



September 13, 2007

**Re: District 4 Neighborhood Roundtable Meeting (August 23, 2007)
Response to Issues and Comments**

Greetings:

Thank you very much for your attendance at the District 4 Neighborhood Roundtable meeting held on Thursday, August 23, 2007 at the Plano Sports Authority StarCenter. 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.

At the roundtable meeting, staff provided a presentation on the City's budget (see <http://www.plano.gov/Departments/Budget/>) and a current look at the City's Community Investment Program (CIP) (see <http://www.plano.gov/Departments/Engineering/Community+Investment+Program/>). In addition to these topics Parks Department staff provided updates on recreation centers and that information, along with topics brought forth during the question and answer session as well as additional information pertinent to the District 4 area will be covered in this response letter.

Parks

The City of Plano has many parks and facilities located in and around the District 4 area. For additional information please visit http://www.plano.gov/Departments/parksandrecreation/Parks_Facilities/ to view an informative, interactive map of the parks and facilities available to you. 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 <http://www.planoparks.org>

Parks update

Cheyenne Park

A security camera has recently been added to the park. The camera is capable of covering all of the major improvements in the park.

Pat Evans
Mayor

Sally Magnuson
Mayor Pro Tem

Jean Callison
Deputy Mayor Pro Tem

Shep Stahel
Place 1

Scott Johnson
Place 2

Loretta Ellerbe
Place 3

Harry LaRosiliere
Place 5

Lee Dunlap
Place 8

Thomas H. Muehlenbeck
City Manager

Plans are also in progress for a major renovation of Cheyenne Park including the addition of a trail loop around the park, parking lot improvements, irrigation system improvements, renovation of the athletic fields and landscape improvements. Work is scheduled to begin late this fall and be complete by September of 2008.

Chisholm Trail

A master plan is being prepared for renovation of Chisholm Trail and the extension of the trail to Collin Creek Mall. Construction plans will be completed in 2008 and the improvements will be completed in 2009. Improvements will include new railings on the trail and at residential street crossings, lighting in selected locations, trail repairs, trail additions, erosion improvements, uniform signage and other aesthetic improvements.

Memorial Park

Plans are complete for a Veteran Memorial Park. Work will begin this fall and be complete in the summer of 2008.

Evans Park

Parallel parking spaces are planned for Silverwood Lane adjacent to Evans Park. The parking spaces will help relieve street congestion adjacent to the park. Construction is scheduled for late 2008.

Overland Trail

Extension of the trail to Janwood Drive will be completed in conjunction with road improvements on Springbrook Drive. Work is expected to begin early in 2009.

Tree Planting

Beginning late this winter trees will be planted at Caddo, Kober, Arrowhead and Westwood parks.

Tom Muehlenbeck Center (TMC) Overview

- Plano's next community recreation center – TMC
- Access and Location (Parker Rd in Windhaven Park by Plano West Sr. High)
- Size (85,000 sq. ft. – similar to Oak Point Center)
- Budget (approximately \$27 million)
- Input (from scheduled community meetings)
- Spaces and Features
 - Lobby, Internet, television, food service
 - Multi-purpose room
 - Game room
 - Arts and crafts room
 - Pre-school activity area
 - Large adult and youth fitness area
 - Indoor walking and jogging track
 - Group exercise and dance studio
 - Double gymnasium
 - 25 yard 8 lane indoor pool with portable seating (300)
 - Indoor warm water leisure pool with slide, sprays, current channel, and other features
 - Outdoor leisure pool
 - Aquatic classroom
- Pedestrian access and recreational trails within the site

- Creek channel incorporated into site design and emphasis on native landscaping
- A wide variety of programming in the spaces and casual use
- Art piece will hang in the lobby
- Membership fee will allow access to all centers
- More information is available through the department web site: www.planoparks.org or call 972.941.7250
- Plan drawings are on display
- **Grand Opening is now set for November 2**

