



October 3, 2002

Re: **District 4 Neighborhood Roundtable Meeting (August 15, 2002)
Response to Issues and Comments**

Greetings:

I would like to thank you for your attendance at the District 4 Neighborhood Roundtable meeting held on August 15, 2002 at the Parkway Service Center. On behalf of City Council, we applaud your interest and involvement in our community. Much was learned from your comments and we look forward to working with you in maintaining a strong city and excellent quality of life. The following is a synopsis of the issues discussed as well as some additional information on each topic.

Traffic Mobility and Safety

As voiced at the meeting, some of the most important issues facing Plano today relate to traffic.

Traffic Congestion - Rapid population growth in Plano, although slowing, has increased traffic congestion. Transportation improvements are being made to balance land development and mobility needs. Traffic flow is being enhanced through new road construction, intersection improvements, and signalization throughout the City. At this time, the City has a program to install separate right turn lanes at the approaches to all major intersections.

The Transportation Division also has an ongoing program that retimes traffic signals in response to changing traffic volumes/patterns. Staff works with adjacent cities to foster uninterrupted traffic flow across City limit boundaries. Using state-of-the-art technology, 180 traffic signals are monitored throughout the City and timing plans are changed when needed to minimize vehicle stops and delay. Through use of traffic monitoring cameras and coordination with police patrols, quick and effective response to incidents involving disabled vehicles or traffic collisions is possible. By effectively responding to these variable traffic conditions, significant travel time savings and improved air quality are attained.

The City uses criteria based on the Manual of Uniform Traffic Control Devices (MUTCD) to determine when a traffic signal is needed at a particular location. The criterion considers the amount of delay experienced by side street traffic, proximity of other signals, the speed of traffic on the road, and past reported traffic collisions. Intersections are routinely monitored and signals are installed when the criteria are met. These criteria were recently revised to allow more intersections to qualify for signalization.

- Pat Evans
Mayor
- Phil Dyer
Mayor Pro tem
- Steve Stovall
Deputy Mayor Pro tem
- Shep Stahl
Place 1
- Scott Johnson
Place 2
- Sally Magnuson
Place 4
- Jim McGee
Place 7
- Ken Lambert
Place 8
-
- Thomas H. Muehlenbeck
City Manager

Neighborhood Traffic Safety - A Traffic Engineer is specifically assigned to oversee the City's Safe Streets Program (SSP). This program works with citizens and homeowner associations on specific neighborhood traffic safety problems, such as speeding vehicles or school zone safety. If you would like more information regarding the Neighborhood Traffic Safety program, please call the Engineering Department at (972) 941-7151.

Mass Transportation Update -

- ◆ **DART Rail** – Construction is well underway to develop the first light-rail line in Plano, parallel to, and just east of US 75. The crossing gates, the overhead electrical wires, the rock bed, the rail itself and all other components will be installed by the scheduled opening date of 2003.
- ◆ **190T Station** – The City of Plano has worked with DART to develop a station design that achieves a shared facility between the two cities of Plano and Richardson. Although the boarding platform is south of 190, the parking for the facility is located under the main lanes of 190 between the cities. Staff is working with property owners to extend Executive Drive south to provide direct access from Plano to the parking area. Construction on the station is in progress. The station is expected to be operational in 2003.
- ◆ **Plano Transit Village** – Or EastSide Village, had its first tenants occupy units in September, 2001 and is fully leased today. A second transit-oriented development project broke ground in October, 2001 about one block south of the first. Recently completed, EastSide Village Phase II, has approximately 30 units currently leased. Other similar projects are possible in the downtown area in the future.

For information regarding the DART system plan or any of the points above, please contact Marcos Fernandez in the City's Engineering Department at (972) 941-5333.

