



October 28, 2005

Re: **District 4 Neighborhood Roundtable Meeting (August 18, 2005)
Response to Issues and Comments**

Greetings:

Thank you very much for your attendance at the District 4 Neighborhood Roundtable meeting held on Thursday, August 18, 2005 at Vines High School. On behalf of City Council, we applaud your interest and involvement in our community. We value your comments and look forward to working with you in maintaining a strong city and excellent quality of life. We appreciate your patience regarding this response letter as it was delayed due to the City's emergency response to the needs of Hurricane Katrina and Rita evacuees.

At the roundtable meeting, we presented to you several topics to initiate discussion based on feedback we've received from other Roundtable meetings over the past several years. We discovered property standards issues are of great importance to you. Traffic and traffic safety remain of major concern to our citizens. Empty retail, right turn lanes, and landscaping in medians were among the issues brought to our attention at the meeting.

The following is a synopsis of the above issues as well as additional information pertinent to the District 4 area:

Traffic Mobility and Safety

Some of the most important issues facing Plano today relate to traffic. Traffic mobility and safety are valid concerns among our citizenry and are priorities with City Council and staff.

Over the past four years, mobility and safety has improved due to close collaboration between departments responsible for the design, operation, maintenance, and enforcement of roads. Safety-related programs are reviewed annually to ensure that the needs of changing demographics and traffic patterns throughout Plano are met.

- **Traffic Signal Timing** - Managing traffic flow on major arterial roads and across city limit boundaries is accomplished via an ongoing program that retimes traffic signals in response to changing traffic volumes/patterns. Using state-of-the-art technology, 200 traffic signals are monitored throughout the City and timing plans are changed when needed to minimize vehicle stops and delay. Last fall, staff began upgrading all traffic signals with new traffic control technology. The new equipment will increase the flow and safety of traffic by reducing even further the number of stops drivers make. Staff has also started using advanced technologies that are better at changing a traffic signal when a car is present.

Pat Evans
Mayor

Ken Lambert
Mayor Pro tem

Scott Johnson
Deputy Mayor Pro tem

Shep Stahel
Place 1

Loretta Ellerbe
Place 3

Sally Magnuson
Place 4

Harry LaRosiliere
Place 5

Jean Callison
Place 7

Thomas H. Muehlenbeck
City Manager

The equipment allows the signal to operate when road maintenance and other construction would cause the signal to fail. Through use of these advanced technologies, traffic monitoring cameras, and coordination with police patrols, quick and effective response to traffic collisions, significant travel-time savings, and improved air quality are attained.

- **Traffic Mobility Improvements** – The evaluation of traffic congestion at intersections and along road segments is performed annually throughout Plano to determine ways to improve traffic flow and safety. Each year the city allocates \$500,000 for the construction of additional left and right-turn lanes, construction of pedestrian ramps, minor sidewalk modifications, and improving traffic lane lines.

During the meeting particular traffic concerns were brought forth.

- **Home Depot Traffic** - The proposed land use project (Home Depot) at Parker and Custer is expected to add traffic to the intersection but this traffic will occur during periods outside that of the historic traffic peak. The peak traffic congestion periods correlate to the AM and PM weekday commute period when drivers are going to and from work. Outside of these two periods the intersection operates at an acceptable service level. Since the overwhelming majority of traffic produced by the proposed land use will occur during the off-peak periods, the intersection will continue to operate with an acceptable level of traffic flow.
- **School Zone Speeding** - School zone speed compliance and pedestrian safety is a high priority. City staff works with both the Plano and Frisco Independent School Districts to identify new locations for 20 mph school speed zones, monitor their effectiveness, coordinate traffic enforcement services, and provide school crossing guards. Because school crossing guards are limited in availability it is important that they are assigned to locations with the greatest need. These assignments are determined jointly between the school district safety committee and the Plano Police Department. Where unusual road conditions exist additional traffic safety signing, pedestrian crossing signals, and special pavement markings are provided. If you know of locations that may require pedestrian safety enhancements, please report them to the local school principal who will forward them onto the safety committee for consideration.
- **Traffic near Jackson Elementary School** - Staff is greatly concerned about traffic congestion around elementary schools. Please call the Transportation Engineering Division at 972-941-7151 and ask for School Safety Coordinator Steve Schultz. He will take down your concerns, investigate promptly, and call you back with his findings/action plan.
- **Light Cycle and Left Turns at Spring Creek** - Engineering staff have the goal of providing the safest traffic signal operation possible with the least amount delay to drivers. To assist us with this goal it is necessary to have detailed information about the time of day, direction of travel, and other important factors that aid in diagnosing what can be done to improve traffic flow. When you experience difficulty with the operation of a traffic signal please call 972-941-7151 to speak to a traffic signal engineer. Once the above information is provided we will investigate the signal operation and call you back and report any proposed solutions.