Carpenter Park Recreation Center (CPRC) Renovation and Expansion

- Expansion and renovation concept developed in the last bond referendum
 - Age of center (1990)
 - Limited fitness area (approximately 2,400 sq. ft.)
 - No swimming pool
 - Desire for a second senior center in western Plano (shown in Park Master Plan at Carpenter Park)
 - CPRC was originally planned to be expandable
- Trends in recreation
 - Multi-generational programming and sharing of spaces and facilities
- Warm water pool
 - Attractive to seniors and useful for young children
 - Desired programming times are complimentary
- Planned spaces and facilities
 - Swimming pool (approximately 3,500 sq. ft.)
 - Expanded fitness area (double size)
 - Add classroom space and locker facilities
 - Parent viewing area for gymnastics
 - Freshen overall appearance
 - Reconfigure the entry
- Space for outdoor Skate Park facilities with controlled access through center will also be provided
- Schedule
 - Design in FY 2007-08
 - Construction in FY 2008-09
 - Budget : approximately \$6.6 million
- Additional public input meetings will be held
- More information will be available through the department web site: www.planoparks.org or by calling 972.941.7250 as the design and development process begins

FIRE

Commission on the Accreditation of Ambulance Services (CAAS)

The Plano Fire Department recently completed its third three-year reaccreditation by CAAS, which establishes the “gold” standard for the ambulance industry. Accredited agencies must meet or exceed these standards in order to receive accreditation by the Commission. The Plano Fire Department was initially one of only two fire departments in the United States to be awarded CAAS accreditation.

IMMEDIATE Trial

The Plano Fire Department is participating in the National Institute of Health's GIK (Glucose/Insulin/Potassium) Study called the IMMEDIATE Trial. Patients who agree to participate in the Study are given a liquid intravenously (IV) that may or may not be the Study drug. Data is currently being collected by UT Southwestern Medical Center. The results of this Study may have a national and global impact concerning pre-hospital treatment of chest pain patients who meet certain criteria. The purpose of the Trial is to prove that this treatment can make the size of heart attacks smaller and limit the incidents of sudden death after a heart attack.

Fire Station 12 / Emergency Operations Center / Logistics Facility

This three-building project will be located on a 4-acre site west of the northwest corner of Parker Road and Coit Road. Fire Station 12 will enhance service in an area east of Preston Road, west of Independence Parkway, north of Park Boulevard, and south of Spring Creek Parkway. The Logistics Facility will provide a centralized storage/logistics building for fire department supplies and equipment. It also provides office space for the Fire Department Resources staff, which will relieve overcrowding in the current Fire Administration building. The Emergency Operations Center (EOC) will provide a more adequate facility from which to manage and coordinate the City's response to major incidents. The EOC facility will be dual use, also serving as a classroom training center for the Fire Department. Upon its completion, Homeland Security Department personnel will be located in the EOC building.

Seventh Med Unit

The Fire Department recently placed its seventh full time ambulance in service and assigned it to Fire Station 2 at 15th and Mill Valley. Our response data indicates that our citizens will be served best by the placement of this new unit at Station 2.

For the past few years, we have operated a demand ambulance staffed with overtime during peak periods to maintain our service goals, and although the demand ambulance has helped us meet our response goal in a more cost effective manner than a full time ambulance, data indicates that this is no longer true. In fact, the data indicates that we need to continue with a demand ambulance during peak times even after the new full-time ambulance is placed in service. Monies to maintain a demand ambulance during peak times have been requested in the upcoming budget. If approved, we will resume operation of a demand ambulance after October 1, 2007.

2006 Summary of Incidents in First Due Station areas contained in District 4:

Total Calls:	4796
Most Frequent Call:	EMS

2007 Year-to-Date Summary of Incidents in First Due Station areas contained in District 4:

Total Calls:	2960
Most Frequent Call:	EMS

January - December 2006

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD2	76	1,559	118	130	301	151	1	2,336
FD4	69	1,530	125	185	358	191	2	2,460
Total	145	3,089	243	315	659	342	3	4,796

January - July 2007

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD2	30	912	80	70	224	116	2	1,434
FD4	31	971	79	115	197	123	10	1,526
Total	61	1,883	159	185	421	239	12	2,960

Public Works

Public Works has a few street reconstruction projects taking place in the District 4 area;