Traffic Speeding/Red Light Running - The Police Department places the highest priority on traffic safety. The Police Department's traffic mission is to save lives. The best way to accomplish this mission is to reduce and prevent traffic crashes. The City of Plano uses a three-pronged approach to accomplish these objectives:

- Strict enforcement
- Education and awareness
- Community partnership

Speeding and red light running are causative factors in the majority of the traffic crashes resulting in serious injuries and fatalities. The Police Department has aggressively addressed both of these violations. In 2001, the Police Department issued 28,154 speeding citations, a 17% increase compared to 2000. The Police Department also issued 7,280 red light citations, a 21% increase compared to 2000. Through July of this year, the Police Department has issued 54,937 total traffic citations. This is an 8% increase over total traffic citations issued during the same period last year. So far this year, red light citations are also up 8%, and speeding citations are up 4% compared to the same period last year.

The City of Plano has 180 traffic signal lights. The Police Department therefore uses accident data as the primary tool to prioritize their intersection enforcement efforts. Complaints from citizens are also

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considered in determining where the Police Department focuses traffic enforcement efforts. The intersections at Independence Parkway and W. Park Blvd, and Mission Ridge and Parker Road were specifically mentioned during the Roundtable as experiencing frequent red light running. I have requested the Police Department increase enforcement at these intersections to reduce the frequency of violations.

Education and awareness are critical to addressing traffic safety issues. The Police Department has implemented a traffic safety hotline (972-941-LITE) that you may call at any time to report flagrant traffic violations. Please provide the license plate number, vehicle make, and date/time of occurrence when you call. The Police Department will forward a letter to the registered owner of the vehicle informing them of the observed violation and requesting they comply with the law in the future. Also, red light citation information signs have been placed at ten high accident intersections and the major thoroughfares leading into our City. A traffic safety pledge program has been implemented to increase awareness of this problem.

The Police Department Traffic Unit is available to give traffic safety presentations to homeowner associations, PTO's and other community groups. Additionally, residents may use the Police Department's Special Enforcement Request (SER) procedure to address speeding and other traffic violations occurring in their neighborhood. Officers are assigned to address SER's as their call load permits. You may call the Police Department Traffic Unit at (972) 208-8055 to request a traffic safety presentation or to initiate an SER.

Red Light Cameras - The City Council and staff support the use of red light enforcement cameras as tools to combat flagrant intersection violations. The Texas Attorney General has issued an opinion that permits cities to use cameras to identify red light violators. At first glance, this may seem like a success, but it is not. Red light violations are criminal offenses that require identification of the actual driver. We would need the violator's Texas driver's license photo to compare against the photo taken by the red light enforcement camera to make the required identification. Currently, the Texas Department of Public Safety may only release driver's license photos to other law enforcement agencies for felony offenses.

The Attorney General's Opinion also states that home rule cities such as Plano may not adopt a City Ordinance that makes red light violations a civil offense without enabling legislation from the Texas Legislature. If red light violations could be handled as civil offenses, the Police Department could send a citation to the registered owner after taking a photo of the vehicle's license plate. Attempts have failed in the last two legislative sessions to allow cities to adopt red light violations as civil offenses. Absent this enabling legislation or access to driver's license photos for traffic offenses, it would not be feasible for us to move forward with red light enforcement cameras.

Zoning and Development Activity

Please be assured the City of Plano is committed to protecting the rights of neighborhoods, as well as developers, to pursue their interests within the established legal framework of procedures and standards. Historically, the City of Plano has been development-friendly. Non-residential development helps 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 strives to inform neighborhoods of proposed development and provide the opportunity for neighborhoods to express their desires and concerns to public decision-making bodies. The City of Plano continues to encourage developers and neighborhoods to openly communicate and seek ways to ensure beneficial and compatible development.

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 give the Planning Department's phone number, (972) 941-7151, so that citizens may call to get more information about the proposed zoning action.

In addition, information on new zoning and development requests is placed on the City's Internet home page at www.planotx.org, Plano cable channels A-30 and B-58, and is available in the public libraries. The City also sends written notices 20 days in advance of the public hearing for a zoning case, although state law only requires 10 days advance notice. The City elected to extend this time so that homeowner groups would have more time to learn the details of the case and meet with the property owners to discuss their concerns. The notices are sent to property owners within 200 feet of the affected property, as required by current state law. Notices are also sent to the presidents of homeowner associations that are within 1500 feet of any request for rezoning. The president of the Plano Homeowners Council receives notice of all zoning cases that have been requested.

