

Public Safety

Police Department

UCR PART 1 CRIME IN DISTRICT 1: January 1, 2009 through December 31, 2009

UCR Part 1 Crime Categories	Citywide Offenses	District 1 Offenses	District 1 Percent	Dist. 1 Offenses w/o US Hwy 75 Corridor Business Offenses	Dist. 1 Percent w/o US Hwy 75 Corridor Business Offenses
Homicide	4	3	75.00%	3	75.00%
Rape	43	18	41.86%	16	37.21%
Robbery	143	84	58.74%	62	43.36%
Aggravated Assault	275	124	45.09%	116	42.18%
Burglary	1,538	513	33.36%	482	31.34%
Larceny/Theft	6,089	2,728	44.80%	1,729	28.40%
Motor Vehicle Theft	444	229	51.58%	153	34.46%
Total Part 1 Crimes	8,536	3,699	43.33%	2,561	30.00%
Population	263,800	59,520	22.56%		

Fire Department

Summary of Incidents in First Due Station areas contained in District 1:

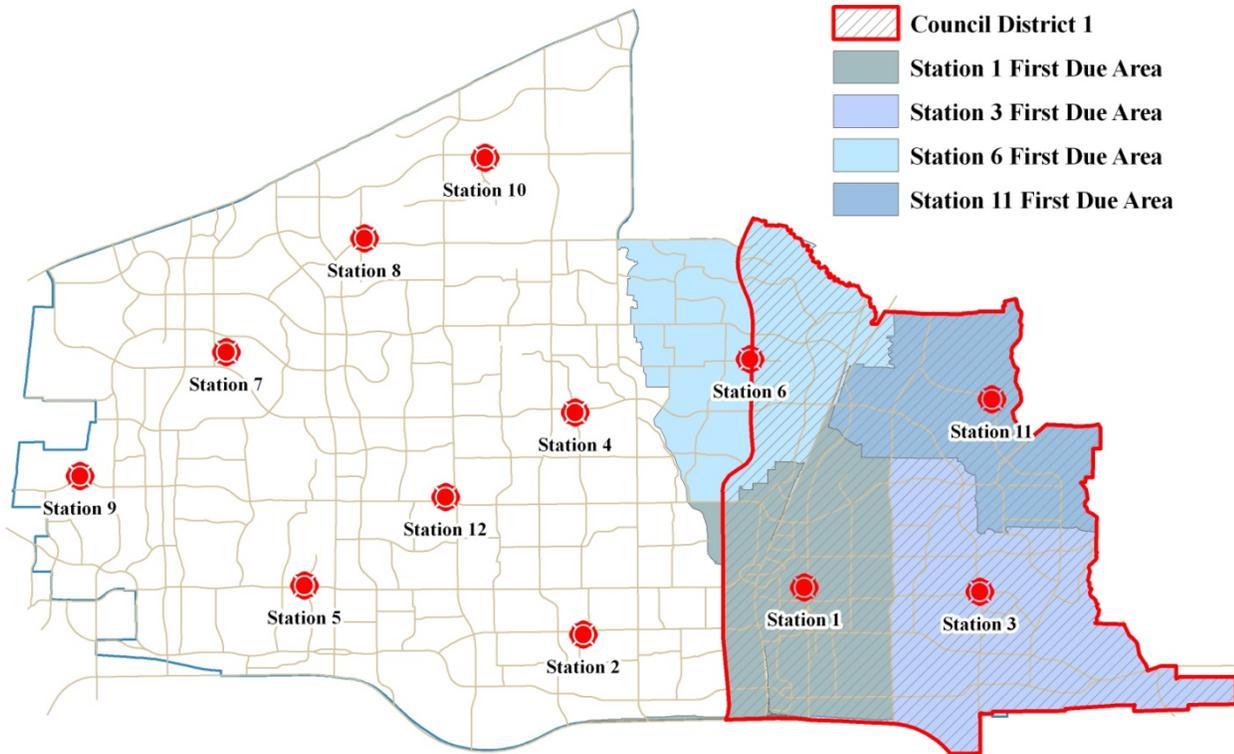
	<u>2009</u>	<u>2010 YTD</u>
Total Calls:	7,324	552
Most Frequent Call Type:	EMS	EMS
Busiest Day of the Week:	Thursday	Saturday
Busiest Time of Day:	9 AM - 4 PM	2 PM - 6 PM

