



August 29, 2011

**Re: District 4 Neighborhood Roundtable Meeting (August 18, 2011)
Response to Issues and Comments**

Greetings:

If you were able to attend the recent District 4 Neighborhood Roundtable meeting held on Thursday, August 18, 2011 at the Plano Sports Authority, I hope that you gained some valuable information from the presentations made by City staff. City Council and I appreciate your questions and comments about the programs and services that are provided to the community. Your participation and involvement are valuable in helping us determine how to move forward as a City while continuing to maintain an excellent quality of life.

During this meeting City Staff presented information on several topics:

Stage 2 Water Conservation Measures - Public Works Director Jerry Cosgrove discussed Stage 2 Water Conservation Measures. The City began these measures August 19th at the direction of the North Texas Municipal Water District. Stage 2 measures should achieve a 5% reduction in water usage (please see additional information on the next page). Mr. Cosgrove also reviewed street repairs, improvements and other community investment projects in and around the District 4 area;

FY 2010-2011 Budget and proposed FY 2011-2012 Budget - Budget Director Karen Rhodes-Whitley reported on both the 2010-2011 City budget and the proposed 2011-2012 budget;

Plano Economic Development Board - Plano Economic Development Board Director Sally Bane presented a progress report on Plano's Economic Development;

Carpenter Park Recreation Center - Parks and Recreation Director Amy Fortenberry discussed the recent reopening of Carpenter Park Recreation Center after major renovations;

Fire Station #4 - Plano Fire Chief Hugo Esparza updated the group on the construction going on at Fire Station #4 at 6000 Roundrock Trail; and

Fix it Plano - Public Information Director Dana Conklin presented information on the recently implemented *Fix it Plano* program which empowers you to help keep our community well maintained. *Fix it Plano* enables you to report a needed city repair any time of day straight from your phone.

More information on all of the above topics, plus many more, can be found at www.plano.gov. This response letter will cover information brought forth during the meeting, as well as other information pertinent to the District 4 area.

Stage 2 Water Conservation Measures

Over the past several weeks, the City has received a lot of resident feedback on the water map designed for watering restrictions in Stage 2. The water map was made in the best interest of the water system, however considering the needs of the residents and taking a different look at our water system, we made a change to the watering restrictions. We realize the water map was in place for a very short period of time, but providing a timely response to your concerns was necessary in this case. Plano City Council recently adopted a different approach to watering restrictions, while continuing to limit watering to 2 days per week.

New Residential Watering Restrictions – Effective August 23, 2011

In order to achieve the 5% reduction in use, residential irrigation watering should be programmed for two days per week based on the building's address.

- Even number Monday and Thursday
- Odd number Tuesday and Friday

Watering is prohibited between 10:00am-6:00pm.

Hand watering and the use of soaker hoses or drip irrigation provide property owners with a means to protect their foundation, plant materials, and other outdoor assets. This practice is acceptable at any time on any day of the week, provided there is no run off. The refilling of swimming pools continues to be acceptable in Stage 2.

Variations

Variations are available to meet specific needs. These may be allowed for large water consumers such as the City, School Districts and those with large campuses where the amount of time needed to water may not fall within times allotted. Variations may be requested by contacting the Director of Public Works.

City of Plano and Large Water Consumers

Plano's water conservation plan allows the City of Plano Parks and Recreation Department and Plano Independent School District to operate with a variance. The City and School District will exceed the 5% reduction goal by managing all sites and campuses as a whole. Some irrigated areas will be reduced well beyond the 5% goal to offset watering at high use sites that have safety implications. The scale of operation for over 4,000 acres of parkland and 1,200 irrigated acres of park land, athletic fields, and other public property, requires alternative conservation methods. Large site irrigation systems cannot water all stations in the system within the same water window as a residential lawn, but they can still be programmed to apply less water than when in non-drought conditions. One athletic site has over 500 stations, which cannot all be run in one or two nights. The need to water play surfaces and high use areas must also be balanced with scheduled activities and public use patterns. Parks and outdoor sports venues are typically used in the early morning or after school/work hours up to 11 pm, so watering schedules must be adjusted accordingly. Irrigation in scheduled or high use areas is necessary for the safety of the users. Cracks in the ground or injuries caused by falling on a very hard surface are thereby reduced.