The following zone request was recently approved within the District 4 area:

- ◆ **Property just east of Preston, between Plano Parkway and SH 190** – Amendment of existing planned development to allow medical offices and hospital uses with parking structures and heliport.

The following properties have land studies, preliminary site plans, and/or final site plans approved in the District 4 area. Projects that have been approved generally mean development is imminent.

- ◆ **Coit Crossing** - Northwest corner of Coit Road and SH 190.
Continued development of pad sites for restaurants.
- ◆ **Coit Center** – Southeast corner of Coit and McDermott.
Continued development of retail and commercial uses.
- ◆ **Thunderbird Addition** – South side of Plano Parkway, east of Fulgham.
Used car dealer.
- ◆ **Preston/Ohio Addition** – Southwest corner of Plano Parkway and Ohio.
Office/retail development.

The following properties have been recently submitted for review:

- ◆ **Montessori School** – Northwest corner of Custer and Parker.
Daycare and school. (Current site of Metro Family Church)
- ◆ **North Texas Tollway Authority** – Southwest corner of Ohio and Tradition Trail.
Office building and service yard.

In addition to the above, there are several expansions/additions to PISD schools planned within the District 4 area.

“Big Box” Retail - Plano’s zoning code previously did not distinguish “big box” or “superstore” retail from any other form of retail. In August 2000, City Council upon recommendation of the Planning & Zoning Commission adopted changes applicable to retail buildings greater than 80,000 square feet in size. For reference, grocery stores are usually 50,000 to 65,000 square feet in size and are not affected by the zoning changes.

Retail uses greater than 80,000 square feet in size are subject to additional regulation. Superstores are no longer allowed by right in the retail district. Prior to construction, superstores must request approval in the form of a Specific Use Permit from City Council and the Planning & Zoning Commission. The Specific Use Permit process follows the zoning process, and includes mandatory written notice to adjacent properties, and public hearings at both City Council and Planning & Zoning Commission meetings.

If a Specific Use Permit is granted for a superstore, the building must comply with mandatory architectural standards. The intent of these standards is to break up the visual mass of the building. There are criteria for façade materials (brick native stone, stucco, etc.), required contrasting color and/or textural differences in façade material, horizontal and vertical offsets in the building façade, covered walkways, landscaping, etc.

To date, there have been no applications for superstores since the zoning changes and none have been constructed to these standards. The Sam’s superstore at Avenue K and Spring Creek Parkway comes close to meeting the standards; however, it does not meet the additional parking lot landscaping criteria.

Redevelopment & Revitalization – The City is addressing redevelopment and upkeep of older areas in several ways. For many years, federal Community Development Block Grant funds have been used to assist qualifying families with housing rehabilitation and emergency repairs in the older neighborhoods. Grant funds are also used to help first-time homebuyers, further strengthening the owner-occupancy rates in these areas. The City has a neighborhood planning program which works with individual neighborhoods to address specific issues that are of concern to the residents, such as code enforcement, inadequate street lighting, crime and traffic. As the City ages, the continued viability of all neighborhoods is of paramount importance keeping Plano attractive to new residents and businesses.

Business retention is important to the continued economic growth and tax base of the City. The Plano Economic Development Board has staff dedicated solely to this function. In addition, the City recently partnered with the cities of Richardson and Carrollton and produced a document entitled Retail Study of Underperforming and Vacant Retail Areas. This document addresses existing centers as well as retail-zoned properties that are undeveloped or partially developed. The three cities joined together on this study to share experiences and ideas, as well as to save costs. The study covers a variety of approaches for improving the productivity of retail properties such as revitalization, redevelopment, rezoning, and incentives. This report was presented to City Council in August. This fall, the Planning and Zoning Commission will review the various approaches studied in the report and will develop an implementation plan tailored to Plano’s needs and capabilities.

Public Information

Below is a list of various media and access information you may find useful in contacting staff and keeping abreast of activities in our City.

