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

Thomas H. Muehlenbeck
City Manager

June 4, 2010

Re: District 3 Neighborhood Roundtable Meeting (May 20, 2010)
Response to Issues and Comments

Greetings:

On behalf of City Council, we would like to thank you for your attendance at the District 3 Neighborhood Roundtable meeting held on Thursday, May 20, 2010 at Plano Sports Authority StarCenter. Your comments and questions are very valuable to us and we use them as we work toward maintaining a strong City and excellent quality of life. We appreciate your interest in being involved in our community.

At this neighborhood roundtable meeting, City Staff presented a Fiscal Year 2010-2011 Budget forecast as well as a progress report on the City's economic development. Community Investment Projects (CIP) and reports on the Coit/Legacy intersection improvements, the Spring Creek/Custer-Independence-Coit intersection improvements and street/alley/screening wall project updates were also delivered. Staff reported on street repairs, improvements and resurfacing projects in the District 3 area. Transportation Engineering Manager Lloyd Neal presented a video on the Median Left Turn concept and design. City Council and Staff also responded to inquiries regarding the DART line, including the possibility of expansion (cities must join to consider expansion), parking fees for non-residents (this is being looked at) and the use of smaller buses (small ones are used on flex routes and larger ones on fixed routes). This response letter will cover information brought forth during the meeting, as well as information pertinent to the District 3 area.

Parks and Recreation

Carpenter Park Recreation Center
Plans are nearing completion for renovation and expansion of Carpenter Park Recreation Center. Expansion will include a 5,000 S.F. weight/cardio fitness area and expanded locker rooms. Renovations will include improvements throughout the existing facility including the addition of a gymnastics viewing room for parents and conversion of the existing weight/cardio room into a multipurpose meeting room for use by all ages. Construction is expected to begin in late summer of 2010 and will be complete in 2011. Planning and design will accommodate the future addition of a warm water fitness pool when funding to operate and maintain the pool is available.

Bluebonnet Trail East Extension
Construction will begin this summer on extension of Bluebonnet Trail from Alma to U.S. 75. The trail will run through High Point Park and then in front of Clark High School and High Point Tennis Center to Chase Oaks. The trail will then follow Chase Oaks all the way to 75. A matching grant from Collin County will pay for 50% of the cost of this project. Future extension of the trail will go under 75 and into Oak Point Park and Nature Preserve. These improvements will be designed and constructed when budget conditions permit.

P.O. Box 860358
Plano, Texas 75086-0358
972-941-7000
www.plano.gov

Frank Beverly Park
Plans and construction documents are being prepared for improvements to Frank Beverly Park. Improvement will include development of soccer practice areas in the newly acquired addition to the park as well as off-street parking lots, sidewalk additions, irrigation improvements, drainage improvements and tree planting. Construction of the improvements is tentatively scheduled for 2012 if funding permits.

Independence Parkway/Russell Creek Greenbelt Trail Underpass
Preliminary engineering is complete for a trail underpass at Independence Parkway connecting between Russell Creek Greenbelt and Russell Creek Park. Construction is tentatively scheduled for 2012 if funding permits

Public Safety

Police Department

May 1, 2009 thru April 30, 2010	Offenses for District 3	Offenses Citywide	District 3 Percent
Murder	0	2	0.0%
Rape	5	44	11.4%
Robbery	15	153	9.8%
Aggravated Assault	32	269	11.9%
Burglary	182	1,358	13.4%
Larceny/Theft	548	5707	9.6%
Motor Vehicle Theft	38	427	8.9%
Population	**65,511**	**265,000**	**24.7%**

