



December 7, 2010

Phil Dyer
Mayor

Lee Dunlap
Mayor Pro Tem

Pat Miner
Deputy Mayor Pro Tem

Ben Harris
Place 2

André Davidson
Place 3

Lissa Smith
Place 4

Harry LaRosiliere
Place 5

Jean Callison
Place 7

Thomas H. Muehlenbeck
City Manager

**Re: District 2 Neighborhood Roundtable Meeting (November 18, 2010)
Response to Issues and Comments**

Greetings:

Thank you very much for your attendance at the District 2 Neighborhood Roundtable meeting held on Thursday, November 18, 2010 at the Tom Muehlenbeck Center. On behalf of City Council we appreciate you taking the time to attend this meeting to show your interest and involvement in our community. We value your comments and questions and look forward to working with you in maintaining a strong City and excellent quality of life.

During this meeting, City Staff presented information regarding the Budget for Fiscal Year 2010-2011, a progress report on the City's economic development, an update on the Community Investment Projects (CIP) as well as street repairs, improvements and resurfacing projects in the District 2 area. An update of the DART Facility and Fire Station #13 was given and the installation of wireless mesh poles in the district was also reviewed. City Council and Staff also spoke on other topics including the City's low crime rate, the City's infrastructure, hiring a new City Manager, the future expansion of the Senior Center, the renovations to Carpenter Park Recreation Center, wild animal trapping, mosquito control, monitoring creeks for storm water permits and Comprehensive Plan Meetings. This response letter will cover information brought forth during the meeting, as well as information pertinent to the District 2 area.

Parks and Recreation

Carpenter Park Recreation Center

Renovation and expansion of Carpenter Park Recreation Center has begun. The facility will be closed until the renovation is complete. Expansion will include a 5,000 S.F. weight/cardio fitness area and expanded locker rooms. Renovations will include improvements throughout the existing facility as well as the addition of a gymnastics viewing room for parents and conversion of the existing weight/cardio room into a multipurpose meeting room for use by all ages. Construction is expected to be complete in 2011. Planning and design will accommodate the future addition of a warm water fitness pool when funding to operate and maintain the pool is available.

Carpenter Park

The 26 year old irrigation system on the south side of Carpenter Park will be replaced beginning this spring. The fields on the south side of the park are scheduled to re-opened for use in the fall of 2011.

Legacy Trail

A trail is planned along White Rock Creek from Parker Road to State Highway 121. Portions of the trail have been constructed. One major easement is needed

in order to complete the trail from Spring Creek Parkway to Hedgcoxe Road. This section of trail is expected to be complete within the next 3 to 5 years. Completion of the entire trail from Parker Road to State Highway 121 will be dependent on the development of properties adjacent to the creek.

Sunset Park

The City has acquired a 7 acre addition to Sunset Park. Plans are being prepared for expansion of the park. Improvements will include off-street parking to relieve the congestion on McKamy Trail. Area residents will have an opportunity to provide input once preliminary plans have been prepared. Construction is expected to begin in the fall of 2011.

White Rock Creek Community Park Site

A 120 acre park site has been acquired at the intersection of Windhaven Parkway and Spring Creek Parkway. The property has been leased back to the previous property owner for the next 4 to 5 years. Preliminary planning for the park will begin in 2011. Adjacent residents will have an opportunity to provide input and review the preliminary plans once they have been prepared.

Public Safety

Police Department

| September 1, 2009 through October 31, 2010 | Offenses District 2 | Offenses Citywide | Percentage District 2 |
|--|---------------------|-------------------|-----------------------|
| Murder | 0 | 4 | - |
| Rape | 12 | 42 | 26.2% |
| Robbery | 42 | 174 | 24.1% |
| Aggravated Assault | 45 | 299 | 15.0% |
| Burglary | 352 | 1,464 | 24.0% |
| Larceny/Theft | 1,587 | 6,357 | 25.0% |
| Motor Vehicle Theft | 122 | 476 | 26.0% |
| Total Part I Crimes | 21,60 | 8,816 | 24.5% |
| Part I Crime Rate (per 1000 Population) | 30.27 | 33.27 | |

| | | | |
|-------------------|---------------|----------------|--------------|
| Population | 71.347 | 265,000 | 26.9% |
|-------------------|---------------|----------------|--------------|

