



February 25, 2011

**Phil Dyer**  
Mayor

**Lee Dunlap**  
Mayor Pro Tem

**Pat Miner**  
Deputy Mayor Pro Tem

**Ben Harris**  
Place 2

**André Davidson**  
Place 3

**Lissa Smith**  
Place 4

**Harry LaRosiliere**  
Place 5

**Jean Callison**  
Place 7

**Bruce D. Glasscock**  
City Manager

**Re: District 1 Neighborhood Roundtable Meeting (February 10, 2011)  
Response to Issues and Comments**

Greetings:

Thank you very much for your attendance at the District 1 Neighborhood Roundtable meeting held on Thursday, February 10, 2011 at Plano Centre's Windhaven Room. On behalf of City Council we appreciate you taking the time to attend this meeting to show your interest and involvement in our community. We value your comments and questions and look forward to working with you in maintaining a strong City and excellent quality of life.

During this meeting, City Staff presented updates on the City's budget, Parks and Recreation Projects and the Community Investment Program (CIP), which included street repairs, improvements and resurfacing projects in the District 1 area. Code Enforcement and Property Standards information was presented, including the status of the Apartment Inspection Program. Community Development was reviewed, which included information concerning downtown residential and commercial leasing activity and developments in the area. There was also a progress report regarding Plano's Economic Development. City Council and Staff also spoke and responded to questions on other topics including the 12<sup>th</sup> Street DART Rail Station, lane configuration in the 14<sup>th</sup> Street construction, the City's residential rental inspection program and the City Manager search process. This response letter will cover information brought forth during the meeting, as well as other information pertinent to the District 1 area.

**Parks and Recreation**

**Bob Woodruff Park Irrigation System Renovation**

The 26 year old irrigation system in the high use area of the park around the north pavilion, playground, and parking lot is being renovated. Work is scheduled to begin in February and be complete this spring.

Replacement of the 26 year old north pavilion is scheduled to begin in December of 2011. Work will be completed in the spring of 2012. The pavilion will not be in use while work is in progress. The new pavilion will have essentially the same appearance as the existing pavilion. The south pavilion is scheduled to be replaced the following year.

**Clearview Park**

Plans are complete for renovation of Clearview Park. Improvements to this park include a new playground, sidewalk additions, drainage improvements and tree planting. Construction is expected to begin in late 2011 pending approval in the 2011-12 CIP Budget.

**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 connects with Bob Woodruff Park to the south. Together

the two parks form over 1,100 acres of uninterrupted parkland. Construction of recreational trails, restrooms, a pavilion, parking, earthwork, utilities, landscaping, irrigation and associated improvements were completed in 2009. Construction of a 20,000 square foot visitor's center has been postponed due to budget constraints. The visitor's center will include classrooms, catering kitchen and exhibit space. The estimated cost of the visitor center is \$5,000,000. An additional \$5,000,000 was approved in the 2009 Bond Referendum for continued development of the park to include a trail connection to US 75 as well as trail additions throughout the park. Other improvements such as a playground, camping area, benches, picnic areas and additional parking may also be added to the park. Preliminary design of these improvements is scheduled to begin in 2011. Construction of these improvements will be dependent on budget conditions.

**Pecan Hollow Golf Course**

Renovation of the golf course including a new cart barn, new greens, new fairways, new irrigation system and a fully functioning driving range is in progress. The new and improved golf course is scheduled to re-open in late fall of 2011.

**Shoshoni Park**

Lighting in the playground area of the park is scheduled to be installed in 2012 pending approval of funding in the 2011-12 CIP budget.

**South Central Community Park Acquisition**

A 51 acre community park site was recently acquired at the northwest corner of Park Boulevard and Alma Drive. The site is being leased back to the previous owner for a minimum of 5 years. This has allowed the City to purchase the park without having to take on the expense of maintaining it until it is developed and opened to the public. Funding for development of improvements at the park is subject to voter approval in a future bond election. The site will be developed as a passive community park with no scheduled athletic fields.

**Timber Brook Park**

Additional trees are scheduled to be planted in the park in 2012 pending approval of funding in the 2011-12 CIP budget.