The Plano Parks and Recreation Department is committed to participating in the water conservation plan. In fact, during the drought of 2005-06, the department reduced water consumption by 45%. Significant water reduction also has the potential to damage grass, trees, trails, pavilions slabs, and other site features paid for with taxpayer dollars. The protection of these public assets using best available practices and existing irrigation systems is being done for the purpose of mitigating future repair and replacement costs by the taxpayers.

The Pecan Hollow Golf Course and Legacy Business Park irrigate using reclaimed water rather than treated drinking water, so it does not affect the reduction goals.

Oak Point Park is currently receiving extra water to insure the safety of those attending the city's largest event, the Plano Balloon Festival in September.

The Reason for Stage 2

At the direction of the North Texas Municipal Water District, the City of Plano entered into Stage 2 Water Conservation Measures on August 19th. Stage 2 measures should achieve a reduction in water usage of 5%. A city-wide limit to landscape watering of only two days per week has been enacted.

The move to Stage 2 is a result of the loss of water supply from Lake Texoma due to Zebra Mussel infestation, increased demand during prolonged extreme heat, lack of significant rainfall, and planned construction at one of the District's water treatment plants.

We need the cooperation of all our residents to help reduce water consumption by 5%. We appreciate resident's comments and concerns and will continue working together to address this Stage 2 Water Conservation effort.

For additional information on water conservation measures visit www.plano.gov/water or call the water information hotline, (972) 769-4338.

Parks and Recreation

Recreation Centers

Carpenter Park Recreation Center – The center re-opened on August 5. The recently completed expansion included a 5,000 S.F. weight/cardio fitness area and expanded locker rooms. Renovations included the addition of a gymnastics viewing room for parents, conversion of the existing weight/cardio room into a multipurpose meeting room and general renovation of the entire facility. The design also accommodates the future addition of a warm water fitness pool when funding to operate and maintain the pool is available.

Plano Aquatic Center - Plans are being prepared for renovation of the Center. This will include improved locker rooms, family changing rooms, improved parent viewing areas, improved lighting, improved classrooms, outdoor water play features and complete replacement of the existing indoor pool. The facility is expected to close in January 2012 and reopen in approximately 12 to 18 months. The facility was built in 1978.

Park Improvements

Bike Route System – The City's Bicycle Transportation Plan identifies streets throughout the city that are suitable for use by on-street bicyclists. Plans for installing bike route signs on these streets are complete. Bids have been opened and a contract has been awarded. Work is expected to begin in early fall.

Clearview Park – Plans are complete for improvements to Clearview Park. Improvements include a new playground, sidewalk additions, drainage improvements and tree planting. Funding is included in the 2011-12 CIP Budget request. Construction is expected to begin in late 2011.

Chisholm Trail Improvements – Plans are nearing completion for improvements to Chisholm Trail in the Big Lake Park area. Improvements include a stone border around the pond, trail overlooks, tree planting and enhancements to the bridges at Cross Bend Road and Deerfield Drive. Construction is expected to begin in early 2012.

Evans Park Improvements – Construction was recently completed for the addition of parallel parking spaces on Silverwood Lane. The work also included the construction of a new steel fence with stone columns to replace the chain link fence that had been in place for over 30 years. These improvements were requested by neighborhood residents through the City's neighborhood revitalization program.

High Point Tennis Center Shade Shelters – Engineering plans are being prepared for the installation of 14 shade shelters. The shelters will be located adjacent to selected courts throughout the facility. Work is expected to begin in late 2011 and be complete by the spring 2012.

