



March 13, 2008

**Re: District 1 Neighborhood Roundtable Meeting (February 21, 2008)
Response to Issues and Comments**

Greetings:

I would like to thank you for your attendance at the District 1 Neighborhood Roundtable meeting held on Thursday, February 21, 2008 at Plano Centre. On behalf of City Council, we applaud your interest and involvement in our community. Your comments and questions are very valuable and we look forward to working with you in maintaining a strong city and excellent quality of life.

At this roundtable meeting, city staff provided a variety of presentations, including reports on "Property Maintenance Responsibilities and Resources" and "Preparing for an Aging Population in Plano", along with updates on downtown development and activities, Oak Point Park, the city's Community Investment Program (CIP) and street improvements in and near the District 1 area. In addition to these presentations, information on topics brought forth during the meeting as well as additional information pertinent to the District 1 area will be covered in this response letter.

Property Maintenance Responsibilities and Resources

The Property Standards and Planning Departments gave a presentation containing the following information:

- Responsibility for property maintenance resides with each property owner, whether owner or tenant occupied.
- Property owners are accountable for ensuring fulfillment of any responsibility that they assign or direct to their tenants through mutual lease agreement, contract, etc.
- Unfortunately extenuating circumstances (i.e.: severe medical infirmities, debilitating physical conditions, extreme financial hardships, etc.) may cause need for assistance with property maintenance
- Forging the creation of partnerships with the Collin County Department of Community Supervision and Corrections, faith based organizations and other local civic groups has been instrumental in assisting with these situations.

Community Service

Many offenders are required by the court to perform community service as a condition of supervision.

Pat Evans
Mayor

Sally Magnuson
Mayor Pro Tem

Jean Callison
Deputy Mayor Pro Tem

Shep Stahel
Place 1

Scott Johnson
Place 2

Loretta Ellerbe
Place 3

Harry LaRosiliere
Place 5

Lee Dunlap
Place 8

Thomas H. Muehlenbeck
City Manager

P.O. Box 860358
Plano, Texas 75086-0358
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Departmental Group Projects

Weekend projects (typically during the months of March through October) are offered in conjunction with the City of Plano Property Standards Department. The facilitators of these group projects are supervision officers as well as code enforcement officers. These monthly projects allow offenders who have 8-5 /Mon.-Fri. jobs to satisfy their requirements. In addition to fulfilling their court ordered community service, the offenders are able make a positive contribution to the community.

Types of projects include:

- Mowing alleys
- Trimming trees
- Tearing down sheds
- Helping the elderly and disabled bring their property into compliance
- Mowing cemeteries

These projects use from 70 to 170 offenders per project. Approximately 45 projects were completed last year with over 29 tons of trash removed during the projects.

Plain-O Helpers

This is a Volunteer Handyman Program in Plano assisting seniors and others in need with minor home maintenance and repairs call: 469-366-4286 or email admin@Plain-O-Helpers.org

Who are they?

A volunteer organization sponsored by local area churches made up of senior volunteers with a mission to help seniors and others in need in the Plano community with minor home maintenance and repairs.

Sponsoring Organizations

- Custer Road United Methodist Church
- First United Methodist Church
- The Reformed Church in Plano

What they do

- Provide minor home maintenance and repair service with a key focus on safety issues in the home.
- Repairs that typically can be completed in 3 hours over a couple of work sessions.
Examples include:
 - Installation of bathroom grab bars and wheel chair ramps
 - Installation of smoke detectors
 - Home maintenance to repair plumbing and electrical problems
 - Lawn maintenance for code enforcement
 - Fence repair
 - And much more

They help seniors and others with special needs within the Plano Community or those associated with their sponsoring organizations. There is no charge for the help they provide. They welcome donations to offset cost of materials and to help others who are less fortunate.

Abandoned and Foreclosed Properties

Effects of potential blight conditions moving in after foreclosure:

- stagnant swimming pools
- vandals and squatters
- dead lawns and vegetation

Mortgage Banker's Association
National Property Preservation Companies

City abatement services after research, locate and notification:

- cut high grass/weeds
- trim tree limbs / remove dead trees and/or those posing imminent danger
- remove accumulated trash
- minor repair / removal of fence
- secure open structure

CDBG Grant Housing Programs

- Neighborhood Services Division uses federal grant funds for:
 - Emergency home repairs
 - Low-interest or no-cost loans for repairs and rehabilitation
- Applicants must have clear title to their property and be current on mortgage payments, insurance and property taxes
- Must have income below certain levels based on family size or be elderly (62 or older)
- Also provide assistance to:
 - Habitat for Humanity
 - Plano Housing Corporation
 - Plano Community Homes