Street Reconstruction

Custer Rd --- From Plano Pkwy north to Spring Creek Pkwy
15th Street --- From Central Expressway to Loyd Road
Park Blvd --- From Independence Pkwy to Anna Drive
Roundrock Trail --- Park Blvd to Parker Road

New Sidewalk Installation

Spring Creek Pkwy - From Premier Dr. west toward Alma on the south side of the new screening wall
Plano Pkwy – From Ohio Drive east to Land Drive north side of road

Citizens can now be notified of road construction sites in Plano by subscribing to the Road Construction listserv on the City of Plano web site. To do so, go to http://www.planotx.org/email_lists.html. This information is also routinely aired on Plano Television Network, channel 16.

Libraries

Haggard and Harrington Libraries Renovation

Construction will begin August 13th starting in the basement of Haggard Library. Once Haggard Library is finished and the genealogy collection is moved over to Haggard Library, construction at Harrington Library will begin. Estimated completion date for the project is December 14, 2007.

Public Safety

July 1, 2006 through June 30, 2007	Offenses for District 4	Offenses Citywide	District 4 Percentage
Murder	0	2	0.0
Rape	6	47	12.8
Robbery	32	148	21.6
Aggravated Assault	82	443	18.5
Burglary	303	1,285	23.6
Larceny/Theft	1,390	6,009	23.1
Motor Vehicle Theft	82	441	18.6
Population	61,053	255,700	23.9

Immigration Concerns and 287(g) Program

The following information is provided in response to concerns raised at the roundtable meeting regarding what action the Plano Police Department is taking involving illegal aliens, and why the Plano Police Department is not participating in the 287(g) program.

For many years, the federal government has struggled with the problem of illegal immigration in the United States. Overwhelmed by the vastness of the problem, federal authorities have proposed that state and local law enforcement agencies assist by working more closely with immigration officials. In an effort to delegate some of the responsibility for enforcement of immigration laws to local agencies, the federal government crafted ICE Section 287(g). The Illegal Immigration Reform and Immigrant Responsibility Act (IIRAIRA), effective September 30, 1996, added Section 287(g), performance of immigration officer functions by state officers and employees, to the Immigration and Nationality Act (INA). This authorizes the secretary of the U.S. Department of Homeland Security (DHS) to enter into agreements with state and local law enforcement agencies, permitting designated officers to perform immigration law enforcement functions, pursuant to a Memorandum of Agreement (MOA), provided that the local law enforcement officers receive appropriate training and function under the supervision of sworn U.S. Immigration and Customs Enforcement (ICE) officers. (U.S. Immigration and Customs Enforcement, 2007)

Several factors must be considered by any local agency before a decision is made to participate in 287(g), including the potential for civil liability. ICE agents receive extensive training in order to properly interpret and enforce federal immigration laws, which are extremely complicated. Local police officers, however, receive no such training; and improper enforcement actions are likely to result in the incurrence of civil liability by the employing municipality. Unfortunately, no immunity has been built into the 287(g) program, so this could potentially lead to significant and unnecessary expenses for local taxpayers. The Major Cities Chiefs Immigration Committee, which is comprised of the chiefs of the nine largest cities in the country and chaired by Houston Police Chief Harold R. Hurtt, has issued a paper on their recommendations concerning the involvement of local police officers in the enforcement of federal immigration laws. The concerns expressed by this committee include:

- To enforce federal immigration laws would undermine the trust and cooperation of a large segment of our population.
- Lack of resources.
- Complexity of Federal Laws dealing with Immigration.
- Lack of local authority and state law limitations of authority (racial profiling laws).

- Risk of civil liability.

Some additional concerns that must be considered before any local agency becomes involved in the 287(g) program include:

- Personnel costs for hours worked related to enforcement efforts.
- As enforcement efforts are diverted to illegal immigration, other programs could receive less attention; thus detracting from the agencies' missions and priorities.
- Staffing shortages and salary costs for officers to attend the mandatory five-week 287(g) training program.

