



April 3, 2009

**Re: District 1 Neighborhood Roundtable Meeting (March 5, 2009)
Response to Issues and Comments**

Greetings:

Thank you for your attendance at the District 1 Neighborhood Roundtable meeting held on March 5, 2009 at the Plano Centre. On behalf of City Council, we applaud your interest and involvement in our community. We value your comments and look forward to working with you in maintaining a strong city and excellent quality of life.

At this neighborhood roundtable meeting, City staff provided a presentation on the 2009 Proposed Bond Referendum (for more on the referendum and other budget topics please see <http://plano.gov/Budget/Pages/default.aspx>), a current look at the City's Community Investment Program (CIP) in District 1 as well as other street projects in the area and an update on DART and U.S. 75 interchange improvements at Parker Road. Department Directors also addressed downtown residential and commercial leasing activities* and provided an overview on code enforcement*. Additional topics brought forth during the meeting, as well as information pertinent to the District 1 area, will be covered in this response letter.

Parks

2009 Concerts in the Park

Plano Stages will present three concerts at the Amphitheater at Oak Point Park this spring. On Saturday, April 4 at 7:00 pm we will have "A Bowlful of Blues II: The Ladies Sing the Blues." Opening will be the "Dallas Blues Divas Revue", followed by headliner Janiva Magness and her band. The second concert of the season will be "Beatles Tribute Night" on Friday, May 8 at 7:30 pm, with Chicago based "American English" back by popular demand with an all new show. Final show in the series is "Surf the Bowl" at 8 pm on June 6. All shows are at the Amphitheater at Oak Point Park. Tickets are available on the web at www.planostages.tix.com.

Median Tree Planting

In the fall of 2009 trees are scheduled to be planted on Park Boulevard from Shiloh Road to the east City limit and on Brand Road from 14th Street to the south City limit. Tree planting is substantially complete on Emerald Coast Drive. Median tree replacements are in progress throughout the City.

Bob Woodruff Park

Trail repairs and improvements are in progress at Bob Woodruff Park. Concrete work is complete. Grading and turf restoration will be completed this spring.

Pat Evans
Mayor

Jean Callison
Mayor Pro Tem

Harry LaRosiliere
Deputy Mayor Pro Tem

Pat Miner
Place 1

Scott Johnson
Place 2

Mabrie Jackson
Place 3

Sally Magnuson
Place 4

Lee Dunlap
Place 8

Thomas H. Muehlenbeck
City Manager

Oak Point Park and Nature Preserve

Construction is in progress on improvements to Oak Point Park and Nature Preserve. The improvements include parking, a pavilion, restrooms, earthwork, utilities and trail connection from Bob Woodruff Park to the new parking lot off of Los Rios Boulevard near Jupiter Road. Construction is scheduled to be complete this summer. Volunteers are also in the process of developing soft surface trails throughout the park. Funding for additional improvements is being requested in the 2009 Bond Program. The additional funding will allow for continuation of the trail from Jupiter Road all the way to US 75. Additional improvements will also include camp facilities, additional parking, an additional pavilion, restrooms and associated improvements.

Oak Point Visitor's Center

Construction of a visitor's center at Oak Point Park and Nature Preserve is scheduled to begin this summer. The 20,000 S.F. facility will include classrooms/meeting rooms, exhibit space, catering kitchen and related improvements. Construction is scheduled to be complete in the summer of 2010.

Chisholm Trail South Extension

Plans are in progress for the extension of Chisholm Trail under 15th Street to the ring road at Collin Creek Mall. The Trail will be on the west side of the creek. Discussions with adjacent property owners are in progress. Construction is scheduled to begin by the end of 2009.

Cottonwood Creek Greenbelt

A new shade shelter and a playground addition are being constructed at Cottonwood Creek Greenbelt on Country Club Drive. Construction is expected to be complete in April.

Clearview Park

Plans are complete for renovation of Clearview Park. Funding is being requested as part of the Park Improvements item in the 2009 Bond Program. Pending funding approval, improvements will include a new playground, new irrigation system, trail loop, additional trees, seating areas and associated improvements. The improvements were identified by neighborhood residents through the neighborhood revitalization program.

