



November 20, 2007

**Re: District 2 Neighborhood Roundtable Meeting (November 1, 2007)
Response to Issues and Comments**

Greetings:

Thank you very much for your attendance at the District 2 Neighborhood Roundtable meeting held on Thursday, November 1, 2007 at the PISD Sockwell Center. 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 this roundtable meeting, staff from the North Texas Tollway Authority provided a presentation on the proposed changes to the Dallas North Tollway and City of Plano staff provided updates on recreation centers and Community Investment Program (CIP) projects in and near the District 2 area (to see a map of the current CIP projects please visit <http://www.plano.gov/Departments/Engineering/Community+Investment+Program/>) In addition to these presentations, information on topics brought forth during the question and answer session as well as additional information pertinent to the District 2 area will be covered in this response letter.

North Texas Tollway Authority Presentation

Background

The City of Plano and NTTA recognized the need to improve mobility along Dallas North Tollway (DNT) from Pres. George Bush Tollway (PGBT) to Parker Rd.:

- July of 2006, Wilbur Smith Associates (WSA) performed micro-simulation analysis of various alternatives along the corridor
- WSA determined that no appreciable traffic improvement would be made without widening the NB direct connector ramp from PGBT to (DNT)
- General Engineering Consultant presented a second set of alternatives, which included the widened direct connector, to NTTA staff in Nov. 2006 which improved traffic congestion
- City of Plano engineering staff was presented with the preferred alternative in March 2007 and approved the concept

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

Preferred Alternative

- 2-lane PGBT direct connector to NB DNT
- Relocate existing Park Blvd. exit ramp
 - Move exit ramp further south, braided under 2-lane direct connector (this eliminates weave with PGBT traffic)
- Replace existing Park Blvd. entrance ramp with a Chapel Hill/Parker Rd. tolled exit ramp
- Replace existing Parker Rd. exit ramp with a tolled entrance ramp
- Toll the existing Plano Parkway ramps
- Relocation of public and private utilities as well as additional ROW at Dallas Parkway/Plano Parkway (frontage road relocation) will be required

Next Steps

- NTTA requests the City of Plano formally approve the preferred alternative and commit \$5 million (approximately 15% of total cost) to the construction of the proposed project.
- NTTA will procure the professional services of an evergreen consultant for design of the project
- Construction of the project is expected to be complete by 2010.

Questions about this project can be directed to Daniel J. Chapman, P.E. Project Manager, HNTB Corporation, 5910 W. Plano Parkway, Suite 200, Plano, TX 75093. Office phone (972) 661-5626.

Parks

The City of Plano has many parks and facilities located in and around the District 2 area. By logging on to http://www.plano.gov/Departments/parksandrecreation/Parks_Facilities/ you can 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

Tom Muehlenbeck Center

The Tom Muehlenbeck Center dedication ceremony was held on Friday, November 2, 2007. Many people attended and the response has been very positive. The center features a gymnasium, walking track, locker rooms, game room, classroom space, weight area, cardio areas, aerobics/dance studio, outdoor leisure pool and slides, an indoor lap pool and indoor warm water leisure pool.

Residents may join the recreation center for a nominal annual membership fee. Memberships are valid at all Plano recreation centers and public pools.

Youth	\$40
Teen	\$55
Adult	\$65
Senior	\$50

Legacy Trail Sanitary Sewer Line

A sanitary sewer force main is being constructed along Legacy Trail (on White Rock Creek) in the area between Ohio Drive and S.H. 121. This is a project of the North Texas Municipal Water District. Construction in this area is expected to be complete in November. The trail and turf in the area will be restored following completion of the sanitary sewer line.

Parkwood Green Park

Construction will begin early next year on the addition of 25 parallel parking spaces along Notre Dame Drive. Work is scheduled to be complete next summer.

Coyote Creek Park

Construction is scheduled to begin early next year on a trail addition along Woodway Lane. The trail is expected to be complete next spring.