For the past several months, the Plano Police Department has partnered with local ICE officials to establish an effective agency response to this complex problem, while also considering resources issues. In February of 2007, we met with representatives from ICE to discuss the feasibility of participation by the Plano Police Department in the 287(g) program, and it was determined that the minimal benefits of such participation were actually overshadowed by potential liability and costs to the City of Plano; and that it seemed much more appropriate for implementation at the county or state level. As a result of our research and discussions, we opted to instead strengthen our existing procedures and ensure that we are taking the necessary steps to properly identify those illegal immigrants who commit crimes in our community. A person is not always deportable just because he or she enters or remains in the country illegally. In addition, unless they are already involved in an ongoing criminal investigation with local authorities, ICE officials will not respond and take custody of a subject simply because he or she is found to be in violation of immigration laws. The person must have been already taken into custody for a criminal offense by the local agency. Per current Plano Police Department policy, if an officer determines or suspects that a subject who is under arrest for a Class B Misdemeanor or higher crime is in the country illegally, that officer shall first run an immigration query and then notify Immigration and Customs Enforcement by telephone. The ICE official will determine if a detainer is warranted, and if necessary will take custody of the individual. Through this cooperative effort, the City of Plano is able to address the problem of illegal immigration within the limits of its municipal authority, and without assuming direct responsibility for the enforcement of federal immigration laws.

In a status report published by ICE on August 15, 2007, 25 state and local law enforcement agencies are listed as current participants in the 287(g) Program. Of the departments included in the list; sixteen are county-level, eight are state-level, and only two are municipalities. It is interesting to note that although this program has been operational for over ten years, only a handful (0.15%) of the nearly 17,000 recognized law enforcement agencies across the nation have since agreed to participate.

Automated Red Light Camera Enforcement Program – General Information

A nationwide study of fatal crashes at traffic signals in 1999 and 2000 estimated that 20 percent of the drivers involved failed to obey the signals. In 2005, more than 800 people were killed and an estimated 165,000 were injured in crashes that involved red light running. About half of the deaths in red light running crashes are pedestrians and occupants in other vehicles who are hit by the red light runners (Insurance Institute for Highway Safety, June 2007). In addition, a recent Federal Highway Administration study identified Texas as one of the worst states for red-light running. The financial costs of these accidents in Texas have been estimated at between \$1.4 billion and \$3 billion annually in medical, insurance, and related expenses. Red-light accidents often are among the worst because they generally involve vehicles crashing directly into the driver or passenger side of another car at high speeds. (Red-light Cameras in Texas: A Status Report; Texas House of Representatives House

Research Organization, July 2006). Prior to the Red Light Camera Program, the City of Plano averaged nearly 17 traffic crashes per day, over 8 traffic injuries per day, and a traffic fatality about every 23 days. In cities across Texas, statistically, the most probable way to be killed or injured is in a traffic crash. We owe it to our citizens to do everything possible to reduce the frequency of these tragedies. In September 2003, the Texas Legislature ratified Senate Bill 1184, which amended Section 542.202 of the Texas Transportation Code. This amendment authorized municipalities to impose civil penalties against the owner of a motor vehicle for a violation of a municipal ordinance. Chapter 12 of the Code of Ordinances of the City of Plano was enacted in August of 2004 and established a penalty of \$75 to be assessed against the owner of a vehicle that enters an intersection after the light changes to red. Per the ordinance, each violation may be appealed to an Administrative Hearing Officer. A person found liable by the Administrative Hearing Officer may then appeal this finding to the Plano Municipal Court.

The purpose of Plano's Automated Red Light Camera Enforcement Program is to increase traffic safety in the City of Plano by reducing the number of red light violations, crashes, and resulting injuries and deaths. We began enforcement of our program on March 1, 2006 at four (4) intersections, which were carefully selected based on existing crash data. Each system consists of a series of digital cameras installed near the roadway, including two for the capture of still images and one digital video camera. Utilizing a passive sensor, the system detects when the signal light changes to red. Using digital video presence cameras, the system triggers when a vehicle enters an intersection after the light changes to red. The first digital still camera captures two images (scene A and scene B). Scene A shows the vehicle prior to entering the intersection while the light is red and scene B shows the vehicle in the intersection while the light is red. The photographs display the time, date, and location of the offense, as well as the amount of time the light was red when the image was captured. Also, the speed limit of the roadway and the speed of the vehicle at the time of the violation appear on the photograph. The second digital camera captures a close up image of the rear license plate of the vehicle. And finally, the digital video captures 12 seconds of video, depicting the 6 seconds prior to and the 6 second following the violation. As a result of legislative changes that took effect on September 1, 2007, the Notice of Violation includes only one digital still image of the vehicle's license plate; however, a link will direct the recipient to a website where the 12-second video and other images can be viewed.