**Willow Creek Park**

Plans are being prepared for renovation of the existing lighting at the park. Installation of the lighting is scheduled for 2012 pending approval of funding in the 2011-12 CIP Budget.

**Public Safety**

**Police Department**

**UCR Part 1 Crime in District 1: January 1, 2010-December 31, 2010**

UCR Part 1 Crime Categories	Citywide Offenses	District 1 Offenses	District 1 as Percent of Citywide	District 1 Offenses without US Hwy 75 Corridor Business Offenses	District 1 without US Hwy 75 Corridor Business Offenses as Percent of Citywide Offenses
Homicide	4	2	50.00%	2	50.00%
Rape	45	18	40.00%	16	35.56%
Robbery	150	73	48.67%	59	39.33%
Aggravated Assault	300	129	43.00%	122	40.67%
Burglary	1,231	431	35.01%	389	31.60%
Larceny/Theft	5,074	2,296	45.25%	1487	29.30%
Motor Vehicle Theft	394	198	50.25%	150	38.07%
<b>Total Part 1 Crimes</b>	<b>7,198</b>	<b>3,147</b>	<b>43.72%</b>	<b>2225</b>	<b>30.91%</b>
Population	265,000	59,520	22.56%		

**UCR Part 1 Crime at Businesses in the US Hwy 75 Corridor: January 1, 2010 - December 31, 2010**

<b>UCR Part 1 Crime Categories</b>	<b>*US Hwy 75 Corridor Business Offenses</b>	<b>US Hwy 75 Corridor Business Offenses as a Percent of District 1 Offenses</b>	<b>US Hwy 75 Corridor Business Offenses as a Percent of Citywide Offenses</b>
Homicide	0	0.00%	0.00%
Rape	2	11.11%	4.44%
Robbery	14	19.18%	9.33%
Aggravated Assault	7	5.43%	2.33%
Burglary	42	9.74%	3.41%
Larceny/Theft	809	35.24%	15.94%
Motor Vehicle Theft	48	24.24%	12.18%
<b>Total Part 1 Crimes</b>	<b>922</b>	<b>29.30%</b>	<b>12.81%</b>

\* Crime occurring at the Spring Creek Mobile Home Park, 4000 Central Expressway is not included in the US Hwy 75 Corridor Business crime numbers.

**Fire Department**

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

	<b>2010</b>	<b>2011 YTD</b>
<b>Total Calls:</b>	<b>7,376</b>	<b>587</b>
<b>Most Frequent Call Type:</b>	EMS	EMS
<b>Busiest Day of the Week:</b>	Friday	Saturday
<b>Busiest Time of Day:</b>	2 pm – 6 pm	3 pm – 5 pm