January – December 2009

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD1	64	2,459	97	277	530	227	3	3,657
FD3	38	905	54	93	274	78	0	1,442
FD6	51	1,220	78	124	236	85	2	1,796
FD11	17	234	9	40	85	40	4	429
Total	170	4,818	238	534	1,125	430	9	7,324

January 2010

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD1	3	152	8	39	52	14	0	268
FD3	1	62	3	8	25	11	0	110
FD6	5	71	6	23	17	15	0	137
FD11	1	19	2	1	5	9	0	37
Total	10	304	19	71	99	49	0	552



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 1:

Project: Bar P Addition, Block 1, Lot 1 - **Applicant:** Bar P Joint Venture

General office building on one lot on 2.0± acres located on the west side of Chase Oaks Blvd, 830± feet north of Spring Creek Parkway. Zoned General Office.

Site plan approval pending (submitted 03/13/08); purpose of plans: to show proposed bldg & site modifications.

Project: East Plano Transit Center, Block 1, Lot 2 - **Applicant:** BW21 Engineers, Inc.

Parking lot on 1 lot on 6.0± acres located at SE corner of Parker & Archerwood. Zoned Corridor Commercial.

Replat approved (9/21/09); purpose of plat: to abandon & dedicate easements necessary for use of property as a parking lot.

Project: Forman School Addition, Block A, Lot 1R - **Applicant:** Plano Independent School District

Public primary school on one lot on 9.4± acres located at the southeast corner of Shiloh Road and Timberline Drive. Zoned Single-Family Residence 7.

Revised site plan & landscape plan approved (10/5/09) & replat approved (11/16/09); purpose of plans: to show the proposed building addition with related site modifications, as well as modifying and dedicating easements.

Project: Hinckley Addition, Blk A, Lots 1R & 3 - **Applicant:** The Church of Jesus Christ of Latter Day Saints

Religious facility on one lot and one Estate Development lot on 5.9± acres located on the west side of Los Rios Boulevard, 80 feet south of Trail Walker Drive. Zoned Planned Development-320-Estate Development.

Replat approved (10/19/09); purpose of plat was to subdivide the existing lot into 2 lots & dedicate easements.

Project: Hindu Temple of North Texas, Block A, Lot 1 - **Applicant:** Hindu Temple of North Texas

Religious facility on one lot on 10.0± acres located on the east side of K Avenue, 870± feet south of Pecan Lane. Zoned Light Commercial.

Preliminary site plan approved (1/19/10); purpose of plan was to show proposed site improvements for use of property as a religious facility.

Project: Jack W. Nelson Addition, Block A, Lot 1 - **Applicant:** Diane Nelson Revocable Living Trust

Open storage on one lot on 1.9± acres located on the south side of 14th Street, 970± feet east of Los Rios Boulevard. Zoned Planned Development-199-Light Industrial-1.

Site Plan approved (11/16/09) and preliminary plat approved (10/5/09); purpose of plans was to show proposed site improvements associated with use of property as open storage, as well as proposed easements.

Project: Lexington Park Addition, Phase 1 - **Applicant:** Lexington Park Plano, LP
14 Single-Family Residence-Attached lots on 0.9± acre located on the north side of 16th Street, 144± feet west of G Avenue. Zoned Planned Development-179-Downtown Business/Government.

Final plat pending approval (submitted 10/09/08); purpose of plat is to dedicate street rights-of-way and easements, as well as establish lot lines for a single-family residential-attached (townhome) development.

Project: Meadows Baptist Church Addition, Block 1, Lot 1R - **Applicant:** Meadows Baptist Church
Religious facility on one lot on 27.3± acres located at the northwest corner of Merriman Drive and Los Rios Boulevard. Zoned Planned Development-173-Estate Development.

Revised site plan and replat approved (10/5/09); purpose of plans was to show proposed building addition and replat the properties into one lot, as well as dedicate additional easements.