Public Works

Arterial Work

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

- Jupiter Road from Summit to Park Blvd.
- Plano Parkway from K Ave. west to Alma
- Los Rios Blvd from Country Club Dr. to Park Blvd.
- Premier Drive from Enterprise to Ruisseau
- Enterprise from Central Expressway to Park Blvd.

Sanitary Sewer Rehab

Sewer lining project including several individual line segments in various residential areas throughout District 1 projected to start early to mid summer.

Existing Water Line Rehabilitation

This year's rehab will be concentrated within the Los Rios area. Mains will be replaced and upgraded in size from existing 4" to new 6" mains on 5 cul-de-sacs off Country Club Dr., just east of Los Rios Blvd. Those are: Allende Ct., Cordoba Ct., Alameda Ct., Casa Loma Ct., and Vallarte Ct.

Trunk Line Analysis

An Engineering study to internally inspect and determine the structural condition of large diameter main sewer trunk lines including the main interceptor lines along the Rowlett and Spring Creek drainage basins in District 1 is nearly complete.

Uninterruptible Power Supplies (UPS)

The Signals Division will begin installation of additional UPS units at ten signalized intersections in District 1 in early to late spring, primarily major intersections along Jupiter, Spring Creek and Parker. The UPS units provide 4 hours of normal operations followed by 2 hours of flash for the signals at the intersection.

School Zone Signal Flashers

Mid to late summer, installation begins on a 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

Mid to late summer 2009, rehabilitation construction work will begin 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.

Public Safety:

January 1, 2008 through December 31, 2008	Offenses for District 1	Offenses Citywide	District 1 Percentage
Murder	3	7	42.86%
Rape	22	51	43.14%
Robbery	70	145	48.28%
Aggravated Assault	166	405	40.99%
Burglary	580	1,506	38.51%
Larceny/Theft	2,517	6,171	40.79%
Motor Vehicle Theft	194	388	50.00%
Total Part One Crime	3,552	8,673	40.95%
Population	59,152	260,200	22.73%

Fire Department

2008 Summary of Incidents in First Due Station areas contained in District 1:

- + Total Calls: 5,658
- + Most Frequent Calls: EMS

2009 Year-to-Date Summary of Incidents in First Due Station areas contained in District 1:

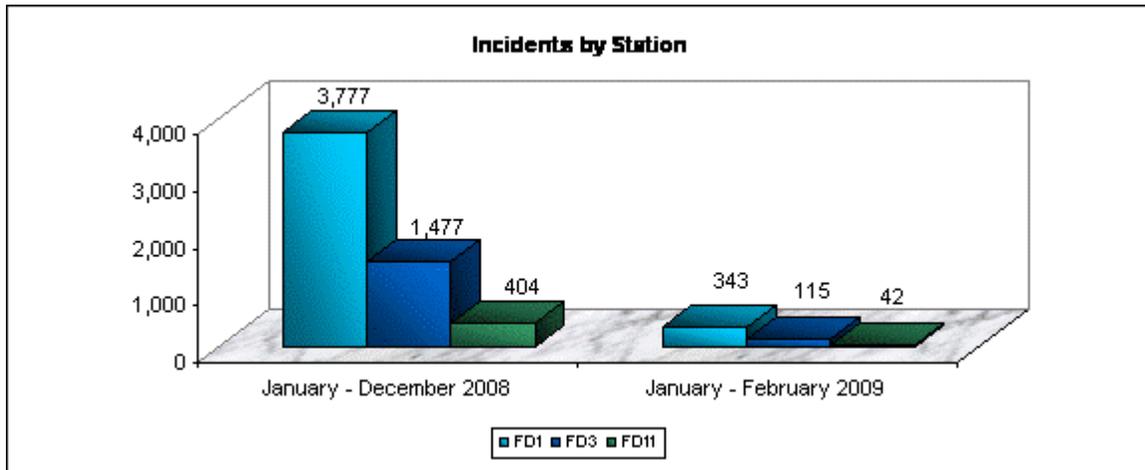
- + Total Calls: 500
- + Most Frequent Calls: EMS

January - December 2008

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE
FD1	89	2,450	121	289	589	236
FD3	43	924	56	99	221	131
FD11	15	220	16	31	77	45
Total	147	3,594	193	419	887	412

January - February 2009

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE
FD1	6	224	10	33	43	27
FD3	5	79	4	8	16	3
FD11	2	23	0	6	7	3
Total	13	326	14	47	66	33



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.