High Point Tennis Center Lighting Replacement – The existing lighting at High Point Tennis Center is over 30 years old and has reached the end of its useful life. Plans are in progress for a complete renovation of the lighting system using high efficiency lighting. Construction is expected to begin in December 2011 and be complete by March of 2012.

Park Erosion Control Projects – Work is in progress on erosion control projects at several locations throughout the City including Harrington Park and Chisholm Trail at Park Boulevard. Work will be completed this fall.

South Central Community Park – The City recently acquired a 52 acre community park site at the northwest corner of Park Boulevard and Alma Drive. The park will be used for passive open space, open turf areas, large community pavilion, trails and related improvements. The site will not include intense improvements such as lighted athletic fields. Funding for the improvements will need to come from a future bond election. The property has been leased back to the existing owner for many years. This relieves the City of any maintenance cost prior to development of the park for public use. Residents in adjacent neighborhoods will have an opportunity to review plans and provide input when plans are available. Planning will not take place for several years.

Public Safety

Police Department

Crime reported in District 4 compared to crime reported City wide: August 1, 2010 thru July 31, 2011

UCR Part 1 Crime Categories	District 4 Offenses	City wide Offenses	District 4 as Percent of City wide
Murder	0	3	0.0%
Rape	10	58	17.2%
Robbery	31	147	21.1%
Aggravated Assault	63	291	21.6%
Burglary	308	1191	25.9%
Larceny/Theft	1246	6354	19.6%
Motor Vehicle Theft	52	502	10.4%
Total Part 1 Crimes	1710	8546	20.0%
Population	62,102	261,300	23.8%

Fire Department

Summary of Incidents in First Due Station areas contained in District 4:

	<u>2010</u>	<u>2011 YTD</u>
Total Calls:	9,604	5,857
Most Frequent Call Type:	EMS	EMS
Busiest Day of the Week:	Friday	Friday
Busiest Time of Day:	3 PM – 6 PM	2 PM – 4 PM