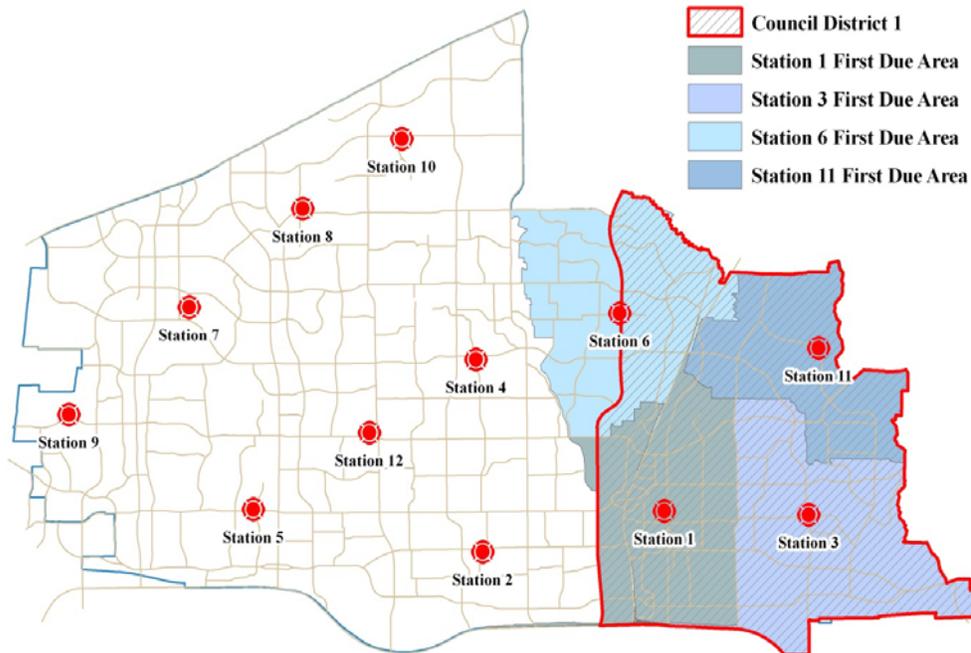
**Jan-Dec 2010**

<b>Station</b>	<b>Fire</b>	<b>EMS</b>	<b>Hazard</b>	<b>Service Call</b>	<b>Good Intent</b>	<b>FALSE</b>	<b>Special</b>	<b>Total</b>
FD1	73	2,434	106	238	548	166	3	<b>3,568</b>
FD3	41	923	55	87	275	116	1	<b>1,498</b>
FD6	42	1,253	46	171	246	93	1	<b>1,852</b>
FD11	15	298	15	27	59	43	1	<b>458</b>
<b>Total</b>	<b>171</b>	<b>4,908</b>	<b>222</b>	<b>523</b>	<b>1,128</b>	<b>418</b>	<b>6</b>	<b>7,376</b>

**January 2011**

<b>Station</b>	<b>Fire</b>	<b>EMS</b>	<b>Hazard</b>	<b>Service Call</b>	<b>Good Intent</b>	<b>FALSE</b>	<b>Special</b>	<b>Total</b>
FD1	4	172	9	16	37	18	1	<b>257</b>
FD3	8	91	2	9	38	7	0	<b>155</b>
FD6	2	99	3	11	15	5	0	<b>135</b>
FD11	1	25	0	5	5	4	0	<b>40</b>
<b>Total</b>	<b>15</b>	<b>387</b>	<b>14</b>	<b>41</b>	<b>95</b>	<b>34</b>	<b>1</b>	<b>587</b>

*(See map of stations and District 1 on next page)*



## 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](http://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:**

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**Project:** Dallas North Industrial District 4, Block C, Lot 5 **Applicant:** Swift Concrete

Office and warehouse on one lot on 0.7± acre located on the north side of Capital Avenue, 350± feet west of N Avenue. Zoned Light Industrial-1.

Site/landscape plans approved 1/18/11; purpose of plans: to show proposed bldg layout & site improvements.

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**Project:** Enid Braswell Addition, Block A, Lot 1 **Applicant:** Hernandez Backhoe & Plumbing

Assembly hall on one lot on 3.3± acres located on the south side of Rigsbee Drive, 560± feet west of 14th Street. Zoned Light Commercial with Specific Use Permit #571 for Service Contractor (with Storage Yard).

Revised site plan approved (12/20/10); purpose of plan was to show site modifications.

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**Project:** Fairview Central Park Addition, Block A, Lot 5R **Applicant:** Krispy Kreme Doughnut Corp.

Restaurant on one lot on 1.6± acres located on the west side of U.S. Highway 75, 1,300± feet north of Ruisseau Drive. Zoned Corridor Commercial.

Revised site plan & vacation of plat approved 10/18/10; purpose of plan: to show proposed site modifications, & purpose of plat vacation: to vacate the current approved plat & revert back to previously approved plat.

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**Project:** Fairview Farm Marketplace, Block A, Lot 1R **Applicant:** Fairview Farm Land Co., Ltd.

Restaurant, office & farmer's market on 1 lot on 7.5± acres located on the east side of U.S. Highway 75, 721± feet north of Parker Road. Zoned Corridor Commercial with Specific Use Permit #174 for Animal Exhibition.

Site plan approval pending (submitted 1/13/11); purpose of plan: show proposed bldg. and site modifications.

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**Project:** Fellowship Bible Church North Addition, Block A, Lot 1 **Applicant:** Chase Oaks Church

Religious facility on 1 lot on 27.2± acres located at northeast corner of Legacy Drive and Chase Oaks Boulevard. Zoned Planned Development-277-Retail/General Office.