Trail Projects

1. Construction will begin in January on completion of all of the trail gaps on Shady Brook Trail between Midway Road and the railroad tracks on the western boundary of the King's Ridge neighborhood. Work will be complete by next summer.
2. Construction will begin early next year on a trail along Spring Creek Parkway from Midway Road to White Rock Creek. The trail will connect into Shady Brook Trail on the west and to a future trail along White Rock Creek on the east.
3. Staff has reached agreement with land owners on approximately 65% of the easements necessary for a trail along White Rock Creek between Spring Creek Parkway and Preston Road. We hope to complete acquisition of the easements and begin construction of the trail within the next 2 years.

White Rock Creek Community Park

The City is in the process of acquiring land for a community park on White Rock Creek south of Spring Creek Parkway. The park will be a passive open space park. It is planned to be approximately 80 to 100 acres and have parking, pavilions, playgrounds, large open space areas and a dog park. It will not include any athletic fields for soccer, baseball or football.

Public Art Update

1. "Trails in Legacy"/Bacchus Plaza. The art conservator we retained (Jon Minyard) recently completed the twice-annual cleaning and waxing of the bronze sculptures, and repaired some minor damage to one of the pieces caused by vandalism.
2. The "Five Libraries" public art project includes Parr Library, which is in District 2. The project is an interesting one, as we commissioned a collection of poems about the history of Plano. The poems, written by 2005 Texas Poet Laureate (and Plano resident) Alan Birkelbach, were reviewed by the libraries, each of which selected a poem to be used as the basis for the art piece in their facility. Teresa Camozzi, the artist selected to create the art pieces, was in town in October and met with the Library Advisory Board and the Public Art Committee. She also toured the five libraries with Paul Glenn of the Engineering Department and looked at possible locations for art. Alan Birkelbach also took her around to historic sites in Plano. Ms. Camozzi will come back to Plano and will submit design proposals in December.
3. "Landscape of Light", a public art piece by Philadelphia artist Ray King, has been installed in the new Tom Muehlenbeck Center and was officially "unveiled" at the dedication of that facility on November 2.

FIRE

Fire Station 13

Fire Station 13 will be located on a site on Corporate Drive, just north of Tennyson Parkway. The Station is being designed based on a reduced-size Station 12 design, and it is anticipated that the facility will be bid in February of 2008, with the construction beginning in the Spring of 2008. Currently, it is anticipated that the Station will be ready for occupancy in late summer of 2009.

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.

2006 Summary of Incidents in First Due Station areas contained in District 2:

Total Calls	5,636
Most Frequent Call	EMS

2007 Year-to-Date Summary of Incidents in First Due Station areas contained in District 2:

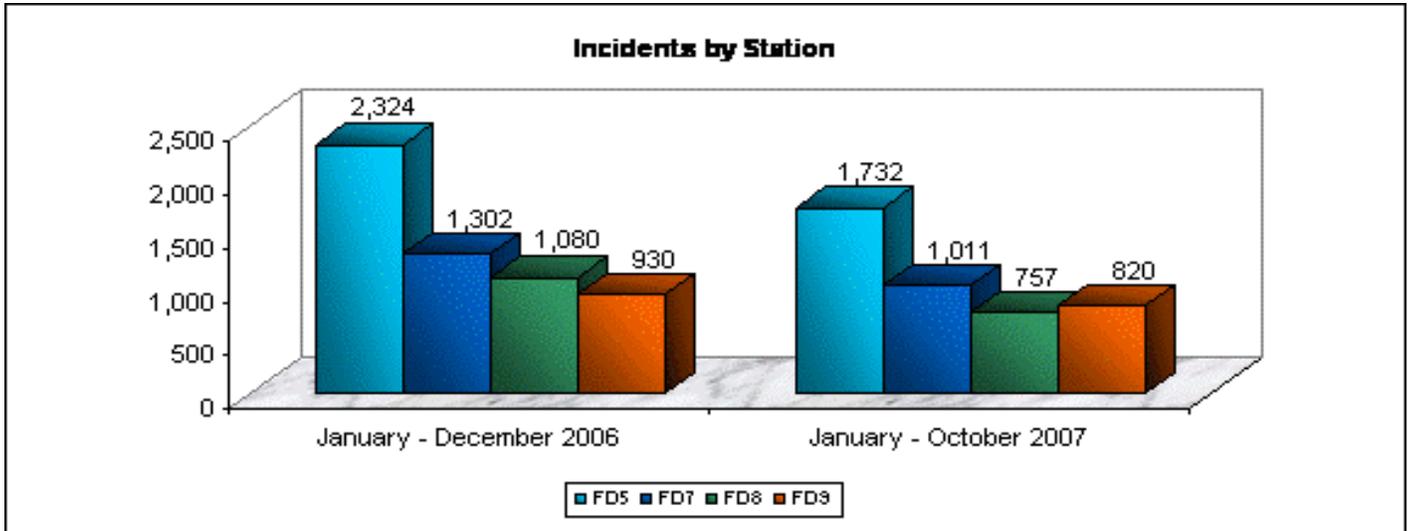
Total Calls	4,320
Most Frequent Call	EMS