Project: Mervyn's Distribution Center, Block 1, Lot 3 - **Applicant:** MDS Texas Realty I, LP
Shops, office, and storage area – public/private utility on one lot on 10.2± acres located at the southeast corner of N Avenue and Plano Parkway. Zoned Light Industrial-1/190 Tollway/Plano Parkway Overlay District.

Preliminary site plan and general tree survey withdrawn due to no project activity. This case was associated with Zoning Case 2009-05 (also withdrawn).

Project: Metro Masonry Addition, Block A, Lot 1 - **Applicant:** Metro Masonry Construction, Inc.
Service contractor with open storage on one lot on 1.5± acres located on the east side of Split Trail Road and on the west side of K Avenue. Zoned Corridor Commercial.

Site plan, landscape plan and preliminary plat approved (11/02/09); purpose of site plan was to show new office building and related site improvements for use of property as a service contractor with open storage; purpose of plat was to propose easements necessary for the site improvements.

Project: Original Donation, Block 2, Lots 5R & 6R - **Applicant:** Adpage Magazine
General office & retails buildings on 2 lots on 1.1± acres located on the east side of K Avenue, 250± Feet south of 18th Street. Zoned Downtown Business/Government with Heritage Designation No. H-05 (Forman House).

Purpose of revised site plan was to modify the shared lot line, as well as allow for a building addition on the northern lot and related site improvements; purpose of replat was to adjust the shared lot line (approved 9/8/09). This was associated with Zoning Case 2009-24.

Project: Plano Business Park – Phase III, Block 2, Lot 1 - **Applicant:** NKR Engineering Group, Inc.
Office & warehouse building on 1 lot on 12.5± acres located at NE corner of Plano Parkway & Los Rios Blvd. Zoned Research/Technology Center with Specific Use Permit #428 for Moderate-Intensity Manufacturing.

Revised site plan approved (09/21/09); purpose of plan was to show additional parking improvements.

Project: Plano East Senior High School Addn, Blk 1, Lot 1R - **Applicant:** Plano Independent School District
Public high school on 1 lot on 67.1± acres at NE corner of Merriman & Los Rios. Zoned Estate Development.

Revised site plan & revised preliminary replat approved (12/7/10); purpose of plans: to show proposed building additions w/ related site modifications, as well as modifying existing easements and proposing new easements.

Project: R.C. Clark Addition, Phase 2, Block A, Lot 1R & 2R - **Applicant:** Plano Independent School District
Public school, recreational facility and service center on two lots on 86.6± acres located at the southeast corner of Alma Drive and Seabrook Drive. Zoned Planned Development-329-Community Center.

Replat and revised site plan approved (11/16/09); purpose of plans was to show proposed a building addition with related site modifications, as well as modifying and dedicating easements.

Project: Shiloh/544 Addition, Block A, Lot 2 - **Applicant:** Noori Masjid
Religious facility on 1 lot on 1.0± acre on W side of Shiloh, 294±' S of 14th Street. Zoned Light Commercial.

Revised site plan and landscape plan pending approval (submitted 12/28/09); purpose of plans is to show proposed building additions and site modifications.

Project: The Trails of Glenwood, Phase I, Block L, Lot 9R - **Applicant:** Nirav Desai
One Single-Family Residence-7 lot on 0.7± acre located on the west side of Acme Circle, 93 feet south of Sparkling Drive. Zoned Single-Family Residence-7.
Replat approved (12/7/09); purpose of replat was to combine two lots into one lot.

Project: U-Haul/Los Rios Addition, Block A, Lot 1 - **Applicant:** Five SAC Self-Storage Corporation
Mini-warehouse/public storage on one lot on 3.6± acres located on the southeast corner of Los Rios Boulevard and 14th Street. Zoned Planned Development-304-Light Industrial-1.
Revised site plan approved 10/5/09; purpose of plan was to show site modifications due to adjacent lot being proposed for development.

Project: U-Haul/Los Rios Addition, Block A, Lot 2 - **Applicant:** Five SAC Self-Storage Corporation
Mini-warehouse/public storage on 1 lot on 6.9± acres on E side of Los Rios Boulevard, 500± feet south of 14th Street. Zoned Planned Development-304-Light Industrial-1.
Site plan, landscape plan, and preliminary replat pending approval (submitted 1/4/10); purpose of plans is to show proposed building layout and site improvements, as well as propose easements necessary for the development. (Preliminary site plan and general trees survey also approved 10/5/09.)