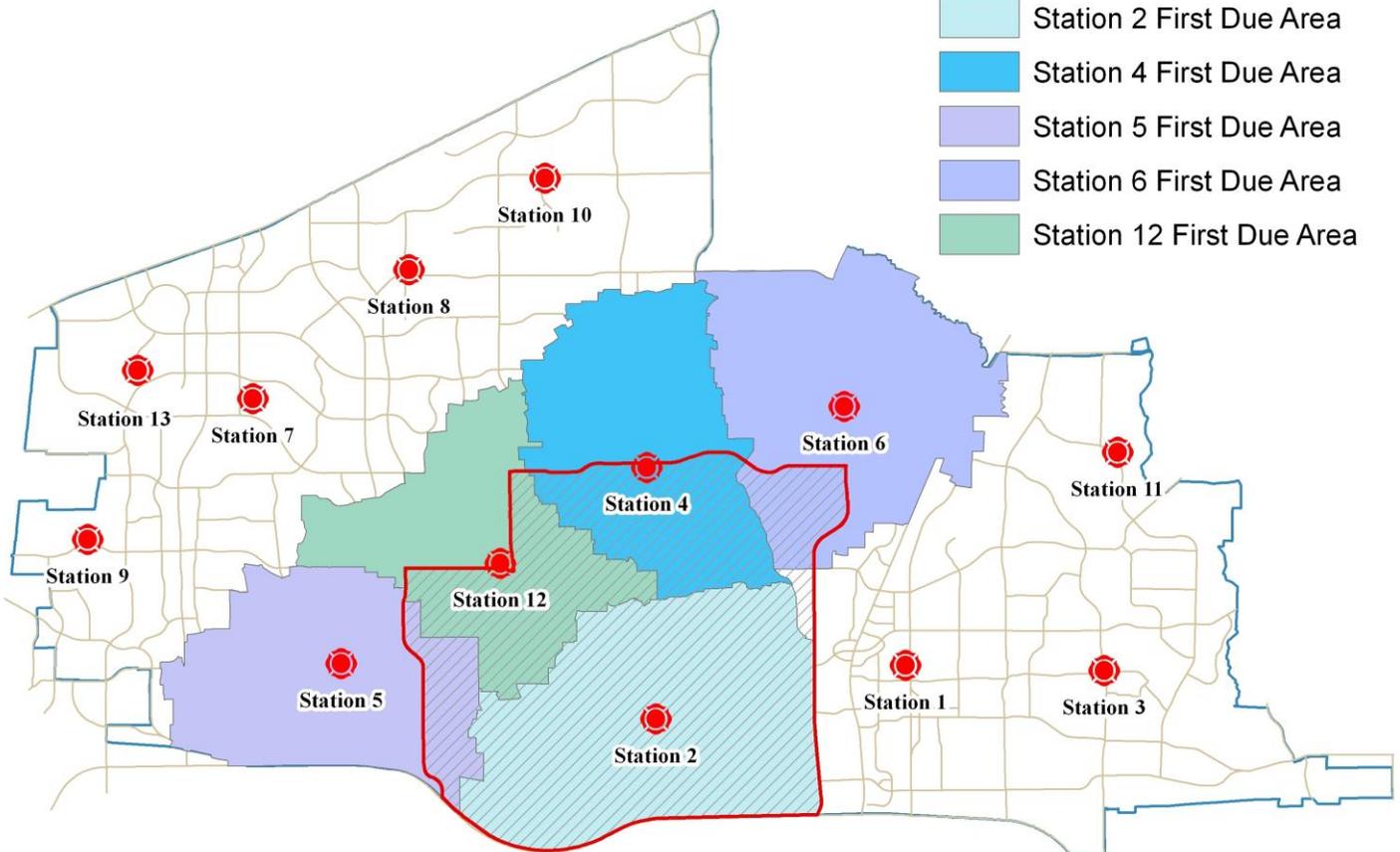
Jan-Dec 2010

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD2	40	1,297	58	39	289	159	0	1,982
FD4	47	1,449	98	165	279	160	3	2,201
FD5	22	1,166	51	147	372	198	2	1,958
Fd6	42	1,253	46	171	246	93	1	1,852
Fd12	32	1,055	54	114	234	121	1	1,611
Total	183	6,220	307	736	1,420	731	7	9,604

Jan-Jul 2011

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD2	15	745	40	105	155	98	0	1,158
FD4	14	815	53	149	172	104	1	1,308
FD5	34	694	37	133	239	159	5	1,301
FD6	23	721	25	100	132	71	1	1,073
FD12	31	606	31	77	160	110	2	1,017
Total	117	3,581	186	564	858	542	9	5,857

-  Council District 4
-  Station 2 First Due Area
-  Station 4 First Due Area
-  Station 5 First Due Area
-  Station 6 First Due Area
-  Station 12 First Due Area



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 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.

Zoning, Plats, 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 4:

Project: Alcatel USA Addition, Block A, Lots 6R & 7; Applicant: Oncor Electric Delivery Co. & Tektronix, Inc.
Electrical substation on 1 lot and one vacant lot on 8.3± acres located on the south side of Lotus Drive, 1,280± feet east of Independence Parkway. Zoned Light Industrial-1/190 Tollway/Plano Parkway Overlay District.

Replat submitted (07/21/11); pending approval. Purpose of plat is to dedicate easements in order to finalize the development.

Project: AMWC Coit Road Warehouse Addition; Applicant: Behringer Harvard 1221 Coit LP

Data center on one lot on 7.3± acres located on the west side of Coit Road, 950± feet south of 15th Street. Zoned Light-Industrial-1.

Revised site plan submitted (5/12/11) and approved on 6/6/11; purpose of plan was to show improvements being added to the site.

Project: Coit Ctr, Block A, Lots 1R, 8, & 9 & Blk B, Lot 4R; Applicant: Silvertree Partners (Coit 190 Texas L.P.)