January - December 2006

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD5	57	1,276	87	151	406	344	3	2,324
FD7	40	797	38	35	218	173	1	1,302
FD8	26	632	42	73	180	125	2	1,080
FD9	18	495	26	52	178	161	0	930
Total	141	3,200	193	311	982	803	6	5,636

January - October 2007

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD5	31	970	55	86	333	256	1	1,732
FD7	14	599	32	37	170	158	1	1,011
FD8	9	474	30	37	110	91	6	757
FD9	12	426	22	48	158	153	1	820
Total	66	2,469	139	208	771	658	9	4,320



Public Works

Currently under construction

Street and alley repair throughout the area bordered by Coit on the east/ Spring Creek Parkway on the north/ Preston on the west/ and Parker on the south is currently underway. These areas have been under construction for four months and are estimated to be completed by the end of December 2007, or sooner.

Another neighborhood area that will soon be under construction is the area bordered by Parker on the north/ Preston on the east/ Plano Parkway on the south/ and White Rock Creek on the west. The contractor will be moving into this area sometime after January 1, 2008.

Schedule for construction

A project involving the repair and replacement of pavement sections in both directions on Plano Pkwy. from Preston Rd. west to the Dallas North Tollway is scheduled to begin in March 2008.

Public Safety

District 2 Offenses - September 1, 2006 – August 31, 2007

September 1 2006 To August 31 2007	Offenses for District 2	Offenses Citywide	Percentage
Murder	0	3	0.0%
Sexual Assault	7	43	16.3%
Robbery	40	176	22.7%
Aggravated Assault	72	510	14.1%
Burglary	409	1527	26.8%
Larceny/Theft	1811	6933	26.1%
Motor Vehicle Theft	125	531	23.5%
Population	66813	255700	26.1%

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 seconds 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 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.

Long Range Planning

The Long Range planning Division is currently working on updates to the Land Use, Transportation, and Economic Development Elements of the Comprehensive Plan which guides the City's future growth, development, and redevelopment. The vast majority of issues that the Planning and Zoning Commission and staff are focused on in these updates are of a citywide nature not focused on a particular area of Plano. As these updates are discussed with the Commission, they will be included in the P&Z agenda packets posted on the City's website for anyone interested.

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 to remain anonymous however, if the caller provides their name and telephone number; the Specialist will contact the caller to provide a status update of action(s) taken after the inspection is completed.

Violations are addressed proactively through on-site inspections by Property Standards Specialists within their designated employee district 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 other action(s). Usually parties responsible for maintenance of a property are notified to correct noted violations within an established timeframe.

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

Code Enforcement

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

Single Family Occupancy Standards – Federal law, through the Fair Housing Amendments Act passed by Congress in 1988, prohibits the regulation of how many people may live at a residence based on familial status. The number of persons living in one residence may be regulated, but the restriction cannot be based on the relationship or health status of the persons at the residence. Restrictions are enacted to protect health and safety by preventing dwelling overcrowding, not to impermissibly limit the family composition of dwellings. Maximum occupancy restrictions cap the number of occupants per dwelling, typically in relation to the available floor space or the number and type of rooms.