Redflex Traffic Systems, Inc., through a contract with the City of Plano, installed the camera systems and continues to maintain all equipment associated with the program. Redflex also processes and reviews all violations captured by the equipment. Redflex then provides the Plano Police Department with all evidence of the violation, and a secondary review is conducted by a Plano Police Officer to ensure that a violation has clearly been committed. Once verified by a sworn peace officer, Redflex receives authorization to create and mail all Notices of Violation. Redflex receives a fixed monthly fee for their services, which is not dependent on the number of notices issued. The program is self-funded through the collection of fines, and the net revenues are shared equally with the State of Texas for use by local Trauma Centers. Any remaining funds must be utilized for traffic education, traffic engineering improvements, and traffic enforcement.

To date, a total of 14 camera systems have been installed at the following intersections throughout the City of Plano:

1. 15th Street @ Independence Parkway;
2. Park Boulevard @ Ventura Drive;
3. Spring Creek Parkway @ Custer Road;
4. Eastbound Legacy Drive @ Dallas Parkway;
5. Westbound Legacy Drive @ Dallas Parkway;

6. Coit Road @ Spring Creek Parkway;
7. Parker Road @ Dallas Parkway;
8. Plano Parkway @ Dallas Parkway;
9. Jupiter Road @ Plano Parkway;
10. Preston Road @ Plano Parkway;
11. State Highway 121 @ Custer Road;
12. State Highway 121 @ Dallas Parkway;
13. Preston Road @ Spring Creek Parkway; and
14. Coit Road @ Park Boulevard.

Since its implementation, the Automated Red Light Camera Enforcement Program has had a positive impact on traffic safety for the citizens of Plano. As indicated in the table below, crashes at the first four monitored intersections decreased significantly from March 1 through December 31, 2006, versus the same period in 2005:

Type	2005	2006	Change
Red Light Violation Crashes	37	25	-32.4%
Total Intersection Crashes	79	40	-49.4%

As additional cameras have become operational, we continue to be encouraged by the results of the program. For example, between January 1 and July 31, 2007, intersection crashes declined 17.8% at the first ten monitored locations, versus the same period in 2006. Furthermore, we have seen significant decreases in the number of violations at each monitored intersection since the beginning of the program. This indicates a higher level of driver compliance with red lights and correspondingly enhanced traffic safety for our citizens. As an example, during March 2006 (when the program was first implemented), a total of 1973 notices were issued for red light violations eastbound on Legacy Drive at Dallas Parkway. For the month of July 2007, only 404 notices were issued for violations at this same location. This represents a substantial 79.5% decrease in violations!

If you have additional questions regarding the City of Plano Automated Red Light Camera Program, please call (972) 941-2459 or visit the Plano Police Department website at: <http://www.planopolice.org>

Planning

The City of Plano is committed to protecting the rights of both neighborhoods and developers when a developer wishes to pursue his interests within the established legal framework of procedures and standards. Historically, the City of Plano has been development-friendly. Residential and non-residential development help fund City streets, water and sewer facilities, parks, police and fire stations, schools and other public improvements that citizens value as important to a good quality of life. However, development-friendly does not equal lower standards or the waiving of requirements. City Council and the Planning and Zoning Commission have adopted very stringent development policies. All projects are subject to the same high standards.

The City of Plano has always sought a balance between the interests of homeowners and the business community. We encourage developers and neighborhoods to openly communicate and seek ways to ensure beneficial and compatible development.