This fall the City Council will consider staff recommendations on innovative intersection designs that have the potential of increasing traffic flow and safety at major intersections in Plano. Currently, the intersections of Plano Parkway at Preston Road, and Preston Road at Legacy Drive are being evaluated and if City Council approves the use of these innovative designs they may eventually be applied to other locations throughout Plano.

- **Street Signage** - The size, shape and color of traffic safety signing are governed by a city council adopted, nationally recognized guide titled the Manual on Uniform Traffic Control Devices. This guide specifies the size of traffic sign lettering based on the road posted speed

(e.g. the higher the speed the larger the sign lettering). Street signs are also made of reflective materials to further enhance driver recognition at night. If you know of locations where traffic safety may be enhanced by increasing the letter size of street names, please report it to the Transportation Division (972-941-7151) or the Public Works Department (972-964-4140).

Traffic Enforcement

The highest public safety priority in the City of Plano is traffic safety. The Plano Police Department utilizes a three-pronged approach to addressing this problem: strict enforcement, education and awareness, and partnership with the community.

- **Enforcement** – This aspect of our traffic safety effort includes high visibility patrol, which also aims to curtail crime. Last year, the Plano Police Department conducted 61,656 traffic contacts that resulted in some form of enforcement action. From those contacts 26,972 speeding citations were issued (up 11.5% from 2003) and 4,038 red light citations were issued (down 23.8% from 2003). As a result of the Police Department's enforcement actions in 2004, the number of red light collisions within the City of Plano dropped more than 13% from 2003.

To further reduce collisions, the Police Department, in a joint effort with the Cities of Richardson and Frisco, is preparing to implement the use of cameras to monitor and cite red light runners. Implementation and operational costs will be offset through the collection of civil penalties assessed to persons photographed running red lights. The goal of this program is to increase traffic safety by decreasing the rate of injury accidents at intersections. Review of presentations from prospective vendors will follow the RFP process. Cameras will be utilized to monitor intersections selected through a needs assessment that will include consideration of the rate of injury accidents at particular intersections. The target date for implementation of the cameras is early 2006.

It should be noted that since the year 2000, the Plano Police Department has participated in a Texas Department of Transportation STEP (Selective Traffic Enforcement Program) grant to increase their enforcement efforts. This grant has allowed the Plano Police Department to increase its enforcement of red light violations by utilizing state funds to pay additional officers to work intersections throughout the City. Officers focus on the intersections with the highest rates of collisions. In November 2003, the Police Department began participating in a new STEP grant that allows them to continue to focus on red light violations while also enforcing speed limits throughout the City as well.

In addition, the Police Department also participates in the Texas Department of Transportation's "Click it or Ticket" campaign. The purpose of this campaign is to increase the use of safety belts. The campaign consists of public service announcements and high intensity enforcement during the Memorial Day and Thanksgiving holiday periods.

- **Education and Awareness** – The Police Department's Traffic Unit spearheads the efforts to increase the awareness of drivers in the City of Plano. The Traffic Unit conducts numerous seminars and classes regarding traffic safety. Additionally, the unit has developed an educational video titled "In a Blink of an Eye", which addresses the dangers of red light running. During the spring season of every year, the Traffic Unit partners with the high schools to educate students on the dangers of drinking and driving. Recently, two traffic officers became certified as Child Safety Seat Inspectors. These two officers now provide inspection and instruction of child safety seats to citizens. The Police Department also periodically distributes traffic safety information to Plano residents via their utility bills.
- **Community Partnership** – In order to maximize our responsiveness to the traffic safety problems of the City of Plano, we must create an atmosphere of cooperation with our citizens. The Police Department actively seeks input of motorists who travel the streets of Plano

through the use of their web site and a telephone reporting system. Motorists can report dangerous drivers and red light runners by calling (972) 941-LITE (5483), or by sending a message to the Police Department utilizing the department's web page at www.planopolice.org. Furthermore, citizens can report dangerous areas and request extra enforcement through the use of a Special Enforcement Request (SER). An SER can be completed by contacting the Traffic Unit at (972) 208-8055, through the web page at www.planopolice.org/contact/ser.htm or by stopping in at the main station at 909 14th Street or the Joint Use Facility at 7501A Independence Parkway.