Project: Village Hill Addition, Block 1, Lot 1R - **Applicant:** Texas Credit Union
Bank on 1 lot on 0.8± acre at NE corner of Alma & Parker. Zoned Planned Development-69-Retail.
Replat approved (10/5/09); purpose of plat was to dedicate easements necessary for completing the redevelopment of the site as a bank.

Zoning Case 2009-05 – Request for a Specific Use Permit for Antenna Support Structure on one lot on 10.2± acres located at the southeast corner of Plano Parkway and N Avenue. Zoned Light Industrial-1/190 Tollway
Plano Parkway Overlay District. (Withdrawn due to no activity.) This zoning case was associated with Mervyn's Distribution Center, Block 1, Lot 3.

Zoning Case 2009-16 – Request for a Specific Use Permit for Used Car Dealer on 0.4± acre located on the west side of K Avenue, 50± feet north of 20th Street. Zoned Light Commercial. Denied by Planning & Zoning Commission on 9/21/09 (not appealed to City Council).

Zoning Case 2009-24 – Request to rescind a portion of the H-05 Heritage Resource Designation on 0.1± acre located on the west side of K Avenue, 355 feet south of 18th Street. Zoned Downtown Business/Governments with Heritage Resource Designation #5. Approved 1/25/10. This case was associated with Original Donation, Block 2, Lots 5R & 6R.

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.

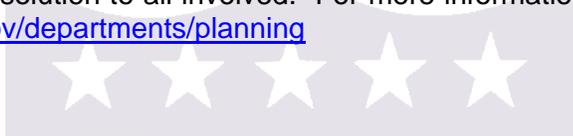
Small Business Incubator – The City has investigated establishing a small business incubator program in the past. To set up an incubator storefront which would provide office space as well as other services to start-up companies requires a substantial amount of funding, which has not been available. 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 and can be reached at (972) 985-3770.

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 and other programs, please visit www.plano.gov/departments/planning



Property Standards

Property maintenance matters 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 Public Nuisance Code, Property Maintenance Code and Zoning Ordinance violations on private property. 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 be able to contact the caller if additional information is needed and will also 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. All concerns reported to the Property Standards Department in person, by telephone, email, or via the Property Standards webpage are inspected by the Specialists to establish whether a violation exists prior to pursuing any other action(s). After corroboration of a violation, parties responsible for maintenance of a property are usually 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 related zoning regulations.

Property Standards staff also administers the City's Rental Registration and Inspection Program. On an annual basis, staff registers and systematically inspects all multi-family housing developments that are five (5) years old and older with five (5) or more dwelling units. All exterior grounds, common areas and a relative sampling of vacant and occupied interior units are inspected. These inspections focus on life safety matters including such items such as defective window and door hardware, obstructed egress, inadequate and/or inoperable smoke alarms, faulty plumbing, non-working appliances, faulty electrical systems, defective hand/guard rails, inadequate exterior wall covering, lack of weatherproofing, and flawed walkways.

Absentee Landlords – Due process is exercised in the regulation of all noted violations. Effort is 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 enforcement actions may be taken. These actions may 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, attaining civil penalty judgments, etc.

Single Family Occupancy Standards – Federal law, through the Fair Housing Amendments Act passed by Congress in 1988, prohibits a municipality from regulating the number of people living at a residence based on familial status. The number of persons living in one residence may be regulated on available habitable space, but the restriction cannot be based on the relationship or health status of the persons at the residence. Occupancy limitations are enacted to protect health and safety by preventing overcrowding of a dwelling, not to impermissibly restrict or limit the family composition of dwellings. Maximum occupancy restrictions cap the number of occupants per dwelling, typically in relation to the available habitable floor space and/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 maintenance and occupancy 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 other 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 or included in available habitable space calculations.

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.