Revised site plan approved (11/15/10) and landscape plan approved (11/12/10); purpose of plans was to show proposed building layout and site modifications.

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**Project:** First United Methodist Church, Block A, Lot 1R **Applicant:** Plano ISD

Public primary school on one lot on 6.5± acres located on the north side of 18th Street and 497± feet east of K Avenue. Zoned Single-Family Residence-7.

Preliminary replat and revised site plan approved (01/18/11); purpose of plans was to show proposed site modifications, and modify and dedicate easements necessary to accommodate the site modifications.

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**Project:** Hindu Temple of North Texas, Block A, Lot 1 **Applicant:** Hindu Temple of North Texas (HTNT)

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.

Site plan approval pending (sub 04/22/10); purpose of plan: show proposed bldg. layout & site improvements.

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**Project:** Mendenhall Addition, Block 1, Lot 1R **Applicant:** Plano ISD

Public primary school on one lot on 8.8± acres located at the southwest corner of 19th Street and N Avenue. Zoned Single-Family Residence-7.

Revised site & landscape plan approved (01/04/11); purpose of plans was to show proposed site modifications.

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**Project:** Original Donation, Block A, Lot 9 **Applicant:** Amerappraise Valuation, Inc.  
General office on one lot on 0.2± acre located at the southwest corner of K Avenue and 18th Place. Zoned Downtown Business/Government.  
Site plan approved (12/06/10); purpose of plan was to show proposed building layout and site improvements.

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**Project:** P.R. Garrett Addition, Block 12, Lot 2R **Applicant:** Sharon Gaddis  
One general residential lot on 0.1± acre located on the east side of F Avenue, 350± feet north of 11th Street. Zoned General Residential.  
Replat approved (11/01/10); purpose of plat was to consolidate properties into one lot.

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**Project:** Pioneer Place Addition, Block A, Lots 1R, 2R, & 3 **Applicant:** Pioneer Place Senior Housing, Inc.  
Independent living facility on three lots on 7.5± acres located on the east side of K Avenue, 390± feet north of 19th Street. Zoned Planned Development-26-Light Commercial. Neighborhood #60.  
Replat approval pending (submitted 02/07/11); purpose of plat is to replat the property into three lots and dedicate easements necessary for completing the second phase of the development.

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**Project:** Plano Park School Addition, Block A, Lot 1R **Applicant:** Plano ISD  
Public primary school on one lot on 23.7± acres located at the southwest corner of Jupiter Road and Laurel Lane. Zoned Single-Family Residence-7.  
Revised site plan and preliminary replat (approved 01/18/11), and revised landscape plan and tree preservation plan approved (01/12/11); purpose of plans was to show proposed building layout and site modifications, as well as modify easements necessary to accommodate the site improvements.

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**Project:** Plano Plaza Addition, Block 1, Lot 1R **Applicant:** Bluewave Deployment  
Retail and commercial antenna support structure on one lot on 3.1 acres located generally at the southeast corner of 14th Street and Jupiter Road. Zoned Retail.  
Revised site plan approved (01/04/11); purpose of plan: to show proposed site improvements associated with installation of commercial antenna support structure. This case was associated with Zoning Case 2010-20.

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**Project:** Portman Addition, Block 1, Lot 2R **Applicant:** Michael F. Linz  
One Urban Residential lot on 0.7± acre located on the north side of 15th Street, 110± feet east of N Avenue. Zoned Urban Residential with Heritage Resource Designation #14.  
Replat approval pending (submitted 02/07/11); purpose of plat is to replat two lots into one lot.

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**Project:** RCCG-HE Addn, Blk A, Lt 1 **App:** Redeemed Christian Church of God - Heaven's Glorious Assembly  
Religious facility on 1 lot, 4.5± acres on so. side of Parker Rd, 900±' ea. of Los Rios Blvd. Zoned Agricultural.  
Revised site plan approved 12/20/10; landscape plan approved 1/18/11; purpose of plans was to show proposed site modifications.