The City of Plano regulates occupancy limitations based on criteria established in the International Property Maintenance Code (IPMC). The IPMC is a model code adopted by many jurisdictions to govern the continued occupancy and maintenance of existing structures and

premises to ensure public health, safety and welfare. Regulation of adequate habitable space, light and ventilation requirements sets provisions for privacy, safety and protections against overcrowding conditions. For example, bedrooms occupied by one person must have at least 70 square feet of floor area and bedrooms occupied by more than one person must have at least 50 square feet of floor area for each occupant. Kitchens and 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, inoperable smoke alarms and defective hand/guard rails. Expansion of this program is continuing with the incorporation of approximately 47 additional multi-family rental dwelling complexes consisting of an estimated 14,425 units built from 1987 through 1997. Further expansion is planned to add in all rental properties within the City of Plano, including single-family structures occupied as rental dwellings.

Property Standards views code education and awareness as vital components to our desired effectiveness. Deliberate efforts are made to educate our citizenry regarding rules and regulations that govern public nuisance and property maintenance matters. Educational materials regarding code requirements and ordinance regulations are disseminated through the distribution of brochures, water utility bill inserts and speaking at Neighborhood Association meetings and other community forums and functions. Additionally, governing rules and regulations are periodically reviewed for their appropriateness to the health safety and welfare of our community. 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 Projects:

- Neighborhood concern about Plano Alley Bump Program procedures; Neighborhood met with Transportation Advisory Committee, staff re-issued neighborhood petition, neighborhood consensus reached, 1 set (out of three) of alley bumps removed.
- Midway Road @ Willowdale Drive: Recently completed road improvement project on Midway slightly reduced the view to approaching north/southbound traffic. Sight restriction was subsequently removed to provide adequate view to approaching traffic.
- Dominion Parkway: Next month city council will consider the staff recommendation to post this new road at 40 mph.
- SH-121 Traffic Signals: After completing significant intersection modifications, TxDOT returned the operation of traffic signals back to Plano.
- International Parkway @ Plano Parkway road widening project: Intersection is now fully open to traffic.

- Dallas North Tollway from President George Bush Tollway to W. Parker Road ramp modification project: Held business and public meetings (10/9 and 10/10) to receive input. Now working with Willow Bend Shopping Mall consultant to assist them with their independent traffic study. After completion, staff will bring recommendations on design and funding to city council for consideration.

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'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 Subscriptions** - the City of Plano now offers email subscriptions. This service which is offered free of charge, will allow you to customize your experience with the City of Plano's website by choosing to subscribe to various web pages. Once subscribed to any of the available web pages, you will receive a notification email with a link to the specific web page any time that it is updated with new information. To sign up to receive updates for your specific pages of interest, log on to www.plano.gov and click on the "Sign up for Email Updates" link. You can subscribe to information in 27 different categories that encompass more than 150 individual items or web pages including minutes and agendas for city board and commissions, news and press releases, and much more.

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** – 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 or log onto <http://www.plano.gov/Departments/Water/Water+Conservation+and+Education>

- **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 Citizen's Academy. The mission of this Academy is to familiarize citizens with the function and purpose of City of Plano government and associated community organizations. For further information please visit <http://www.plano.gov/Departments/Community+Outreach/CitizensAcademy/> or call 972-941-7307
- The Plano Citizen's Police Academy. The purpose of this Academy is to educate the citizens of Plano on the operations and procedures of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. Further information can be found by logging on to http://www.plano.gov/Departments/Police/citizen+Programs/citizen_academy.htm or by calling 972-941-2527.
- The Plano Citizen's Fire Academy. The purpose of this Academy is to make citizens of Plano aware of the services the Plano Fire Department provides and increase fire and life safety awareness. 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 November 1st. 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