First Time Homebuyer Program

- Assistance with down payment and closing costs for first-time homebuyers
 - Must meet income guidelines
 - Must repay all or part of the grant if the house is sold within 5 years of purchase
 - Grant amount may be up to \$5,000
 - Participants must attend a first-time homebuyer class

Contact Information-
Planning Department
Neighborhood Services Division
Christina Day, Manager
(972) 941-7151
www.plano.gov

Preparing for an Aging Population in Plano

Senior Planner Kate Perry presented a PowerPoint slideshow entitled "Preparing for an Aging Population in Plano". Plano's population of older adults is projected to grow tremendously and this report reflects evaluations of the city's services to seniors as well as the impacts of the growing senior population in Plano. To view this presentation please visit the following link:
<http://pdf.plano.gov/parks/SeniorReport.pdf>

Downtown Development and Activities

Executive Director Frank Turner presented a slideshow highlighting development and activities in Downtown Plano.

New Vitality

- Several New Restaurants
- Reinvestment and upgrades to buildings
- Wider variety of retail shops and stores
- Downtown @ Sundown Event



New Restaurants

- Fillmore Pub
- 4G's Sports Bar and Grill
- Sheik's Mediterranean Food
- Gregory's



Former Blue Goose Building Before



After



Residential Development

- Eastside I and II – 92% residential occupancy rate
- 15th Street Village adding pool and clubhouse
- Rice Field under construction



Latest Redevelopment Project

- Partnership with Pinnacle AMS Development Corporation
- 90-120 Day Negotiation Period with the City of Plano
- Construction should commence in October, 2008



All-America City

Pinnacle Project

- 200+ apartment units
- 15,000 square feet of commercial space
- 4 story building with 5 story parking garage
- Parking garage will provide parking for new building plus 100 secured parking spaces for Police Department vehicles

Parks

Oak Point Park and Nature Preserve Update

- Construction will begin this spring on the next phase of improvements at Oak Point Park and Nature Preserve.
- The 801 acre park runs along Rowlett Creek and stretches from Parker Road to State Highway 5. The Park will connect with Bob Woodruff Park to the south. Together the two parks will form over 1,100 acres of uninterrupted parkland.
- Construction of a 1,000 seat amphitheater at the park was completed in August of 2005.
- The next phase of improvements will include recreational trails, nature trails, picnic areas, nature preservation areas and a visitor/retreat center.

- The visitor center is a 17,000 SF “recreation” center with a focus on the outdoors. Facilities include:
 - classrooms
 - meeting rooms
 - catering kitchens
 - exhibit space
 - nearby large outdoor pavilion
 - parking lot (will also serve as a trailhead)
- The Retreat Center will be a 10,000 SF facility available to rent for:
 - corporate retreats
 - wedding receptions
 - meetings, etc.
- Both buildings will be LEED certified “green” buildings
- Construction of this phase of improvements is expected to be complete during the summer of 2009

The City of Plano has many parks and facilities located in and around the District 1 area. By logging on to http://www.plano.gov/Departments/parksandrecreation/Parks_Facilities/ you can view an informative, interactive map of the parks and facilities near you. 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>

Bluebonnet Trail Extension

Construction of Bluebonnet Trail from Alma Drive to US 75 will begin in May. The trail will go through High Point Park and then follow Chase Oaks Boulevard to US 75. In the future the trail will be constructed under US 75 at Rowlett Creek and then connect into the trails in Oak Point Park and Nature Preserve.

Memorial Park

Construction is in progress for renovation of Memorial Park which is located near the southwest corner of Custer Road and Spring Creek Parkway across the street from Schimelpfenig Library. Improvements include trees, trail improvements, restrooms, and a veterans’ memorial with public art. Design of the veterans’ memorial included extensive input from local veterans. Construction is scheduled to be complete in the summer of 2008.

Cottonwood Creek Greenbelt

Plans are in progress for the addition of preschool playground equipment and a picnic shelter on Cottonwood Creek Greenbelt. The improvements will be adjacent to the existing playground on Country Club Drive near Driftwood Drive. Construction is expected to be complete by the end of 2008.

PSA Indoor Athletic Facility at Enfield Park

The Plano Sports Authority has begun construction of a multipurpose indoor athletic facility at Enfield Park at the corner of Seabrook Drive and Stadium Drive. The Plano Sports Authority has provided the financing, design and construction of the facility and they will manage and operate the facility once it is open. The facility will be similar to the PSA facility located at Carpenter Park. Construction is expected to be complete by the end of 2008.

Public Art Project

Five Libraries Project: This project, approved by Council two years ago, involves the creation of works of public art for each of the five libraries in Plano, including Harrington Library, which is located in District 1. The overall budget for the project is \$180,000. The project is a blending of the literary and visual arts.