Multifamily & restaurant on 3 lots on 34.6± acres located generally at the NE corner of Coit and Mapleshade and multifamily on 1 lot on 5.3± acres located at the SW corner of Mapleshade and Silverglen. Zoned Planned Development-215-Corridor Commercial and Planned Development-216-Corridor Commercial/190 Tollway/Plano Parkway Overlay District w/Specific Use Permits #545 & #546 for Regional Theater.

Initial concept plan submitted (2/24/11) and approved on 4/25/11 with companion Zoning Case 2011-05; applicant has submitted a revised concept plan (7/21/11) pending approval. Purpose of plan is to show proposed development layout.

Project: Coit Center, Block A, Lots 1R & 9; Applicant: Silvertree Partners (Coit 190 Texas L.P.)

Two conveyance lots on 31.3± acres located generally at the NE corner of Coit Road and Mapleshade Lane. Zoned Planned Development-215-Corridor Commercial/190 Tollway/Plano Parkway Overlay District with Specific Use Permit #545 & #546 for Regional Theater and Arcade.

Revised conveyance plat submitted (07/21/11); pending approval. Purpose of plat is to modify existing lot lines.

Project: Dallas Morning News North Plant, Block A, Lot 4R; Applicant: T-R Joint Venture

Medical office on one lot on 1.2± acres located on the south side of Plano Parkway, 350± feet east of Coit Road. Zoned Light Industrial-1/190 Tollway/Plano Parkway Overlay District.

Site plan submitted (12/23/10); pending approval. Purpose of plan is to show proposed building and related site improvements.

Project: Dallas Morning News North Plant, Block A, Lots 1R, 2, 3, & 4; Applicant: Andalusia Properties

General commercial plant on Lot 1R, light-intensity manufacturing on Lot 2, convenience store with gas pumps on Lot 3, and future office on Lot 4, all on 37.0± acres located at the SE corner of Coit Road and Plano Parkway. Zoned Light Industrial-1/190 Tollway/Plano Parkway Overlay District with Specific Use Permit #319 for Commercial Antenna Support Structure (100 foot).

Replat submitted (5/12/11); pending approval. Purpose of plat is to subdivide property and dedicate easements for finalizing the development.

Project: DSC Communications Addition, Block 1, Lot 1R; Applicant: Bank of America

Data center on one lot on 23.8± acres located at the SE corner of Coit Road and Jomar Drive. Zoned Planned Development-128-Light Industrial-1.

Revised site plan submitted (6/23/11) and approved on 8/8/11; preliminary replat submitted (6/23/11) and approved on 7/18/11. Purpose of site plan is to show proposed modifications to the site. Purpose of plat is to dedicate and abandon easements necessary to accommodate site modifications.

Project: Franklin Park at Canyon Creek, Block 1, Lots 2 & 3; Applicant: Plano Parkway Investments, LP

Commercial pet sitting/kennel (indoor pens) and retail on two lots on 3.1± acres located on the east side of Independence Parkway, 500± feet south of Plano Parkway. Zoned Planned Development-382-Retail/General Office/190 Tollway/Plano Parkway Overlay District.

Revised preliminary site plan/concept plan submitted (6/23/11) and approved on 7/18/11. Purpose of plan was to show proposed building and related site improvements.

Project: Haggard Estates; Applicant: Fairview Farm Land Co. LTD

Single-family residential and retail on 119.2± acres located at the NE corner of Custer Road and Park Boulevard. Zoned Agricultural.

Concept plan submitted (05/12/11); pending approval. Purpose of plan is to show proposed development. Companion item to Zoning Case 2011-15.

Project: John Paul II Athletic Complex, Block A, Lot 1; Applicant: John Paul II High School

Private school on one lot on 12.5± acres located at the NE corner of Plano Parkway and Woodburn Corners. Zoned Light Industrial-1/190 Tollway/Plano Parkway Overlay District.