Public Safety

The Police Department continues to maintain a low crime rate. Part 1 (major) offenses occurring in 2004 were down 11.4% compared to 2003. Our success in maintaining a low crime rate is directly tied to the cooperative efforts of our citizens.

- **Property Crime** - From time to time the City may experience unexpected spikes in the number of Burglary of Motor Vehicle offenses and other property crimes. When these spikes occur, the Patrol Division and the Criminal Investigation Division coordinate enforcement and surveillance efforts in an attempt to identify, apprehend, and deter these types of violations. Our Crime Analysis Unit identifies the time, day of the week, and locations most frequently victimized in order for us to deploy our resources more effectively. Strategies such as surveillance, baiting, bicycle patrol, and saturation patrol have proven to be effective. Additionally, we have found a large number of these offenses involve unsecured vehicles and property left in vehicles. Citizens can reduce their risk of being victimized by criminals by locking their vehicles and removing valuables from plain view.

The majority of residential burglaries in the City of Plano are the result of open garage doors. Often these offenses occur during the day while the owner is doing yard work or other chores. Because these are crimes of opportunity, they are easily prevented and deterred. The Police Department has taken efforts to educate citizens as to the risk of leaving property unattended in a vehicle, as well as leaving garage doors unsecured through the use of utility bill inserts. Additionally, officers patrolling alleys routinely contact residents who have left their garage doors open. Citizens interested in learning more about protecting themselves from criminal acts can contact the Crime Prevention Unit at (972) 941-2431 or (972) 208-8045.

- **Nuisance Crime** - Offenses such as barking dogs, loud music, and parties impact neighborhoods and individuals' enjoyment of their homes. The Police Department is committed to ensuring all residents are free from disturbances that interfere with this enjoyment. In order for a police officer to take enforcement action, the officer must witness the offense or obtain information from a witness that observed the violation. The witness to the offense may be required to testify in court. Also, citizens can contact the Municipal Court directly and swear out a complaint against individuals for committing nuisance violations. When reporting a nuisance violation, the Police Department encourages callers to provide the location of the offender as well as their own name, address, and phone number.
- **Crime Watch** – An excellent crime prevention tool available to you is participation in your neighborhood Crime Watch Program. Crime Watch Bulletins are provided by Crime Watch Program coordinators to the program participants. The bulletins can also be accessed under the "Crime Watch Information" tab at www.planopolice.org. The Crime Prevention Unit of the Police Department is very active with these groups. If you would like to join your neighborhood's program or would like to begin a Crime Watch Program in your area, please contact the Crime Prevention Unit at (972) 941-2431. A Crime Prevention officer will be happy to assist you with any questions you may have.

- **Street Lighting** – The city installs street lights at intersections of residential streets and at mid block, approximately 600 feet apart. As neighborhoods mature and trees grow, the lighting is sometimes blocked. In these cases, the City encourages homeowners to trim their trees. However, the City’s Engineering Department will go out and evaluate areas to determine if lighting standards are met and will also meet with homeowners to suggest ways to improve the current illumination on the street. Additional lighting is installed on a cost sharing basis with the neighborhood. Please feel free to contact the Engineering Department at (972) 941-7152 for questions concerning neighborhood lighting.
- **Hazardous Materials** - The City of Plano manages Hazardous Materials or control of these materials in various ways. The most significant include the Fire Department’s Hazardous Materials Team, Solid Waste’s Household Hazardous Waste program and enforcement of the International Fire Code.