- ◆ **Internet**

As stated previously, the City of Plano's web site address is www.planotx.org. To reach a particular staff member by phone, you may go directly to www.planotx.org/topic.asp. For City staff email addresses, go directly to www.planotx.org/ctystaff.html. The City's 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.

- ◆ **Publications**

Municipal information is published in the Wednesday editions of the Dallas Morning News, Plano Section and the Plano Star Courier.

- ◆ **Cable TV**

Information regarding upcoming City activities and events is broadcasted on Plano's cable channels - A30 and B58.

- ◆ **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.

The City's web site was advertised via water bill inserts in November 2001 and January 2002. Additionally, the City has reserved an insert in 2003 specifically for re-advertising our web site services.

- ◆ **Current Studies**

It was suggested during our Roundtable that the City provide information concerning the current studies in which we are involved on our web site. This excellent suggestion has been implemented. You may find the link entitled *Current On-Going Studies* on the front page of our web site.

- ◆ **Auto Email Newsletter (Future)**

The City of Plano is currently testing a monthly/quarterly auto newsletter to which interested citizens can subscribe via email. This pilot program is expected to be fine-tuned and in effect by the end of this year.

Code Compliance

Currently, ten Property Standards Specialists are assigned to monitor the City of Plano. Specialists proactively inspect their assigned areas, as well as respond to citizen concerns relating to Zoning Ordinance and City Code. These codes and ordinances include, but are not limited to:

- ◆ Parking on unimproved surfaces,
- ◆ Junked motor vehicles on private property,
- ◆ Low tree limbs and branches,
- ◆ Trash and debris,
- ◆ Numerous residents/overcrowding,
- ◆ High grass and weeds,
- ◆ Open storage of goods or materials,
- ◆ Home occupations,
- ◆ Non-permitted garage sales,
- ◆ Substandard structures, and
- ◆ Fence maintenance.

When a concern is received by the Property Standards Department, the call is assigned to the appropriate specialist who then inspects the property within 2 business days. After the initial inspection is completed, the complainant will receive a follow-up status report from the specialist if a contact number is provided. Callers may remain anonymous if they wish.

I would also like to explain the process. When most violations are observed, the property owner and/or occupant are notified by mail. A notice of violation letter is issued, noting the violation and the timeframe in which the property owner should come into compliance. For high grass/weeds and trash/debris, only one annual notice is required. In these instances, the property owner may not receive additional notifications prior to immediate abatement of subsequent violations. If a property owner chooses not to comply with the request, the City may contract to have the work completed at the owner's expense and/or a notice to appear before municipal court may be issued.

To provide increased service levels, Property Standards Specialists are assigned to work one Saturday per month. Doing so provides the opportunity to witness activity that may not occur during regular business hours, such as non-permitted garage sales, parking on unimproved surfaces and illegal home occupation activity. As necessary, staff will also rearrange work schedules to monitor activity occurring outside regular business hours.

From October 1, 2001 to August 31, 2002, the City of Plano has issued 1358 notices for vehicles parked on unimproved surfaces, 580 notices for junk vehicles on private property, 335 notices for non-permitted garage sales and 1598 notices for low tree limbs. If you have a concern to report, please contact the Property Standards Department at (972) 941-7124, or you may submit your concern on the internet at www.buildinginspections.org/property.html.

Building Inspections

Addresses on Alley Fences – Plano's Building Code requires an address be visible from the alley on rear entry homes. This code is enforced on all new homes and as improvements are made on existing homes. The street numbers are typically placed above the garage.

Garage Sales – All Plano residents are entitled to three garage sales per year. Garage sale permits are available online at www.buildinginspections.org or by calling (972) 941-7140. There is no charge for garage sale permits. With regard to garage sale signs, they are subject to the same regulations as other signs per the City's sign ordinance. Signs are not allowed in the City right-of-way, which seems to be the most common violation. This right-of-way restriction applies to any type of signs, including political signs. When a citizen applies for a garage sale permit, the regulations regarding signs are explained in detail.

The City Council is revisiting the issue of signs on fences. An ordinance relaxing this ban may be reviewed in the future.