Neighborhood Revitalization

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

Grants and Programs Available to Aging Neighborhoods

The City has a housing rehabilitation program in which low-interest loans are made available to families with limited income (for example, a family of four making less than \$53,200 would qualify) to help them repair their home. The amount of repayment required depends on the family's income level. We also operate the Neighborhood Planning Program, where we assign an Urban Planner to work with a neighborhood to develop a work plan to address the neighborhood's issues. Usually the resulting plan includes a partnership identifying projects the City will accomplish, and projects the residents will accomplish, bringing a workable solution to all involved. For more information on these programs, please visit <http://www.plano.gov/Departments/Planning/Neighborhood%20Services/Pages/rehab.aspx>

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, it is assigned to a designated Specialist to inspect 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 the action taken after the inspection is completed.

Violations are addressed proactively through on-site inspections by Property Standards Specialists within their designated employee district. Concerns 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 the existence of a violation prior to pursuing any other action. 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.

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

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

- **Rental Inspection Program** – The Property Standards Department registers and systematically inspects multi-family dwelling complexes as part of its Rental Registration and Inspection Pilot Program. The program includes multi-family dwelling complexes, consisting of five or more dwelling units designed for rental purposes built in 1998 or prior. All exterior grounds, common areas and a relative sampling of vacant and occupied interior units are inspected. Typical findings during these inspections that required repair by the owner include such items 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 all multi-family dwelling complexes five (5) years old or older. Further expansion is planned to also include single-family structures.

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 offices to better serve citizens of Plano. Premise violations at properties located east of Custer Road and all structural deficiencies are serviced by our office located at 1520 Avenue K, Suite 200, Plano, TX 75074. The telephone number for this location is (972) 941-7124. Premise violations at properties located west of Custer Road and rental inspection matters are serviced by our office located at 7501-A Independence Parkway, Plano, TX 75025. The telephone number for this location is (972) 208-8150. Both offices may also be contacted at www.planotx.org/prop_stds, to address questions or concerns relating to property maintenance in Plano.

Engineering

The Director of Public Works and Engineering spoke about current projects in and around District 1. If you would like to view a map of the current Community Investment Program (CIP) projects, please visit <http://www.plano.gov/Departments/Engineering/Pages/default.aspx>. By clicking on the links on the right side of the page you can view the map and learn more about development, road construction, transportation and a variety of other topics. He further addressed the rapid progression on the increases to DART parking at the Parker Road Station (+589 spaces) and the SH 190 Station (+386 spaces) both of which should be available in June. The Parker Road and US 75 Interchange improvements are running ahead of schedule with opening of the south half of the new bridge in June 2009.

Transportation

U.S. 75 Service Road (NB & SB) @ 15Th St.

Added additional through lanes for northbound, and southbound traffic (completed -2008)

U.S. 75 Service Road (NB & SB) @ Spring Creek Pkwy.

Added additional through lanes for northbound, and southbound traffic (completed -2008)

Parker Rd. @ K Ave.

Added additional through lane for eastbound, & a dedicated right-turn lane for westbound traffic (Planned completion 3/09)

Plano Pkwy @ Jupiter Rd.

Add additional left-turn lane for westbound traffic, and dedicated right-turn lanes for eastbound, and northbound traffic (Planned completion Spring 2009)

Spring Creek Pkwy. @ Jupiter Rd.

Add additional left-turn lane, and a dedicated right-turn lane for eastbound traffic (final design completed)

Jupiter Rd. @ Summit Ave.