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**Project:** Trails of Glenwood, Phase 2 **Applicant:** TOG Development I and II, LLC  
89 Single-Family Residence-6 lots & 122 Single-Family Residence-7 lots on 52.0± acres located at southeast corner of Bright Star Way & Flicker Lane. Zoned Single-Family Residence-6 and Single-Family Residence-7.  
Revised preliminary plat approved (11/15/10); purpose of plat was to show proposed streets, blocks and lots layout, as well as easements necessary for the development.

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**Project:** Turnpike Commons Addition, Block 1, Lots 1 & 2 **Applicant:** Turnpike Commons of Plano  
Convenience store with gas pumps on one lot on 1.7± acres located at the northwest corner of Renner Road and Shiloh Road. Zoned Planned Development-207-Retail/190 Tollway/Plano Parkway Overlay District.  
Site plan approval pending (submitted 11/24/10); preliminary plat approved (12/20/10), and landscape plan approved (01/06/11); purpose of plans is to show proposed building layout and site improvements, as well as show easements necessary for accommodating the development.  
Revised concept plan/preliminary site plan, and conveyance plat approved (11/15/10); tree preservation plan approved (01/16/11); purpose of plans was to show proposed building layouts, overall circulation and site improvements, as well as proposed land subdivision. This project was associated with Zoning Case 2010-15.

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**Project:** Villas of Andulus    **Applicant:** Signage Point Properties, LLC

34 Single-Family Residence-6 lots on 7.2± acres located at the southwest corner of 14th Street and Bradshaw Drive. Zoned Single-Family Residence-6.

Preliminary plat approved (11/01/10); purpose of plat was to show proposed streets, blocks and lots layout.

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Zoning Case 2010-15 - Request to amend Planned Development-207-Retail on 119.9± acres located at the northeast corner of State Highway 190 and Renner Road to modify the development standards and definitions, and to limit use within certain areas of the district. Approved 10/25/10. This Zoning Case was associated with Turnpike Commons Addition, Block 1, Lots 1 & 2.

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Zoning Case 2010-20 - Request for a Specific Use Permit for Antenna Support Structure on one lot on 0.1± acre located 250± feet east of Jupiter Road and 530± feet south of 14th Street. Zoned Retail. Approved 01/24/11. This zoning case was associated with Plano Plaza Addition, Block 1, Lot 1R.

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### **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](http://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, e-mail, 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](http://www.plano.gov/prop_stds), should you have any questions or concerns relating to property maintenance in Plano.

## ***Public Works and Engineering***

Jerry Cosgrove, Deputy Director of Public Works and Engineering, presented information and updates on Community Investment Program (CIP) projects and street repairs, improvements and resurfacing in and around the District 1 area. Below are some of the projects that are in progress:

### **Arterial Work**

Alma Road between 15<sup>th</sup> and Hedgcoxe

K. Ave from Geo Bush to Chaparral; and Municipal Ave.

### **Residential Work**

Residential street, alley pavement, and sidewalk rehab will be done in the residential areas bounded by Alma to US 75 and Parker and Park; Pres. George Bush to 14<sup>th</sup> St. from US 75 to Shiloh; and Park to 14<sup>th</sup> from US 75 to K. Ave.

### **Water System**

The Southeast Elevated Water Tower near Stewart and Plano Parkway is in the process of being repainted.

### **Transportation Engineering**

Traffic Signals

- **14<sup>th</sup> Street @ K Avenue and Municipal Avenue** – Retimed signals to minimize traffic delays due to construction.
- **Jupiter Road @ Timberbrook Drive** – Repaired equipment and modified the PM peak-hour timing to reduce side-street delays.
- **Jupiter Road @ Spring Creek Parkway**– Implemented double left-turn lanes, pedestrian signals, and road medians. Crosswalks planned for installation in May.
- **K Avenue @ Legacy Drive** – Retimed and coordinated this signal with the signals at Legacy Drive @ US 75 to reduce delays and enhance progression..
- **Parker Road between Los Rios Boulevard @ Jupiter Road** – Updated timing and coordination.
- **US 75 @ Plano Parkway** - Evaluated railroad crossing safety – No changes recommended.
- **Updated PM peak-hour timing at:**
  - Parker Road @ Spring Creek Parkway.
  - Parker Road @ San Gabriel Drive.
  - Parker Road @ Los Rios Boulevard.
  - U.S. 75 @ Legacy Drive.