Customer and Utility Services

On February 1, 2002, due to lack of customer activity between 5:00 and 5:30 p.m., the hours of the Customer and Utility Services Department reverted back to 8:00 a.m. to 5:00 p.m. However, the Customer and Utility Services Department strives to remain customer-friendly. Voice mail is not utilized on any of the main lines. Most requests are handled and responded to within the same business day. When this is not the case, the citizen is informed of the delay. It is also the goal of the Customer and Utility Services Department to respond to all written correspondence within three business days. Citizens may contact the Customer and Utility Services Department at (972) 941-7105 during business hours and at (972) 727-1623 for after hours service and assistance.

To further serve the citizens of Plano more efficiently, the Customer and Utility Services Department has initiated a new online Internet application where customers can request service, inquire on account information such as payment and consumption history, access general information, and pay their utility bill 24/7. This application can be reached by selecting the Customer & Utility Services Department through the City's main web site at www.planotx.org.

Infrastructure Construction, Repair and Maintenance

The City has an aggressive road construction/rehabilitation/maintenance program to keep roads and drainage systems operating at their optimum. Staff makes great effort to coordinate these projects (City crews, utilities, and private contractors) to prevent undue delay and congestion to motorists. Many projects are performed during non-commute traffic periods or during the night to minimize their impact on traffic. Problems involving street/alley construction may be reported to the Public Works Department at 972-769-4140 (after hours call 972-727-1623).

The following are current or upcoming improvements slated in or around District 4:

Major Thoroughfare Construction – The replacement of pavement sections on Parker Road between Coit and Alma in both directions of travel is currently under construction.

Other locations scheduled for construction in 2002-03 after City Council approval include:

- ◆ Country Place from Park to Custer
- ◆ Plano Pkwy from Alma to Dallas North Toll Way
- ◆ 15th St from Plano Pkwy to Hwy 75
- ◆ Custer from Park to Plano Pkwy
- ◆ Independence from Plano Pkwy to 15th St
- ◆ Park from Custer to Hwy 75

Residential Street & Alley Reconstruction – Pending City Council approval is the reconstruction of street and alley pavements that need replacement in the geographical area bordered by Spring Creek Pkwy on the north, Park on the south, Custer on the east, and Independence on the west.

Sidewalk Replacement – Pending City Council approval is the replacement of hazardous sidewalks in the area bordered by Park on the north, Coit on the east, Preston on the west and Plano Pkwy on the south.

Barrier-Free Ramp Installation – The installation of ramps at all street and alley intersections is being done to meet with the Americans with Disability Act (ADA). Construction is scheduled during the fall of 2002 in the area bordered by Plano Pkwy on the south, Park on the north, Independence on the east and Coit on the west.

For additional information on the City of Plano's Capital Improvement Program, a new web page has been dedicated and features a status interactive map. This web page offers citizens information on street closures, status of CIP projects, and City contacts for each project. You can find this information directly at www.planogis.org.

Additional topics brought forth during our meeting are discussed as follows:

Street Lights – There is a general policy on the placement of street lighting in residential areas. Lights are located at all intersections and generally mid block at 600 foot intervals. If there is a specific location in question please contact the Engineering Department at (972) 941-7152 and they will investigate to determine if this standard is being met.

Street Sweeping – The City, under contract, provides street sweeping along the major thoroughfares once per month. The contractor provides sweeping services during the day and late evenings after 10:00 pm, Sunday through Thursday. The City does not provide residential street or alley sweeping services.

Littered Alleys – This topic has been addressed with the City's Solid Waste Department route drivers to make certain their operations are not contributing litter to our alleys. The drivers have also been advised to notify the Keep Plano Beautiful supervisor when littered alleys are observed. Keep Plano Beautiful, working with the City's Property Standards Department, will investigate locations as they are reported. Citizens may also report littered alleys to the Keep Plano Beautiful office at (972) 769-4130.

