approved (2/2/09).

Project: Church of Christ on McDermott Road Addition, Block 1, Lot 1R

Applicant: Church of Christ on McDermott Road

Religious facility on one lot on 12.0± acres located at the southwest corner of McDermott Road and Clifford Drive. Zoned Single-Family Residence-6.

A replat was recently approved (5/18/09) dedicating easements necessary for completing the development due to a new building addition on the north side of the existing building.

Project: McDermott Square Addn, Blk A, Lt 7 - **Applicant:** Dr. James Greenwell, DVM

Veterinary clinic on one lot on 0.6± acre located on the east side of Independence Parkway, 330± feet north of McDermott Road. Zoned Planned Development-400-Retail.

Site plan and façade plan for a proposed veterinary clinic submitted 3/12/09; pending approval.

Project: Ridgeview Park Addition, Phase I - **Applicant:** Ridgeview Park

Street tree planting on 2.0± acres located at northwest corner of McDermott Road and Gillespie Drive and southwest corner of Ridgeview Drive and Gillespie Drive. Zoned Single-Family Residence-7.

Landscape plan for proposed street trees along two streets in neighborhood submitted 2/13/09; pending approval.

Neighborhood Revitalization

The Plano Economic Development Board (PEDB) – PEDB has a business recruitment and retention program that offers financial incentives to a wide range of commercial users, including manufacturers and office facilities. Their 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 which would provide 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 College District's Small Business Development Center provides all of the benefits of an incubator. The Center can help with training, formulating business plans and acquiring loans for small businesses. Please contact the Center 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 those areas, 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 neighborhoods, 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 low-interest loans are made available 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 a partnership identifying projects the City will accomplish, and projects the residents will accomplish, bringing a workable solution to all involved. For more information on these programs, please visit <http://www.plano.gov/Departments/Planning/Neighborhood+Services/rehab>

Property Standards

Property maintenance violations in the City of Plano are inspected by Property Standards Specialists who proactively inspect their assigned areas, as well as respond to citizen concerns received in reference to Code and Zoning Ordinance violations. Designated employee districts enable staff to proactively and reactively respond to concerns within their assigned areas. When a concern is received by the Property Standards Department, the call is assigned to a designated Specialist to inspect 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 proactively through on-site inspections by Property Standards Specialists within their designated employee district. Those 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 concerns received are inspected by Specialists to establish whether a violation exists prior to pursuing any other action(s). Usually parties responsible for maintenance of a property are notified to correct noted violations within an established timeframe.

Codes and ordinances regulated by Property Standards 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 specified zoning regulations.

Code Enforcement

- **Absentee Landlords** – Due process is exercised in the regulation of all noted violations. Efforts are made to contact all responsible parties to communicate noted violations and afford an opportunity for voluntary compliance. If voluntary compliance is not attained or in the event of

repeat violations, other appropriate enhanced enforcement actions may be taken. These actions include authorizing a City contractor to abate the nuisance at the property owner's expense, filing a lien against the property to recoup the assessed charges, issuing a Notice to Appear in Municipal Court, seeking civil penalty judgments, etc.

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 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 program 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 all rental properties within the City of Plano, including single-family structures occupied as rental dwellings.

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. Additionally, governing rules and regulations are periodically reviewed for their appropriateness to the health, safety and welfare of our community. The desires and input of citizens are considered during these reviews.

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

Engineering

The Chief Engineer over the CIP projects spoke about the stimulus monies related to construction at Legacy Drive/Preston Road. He further talked about the improvement work being done at Coit Road and Legacy Drive and the main line work on Alma Drive and Independence Parkway. Ridgeview Drive will be expanding to six lanes between Custer Road and Independence Parkway) and other work includes the design for the Russell Creek Sewer Rehabilitation project, "smoothing" bumps at the Spring Creek Parkway/Custer Road intersection with adjusted alignment, pavement rehabilitation on Legacy Drive, and additional fire hydrants along Spring Creek Parkway.

To see a map of the current Community Investment Program (CIP) projects, please visit <http://www.plano.gov/Departments/Engineering/Community+Investment+Program/>

Transportation

Currently retiming traffic signals for the off-peak periods in this district
Testing an innovative traffic camera vehicle monitoring system at Custer Road and SH 121
Investigating a request to remove an Anderson Elementary school zone on Independence Parkway at Oakland Hills (an Fisd District school)
Area-wide study of posted speed limits
Investigating a request from Rice Middle School to change existing No Parking zone times, and evaluate public road impacts from their proposed pick-up/drop-off operation
Micarta Drive - Safe Streets Program Permanent Plan balloting underway
Russell Creek Drive east of Independence Parkway - Safe Streets Program Permanent Plan balloting completed
Scenic Drive - Safe Streets Program qualification study fails to meet minimum criteria
Denham Way - Safe Streets Program comment forms received back from residents

Custer Rd @ SH 121

Changed signal operation to a "protected left-turn" to eliminate collision pattern of drivers failing to yield to oncoming traffic

Spring Creek Pkwy @ Coit Rd

Added a dedicated right-turn lane for westbound traffic

Spring Creek Pkwy @ Alma Dr

Added a dedicated right-turn lane for eastbound traffic

Alma Dr @ Legacy Dr

Added additional left-turn lane for northbound and southbound traffic

Coit Rd @ Legacy Dr

Adding an additional left-turn lane for all approaches. (construction Winter 2009)

Public Works

ARTERIAL WORK

Construction scheduled to start late spring to summer 2009 on the following arterial streets.