Fire Department

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

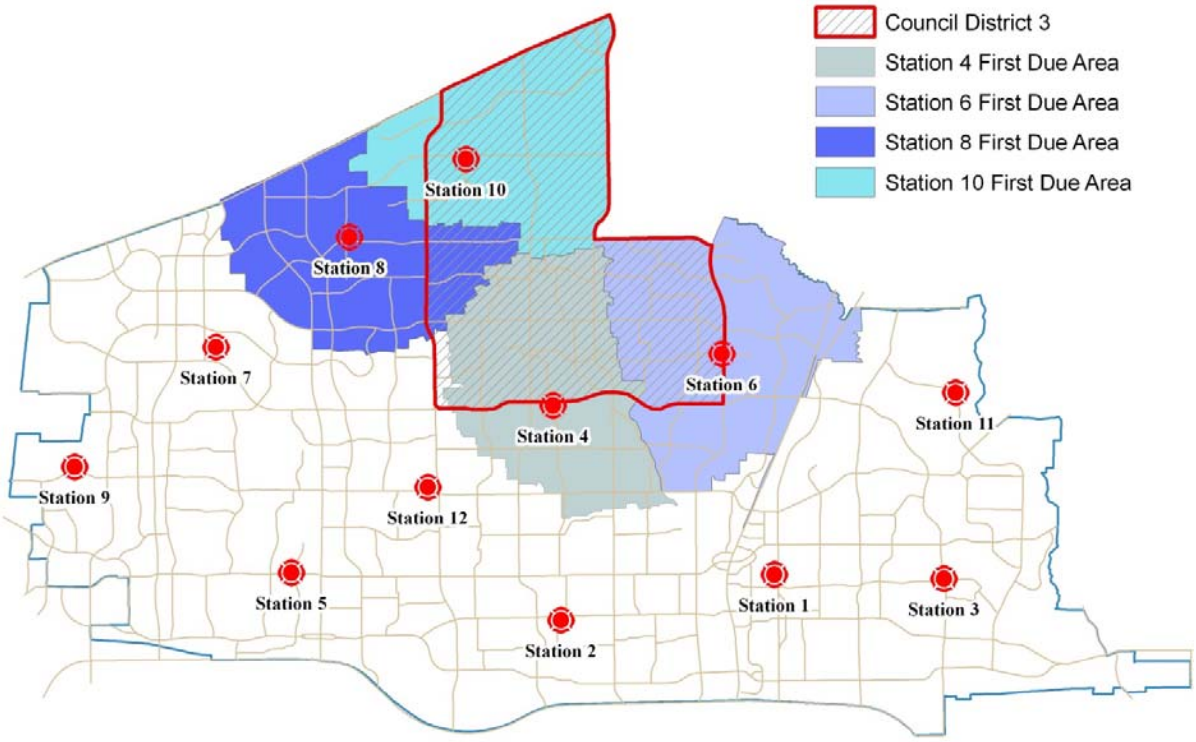
	2009	**2010 YTD**
Total Calls:	6,388	2,119
Most Frequent Call Type:	EMS	EMS
Busiest Day of the Week:	Tuesday	Friday
Busiest Time of Day:	4 PM – 7 PM	5 PM – 6 PM

January – December 2009

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD4	56	1,606	118	167	336	191	3	**2,477**
FD6	51	1,220	78	124	236	85	2	**1,796**
FD8	19	634	44	60	177	112	6	**1,052**
FD10	24	623	55	58	163	138	2	**1,063**
Total	**150**	**4,083**	**295**	**409**	**912**	**526**	**13**	**6,388**

January – April 2010

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD4	20	484	29	54	100	73	1	**761**
FD6	17	397	16	62	76	27	0	**595**
FD8	10	209	10	44	68	56	0	**397**
FD10	10	202	17	28	39	70	0	**366**
Total	**57**	**1,292**	**72**	**188**	**283**	**226**	**1**	**2,119**



Planning

The City of Plano is committed to protecting the rights of both neighborhoods and developers when a developer wishes to pursue his interests within the established legal framework of procedures and standards. Historically, the City of Plano has been development-friendly. Residential and non-residential development help fund City streets, water and sewer facilities, parks, police and fire stations, schools and other public improvements that citizens value as important to a good quality of life. However, development-friendly does not equal lower standards or the waiving of requirements. City Council and the Planning and Zoning Commission have adopted very stringent development policies. All projects are subject to the same high standards.

The City of Plano has always sought a balance between the interests of homeowners and the business community. We encourage developers and neighborhoods to openly communicate and seek ways to ensure beneficial and compatible development.