Water Conservation Education

Water conservation is important to our community. I am pleased to state the City has implemented a new comprehensive Water Conservation Education Program that will expand over a five-year period. The education plan will start with two prongs:

- ◆ General education outreach to citizens and schools, including teacher training and a web site, and
- ◆ Irrigation efficiency surveys for City properties and other properties.

In addition, the City and the Homeowner's Council recently joined in an agreement that addresses, among other things, the installation of freeze protection devices and rain gauge devices for HOA sprinkler systems. For more information on this agreement, please contact the Customer and Utility Services Department at (972) 941-7352.

Parks

The Plano parks system has over 3,600 acres of park land. Several large sites such as Oak Point Park and Nature Preserve and the Tennyson/Archgate athletic site have yet to be developed. Once these sites are fully developed, the community will have more usable open space.

The Park Master Plan identifies several additional sites that have not yet been acquired. One site is along White Rock Creek and another, slated as a community park, is located near Alma and Park Boulevard. There are also several linear sites along creeks and under power lines that will be acquired to expand the recreational trail system.

Below are other topics of interest relating to the Parks Department:

- ◆ **Landscaping Grant Opportunities** – Neighborhoods may apply for a matching landscaping grant from the Keep Plano Beautiful Commission. Information concerning this grant program is available on the City web site at www.planotx.org/kpb/hometown.html or by contacting Robert Smouse at Roberts@plano.gov or (972) 769-4130.
- ◆ **Request for Golf Course in District 4** – A comment card left at the meeting suggested a golf course be constructed in District 4. The development of a typical golf course requires approximately 150 – 200 acres of land. It also requires land with natural character that has appropriate zoning to make it cost effective to develop. Unfortunately, there are no suitable tracts of land in District 4 for golf course development at this time.
- ◆ **Limbs in Parks** – When tree limbs fall in parks, they are usually found when the maintenance crew visits the site or a supervisor is inspecting the site. Large limbs may require special equipment and are sometimes left until the forestry crew can visit the site. If the limbs pose a hazard, they are moved out of harm's way until the forestry crew can remove them. Citizens are encouraged to report downed tree limbs and any other park problems (such as litter) to the Parks Department at (972) 941-7263.

- ◆ **Volunteer Opportunities** – Adopt-a-Park and Adopt-a-Creek are programs that individuals or groups may participate in to help keep our park properties clean. There is also a major event, usually held in early April, called the Great American Clean Up, which is sponsored by the Keep Plano Beautiful Committee. For information on any of these programs citizens may call the Parks Department at the above listed number.

Environmental Health

Animal Control – The Animal Services Division will implement the following services beginning in October 2002:

- Animal Control Officers will specifically patrol parks in District 4 and particularly on weekends to establish a presence and observe stray animals, off-leash violations, and pooper scooper violations,
- A letter will be forwarded to Homeowners Associations offering educational seminars on various aspects and responsibilities of pet ownership, and
- The Division will request time at area PISD schools to inform children of animal safety.

In addition, the Animal Control Division anticipates the hiring of three additional officers in the next 30 days who, after training, will assist in patrol coverage of the District 4 area.

Indigent Health Care – The City depends upon the Collin County Health Department to provide indigent health care. Applicants are accepted based upon Federal government guidelines. Services include examinations by physicians, specialist referrals and prescriptions. The annual amount of care per individual is limited to \$30,000. Marina Reyes with the Collin County Health Department is the contact for more information and can be reached at (972) 548-5501.

West Nile Virus Update – The first case of human West Nile Virus (WNV) in Texas was reported in Harris County in July 2002. As of September 30, 2002, 92 human cases have been reported in Texas including two fatalities (per Texas Department of Health). Seven human cases have been reported in Dallas County, and one human case of WNV, a Plano resident, has been reported in Collin County.

The City's Environmental Health Department is continuing mosquito trapping to determine where populations are a nuisance and is performing its mosquito control (larviciding and adulticiding) when warranted and conditions allow. More information on WNV can be obtained by calling the Environmental Health Department's info line at (972) 941-7180 or by accessing the City's web site at www.planotx.org. The Texas Department of Health also has helpful information and links at www.tdh.state.tx.us.