Although state and federal legislation and court precedents define many of the practices in our planning policies and regulations, the Planning Department is committed to keeping all citizens informed of potential development projects within the City. For example, notices for zoning cases are mailed 20 days prior to the first hearing instead of the 10 days required by state law, and homeowners associations (those registered with the City) within 1500 feet of zoning cases receive written notice by mail. A complete list of all zoning cases, site plans and plats submitted for review are posted on the Planning Department page of the City's web site at www.planoplanning.org.

Although not required by state law, applicants for zoning cases in Plano must place a zoning sign on the property notifying the public of the pending zoning action. The City gives a small sign to the applicant for specific use permit requests. For larger tracts of land, the applicant must contract with a sign company to have a large wooden sign erected on the property. All of the signs 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://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 City Council passed amendments to Zoning Ordinance that allows the conversion of vacant properties from retail to residential uses as single-family 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 Stemmer Road is an example of this, with both Kroger and Home Depot redeveloping corners for new stores. The alterations to these redevelopment efforts may be empty structures that are obsolete for today's retail needs.

Development:

The following projects within District 4 have been submitted to the Development Review division of the Planning Department for review:

Project: Franklin Park at Canyon Creek, Block 1, Lot 2

Applicant: Plano Parkway Investments, L.P.

A religious facility with day care and medical office on one lot on 3.1± acres located on the east side of Independence Parkway, 423± feet north of State Highway 190. Zoned Planned Development-382-Retail/General Office. Neighborhood #65.

Project: Plano-Independence Parkway Place Addition, Block 1, Lot 3

Applicant: Plano Parkway Independence Partnership

Medical office on one lot on 1.0± acres located on the north side of Plano Parkway, 350± feet east of Independence Parkway. Zoned Planned Development-374-Retail. Neighborhood #65.

Long Range Planning Activities

Current

- The Planning and Zoning Commission and staff are currently working on updates to the Land Use, Transportation, and Economic Development elements of the Comprehensive Plan. The Comprehensive Plan guides the long term growth, development, and redevelopment of the community over time. There are no specific proposals focused on the District 4 area, but the objectives and strategies of the Comprehensive Plan will impact the city as a whole, including this area.
- A staff committee representing various departments that plan, operate, or maintain public facilities is updating the Master Facilities Plan. It will establish processes and procedures for the determining of future facility requirements; updating, maintenance, and adaptive reuse of existing facilities as needed; and addressing the impacts of changing technology, demographics and other factors on types and design of facilities that the City will provide over time.

Pending:

- The city will be starting in late August or early September to work with residents of the area bounded by 15th Street, Custer Road, Plano Parkway, and Independence Parkway to conduct a neighborhood planning process. The process will start with a questionnaire to find out the key challenges and opportunities facing neighborhoods, continue with a series of background meetings to inform and educate the residents about the public programs and services available to them, and wrap up with an action plan identifying key objectives and strategies defining future collaborative efforts between the residents and the City to improve neighborhood cohesiveness and stability.

Neighborhood Revitalization

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

in their incipient stage rather than letting them grow into the large areas of deterioration which exist in many other cities.

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

Property Standards

Property maintenance violations in the City of Plano are inspected by Property Standards Specialists who proactively inspect their assigned areas as well as respond to citizen concerns received in reference to Code and Zoning Ordinance violations. Designated employee districts enable staff to proactively and reactively respond to concerns within their assigned areas. When a concern is received by the Property Standards Department, the call is assigned to a designated Specialist to inspect the property within 48 hours. Callers may choose remain anonymous however, if the caller provides their name and telephone number the Specialist will contact the caller to provide a status update of action(s) taken after the inspection is completed.

Violations are addressed proactively through on-site inspections by Property Standards Specialists within their designated employee districts and violations reported to the Property Standards Department in person, by telephone, email, or the Property Standards webpage located on the City of Plano website are inspected for substantiation. All concerns received are inspected by Specialists to establish whether a violation exists prior to pursuing any further action(s). Usually parties responsible for maintenance of a property are notified to correct the violation within an established timeframe.

Codes and ordinances regulated by Property Standards include, but are not limited to, parking on unimproved surfaces, junked motor vehicles, loose limbs and branches, trash and debris, high grass and weeds, open storage of goods, equipment or materials, substandard structures, and fence maintenance. As needed, work schedules are rearranged to address activity that may occur outside regular business hours such as non-permitted garage sales, parking on unimproved surfaces, overcrowding and home occupation activities that do not comply with specified zoning regulations.