The Property Standards Department has two (2) locations within the City of Plano. Our main office is located at the Municipal Center, 1520 Avenue K, Ste 200, Plano, TX 75074 and addresses city wide substandard structure concerns and property maintenance concerns at all properties east of Custer Road. Our satellite office is located at the Joint Use Facility, 7501-A Independence Pkwy, Plano, TX 75025 and addresses city wide multi-family development concerns and property maintenance concerns at all properties located west of Custer Road. Please contact (972) 941-7124 (Municipal Center location) or (972) 208-8150 (Joint Use location) or www.plano.gov/prop_stds, should you have any questions or concerns relating to property maintenance in Plano.

Public Works and Engineering

Alan Upchurch, Director of Public Works and Engineering, gave information and updates on Community Investment Program (CIP) projects and the street repairs, improvements and resurfacing in and around the District 1 area. Below are some of the projects discussed:

Arterial Work

Construction scheduled to start late spring to summer 2010 or is already in progress on the following arterial streets:

- Jupiter Road from Summit to Park Blvd (in progress nearing completion).
- K Avenue from George Bush to Chaparral

Residential Street and Alley Rehab

Residential street, alley, and sidewalk rehabilitation will commence late-summer to fall of 2010 in the following residential zones:

Zones N3 and P2. These are the residential areas bounded by the major thoroughfares of US 75, Jupiter, Park, and 14th Street; 14th Street, Plano Parkway, Jupiter and Shiloh.

Sanitary Sewer Rehab

Engineering is working on the preliminary design for rehabilitation of Sherrye Lift Station

School Zone Signal Flashers

Continue the 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

Final stages of rehabilitation construction work on the Shiloh Booster Pump Station facilities including pumps, piping and control improvements.

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.

Transportation

- Developed schematic design of intersection improvements at Parker Road @ Spring Creek Parkway, Jupiter Road @ Technology Drive, Jupiter Road @ Summit Avenue, Spring Creek Parkway @ Jupiter Road
- Worked with PISD and Plano Police to mitigate traffic congestion at Isaacs Early Childhood Learning Center (Parker Road @ San Gabriel Drive)
- Provided Crossing Guard training, educational brochures and a safety video, installed school zone, revised pedestrian signal timing, for Barron Elementary School (Parker Road @ P Avenue)
- Proposed mitigation measures for school bus-stop traffic conflicts on northbound US 75 frontage road @ Spring Creek Mobile Home Park
- Modified lane usage and signal operation at the K Avenue @ Spring Creek Prkwy for improved safety and traffic flow
- Studied traffic flow/safety in the neighborhood surrounding Oklahoma Avenue (Oak Point addition)
- Studied need for All-Way Stop signs at G Avenue @ 16th Street, and G Avenue @ 11th Street
- Enacted no-parking zones on both Exchange Drive and Ozark Drive in conjunction with the opening of the expanded DART/Parker Road Station parking-lot
- Enacted no-parking zones on Placid Drive
- Made traffic safety presentations to the Douglas Community, Meadows Neighborhood, and Oak Point HOA
- Installed a pavement center-line on Emerald Oaks Drive @ Timber Brook Drive
- Improved pedestrian safety signing and pavement markings on Seabrook Drive between Alma Drive and Stadium Drive
- Conducted 120 traffic data collection tasks (including 4 turning movement counts, 15 speed studies, 4 pedestrian studies)
- Completed signal upgrade and additional turning lanes at Jupiter Road @ Plano Parkway
- Currently restoring radio communication to traffic signals located north of Parker Road and east of US 75
- Currently developing plans to upgrade traffic signal at 14th Street @ G Avenue
- Currently investigating the need to retain the existing school zones on Alma Dr @ Plano Parkway, and Alma Dr @ 15th Street

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's Home Page (www.plano.gov) is your one-stop shop for departmental information, municipal contacts, meeting agendas and overviews of municipal services. Several interactive and eCommerce applications apply, including the ability to pay your water bill online, access interactive map sites, apply for garage sale permits and submit code enforcement concerns. The site contains a *Press Room* for media access and also includes 24/7 video streaming of *Plano Television Network* programming.