Public Safety

Traffic Violations – I would like to re-emphasize City Council's initiatives aimed at reducing red light and speeding violations in our City. City Council is dedicated to resolving these important safety concerns by supporting the Police Department with their three prong approach as discussed previously in this letter:

- Strict enforcement
- Education and awareness
- Community partnership

Neighborhood Patrol - Maintaining a visual presence in the community is one of the primary methods the Police Department uses to achieve its mission of:

- Protecting lives
- Preventing crime
- Enforcing the laws
- Maintaining order

Our Police Department is a nationally accredited agency and as such adheres to widely accepted patrol allocation standards. The Police Department annually reviews calls for service data, average response times, and population growth trends to ensure the patrol force is properly allocated. In a city the size of Plano, citizens may not routinely see an officer patrolling their neighborhood streets. However, the Police Department promptly dispatches officers to respond to calls for service. One of the primary performance measures of the Police Department is an average response time of 7 minutes or less for Priority 1 calls, and 10 minutes or less for all calls. In 2001, the Department's actual average response time for Priority 1 calls was 5.71 minutes, and 7.03 for all calls for service. Properly allocating police personnel to patrol, investigative, and support functions contributes to the City of Plano consistently being ranked as one of the safest cities in the nation.

Crime Watch – Another crime prevention tool available to you is participation in your Neighborhood Crime Watch. The Crime Prevention Unit of the Police Department is very active with Crime Watch groups. If you would like to join your neighborhood's Crime Watch program or would like to begin a program in your area, please contact the Crime Prevention Unit at (972) 941-2431. An officer will be happy to assist you with any questions you may have.

Emergency Preparedness – The City of Plano has a comprehensive Emergency Management Plan which is updated annually. As a result of the events of September 11th, we are developing an additional document to specifically address contingency planning/activities in the event that Plano should experience an act of terrorism. The City of Plano's capabilities to deal with terrorism today are as good as any other city in America and better than most. We have a liaison assigned to the FBI Command Post 24-hours-a-day. At this time, we have no indication there is any threat to the City or our residents and will continue to monitor new information as it becomes available.

Your City Council places public safety as a high priority and continues to allocate resources to this area during budgetary considerations to ensure we maintain a safe, secure environment for our community.

OTHER TOPICS OF INTEREST

Citizens Handicap Parking Patrol – Last year, the Plano Police Department launched a new program to combat illegal handicap parking. The Citizens Handicap Parking Patrol is a cooperative effort between the citizens of Plano and the Plano Police Department, which allows trained volunteers to issue parking citations for handicap parking violations. The volunteers are provided citation books, identification signs for their vehicles, orange vests, and a camera, prior to going on patrol. This program brings enforcement to those persons violating the law and helps ensure those in our City who are handicapped will have a place to park. The Plano Police Department will train and supervise those who wish to participate in the program. Should you be interested in becoming a volunteer, please contact Sergeant J. C. Randall at (972) 941-2483.

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. The 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's web site, in area newspapers, on cable TV, by letter to HOA's and Crime Watch areas, and by individual post card notices sent to each residence in the targeted area. For your information, a map and listing of the Neighborhood Roundtable meetings for 2002 is attached. While the meetings are designed to focus on issues involving the targeted district, everyone is welcome to attend and participate.

On behalf of City Council, I would like to again thank you for taking part in the Neighborhood Roundtable session on August 15th. 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.

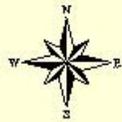
Sincerely,

A handwritten signature in cursive script that reads "Pat Evans". The signature is written in black ink and is positioned above the typed name and title.