Increase turning radii for all directions (preliminary design completed)

Jupiter Rd. @ Technology Dr.

Increase turning radii for all directions (preliminary design completed)

Public Information

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

Internet

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

Publications

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

Cable TV

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

Public Library

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

Water Bill Inserts

Another method the City uses to inform citizens of community events, activities, and resources is through water utility bill inserts. In total, there are 36 different reports, flyers and letters mailed each year with the utility bill.

Email Subscriptions

The City of Plano now offers email subscriptions. This service, which is offered free of charge, will allow you to customize your experience with the City of Plano website by choosing to subscribe to various web pages. Once subscribed to any of the available web pages, you will receive a notification email with a link to the specific web page any time that it is updated with new information. To sign up to receive updates for your specific pages of interest, log on to www.plano.gov and click on the "Sign up for Email Updates" link. You can subscribe to information in 27 different categories that encompass more than 150 individual items or web pages including minutes and agendas for City Boards and Commissions, news and press releases, and much more.

Cable Service Complaints

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

Other Topics of Interest

- **Water Issues** – The City of Plano provides a water conservation program that educates and offers a variety of ways for homeowners to conserve. If you would like to learn more about the programs being offered, please contact the Water Conservation Coordinator at 972-769-4328 or visit <http://plano.gov/Water/Water%20Conservation%20and%20Education/Pages/default.aspx>.
- **City of Plano Municipal Code of Ordinances** – The City of Plano Municipal Code of Ordinances can be viewed and printed online at the following web address: www.plano.gov/City_Hall/cityGovernment/MunicipalCode.
- **Adopt-a-Creek Volunteer Program** - Due to the unending migration of litter into our community, City staff relies heavily on volunteer groups and individuals to help keep highways (Adopt-A-Highway) and creeks (Adopt-A-Creek) clean and litter free. In reality, our goal, through environmental education efforts, is to prevent littering from occurring in the first place.

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

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

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

If you have questions about water conservation or quality or the Adopt-a-Creek program, please visit www.plano.gov/Departments/Water or call the Water Education Coordinator at 972-769-4328.

- **Continued Community Outreach** - City Council is continually seeking and implementing new ways to better connect with citizens. Through working with homeowners associations, Council receives valuable input concerning issues specific to each development. Quarterly Neighborhood Roundtable meetings also serve as a means to focus on a portion of the City at a time, allowing residents and business owners in a targeted area to share their specific interests and concerns. The Neighborhood Roundtable meetings are advertised on the City web site, in area newspapers, on cable TV, by email to HOA presidents and Crime Watch Area Coordinators, and by individual post card notices sent to each residence in the targeted area. While the meetings are designed to focus on issues involving the targeted district, everyone is welcome to attend and participate.

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

of Plano, encouraging understanding and participation in the government process while meeting the needs and desires of its diverse citizens.

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

- The Plano Citizen's Academy. The mission of this academy is to familiarize Plano's citizens with the function and purpose of City of Plano government and associated community organizations. For further information please call 972-941-7307 or visit <http://plano.gov/DEPARTMENTS/COMMUNITY%20OUTREACH/CITIZENSACADEMY/Pages/default.aspx>
- The Plano Citizen's Police Academy. The purpose of this academy is to educate the citizens of Plano on the operations and procedures of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. Further information can be learned by calling 972-941-2527 or by logging on to http://www.plano.gov/Departments/Police/Citizen%20Programs/Pages/citizen_academy.aspx
- The Plano Citizen's Fire Academy. The purpose of this academy is to make citizens of Plano aware of the services the Plano Fire Department provides and increase fire and life safety awareness. For further information, please call 972-941-7421 or log on to <http://www.plano.gov/Departments/Fire%20Department/Fire%20and%20Life%20Safety/Pages/CFA.aspx>

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

Thank you, again, for taking part in this Neighborhood Roundtable session. On behalf of the City Council, we appreciate your participation and realize that it is only through feedback such as yours that we can continue to be the All-America City that attracted so many of us here.

Sincerely,



Pat Evans
MAYOR