The Fire Department has a dedicated team that has been trained specifically in the management of Hazardous Materials incidents. Although all firefighters are trained to a ‘first responder’ level, the Haz Mat team has a considerable amount of more in depth training. This team is assigned to Fire Station 2 and their goal is to respond to all Hazardous Materials incidents with the intent of protecting life, property and the environment. The team is trained to manage any life safety issues or rescues, control leaks or spills, and provide temporary protection of the environment. Typically, most leaks can be controlled and most cleanups necessary can and will be performed by the FD team, however, there are some large incidents in which the size or complexity of the cleanup forces the Department to contract with private companies who specialize in cleanup and recovery.

The Solid Waste Department has a program (Household Hazardous Waste Program) that enables citizens to discard household chemicals. The product must be in the original container and will be picked up and taken to a facility set up to store these products. Citizens who have a need for these products can then go to the storage facility and pick up the discarded products free of charge.

Finally, the City of Plano has adopted and attempts to enforce the International Fire Code. This code has strict regulations on the use and storage of Hazardous Materials and inspections are performed annually by the Fire Department.

- **Addresses Identifiable on Businesses** - The International Fire and Building Code requires “Premises Identification”. The Fire Department performs annual inspections of all businesses and this is one of the items checked for code compliance. See code language below.

Premises Identification.

Sec. 505.1 of the International Fire Code is amended to read as follows:

Sec. 505.1 Premises Identification. Approved numerals of a minimum 6” height and of a color contrasting with the background designating the address shall be placed on all new and existing buildings or structures in such a position as to be plainly visible and legible from the street or road fronting the property and from all rear alleyways where said alleyways exist. Where buildings do not immediately front a street, approved 6 inch height building numerals or address and 3-inch height suite/apartment numerals of a color contrasting with the background of the building shall be placed on all new and existing buildings or structures. Numerals or addresses shall be posted on a minimum 20 inch by 30 inch background or border. Address numbers shall be Arabic numerals or alphabet letters. The minimum stroke width shall be 0.5 inches.

Exception 1. R-3 Single Family occupancies shall have approved numerals of a minimum 3: inches in height and a color contrasting with the background clearly visible and legible from the street fronting the property and rear alleyway where such alleyway exists.

The Fire Department performs annual inspections of all businesses and this is one of the items checked for code compliance.

- **Reduce Water/Sewer in Favor of Public Safety** - Water and sewer funds are enterprise funds separate from the general funds which provide for public safety. General fund services are also supported by additional debt approved by the citizens through periodic bond elections. Water and sewer funds are financed solely through the rates we charge. These rates are designed to ensure continued provision and maintenance of our water distribution and wastewater collection systems.

Infrastructure Construction, Repair and Maintenance

The City has an aggressive construction, rehabilitation and maintenance program to keep roads, brick screening walls 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. The inspection team in both the Engineering and Public Works Departments are assigned to ensure that contractors are providing the City of Plano with the highest quality of work delivered and that it is within the City's construction standards.

Public Works has a few construction projects taking place during the fall of 2005 in the District 4 area.

- **Street repairs along arterial thoroughfares:**
 - Independence Pkwy – Hwy 190 to Parker Rd
- **Residential street and alley pavement replacement will begin in fall 2005 in the following area:**
 - The geographical area bordered by Preston Rd on the west, Parker on north, Coit on the east and Plano Pkwy on the south.
 - A second area that is under construction is bordered by Coit Rd on the west, Spring Creek Pkwy on the north, Independence Pkwy on the east and Parker Rd on the south.

The City also has under design several masonry screening walls that are scheduled for replacement during the fall of 2005.

- At two locations on Independence Pkwy between Crossbend Rd and Parker Rd east side of road.
- One location on Park Blvd between Cedar Elm and Willowbrook Way.
- **Verizon** - The *Verizon Fiber to the Premises Project* is scheduled throughout the City and should be completed within 12 months. The City has required Verizon to notify all homeowners by door hanger and to place larger signs throughout the neighborhood with telephone numbers advising the residents of the work taking place.

The City has begun the process of replacing all residential street name signs with a nine (9) inch aluminum signs with larger letters and block numbers. This effort is scheduled to last six years. The City began this six year process starting in November 2004.

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 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 keep all citizens informed of potential development projects within the City. For example, notices for zoning cases are mailed 15 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, aired on Plano cable channels A-30 and B-58, and are available in the public libraries.