Site plan submitted (06/09/11); pending approval. Preliminary plat submitted (6/9/11) and approved 7/5/11. Purpose of site plan is to show proposed athletic fields. Purpose of plat is to propose easements necessary to accommodate the proposed development.

Project: Park Boulevard Estates West School Site No. 2, Block A, Lot 1R; Applicant: City of Plano

Public secondary schools and recreation center on one lot on 89.5± acres located at the NE corner of Park Boulevard and Independence Parkway. Zoned Single-Family Residence-9.

Revised site plan submitted (7/7/11) and approved 8/1/11. Replat submitted (6/23/11) and approved 7/18/11. Purpose of site plan is to show proposed modifications to the site. Purpose of plat was to dedicate easements associated with modifications made to the site due to the school expansion projects.

Project: Parkway Pontiac Addition, Block A, Lot 1R; Applicant: Ewing Buick GMC

Car dealership on one lot on 14.6± acres located at the SW corner of Plano Parkway and Fulgham Road. Zoned Planned Development-426-Retail/General Office/190 Tollway/Plano Parkway Overlay District with Specific Use Permit #121.

Facade plan submitted (07/21/11); pending approval.

Project: Renner SVC Substation Addition, Block 1, Lot 1; Applicant: Oncor Electric Delivery Company

Electrical substation on one lot on 44.2± acres located on the south side of Plano Parkway, 390± feet east of Fulgham Road. Zoned Light Industrial-1/190 Tollway/Plano Parkway Overlay District.

Final plat submitted (07/21/11); pending approval. Purpose of plat is to dedicate easements necessary for finalizing the development.

Project: Timbercreek Estates, Block H, Lot 4R; Applicant: John K. Randle and Priscilla D. Randle

One Single-Family Residence-9 lot on 0.4± acres located on the south side of Cedar Elm Lane, 230± feet east of Cedar Elm Parkway. Zoned Single-Family Residence-9.

Replat submitted (7/7/11) and approved on 8/1/11. Purpose of plat was to modify easements on the property.

Project: United City Center Addition, Block 1, Lot 2R; Applicant: Plano Health Associates Limited Partnership

Hospital on one lot on 5.7± acres located on the south side of 15th Street, 220± feet east of Independence Parkway. Zoned Planned Development-125-Retail/General Office with Specific Use Permit #156 for Hospital.

Revised Site Plan submitted (5/26/11) and approved on 6/20/11. Purpose of site plan was to show proposed modifications to the site.

Zoning Case 2011-05 – Request to rezone 34.6± acres located at the NW corner of Mapleshade Lane and Maplelawn Drive and 5.3± acres located at the SW corner of Mapleshade Lane and Silverglen Drive from Corridor Commercial to Planned Development-Corridor Commercial. Approved by City Council on 4/25/11.

Zoning Case 2011-12 – Request for Specific Use Permit for Trade/Commercial School on 0.1± acre located 575± feet west of Custer Road and 300± feet south of Parker Road. Zoned Planned Development-90-Retail. Approved by City Council on 6/13/11.

Zoning Case 2011-15 - Request to rezone 119.2± acres located at the NE corner of Custer Road and Park Boulevard from Agricultural to Planned Development-Single-Family Residential/Retail. Zoned Agricultural. Pending consideration.

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 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, e-mail, 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.

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 2003 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 locations within the City of Plano. Our main office is located at 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

Public Works Director Jerry Cosgrove presented information and updates on Community Investment Program (CIP) projects and street repairs and improvements in and around the District 4 area. Some of the projects that are in progress include the following:

Arterial Work

Coit Road between Plano Parkway and Spring Creek – Construction soon to be under way
Alma Road between 15th Street and Hedgcoxe - Construction Fall 2011
Plano Parkway between Custer Road and 15th Street – Construction Fall 2011

Residential Work

Residential street, alley, and sidewalk pavement rehab currently underway in Zones J4 and J5, this work is scheduled to be complete late summer 2011, and Zone L4 will start in the fall 2011, this area is bounded by Park, Parker, Custer and US 75.