The 2005 Poet Laureate of the State of Texas, Alan Birkelbach, is a Plano resident. He was commissioned by the City of Plano to write a collection of poems about the history of the City. The

staff of each library selected one poem from the collection to be used as the inspiration for the art at that location.

San Francisco-based artist Teresa Camozzi was selected by a panel of Plano citizens and art professionals from over 70 artists who submitted credentials for the project. Her designs have been completed and reviewed by the Library Board, The Public Art Committee and the City Council. The artist will begin fabrication this spring, with installation of the works to take place during the next 10-12 months.

2008 Concerts at the Amphitheater at Oak Point Park

In order to promote awareness of the Oak Point Park and Nature Preserve and to provide Plano citizens with additional opportunities for cultural enrichment and community interaction, the Creative Arts Division of the Parks and Recreation Department is presenting a series of concerts at the Amphitheater at Oak Point Park, located at 2801 E. Spring Creek Parkway, across from the Collin College campus.

Last summer, the series was called "Texas Music Sundown Concerts" and focused on musical artists with Texas connections. In a change of format, this year we will present three concerts in a variety of popular music styles. The first concert, scheduled for April 12, will be called "A Bowl Full of Blues" and will feature blues artists Bugs Henderson, Anson Funderburgh (a Plano native) and their bands. Additional blues bands from the region will perform. Admission is \$12 for adults and \$6 for senior citizens (age 60 and up), \$6 for children (age 12 and under). Tickets will be available in advance starting the first week in March by visiting www.planostages.tix.com. Tickets will also be sold at the door.

On May 16, Plano Stages will present "Beatles in the Bowl", featuring several Beatles tribute bands. "Rock and Roll in the Bowl" will complete the series on June 7 and will feature Stevie Ray Vaughn tribute band "Voodoo Blue" and at least one other band. For more information, visit www.planostages.com or call 972-941-5600.

Coolers and picnic baskets are welcome at these events. Bring your own lawn chair or a blanket to sit on the grass.

Public Works

Several of the City's sanitary sewer mains (8-inch) are being slip-lined and each home's service line is also being replaced to the property line. This work is a continuing effort to upgrade the City's infrastructure and is being done at the following locations within the District 1 area:

1. In the alley between Laurel & Peppertree from Jupiter to Peachtree.
2. In the alley between Peppertree & Lemmontree from Jupiter to Ridgewood.
3. In the alley between Lemmontree & Raintree from Trailridge to Ridgewood.
4. In the alley between Raintree & Park from Trailridge to Ridgewood.
5. In the alley between 14th St. & East Meadow Apartments between Rigsbee and Sherrye.

Scheduled construction in 2008.

1. Concrete slab replacement on Park Blvd between Alma Drive to Shiloh Rd
2. Concrete slab replacement on Legacy from K Ave to Custer
3. Concrete slab replacement on Plano Parkway from Central Expressway to K Ave
4. Residential street & alley concrete repairs in the neighborhood that is bordered by 14th on the south, Los Rios on the east, Shiloh on the west and Bob Woodruff Park on the north.

Rowlett Creek Wastewater Treatment Plant

During the roundtable there was a complaint about the odor associated with the Rowlett Creek Wastewater Treatment Plant. In response to this, Ken Wesson, Wastewater Systems Manager for

the North Texas Municipal Water District, advised that an investigation of this complaint had occurred over the weekend following the roundtable meeting. Personnel went through the adjacent neighborhoods several times over the weekend and did not detect any odor in the neighborhoods. At the plant site, no major odor sources were found during the investigation. However, some minor odor sources were located, and measures were taken to eliminate those.

Mr. Wesson said the plant supervisor has met with all plant personnel to reiterate the importance of odor control at all times day or night, weekday or weekend. Plant personnel will continue to investigate and inspect the plant at different times to insure odor control is being maximized.

If residents detect odor near the plant, they are encouraged to call (972) 442-5405 immediately to report the odor. This number is answered 24 hours a day, 7 days a week, and there is an odor complaint procedure in place to respond to complaints. Timely reporting of odor is often important to a successful odor investigation.



Public Safety

District 1 Offenses - 2007

Year 2007	Offenses for District 1	Offenses Citywide	Percentage
Murder	1	3	33.33%
Rape	18	51	35.29%
Robbery	87	162	54.32%
Aggravated Assault	179	451	39.69%
Burglary	491	1372	35.79%
Larceny/Theft	2417	6483	37.28%
Auto Theft	186	392	47.45%
Population	57713	255700	22.57%

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 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.