Legacy Drive between Independence and Coit Road for pavement repairs

Existing Water System Rehabilitation

We will be installing 20 new fire hydrants as part of our annual fire hydrant addition program. All 20 of these will be within the boundaries of District 3. The addresses are as shown: 2209 Pheasant

Run Rd., 2213 Maumelle Dr., 2212 Cardinal Dr., 2201 Chadbourne Dr., 6543 Ruger Dr., 6500 Wicliff Trl., 6516 Butterfield Ct., 6516 Opelousas Ct., 6501 Palmer Trl., 6540 Palmer Trl., 1809 Montana Trl., 1629 Montana Trl., 1601 Cumberland Trl., 1701 Stockton Trl., 1845 Stockton Trl., 1601 Stockton Trl., 1701 Shreveport Trl., 1601 Shreveport Trl., 1525 Spanish Trl., 6508 Burrows Ct.

The Fixed Network Meter Change Out program still continues, and will more than likely include the area north from Hedgcoxe, to 121, from Custer to Coit.

School Zone Signal Flashers

Mid to late summer, begin installation of computerized system to control school zone flashers when requested by PISD from a central location eliminating the need to reprogram flashers manually, currently a 4-5 day work assignment.

Pump Station Improvements

Continue emergency repairs to main pumping units and valves at the Ridgeview Booster Pump Station facilities.

All of the above activities are funded from the Community Investment Program and are a continuation of our ongoing infrastructure rehabilitation projects throughout the City.

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

The City web site at www.plano.gov provides valuable information about the services of each department. Functions of the City web site include viewing City Council and Planning and Zoning Commission agendas, submitting code enforcement concerns, and making online water bill payments.

Publications

Municipal information can be found on a daily basis at <http://www.plano.gov/news/>. This is the City's initiative to provide more timely information in an electronic format.

Cable TV

Information regarding upcoming City activities and events is available on Time Warner Cable Channel 16 and on Verizon Cable Channel 30.

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 utility bill inserts. In total, there are 36 different reports, flyers and letters mailed each year with the utility bill.

Email Subscriptions

The City of Plano now offers email subscriptions. This service, which is offered free of charge, will allow you to customize your experience with the City of Plano website by choosing to subscribe to various web pages. Once subscribed to any of the available web pages, you will receive a notification email with a link to the specific web page any time that it is updated with new

information. To sign up to receive updates for your specific pages of interest, log on to www.plano.gov and click on the "Sign up for Email Updates" link. You can subscribe to information in 27 different categories that encompass more than 150 individual items or web pages including minutes and agendas for City Boards and Commissions, news and press releases, and much more.

Cable Service Complaints

The Public Information Department serves as the liaison between the City and Time Warner Cable. If you have any Time Warner related cable complaints, please email them to Susan Helt at susanh@plano.gov or contact her at 972-941-7315. These complaints are turned into Time Warner Cable for resolution.

Other Topics of Interest

- **Water Issues** – The City of Plano provides a water conservation program that educates and offers a variety of ways for homeowners to conserve. If you would like to learn more about the programs being offered, please contact the Water Conservation Coordinator at 972-769-4328 or visit <http://plano.gov/Water/Water%20Conservation%20and%20Education/Pages/default.aspx>.
- **City of Plano Municipal Code of Ordinances** – The City of Plano 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 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 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 pickup of these items so availability can be assured.

If you have questions about water conservation or quality or the Adopt-a-Creek program, please visit www.plano.gov/Departments/Water or call the Water Education Coordinator 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 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 Citizen's Academy. The mission of this academy is to familiarize Plano's citizens with the function and purpose of City of Plano government and associated community organizations. For further information please call 972-941-7307 or visit <http://plano.gov/DEPARTMENTS/COMMUNITY%20OUTREACH/CITIZENSACADEMY/Pages/default.aspx>
- The Plano Citizen's Police Academy:
The purpose of this academy is to educate the citizens of Plano on the operations and procedures of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. Further information can be learned by calling 972-941-2527 or by logging on to http://www.plano.gov/Departments/Police/Citizen%20Programs/Pages/citizen_academy.aspx
- 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 call 972-941-7421 or log on to http://www.plano.gov/Departments/Fire%20Department/Fire%20and%20Life%20Safety/Pages/CF_A.aspx

Additional information on these outreach programs can be found by visiting <http://plano.gov/Outreach/Pages/default.aspx> or by calling (972) 941-7747 for roundtable information.

Thank you, again, for taking part in this Neighborhood Roundtable session. On behalf of the City Council, we appreciate your participation and realize that 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,



Phil Dyer
Mayor