Screening Wall Panel Replacement

At various locations “Thin Wall” screening wall panels will be replaced in District 4 subdivisions.

Custer Pump Station Rehabilitation

Construction to start in fall 2011.

Water Distribution

Other than routine maintenance and repairs, Utility Operations will be continuing with water meter change-outs for the Fixed Network in various areas of District 4.

Transportation Engineering

General Traffic Safety

15th Street @ Woodburn Corners – Intersection failed to meet warrants for traffic signalization.

Carriage Hills HOA - Assisting with on-street parking issues within the neighborhood.

Christie Elementary and Carpenter Middle Schools – Citizen request to extend the Alma Drive school zone. Staff contacted both school principals who concluded that students should cross at Cross Bend Road or at Whitehall Drive; therefore, the request was denied.

Park Boulevard @ Custer Road - Implemented new pedestrian crossing signals.

Utah Drive @ Denver Drive – Installed stop sign to address intersection visibility issues.

Traffic Safety Road Improvements

Independence Pkwy @ 15th Street: Additional through-lanes will be constructed for northbound and southbound traffic. (Final design underway)

Independence Pkwy @ Park Blvd: Dual left-turn lanes will be constructed for northbound and southbound traffic. (Final design underway)

Independence Pkwy @ Parker Rd: Additional left-turn lanes will be constructed for northbound and southbound traffic. (Final design underway)

Park Blvd @ K Ave: An additional left-turn lane will be constructed for eastbound traffic. A dedicated right-turn lane will be constructed for northbound traffic. (Final design underway)

Park Blvd @ Custer Rd: Additional left-turn lanes will be constructed for northbound and southbound traffic. A dedicated right-turn lane will be constructed for eastbound traffic. (Final design underway)

Parker Rd @ Coit Rd: Additional left-turn lanes will be constructed for eastbound and westbound traffic. (Preliminary design underway)

Parker Rd @ Custer Rd: Additional left-turn lanes will be constructed for northbound and southbound traffic. (Preliminary design underway)

Spring Creek Pkwy @ Custer Rd: Additional left-turn lanes will be constructed for all four road approaches. (Preliminary design underway)

Spring Creek Pkwy @ Independence Pkwy: Additional left-turn lanes will be constructed for all four road approaches. (Preliminary design underway)

Additional information on Traffic Engineering, road construction and Community Investment Projects can also be found at www.plano.gov/departments/engineering/pages/default.aspx

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 e-Commerce 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.

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. Information regarding upcoming City activities and events is also available through PTN on Time Warner Cable Channel 16 and on Verizon FIOS Channel 30 and 31.

E-Update Subscriptions

The City's Home Page offers secure E-mail subscriptions enabling persons to receive E-mail 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 *E-mail Updates* icon on the lower left side of the page to subscribe.

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 e-mail 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 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, creeks, parks, 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 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, 8:00 a.m. to 5:00 p.m.

Cleanup volunteers are asked to call Autumn Dillon at (972) 769-4369 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 Autumn's attention at (972) 769-4219, mailed to 4200 W. Plano Parkway, Plano 75093, or scanned and emailed to autumn@plano.gov

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 15 or more 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. Immediately call Autumn Dillon with the number of bags or a description of the large item(s) and the exact location for collection service. For questions regarding the community cleanup program, please contact Autumn Dillon at (972)769-4369 or autumnd@plano.gov

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/municipalcode

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, in City facilities, on cable TV, by E-Updates, in Customer Utility bills 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.

As I mentioned earlier, your participation in meetings such as these is very helpful. Your feedback helps us continue to provide the services you deserve at the level that you have come to expect. Your attendance is appreciated and 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.

Sincerely,



Phil Dyer
Mayor