Traffic Safety

- **Parker Road @ US 75** – Opened new interchange. Requested additional pavement markings and advance guidance systems from TxDOT to help reduce driver confusion.
- **Rigsbee Drive @ Park Boulevard** – Investigating reported visibility issues caused by parked vehicles along Park Boulevard.
- **Shiloh Road @ Renner Road** – Completed study that determined the need for a southbound dedicated right-turn lane.
- **US-75 @ Spring Creek Parkway and Legacy Drive** – Discussed interchange traffic flow improvement proposal with TxDOT.

- **US-75 Integrated Corridor Management project** – Working with stakeholder agencies along US-75 to implement Adaptive Signal Control for intersections along Plano Road @ K Avenue in Dallas, Richardson, and Plano. The system will enhance response to freeway incidents that result in traffic diversions from US-75 to parallel roads (i.e. K Avenue). Initiated discussion with stakeholder cities on developing approach to regional project marketing.

#### Traffic Design

- **Plano Pkwy @ Jupiter Road:** Added an additional left-turn lane for westbound traffic, and dedicated right-turn lanes for north and eastbound traffic.
- **Spring Creek Pkwy @ Jupiter Road:** Added an additional left-turn lane and a dedicated right-turn lane for eastbound traffic.
- **Spring Creek Pkwy @ Parker Road:** An additional left-turn lane will be added for southbound traffic and a dedicated right-turn lane will be added for westbound traffic. (Final design underway)
- **14<sup>th</sup> Street @ Los Rios Blvd:** Additional left-turn lanes will be added for east, and northbound traffic. Dedicated right-turn lanes will be added for north, and westbound traffic. (Final design underway)
- **Plano Pkwy @ Los Rios Blvd:** Additional left-turn lane will be added for eastbound traffic and a dedicated right-turn lane will be added for southbound traffic. (Final design underway)
- **Jupiter Road @ Summit Drive:** Increase existing turning radii (Northwest and Southeast corners) at the intersection to improve safety. (Final design underway)
- **Jupiter Road @ Technology Dr/10<sup>th</sup> Street:** Increase existing turning radii (Northwest and Southeast corners) at the intersection to improve safety. (Final design underway)
- **Spring Creek Pkwy @ Alma Drive:** An additional left-turn lane will be added for westbound traffic. (Prem. design underway)

Additional information on Traffic Engineering, road construction and Community Investment Projects can also be found at [www.plano.gov/departments/engineering/pages/default.aspx](http://www.plano.gov/departments/engineering/pages/default.aspx)

### **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](http://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.

#### **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. Information regarding upcoming City activities and events is available through the Plano Television Network found on Time Warner Cable Channel 16 and on Verizon Cable Channel 30, 31 and 32.

#### **E-Update Subscriptions**

The City's Home Page offers secure E-mail subscriptions enabling persons to receive E-mail 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](http://www.plano.gov) and click on the *E-mail Updates* icon on the lower left side of the page 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.

## **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 e-mail them to Nancy Rodriguez at [nancyr@plano.gov](mailto: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](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***

### **Information from Oncor**

Oncor has launched the **Oncor 24 X 7 Outage Information Website** to inform customers of the number of customers without electric service in the Oncor service area. The site is accessed from [www.Oncor.com](http://www.Oncor.com) under the heading "Power Restoration". This information will be useful during emergencies and periods when thousands of customers are without service. The link to the site is [www.Oncor.com/community/outages](http://www.Oncor.com/community/outages)

This website provides a System Outage Map and a DFW Outage Map and a Summary by Service Area which provides outage numbers by service area. It also provides restoration update information and press releases to keep the public informed following major power outages due to storms. Additionally you can find information about Oncor's service restoration process, storm safety, frequently asked questions and a section on trees and power outages.

### **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, 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](http://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 viewing: [www.plano.gov/city\\_hall/citygovernment/municipalcode](http://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](http://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. Further information can be obtained by calling 972-941-7421 or logging on to the website: [www.plano.gov/Departments/Fire%20Department/Fire%20and%20Life%20Safety/Pages/CFA.aspx](http://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 applaud 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