Code Enforcement

Absentee Landlords – Due process is exercised in the regulation of all noted violations. Efforts are made to contact all responsible parties to communicate noted violations and afford an opportunity for voluntary compliance. If voluntary compliance is not attained or in the event of repeat violations, other appropriate enhanced enforcement actions may be taken. These actions include authorizing a city contractor to abate the nuisance at the property owner's expense, filing a lien against the property to recoup the assessed charges, issuing a Notice to Appear in Municipal Court, seeking civil penalty judgments, etc.

Single Family Occupancy Standards – Federal law, through the Fair Housing Amendments Act passed by Congress in 1988, prohibits the regulation of how many people may live at a residence

based on familial status. The number of persons living in one residence may be regulated, but the restriction cannot be based on the relationship or health status of the persons at the residence. Restrictions are enacted to protect health and safety by preventing dwelling overcrowding, not to impermissibly limit the family composition of dwellings. Maximum occupancy restrictions cap the number of occupants per dwelling, typically in relation to the available floor space or the number and type of rooms. The City of Plano regulates occupancy limitations based on criteria established in the International Property Maintenance Code (IPMC). The IPMC is a model code adopted by many jurisdictions to govern the continued occupancy and maintenance of existing structures and premises to ensure public health, safety and welfare. Regulation of adequate habitable space, light and ventilation requirements sets provisions for privacy, safety and protections against overcrowding conditions. For example, bedrooms occupied by one person must have at least 70 square feet of floor area and bedrooms occupied by more than one person must have at least 50 square feet of floor area for each occupant. Kitchens and non-habitable spaces, such as hallways, bathrooms, closets, utility rooms, storage and similar areas are not considered habitable spaces and shall not be used for sleeping purposes.

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

Property Standards views code education and awareness as a vital component to our desired effectiveness. Deliberate efforts are made to educate citizens 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. Citizens' desires and input are considered during these reviews.

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

Transportation

Traffic Safety and Signal Operation Improvements:

- **Rainier Road, South of Spring Creek:** Installing Permanent* Plan Fall 2007.
- **Travis Drive:** Installing Permanent* Plan Fall 2007.
- **Cross Bend Road, from Mission Ridge to Coit:** Installing Permanent* Plan Fall 2007.
- **Eldorado Drive:** Received participation waiver from TAC. Currently circulating neighborhood petition.

- **Parkhaven Drive, from Roundrock Trail to Independence:** Temporary* Plan pending installation by Public Works.
- **Silverstone Drive:** Temporary* Plan pending installation by Public Works.
- **Mission Ridge Road, south of Parker Road:** Temporary* Plan pending installation by Public Works.
- **Coit/Spring Creek:** Median Left-Turn design underway with construction Spring 2009.
- **Park Blvd @ Ohio Dr:** Extended the storage for **EB** and **WB** left-turn traffic.
- **Park Blvd @ Custer Rd:** Designing dedicated right-turn lanes for **WB** and **SB** traffic.
- **Alma Dr @ Plano Pkwy:** Adding an additional NB through lane for **NB** traffic.
- **Spring Creek Pkwy @ Alma Dr:** Adding a dedicated right-turn lane for **EB** traffic.
- **Spring Creek Pkwy @ Coit Rd:** Designing a dedicated right-turn lane for **WB** traffic.
- **Coit Rd @ Plano Pkwy:** Designing additional left-turn lanes for **NB** and **SB** traffic, and a dedicated right-turn lane for WB traffic.
- **Independence Pkwy @ Parkhaven Dr:** Designing increased corner radius to help school busses making the north to east turn.