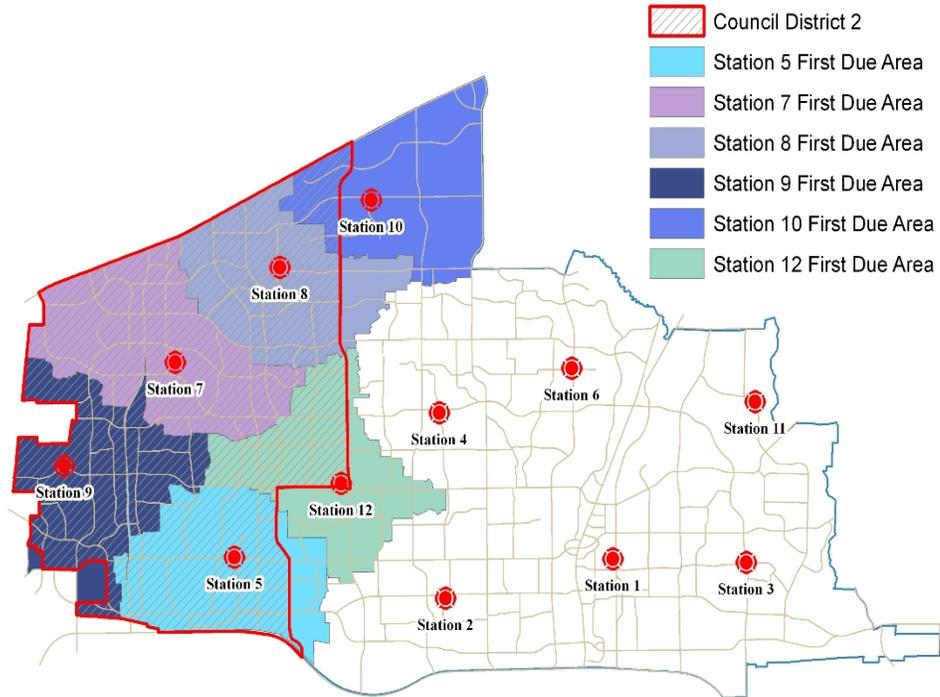
Fire Department

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

| | <u>2009</u> | <u>2010 YTD</u> |
|---------------------------------|--------------|-----------------|
| Total Calls: | 7,196 | 7,117 |
| Most Frequent Call Type: | EMS | EMS |
| Busiest Day of the Week: | Thursday | Friday |
| Busiest Time of Day: | 9 am-2 pm | 11 am-2 pm |

| <u>Jan-Dec 2009</u> | | | | | | | | |
|---------------------|------------|--------------|------------|--------------|--------------|------------|-----------|--------------|
| Station | Fire | EMS | Hazard | Service Call | Good Intent | FALSE | Special | Total |
| FD5 | 46 | 1,500 | 68 | 157 | 441 | 303 | 1 | 2,516 |
| FD7 | 32 | 926 | 21 | 66 | 238 | 184 | 1 | 1,468 |
| FD8 | 19 | 634 | 44 | 60 | 177 | 112 | 6 | 1,052 |
| FD9 | 12 | 678 | 22 | 68 | 162 | 138 | 0 | 1,080 |
| FD10 | 24 | 623 | 55 | 58 | 163 | 138 | 2 | 1,063 |
| FD12 | 0 | 14 | 0 | 1 | 2 | 0 | 0 | 17 |
| Total | 133 | 4,375 | 210 | 410 | 1,183 | 875 | 10 | 7,196 |

| Jan-Oct 2010 | | | | | | | | |
|---------------------|-------------|--------------|---------------|---------------------|--------------------|--------------|----------------|--------------|
| Station | Fire | EMS | Hazard | Service Call | Good Intent | FALSE | Special | Total |
| FD5 | 20 | 955 | 40 | 120 | 302 | 175 | 2 | 1,614 |
| FD7 | 22 | 758 | 20 | 46 | 228 | 131 | 0 | 1,205 |
| FD8 | 23 | 601 | 26 | 92 | 168 | 120 | 0 | 1,030 |
| FD9 | 15 | 631 | 23 | 61 | 151 | 126 | 1 | 1,008 |
| FD10 | 24 | 529 | 35 | 64 | 115 | 125 | 2 | 894 |
| FD12 | 26 | 893 | 45 | 97 | 204 | 100 | 1 | 1,366 |
| Total | 130 | 4,367 | 189 | 480 | 1,168 | 777 | 6 | 7,117 |



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 provide the Planning Department's phone number, (972) 941-7151, so that citizens may call to obtain additional information about the proposed zoning action. Homeowner comments are welcomed and encouraged in the development review process to help the City achieve a well-developed community.

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 Plano City Council passed amendments to the Zoning Ordinance that allows the conversion of vacant properties from retail to residential uses such as patio homes and town houses. Some retail corners will remain viable for retail uses and will continue to be attractive to retailers who wish to build new stores. The intersection of Parker Road and Custer Road is an example of this, with both Kroger and Home Depot redeveloping corners for new stores. The alternative to these redevelopment efforts may be empty structures that are obsolete for today's retail needs.

Recently approved or pending development projects within District 2:

Project: Acres of Sunshine, Block A, Lots 1 and 2 --- **Applicant:** Acres of Sunshine

Electrical substation and general offices on two lots on 13.6± acres located on the east side of Communications Parkway, 879± feet north of Windhaven Parkway. Zoned Regional Employment/Dallas North Tollway Overlay District.

Preliminary site plan/concept plan, and conveyance plat submitted 10/21/10; pending P&Z Commission action on 11/15/10. Purpose of plans is to allow for the development of an electrical substation on Lot 2, and future office development on Lot 1. This project is a companion project to Zoning Case 2010-19.

Project: The Canal on Preston Addition, Block A, Lots 7, 10, 11, & 12 --- **Applicant:** Perfect Builders

General offices, retail, and medical offices on four lots on 3.4± acres located at the southeast corner of McDermott Road and Angels Drive. Zoned Planned Development-20-Mixed-Use.