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, 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/Planning/Neighborhood+Services/rehab>

Engineering

The City Engineer spoke about projects which are going on in and around the District 1 area. Those projects include:

Wyatt North street reconstruction, which is nearing completion

15th Street drainage improvements for Spring Creek to Columbia - installation of additional storm sewer lines along the south side of 15th and Columbia Drive - construction to begin in March

Jupiter Road/Plano Parkway intersection improvements will begin this summer and include double left turns on westbound Plano Parkway and right turn lanes for northbound Jupiter and eastbound Plano Parkway

Parker Road reconstruction for K Ave to Raton is progressing and should be completed late 2008

Spring Creek Parkway at Parker Road - add south westbound turn lane capacity

Alma Road widening from Spicewood to city limits will begin in the summer

Alma and Parker Road intersection drainage improvements will begin in late summer

Chaparral Road construction of south side of roadway will begin in the fall

14th Street from K Ave to Ridgewood will be totally reconstructed beginning in spring of 2009

At its meeting on March 3rd, the Planning & Zoning Commission recommended a change to the city's Thoroughfare Plan to designate Los Rios Boulevard as a Type "D" four-lane divided street instead of a Type "C" six lane street. This change would affect the part of the street between 14th Street and Parker Road. The City Council will consider this change at its March 25th meeting.

Oncor transmission line expansion project is on hold until Grayson Collin Electric Coop finalizes the substation location in the city of Parker

15th Street reconstruction from G Ave to I Ave is progressing and should be completed in April

Railroad crossing quiet zone - we are working with the KCS railroad on an agreement that would allow Plano to install supplemental safety devices in order to create a quiet zone where the train would not sound its horn in advance of the railroad crossing. The quiet zone should be implemented in the fall of 2008.

DART parking expansion- DART will add 380 parking spaces at the Bush station and 545 spaces at Parker Road. The Parker Road station improvement will remove the existing furniture store to make room for the additional parking

US 75/Parker Road interchange will be totally reconstructed with Galatyn Park type ramps. Construction will begin this summer and take about 18 months to complete. Traffic will be reduced to two lanes in each direction.

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

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 and 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 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.

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. Citizens' desires and input are considered during these reviews.

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

Transportation

Traffic Signal Projects

Retimed traffic signal east of US-75

Project reduced delays -32%, fuel consumption -12%

Archerwood St @ Parker Rd - Changed left-turn signal to a "Protected Left-turn" operation to reduce "Failure to yield" traffic collisions

Road Projects

US 75

On/off-ramp changes

Construct HOV lanes

Parker Road

Reconstruct and widen road from a 4-lane to a 6-lane divided thoroughfare

Alma Dr @ Spring Creek Pkwy

Added dedicated right-turn lane for eastbound traffic

Alma Dr @ Plano Pkwy

Added additional through lane for northbound traffic

K Ave @ Spring Creek Pkwy

Added additional left-turn lanes for all directions and dedicated right-turn lanes for northbound and westbound traffic

US 75 SR (NB & SB) @ Spring Creek Pkwy

Added additional through lanes for northbound and southbound traffic

US 75 SR (NB & SB) @ 15TH St

Added additional left-turn lane for northbound & dedicated left-turn lane for southbound traffic

Parker Rd @ K Ave

Added additional through lane for eastbound & dedicated right-turn lane for westbound traffic

Spring Creek Pkwy @ Jupiter Rd

Designing additional left-turn and through lanes for eastbound traffic

Spring Creek Pkwy @ Parker Rd

Designing additional left-turn lane for southbound and dedicated right-turn lane for westbound traffic

Safe Streets Program:

Royal Oaks Drive

Installed Temporary* Plan. A Neighborhood Meeting is scheduled for April 2008

Peachtree Lane

Installed Temporary* Plan. The Neighborhood Meeting was held in January. The comment period for the Permanent* Plan ends in February.

Park Boulevard

Installed "parking lane" markings on south side of the road between N Ave and P Ave.

(*Temporary devices are installed for 6 months based on a vote of the residents to allow residents to test out devices before making a decision on permanent devices. At the end of 6 months, residents then get to vote a second time on whether to have devices installed on their street permanently to control the speeding. In this document, "Temporary" refers to devices planned to remain for 6 months and "Permanent" refers to devices planned to remain permanently.)

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.
- **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 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's 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 board and commissions, news and press releases, and much more.

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 complaints, please email them to Susan Helt at susanh@plano.gov or call her and discuss with her (972-941-7315). These complaints are then turned into Time Warner for resolution.

Other Topics of Interest

- **Water Issues** – 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 or visit <http://www.plano.gov/Departments/Water/Water+Conservation+and+Education>
- **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 pickup 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 www.plano.gov/Departments/Water and/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'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 Citizen's 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 and procedures of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. Further information can be found by logging on to http://www.plano.gov/Departments/Police/Citizen+Programs/citizen_academy.htm or by calling 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.

Thank you again for taking part in the Neighborhood Roundtable session held on February 21st. 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,



Pat Evans
Mayor