Plano Television Network

The Emmy® award winning *Plano Television Network* (PTN) offers a wide range of community programming, including City Council and Planning & Zoning meetings broadcast live and via re-broadcast. PTN can be viewed on Time Warner Cable Channel 16 and Verizon FIOS Cable Channels 30 and 31. PTN can also be accessed via www.plano.gov for 24/7 video streaming, including *On Demand* features, which enables viewers to select meeting and programming segments for viewing.

E-Update Subscriptions

The City's Home Page offers secure Email subscriptions enabling persons to receive Email notifications when designated departmental Web pages or other Web information is updated. Also included are emergency notifications and meeting agendas. Simply access www.plano.gov and click on the *E-Update* icon to subscribe.

Water Bill Inserts

Another method the City uses to inform citizens of community events, activities and resources is through water utility bill inserts. Check your water billing for items of interest, including special events and departmental services information, among others.

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, 31 and 32.

Public Library

Information on upcoming City Council Meetings, as well as Planning and Zoning cases, is available at all Plano public libraries.

Franchised Utility Service Complaints

Intergovernmental Relations serves as the liaison between the City and franchised utilities. (Oncor Electric Delivery, Atmos Energy, CoServ Electric and Gas, Verizon, AT&T, and Time Warner Cable.) If you have any unresolved franchised utility related complaints, please email them to Nancy Rodriguez at nancyr@plano.gov, contact her at 972-941-7510, or fill out the franchised utility complaint form at http://plano.gov/Departments/CUS/franchised_utilities/Pages/default.aspx. These unresolved complaints are turned into the respective franchised utility for resolution and monitored until resolved.

Other Topics of Interest

Year-Round, Volunteer Community Cleanup Programs:

Due to the unending migration of litter into our community, City staff relies heavily on volunteer groups and individuals to help keep our roads (Adopt-A-Highway), creeks, parks, vacant lots, school campuses, and neighborhoods clean and litter free. In reality, our goal, through environmental education efforts, is to *prevent* littering from occurring in the first place.

Community Cleanups give businesses, organizations, families, and individuals the opportunity to make an impact on keeping our City beautiful and improving our local water quality.

Individuals or groups can go to www.livegreeninplano.com for more information and to register online (**required**). Once registered, the City of Plano will provide black bags for trash, release forms, etc. (Some pickup sticks will also be provided for creek cleanups only). Cleanup materials can be picked up the Friday before the scheduled cleanup at the Parkway Service Center, 4200 W. Plano Parkway, 2nd Floor, 8am to 5:00pm.

Cleanup volunteers are asked to call Casey Eckert at 972-769-4216 immediately following cleanups with the number of bags of litter collected and the number of volunteers who participated. Completed/signed release forms can be faxed to Casey's attention at 972-769-4219 or mailed to 4200 W. Plano Parkway, Plano 75093.

Cleanup volunteers are asked to take the bags of collected litter to their home, church, school, or organization's dumpster for disposal. If the group collects large items or if there are too many bags that would be difficult to haul, then the bags of litter collected and the large items can be left at a street corner for City collection crews. A call to Casey Eckert with the number of bags or a description of the large item(s) and the exact location would be needed for collection service.

City of Plano Municipal Code of Ordinances – The City of Plano Municipal Code of Ordinances can be viewed and/or printed by logging onto the internet at the following web address: www.plano.gov/City_Hall/cityGovernment/MunicipalCode.

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 through one-on-one meetings with City Council and municipal staff. *Quarterly Neighborhood Roundtable* meetings are advertised on the City Web site, in area newspapers, on cable TV, by E-Updates and by notification to homeowner association presidents and *Crime Watch* Area Coordinators. 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* (MCOR) 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 Police Academy**: The purpose of this academy is to educate Plano citizens on the operations & procedures of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. Further information can be obtained at 972-941-2432 www.plano.gov/departments/police/citizen%20programs/pages/citizen_academy.aspx

The Plano Citizens Fire Academy: The purpose of this academy is to make the citizens of Plano aware of the many services that the Plano Fire Department provides and increase fire and life safety awareness. For further information, please call 972-941-7421 or log on to www.plano.gov/Departments/Fire%20Department/Fire%20and%20Life%20Safety/Pages/CFA.aspx

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

On behalf of the City Council, I would like to again thank you for taking the time to be a part of this Council Roundtable session. 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