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. Homeowner comments are welcomed and encouraged in the development review process to help us 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://www.planoplanning.org/DevRev/pzcomm/Review%20list/Rev-list.pdf>. This list is updated every two weeks.
- **Vacant and Underused Retail 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. Plano began by trying to reduce the amount of existing retail tracts of land that remain for future development. The City Council recently passed amendments to the Zoning Ordinance that give it the authority to review and approve requests to convert vacant properties from retail to residential uses such as patio homes and town houses. The Plano Economic Development Board recently developed criteria for providing financial incentives to attract new businesses to empty buildings. It has also commissioned a study that will identify gaps in Plano's current group of retailers and indicate specific types of retailers that the city should target for recruitment. Competition in today's retail market often requires larger stores with a wide product ranges serving larger market areas than in the past. Many of Plano's existing retail centers have become vacant or underutilized due to this change in marketing strategy. In some cases, it may be possible to redevelop or reorganize older

centers to meet new retailing requirements and stay in scale with surrounding neighborhoods. These projects will require attention to various details. The alternative to these redevelopment efforts may be empty structures that are obsolete for today's retail needs.

- **Revitalization** - The City recognizes the need to maintain our older neighborhoods. In order to prevent deterioration in our neighborhoods, we schedule infrastructure repair and replacement each year so that streets and utilities are kept in good condition. We also have a proactive code enforcement program through our Property Standards Division. Property Standards works with property owners to keep their homes free of trash and debris, junk vehicles, high grass and weeds, and other property code violations. We believe that code enforcement is very important to maintaining our older areas, and we try to address problems in their incipient stage rather than letting them grow into the large areas of deterioration which exist in many other cities.

In 2000, we began our Neighborhood Planning program, in which a City Planner works with the residents of an older neighborhood to address whatever concerns they may have regarding their neighborhood. A plan of action to address their issues is prepared and approved by the Planning and Zoning Commission and the City Council, and necessary funds are appropriated to address the concerns. For more information on this program, please visit www.planoplanning.org/neighserv/index.htm.

- **How to Start an HOA** – Please visit the City's Neighborhood Services area on our website at http://www.planoplanning.org/neighserv/Neighborhood_Resource_Center/Website_Neighborhood_Resource_Center.htm to learn about beginning an association. You may also wish to contact the Plano Homeowners Council at <http://www.planohomeowner.org> for additional information on how to get started.

Property Standards

Property maintenance violations in the City of Plano are addressed using a sound proactive approach. Twelve (12) Property Standards Specialists proactively inspect their assigned areas as well as respond to citizen concerns received in reference to Code and Zoning Ordinance violations. These codes and ordinances include, but are not limited to, parking on unimproved surfaces, junked motor vehicles, low tree limbs and branches, trash and debris, high grass and weeds, open storage of goods, equipment or materials, substandard structures, and fence maintenance. As needed, work schedules are rearranged to address activity that may be occurring outside regular business hours such as non-permitted garage sales, parking on unimproved surfaces, and illegal home occupation activities.

When a concern is received by the Property Standards Department, the call is assigned to the appropriate Specialist, who then inspects the property within 48 business hours. Callers may choose to remain anonymous however, if the caller leaves their name and telephone number, the Specialist will contact the caller after the initial inspection is completed to provide a status update of action(s) taken.

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. Some violations, including high grass/weeds and trash/debris require only one annual notice and the property owner may not receive additional notifications prior to immediate abatement of these violations. If a property owner chooses not to comply with the request to bring the property into compliance, 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.

Property Standards view code education and awareness as vital components to our desired effectiveness. 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 functions.

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

Parks

There are several parks and facilities located in and around the City's District 4 area. Please visit http://www.planoparks.org/sub_parks/city_maps7.htm to view an informative, interactive map of the parks and facilities available to you. You may also wish to visit http://www.planoparks.org/sub_help/construction_projects.htm to become apprised of current and planned construction projects for new and existing parks in the area. The Parks Department also offers many recreational courses for our citizens throughout the year. For more information and to view a course schedule, please select the Leisure Courses tab on the main web page at <http://www.planoparks.org>.

