

Liberty Recreation Center, Carpenter Park Recreation Center or the new Tom Muehlenbeck Center opening late this summer.

Tom Muehlenbeck Center

Scheduled to open late this summer, the new recreation center will have an indoor leisure pool, 25 meter indoor competitive pool, outdoor leisure pool, gymnasium, large fitness areas, indoor track, multipurpose meeting rooms and many other features. The center will be located on Parker Road between Preston Road and the Dallas North Tollway near Renner Middle School and Plano West Senior High School.

Carpenter Park Recreation Center

Plans will begin late this year for renovation and expansion of Carpenter Park Recreation Center. Improvements will include expanded exercise facilities, indoor warm water pool, locker room improvements and additional facilities for all ages including senior citizens. Construction is scheduled for 2009.

Memorial Park

Construction will begin this summer on a Veterans Memorial at Memorial Park. The memorial will include a plaza, sculpture, park lighting, trail improvements and tree planting.

Bluebonnet Trail

Construction is scheduled to begin this summer on the extension of Bluebonnet Trail west to Midway Road and east to Central Expressway.

Frank Beverly Park

The City acquired a 2.3 acre addition to the park in 2006. Plans will begin later this year for improvements to the additional land as well as renovation of the existing park improvements. A neighborhood meeting will be scheduled later this year to receive input from area residents about proposed improvements for the park.

Public Works

The Public Works Department is currently working in the area east of Custer and north of Legacy on street and alley repairs. Once the contractor has completed this area he will move west into the area between Custer and Independence Pkwy., from Legacy to Hedgcoxe. Letters to the residents describing the work that will be done have been sent out to this area (Custer to Independence). Community Investment Project (CIP) signs have been installed on thoroughfares leading into the subdivisions with our phone number for residents who have questions.

Another residential project is scheduled to start in the next couple of months in the area north of Spring Creek Parkway between Custer and Independence with Legacy as the northern boundary repairing street and alley paving. Letters will go out before the contractor moves in, and CIP signs will be installed prior to the beginning of work.

We will also be installing sidewalk along the west side of Custer from Legacy north past the PISD building and the cemetery to the Hunter's Glen 13 subdivision to complete this pedestrian route.

Neighborhood Revitalization

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

Grants and Programs Available to Aging Neighborhoods – The City has a housing rehabilitation program, in which the City will make a low-interest loan to families with limited income (for example, a family of four making less than \$53,200 would qualify) to help them repair their home. The amount of repayment required depends on the family's income level. We also operate the Neighborhood Planning program, where we assign an Urban Planner to work with a neighborhood to develop a work plan to address the neighborhood's issues. Usually the resulting plan includes things that the City will accomplish, and things that the residents will accomplish, to solve the problems. For more information on these programs, please visit <http://www.plano.gov/Departments/Neighborhood+Services/rehab.htm>.

Transportation

Safe Streets Program

- **Russell Creek, West of Independence** – Permanent* Plan installation planned for early summer.
- **Seabrook Drive** – Permanent* Plan installation planned for early summer.
- **Cumberland Trail** - Permanent* Plan installation planned for mid-summer.

- **Sailmaker Lane** - Permanent* Plan installation planned for mid-summer.
- **Micarta Drive** – Temporary* Plan installation being scheduled by Public Works Department.
- **Michael Drive** - The heavy enforcement period has concluded. Speed and volume studies are being conducted to determine the effects of enforcement efforts.
- **Russell Creek, East of Independence** - The heavy enforcement period has concluded. Speed and volume studies are being conducted to determine the effect of enforcement efforts.

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

Traffic Safety and Signal Operation Improvements:

- **Custer Rd @ Northbound S.H. 121 Service Road:**
Changed traffic signal indications to a "Left-turn Arrow" operation. This change reduced the number of "failure to yield to on coming traffic" collisions.
Installed additional signs to help guide double-left-turn traffic to their proper lanes.
- **Coit Road @ Legacy Drive:**
Planning to construct additional left-turn lanes for all road approaches. Also adding dedicated right-turn lanes for eastbound and westbound directions. Construction planned to start fall 2007.
- **Robinson Road @ McDermott Road:**
Investigating ways to reduce eastbound and westbound traffic delays.
- **Hedcoxe Road @ Iola:**
Investigating request for school zone on Hedcoxe.
- **Hedcoxe Road @ Kodak Drive**
Investigating proposal to close median break.

School/Property Tax Information

The charts on the following pages were compiled by the Budget and Research Department and are provided in response to those Plano residents who live in school districts other than the Plano Independent School District and had questions about the tax comparison.