Although state and federal legislation and court precedents define many of the practices in our planning policies and regulations, the Planning Department is committed to keeping all citizens informed of potential development projects within the City. For example, notices for zoning cases are mailed 20 days prior to the first hearing - instead of the 10 days required by state law, and homeowners associations (those registered with the City) within 1500 feet of zoning cases receive written notice by mail. A complete list of all zoning cases, site plans and plats submitted for review are posted on the Planning Department page of the City's web site at www.planoplanning.org

Although not required by state law, applicants for zoning cases in Plano must place a zoning sign on the property notifying the public of the pending zoning action. The City gives a small sign to the applicant for specific use permit requests. For larger tracts of land, the applicant must contract with a sign company to have a large wooden sign erected on the property. All of the signs provide the Planning Department's phone number, (972) 941-7151, so that citizens may call to obtain additional information about the proposed zoning action. Homeowner comments are welcomed and encouraged in the development review process to help the City achieve a well-developed community.

Land Studies, Preliminary Site Plans and/or Final Site Plans

For a list of rezoning requests, site plans, plats and other development-related items that are up for review, please go to http://pdf.plano.gov/planning/devrev/revlist.pdf. This list is updated every two weeks.

Vacant and Underused Commercial Buildings

In 2002, the Cities of Carrollton, Richardson, and Plano jointly produced a report entitled "Retail Study of Underperforming and Vacant Retail Areas". This study explored a number of issues relating to the retail industry, the local economy, and the opportunities for improving current conditions. Upon completion of the study, each city had the responsibility of identifying and implementing those recommendations that were most applicable to its needs. The Plano City Council passed amendments to the Zoning Ordinance that allows the conversion of vacant properties from retail to residential uses such as patio homes and town houses. Some retail corners will remain viable for retail uses and will continue to be attractive to retailers who wish to build new stores. The intersection of Parker Road and Custer Road is an example of this, with both Kroger and Home Depot redeveloping corners for new stores. The alternative to these redevelopment efforts may be empty structures that are obsolete for today's retail needs.

Recently approved or pending development projects within District 3:

Project: Northpointe Assembly of God, Block A, Lot 1 **Applicant:** Northpointe Assembly of God Church

Day care center on one lot on 3.0± acres located on the south side of McDermott Road, 800± feet east of Independence Parkway. Zoned Single-Family Residence-7 with Specific Use Permit #602 for Day care center.

Site plan approved on 03/12/10 and landscape plan approved on 02/10/10; purpose of plans is to show proposed building and related site improvements. Preliminary plat showing proposed and existing easements approved on 02/01/10.

Project: Custer Creek Center Addition, Block A, Lot 3 **Applicant:** SWC 121/Custer Properties, LLC

Retail on one lot on 1.0± acre located on the west side of Custer Road, 360± feet south of State Highway 121. Zoned Regional Commercial.

Revised site plan approved on 11/16/09 showing proposed building and site improvements. Façade plan approved on 02/08/10 showing exterior building improvements. Preliminary plat and revised conveyance plat approved on 11/16/09 showing revised lot lines, and proposed and existing easements.

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 street repairs, improvements and resurfacing in and around the District 3 area. Below are some of the projects that are in progress:

Arterial Work

- Spring Creek between Alma and Coit – Construction to start late summer
- Custer Road between Spring Creek and SH 121 – Construction to start late summer
- Independence between Spring Creek and SH 121 – Construction to start late summer

Screening Wall Panel Replacement

At miscellaneous locations "Thin Wall" screening wall panels will be replaced in various District 3 subdivisions.

Water Pump Stations

Currently addressing grounding issues for pumping units at the Ridgeview Pump station.

Transportation

Transportation projects in the District 3 area include:

- Wireless traffic monitoring camera project on Custer Road between Hedgcoxe and SH 121. System will use the MotoMesh network to transmit back to the Municipal Center traffic control room
- McDermott Road widening, A CIP based capacity improvement project
- New traffic signals at Ohio/McDermott, Independence Pkwy/ Ridgeview Dr, and at McDermott Rd/Rasor Rd
- Intersection improvement at Coit Rd/Legacy Drive. (A CIP based traffic safety and congestion reduction project.)

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 *Email 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.

Cable TV

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.

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

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 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 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, 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 viewing: www.plano.gov/City_Hall/cityGovernment/MuncipalCode.

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. 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

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