Pat Evans
Mayor

Attachment/Roundtable Map

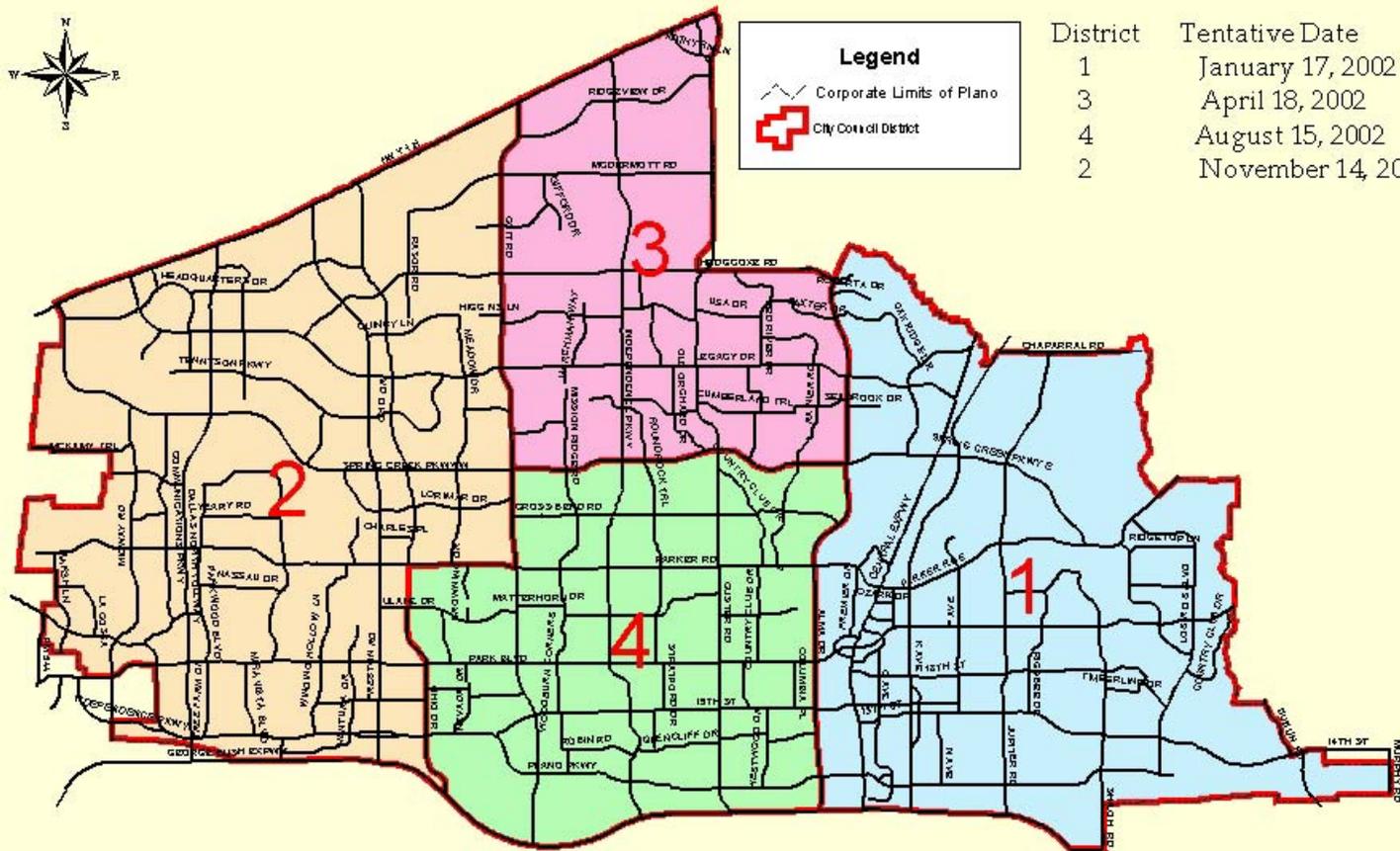
2002 Plano City Council Neighborhood Roundtable Meetings



Legend

- Corporate Limits of Plano
- City Council District

District	Tentative Date
1	January 17, 2002
3	April 18, 2002
4	August 15, 2002
2	November 14, 2002



Disclaimer: This map and information contained in it were developed exclusively for use by the City of Plano. Any use or reliance on this map by anyone other than the city's own risk and without liability to the City of Plano, its officials or employees for any discrepancies, errors, or omissions whatsoever.
GAR RIGG / Prepa's Policy Roundtable and



March 2002