Specific comments made at our meeting relating to the Parks and Recreation Department are addressed below:

- **Landscaping in Medians** - The City has planted trees in the medians of six lane roadways throughout the city. There are a few medians that do not have trees yet, pending development of the road to the full 6 lanes. Shrubs and ground covers in medians are expensive to install and very expensive to maintain. At this point in time we do not plan to add additional landscaping to the medians that already have trees. If there is a specific location that you believe needs additional landscaping or if you would like to discuss this issue in more detail you can contact the City's Urban Forester, Renee Burke-Brown, at reneeb@plano.gov or at 972-941-7168.
- **Accessibility to Bike Trails along Roadways** - The City has a bicycle transportation plan that identifies existing and proposed bicycle routes and trails throughout the city. These maps are available at the Parks and Recreation Department offices located in Municipal Center South at 1409 K Avenue. You can have a copy of the map mailed to you by contacting the Parks and Recreation Department at 972-941-7250. Funding was included in the May 2005 Bond Election to continue implementing the bicycle transportation plan. If you have specific issues or locations you would like to discuss you can contact Robin Reeves, Chief Park Planner, at robinr@plano.gov or at 972-941-7267.
- **Are Community Celebrations handled through private funding?** - There are hundreds of community celebrations held in Plano each year with the large majority of those being funded by the organizations themselves or their sponsors. Our largest event, the Plano Balloon Festival, is produced by Plano Balloon Festival, Inc. - a private, non-profit organization. The City of Plano is heavily involved due to the concern for public safety at the event and the City does provide a Special Event Grant to the festival to cover these public safety expenses. The remainder of the event is funded by corporate sponsorships and admission fees.

Celebrations produced by the City of Plano usually attract a few corporate sponsorships. However, the expenses for these events are covered primarily by the City's budget.

For Fiscal Year 2005-06 the following Special Event Sponsorship Grants have been included in the City's budget.

- Asian Heritage Celebration
- Plano Book Festival
- Blackland Prairie Festival
- Plano Balloon Festival
- Plano International Festival

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 web site address is www.planotx.org. To reach a particular staff member by phone, you may go directly to www.planotx.org/telecom/directory.pdf. For City staff email addresses, go directly to www.planotx.org/ctystaff.html. The City web site provides valuable information about the services of each department. Functions of the City's site include viewing City Council and Planning and Zoning Commission agendas, submitting code enforcement concerns, and making online water bill payments.
- **Publications** - Municipal information can be found on a daily basis at www.planocitynews.com. This is the City's new initiative to provide more timely information in an electronic format.
- **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. In total, there are 36 different reports, flyers and letters mailed each year with the utility bill.
- **Current Studies** - It was suggested during one of our previous Roundtables that the City provide information on our web site regarding current studies in which we are involved. This excellent suggestion has been implemented. You may find the link entitled *Current On-Going Studies* on the front page of our web site.
- **Email Newsletters** - The City of Plano is currently offering several auto subscriptions to newsletters which interested citizens can subscribe to via email. You may view and subscribe to these newsletters at www.planotx.org/email_lists.html.

Other Topics of Interest

- **Section 8 Housing** – To learn more about Section 8 Housing in Plano; please visit <http://www.planoha.org> for contact information regarding the Plano Housing Authority.
- **Community Meeting Rooms** – A couple of new locations will be opening up soon that should provide additional meeting rooms for community organizations. Haggard Library will reopen in late December 2005 with a new second floor. Construction on the Tom Muehlenbeck Recreation Center, to be located on West Parker Road near Lorimar, will begin in 2006. Several meeting rooms will be available at this location for public use. In the meantime, you may contact the City Manager's Office at 972-941-5178 to reserve a meeting room at existing City facilities.

- **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's web site, in area newspapers, on cable TV, by letter to HOAs and Crime Watch areas, 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.

A third outreach program that City Council and I recommend is the Plano Citizens Academy. This academy, open to residents of Plano 18 years and older, is a 10 session program that provides an educational and entertaining overview of all city service departments.

For more information on the above Community Outreach programs, please visit www.planotx.org/outreach or call (972) 941-7747.

On behalf of City Council, I would like to again thank you for taking part in the Neighborhood Roundtable session held on August 18th. 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 black ink that reads "Pat Evans". The signature is written in a cursive, flowing style.

Pat Evans
Mayor