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

Public Information

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

- **Internet** - As stated previously, the City of Plano's main web site address is www.plano.gov . To reach a particular staff member by phone or by email, you may go directly to http://pdf.plano.gov/staff_directory.pdf . The City web site provides valuable information about the services of each department. Functions of the City's site include viewing City Council and Planning and Zoning Commission agendas, submitting code enforcement concerns, and making online water bill payments.
- **Publications** - Municipal information can be found on a daily basis at <http://www.plano.gov/news/>. This is the City's initiative to provide more timely information in an electronic format.
- **Cable TV** - Information regarding upcoming City activities and events is available on Time Warner Cable Channel 16 and on Verizon Cable Channel 30.
- **Public Library** - Information on upcoming City Council Meetings, as well as Planning and Zoning cases, is available at all Plano public libraries.
- **Water Bill Inserts** - Another method the City uses to inform citizens of community events, activities, and resources is through water bill inserts. In total, there are 36 different reports, flyers and letters mailed each year with the utility bill.

- **Email Newsletters** - The City of Plano is currently offering several auto subscriptions to newsletters which interested citizens can subscribe to via email, including **Emergency Alerts**. You may view and subscribe to these newsletters at http://www.plano.gov/online/email_lists.htm.

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

Other Topics of Interest

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

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

The volunteer(s) agree to adopt a section of a creek and to take action, on a volunteer basis, to control the stream bank litter problem by organizing a general bank side cleanup at least four times per year. The City of Plano provides litter sticks and trash bags and with pre-notification will arrange for the pickup of the litter collected at the site. The City of Plano will print and erect the Adopt-a-Creek signs at appropriate public locations near the adopted creek section.

A \$35 participation fee is charged for the year. A \$15 renewable participation fee is charged if the business or organization would like to continue adopting the creek for another year. The funds raised through the fees are used to purchase new litter sticks and litter bags. Litter sticks and trash bags are available at Parkway Service Center, 4120 West Plano Parkway. It is preferable that you pre-arrange pickup of these items so availability can be assured.

If you have questions about water conservation, water quality or the Adopt-a-Creek program, please visit www.plano.gov/Departments/Water and/or call the Water Education Coordinator at 972-769-4328.

- **Continued Community Outreach** - City Council is continually seeking and implementing new ways to better connect with citizens. Through working with homeowners associations, Council receives valuable input concerning issues specific to each development. Quarterly Neighborhood Roundtable meetings also serve as a means to focus on a portion of the City at a time, allowing residents and business owners in a targeted area to share their specific interests and concerns. The Neighborhood Roundtable meetings are advertised on the City's web site, in area newspapers, on cable TV, by email to HOA presidents and Crime Watch Area Coordinators, and by individual post card notices sent to each residence in the targeted area. While the meetings are designed to focus on issues involving the targeted district, everyone is welcome to attend and participate.

In addition, a Multicultural Outreach Roundtable has been formed which seeks input and makes recommendations to the City Council on methods, practices, programs, and other means by which the City of Plano can effectively serve the entire community and meet the objectives of local government. The mission of the roundtable is to partner with City Council and the citizens of Plano encouraging understanding and participation in the government process while meeting the needs and desires of its diverse citizens.

Other areas of outreach that City Council and I recommend include:

- The Plano Citizens Academy. The mission of this Academy is to familiarize citizens with the function and purpose of City of Plano government and associated community organizations. For further information please visit <http://www.plano.gov/Departments/Community+Outreach/CitizensAcademy/> or call 972-941-7307
- The Plano Citizens Police Academy. The purpose of this Academy is to educate the citizens of Plano on the operations of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. For further information please visit http://www.plano.gov/Departments/Police/Citizen+Programs/citizen_academy.htm or call 972-941-2527.
- The Plano Citizen's Fire Academy. The purpose of this Academy is to make citizens of Plano aware of the services the Plano Fire Department provides and increase fire and life safety awareness. For further information please visit <http://www.plano.gov/Departments/Fire+Department/Fire+and+Life+Safety/CFA.htm> or call 972-941-7421.

Additional information on these outreach programs can be found by visiting <http://www.plano.gov/departments/community+outreach> or by calling (972) 941-7747 for roundtable information.

On behalf of City Council, I would like to again thank you for taking part in the Neighborhood Roundtable session held on August 23rd. It is only through feedback such as yours that we can continue to be the All-America City that attracted so many of us here.

Sincerely,



Pat Evans
Mayor