Property Standards

Property maintenance violations in the City of Plano are addressed using a sound proactive approach. Property Standards Specialists proactively inspect their assigned areas as well as respond to citizen concerns received in reference to Code and Zoning Ordinance violations. Assigned employee districts enable staff to proactively and reactively respond to concerns within their designated areas. These codes and ordinances 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 zoning regulations.

Code Enforcement

- **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 occupants per dwelling, typically in relation to the available floor space or the number and size of rooms.

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

- **Rental Inspection Program** – The Property Standards Department registered and systematically inspected 55 multi-family complexes and over 425 individual units as part of a Rental Registration and Inspection Pilot Program. The pilot included multi-family dwelling complexes consisting of five or more dwelling units designed for rental purposes built in 1986 or prior. All exterior grounds, common areas and a relative sampling of vacant and occupied interior units were inspected. Findings during these inspections included items such as inadequate exterior wall covering, lack of weatherproofing, faulty window and door hardware, obstructed egress, inoperable smoke alarms and defective hand/guard rails. Expansion of this program is continuing with the incorporation of approximately 47 additional multi-family rental dwelling complexes consisting of an estimated 14,425 units built from 1987 through 1997.

Further expansion is planned to add in all rental properties within the City of Plano, including single-family structures occupied as rental dwellings.

- **Complaint Process** – When a concern is received by the Property Standards Department, the call is assigned to a designated Specialist, who typically inspects the property within 48 hours. Callers may choose to remain anonymous however, if the caller provides their name and telephone number; the Specialist will contact the caller to provide a status update of action(s) taken after the inspection is completed. Violations are addressed one of two ways; 1) accomplished proactively through on-site inspections by Property Standards Specialist assigned to one of the 12 employee districts throughout the City and 2) violations reported to the Property Standards Department in person, by telephone, email, or the Property Standards webpage located on the City of Plano website are inspected for substantiation. All complaints are inspected by a Specialist to determine whether a violation exists prior to any other action(s) taken. Usually parties responsible for maintenance of a property are notified to correct noted violations within an established timeframe. If voluntary compliance is not attained or in the event of a repeat violation, other appropriate actions may be taken in lieu of a notice including authorizing a city contractor to abate the nuisance at the property owner's expense or issuing a Notice to Appear in Municipal Court.

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.

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

Public Information

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

- **Internet** - As stated previously, the City of Plano's main web site address is www.plano.gov . To reach a particular staff member by phone or by email, you may go directly to http://pdf.plano.gov/staff_directory.pdf . The City web site provides valuable information about the services of each department. Functions of the City's site include viewing City Council and Planning and Zoning Commission agendas, submitting code enforcement concerns, and making online water bill payments. For answers to frequently asked questions log on to <http://bbs.plano.gov>.
- **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 Plano's cable channel - 16.
- **Public Library** - Information on upcoming City Council Meetings, as well as Planning and Zoning cases, is available at all Plano public libraries.
- **Water Bill Inserts** - Another method the City uses to inform citizens of community events, activities, and resources is through water bill inserts. In total, there are 36 different reports, flyers and letters mailed each year with the utility bill.
- **Email Newsletters** - The City of Plano is currently offering several auto subscriptions to newsletters which interested citizens can subscribe to via email, including **Emergency Alerts**. You may view and subscribe to these newsletters at http://www.plano.gov/online/email_lists.htm.

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

Other Topics of Interest

- **Water Issues** –A revision to the City of Plano's Drought Contingency Plan was passed by City Council on March 20, 2007. Information on the drought is available at <http://www.plano.gov/Departments/Water/Water+Conservation+and+Education/Drought+Information/>.The City of Plano provides a water conservation program that educates and offers ways for homeowners to conserve. To learn more about the programs being offered, please contact the Water Conservation Coordinator at 972-769-4328.
- **Information Packet to New Residents** – The City's Customer and Utility Services Department delivers a packet of important information to new customers initiating water service. The packet contains information about City services, local events and other pertinent items of interest.
- **City of Plano Municipal Code of Ordinances** – The City of Plano's Municipal Code of Ordinances can be viewed and printed online at the following web address: www.plano.gov/City_Hall/CityGovernment/MunicipalCode.
- **Adopt-a-Creek Volunteer Program** - Due to the unending migration of litter into our community, City staff relies heavily on volunteer groups and individuals to help keep highways (Adopt-A-Highway) and creeks (Adopt-A-Creek) clean and litter free. In reality, our goal, through our environmental education efforts, is to prevent littering from occurring in the first place.

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

