Pat Evans
Mayor

Jean Callison
Mayor Pro Tem

Harry LaRosiliere
Deputy Mayor Pro Tem

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Place 1

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Place 2

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June 25, 2008

Re: District 3 Neighborhood Roundtable Meeting (June 5, 2008)
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, June 5, 2008 at the Plano Sports Authority StarCenter. We applaud your interest and involvement in our community. Your comments and questions are very valuable and we 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 City's budget (see http://www.plano.gov/Departments/Budget/) and a current look at the City's Community Investment Program (CIP) in the District 3 area (see http://www.plano.gov/Departments/Engineering/Community+Investment+Program/). Other topics included information on Property Standards and Code enforcement in and around District 3, as well as a presentation on the upcoming digital television transition. Additional topics brought forth during the meeting, as well as information pertinent to the District 3 area, will be covered in this response letter.

Parks

Carpenter Park Recreation Center Expansion and Renovation
A consultant has been hired to begin preparation of plans for expansion and renovation of Carpenter Park Recreation Center. The first phase of work will be an analysis of the existing building. Later this year plans will begin for expansion and renovation of the facility, which will include an indoor exercise pool, expanded exercise facilities, locker room improvements, additional parking, updating of the existing building and additional facilities for all ages - including seniors. Expansion of the facility will also include the addition of an outdoor skate park. Construction is tentatively expected to begin late in 2009 and be complete by early in 2011.

Frank Beverly Park
A Master Plan was completed early this year for Frank Beverly Park. Construction plans will be completed later this year. Funding to build the improvements will need to come from a future bond election.

Bluebonnet Trail
Improvements to the Bluebonnet Trail Crossing at Coit Road will begin late this summer and should be complete by the end of this summer.

Russell Creek Park
Renovation of the irrigation system in the northwest corner of the park is in progress. Work will be completed this summer.

Public Art Project – Davis Library

An aluminum and glass sculpture, suggesting a group of windmills, is to be installed on the south side exterior of the building. This piece is part of a project involving the placement of public art at all five of the City of Plano libraries. The project was designed by San Francisco artist Teresa Camozzi, who was selected from more than 70 artists who applied for the commission. The selection and design process included a series of public input meetings. The artist's design for Davis Library was inspired by a poem written by 2005 Texas Poet Laureate and Plano resident Alan Birkelbach, "1970: Inevitability." Mr. Birkelbach was commissioned by the City of Plano to write a collection of poems about the history of Plano. Each library selected a poem. Installation of the art is projected to occur in August 2008

Public Works

Residential Street Rehabilitation – There will be repairs of existing street and some alley pavement in the following areas –

Between Legacy Drive & Hedgcoxe Road, Independence Parkway to Coit Road. Project to start by June 1, 2008

Between Spring Creek Parkway & Legacy Drive, from Alma Road to Custer Road. Project to start approx July 1, 2008

Major Arterial Thoroughfare Work - Legacy Drive between K Avenue and Custer Road is currently underway.

Public Safety

March 31, 2007 – April 1, 2008

Offenses	Offenses for District 3	Offenses Citywide	Percentage
Murder	1	3	33.33%
Rape	6	50	12.00%
Robbery	11	167	6.58%
Aggravated Assault	58	456	12.72%
Burglary	203	1431	14.18%
Theft	739	6226	11.87%
Auto Theft	32	385	8.31%
Population	66138	260200	25.41%

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+Services/rehab

Engineering

The Chief Engineer over the Community Investment Program (CIP) spoke about the projects that are going on in and around the District 3 area, including pavement repair on Legacy Drive from K Avenue to Custer Road, residential concrete pavement rehabilitation in the areas bounded by Spring Creek Parkway/Alma Road/Parker Road/Custer Road and north of Legacy Drive between Coit Road and Independence Parkway. The status of intersection improvements at Coit Road and Legacy Drive were discussed, along with widening programs in the design phase - including northern sections of Alma Road, Independence Parkway from McDermott Road to SH 121 and Ridgeview Road from Independence Parkway to Coit Road.

To see a map of the current Community Investment Program (CIP) projects, please visit http://www.plano.gov/Departments/Engineering/Community+Investment+Program/

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, 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 contact the caller to 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. Those 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 concerns received are inspected by Specialists to establish whether a violation exists prior to pursuing any other action(s). 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.

Code Enforcement

- **Absentee Landlords –** Due process is exercised 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 recoup 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 registered and systematically inspected 55 multi-family complexes and over 425 individual units as part of a Rental Registration and Inspection Pilot Program. The program 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 all rental properties within the City of Plano, including single-family structures occupied as rental dwellings.

  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.

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

Transportation

Neighborhood Safety (Safe Streets Program)

Micarta Drive - Installed Temporary* Devices. The neighborhood now begins its 180 day test period. A public meeting is planned for June 2008. Comment forms will be mailed to gather input.

Russell Creek Drive, East of Independence - Installed Temporary* Devices. The neighborhood now begins its 180 day test period. A neighborhood meeting is planned for August 2008. Comment forms will be mailed to gather input.

(*Temporary devices are installed for 6 months based on a vote of the neighborhood residents to allow a test period of the devices before making a decision on permanent device installation. At the end of 6 months, residents are able to vote a second time on whether to have devices installed on their street permanently to control the speeding. In this document, "Temporary" refers to devices planned to remain for 6 months and "Permanent" refers to devices planned to remain permanently.)

Intersection Safety

Legacy Drive @ Coit Road - Construct double-left-turn lanes for all directions of travel

Legacy Drive @ Hedgcoxe Road - Extend eastbound left-turn lane storage (completed 2007)

Spring Creek Parkway @ Coit Road - Extend westbound right-turn lane storage (completed 2008)

Custer Road @ Hedgcoxe Road and Custer Road @ McDermott Road - Install wireless traffic monitoring cameras

Custer Road @ Northbound S.H. 121 - Installed additional traffic safety signs for northbound traffic (completed 2007). Signs will guide northbound double-left-turn traffic to southbound S.H. 121.

Spring Creek Parkway @ Alma Drive - Added dedicated right-turn lane for eastbound traffic (completed 2007)

Alma Drive @ Legacy Drive - Added additional left-turn lanes for northbound and southbound traffic (completed 2006)

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 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 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 that 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://www.plano.gov/Departments/Water/Water+Conservation+and+Education.

- **Information Packet to New Residents –** The Customer and Utility Services Department provides a packet of important information to new customers, initiating water utility services. 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 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, water quality or the Adopt-a-Creek program, please visit www.plano.gov/Departments/Water and/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 citizens with the function and purpose of City of Plano government and associated community organizations. For further information please visit http://www.plano.gov/Departments/Community+Outreach/CitizensAcademy/ or call 972-941-7307.
- 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 found by logging on to http://www.plano.gov/Departments/Police/Citizen+Programs/citizen_academy.htm or by calling 972-941-2527.
- 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. Please visit http://www.plano.gov/Departments/Fire+Department/Fire+and+Life+Safety/CFA.htm for further information or call 972-941-7421.

Additional information on these outreach programs can be found by visiting http://www.plano.gov/departments/community+outreach, 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

Pat Evans
MAYOR