Revised concept plan, revised site plan, landscape plan, revised preliminary plat, & revised conveyance plat subm on 10/21/10; pending P&Z Commission action on 11/15/10. Purpose is to allow for the development of a general office building on Lot 10, and future offices (medical and general) and retail on the remaining lots.

Project: Capital One Addition, Block 1, Lot 3R --- **Applicant:** Capital One National Association

General office on one lot on 24.8± acres located on the west side of Preston Road, 1,036± feet north of Hedgcoxe Road. Zoned Commercial Employment/Preston Road Overlay District.

Revised site plan approved 07/19/20 and landscape plan approved 07/21/10; purpose of plans was to allow for expansion of the parking lot.

Project: The Courtyard at Preston Park, Blk 10, Lot 2R -- **Applicant:** Collin Co Community College District

General office building on one lot on 4.2± acres located on the south side of Preston Park Boulevard, 720± feet east of Preston Road. Zoned Planned Development-189-Retail/General Office.

Replat approved 08/02/10; purpose of plan was to replat the property and dedicate easements necessary to accommodate modifications to the site.

Project: EDS Clusters, Block A, Lot 3R --- **Applicant:** KDC Real Estate Development and Investments

General office on one lot on 32.1± acres located at the southwest corner of Legacy Drive and Windcrest Drive. Zoned Commercial Employment.

Landscape plan approved 09/13/10; purpose of plan was to allow for modifications to existing landscaping.

Project: Glen Eagles Village No. 2, Block 1, Lot 1R --- **Applicant:** Facility Acquisition Partners, Ltd.
Retail on 1 lot on 2.3± acres at the SE corner of Parkwood Boulevard and Park Boulevard. Zoned Retail.
Revised site plan and preliminary replat approved 11/01/10. Purpose of plans is to allow for redevelopment of the site as a retail building. Landscape plan and tree preservation plan submitted 10/07/10 pending approval.

Project: Kemp Homestead No. 2, Block A, Lots 1R & 2R --- **Applicant:** HD Development Properties, LP
Restaurant, medical office, superstore, and garden center on two lots on 11.4± acres located on the south side of Park Boulevard, 720± feet west of Dallas North Tollway. Zoned Regional Commercial with Specific Use Permit #427 for Building Material Sales/Dallas North Tollway Overlay District.
Replat approved 08/02/10; purpose of plan was to replat the property into two lots to allow for the future development of Lot 2R as a restaurant and medical office building.

Project: Kings Gate Addition, Block B, Lots 10R, 11 & 12 --- **Applicant:** Sunil D. Dharod Revocable Trust and Robert & Vasillia Peterson
Two Single-Family Residence-20 lots and one common area lot for a private street on 6.5± acres located on the west side of Old Gate Road, 300± feet north of Sudbury Road. Zoned Single-Family Residence-20 with Specific Use Permit #281 for Private Street Development.
Replat appr 07/19/10; purpose to subdivide existing Lot 10R into 2 lots & 1 common area lot (private street).

Project: Legacy Town Center (North), Block A, Lot 5 --- **Applicant:** Columbus Realty Partners, Ltd.
Multifamily residential on one lot on 4.7± acres located at the northeast corner of Bishop Road and Bozeman Drive. Zoned Planned Development-65-Central Business-1/Dallas North Tollway Overlay District.
Final plat approved 08/02/10; purpose of plan was to plat the property and dedicate easements necessary for completing the development of the property as multifamily residential.

Project: Legacy Town Center (North), Block A, Lot 6R --- **Applicant:** Columbus Realty Partners, Ltd.
Multifamily residential units on one lot on 4.1± acres located at the northwest corner of Bozeman Drive and Parkwood Blvd. Zoned Planned Development-65-Central Business-1/Dallas North Tollway Overlay District.
Prelim site plan approved 11/01/10. Purpose is to allow development of property as multifamily residences.

Project: Legacy Town Center (North), Block C, Lot 6R --- **Applicant:** KDC
General office & parking garage on 1 lot on 3.4± acres located on north side of Legacy Circle, 245± feet west of Bishop Road. Zoned Planned Development-65-Central Business-1/Dallas North Tollway Overlay District.
Preliminary site plan approved 10/04/10; site plan, preliminary plat, landscape plan, and facade plan submitted 10/21/10 pending approval; preliminary plat pending P&Z Commission action on 11/15/10. Purpose of plans is to allow for development of the property as a general office building with structured parking.

Project: Normandy Estates, Block 6, Lots 6R, 7R & 8R --- **Applicant:** Hawkins-Welwood Homes
3 Single-Family Residence Attached lots on 0.4± ac at the SE corner of Bourbon Street and Francesca Lane. Zoned Single-Family Residence Attached with Specific Use Permit #594 for Private Street Development.
Replat approved 07/19/10; purpose of plan was to replat the existing lots into larger lots.

Project: Parkway Storage, Block A, Lot 1 --- **Applicant:** Rutledge Haggard
Public storage/mini-warehouse on one lot on 1.6± acres located on the east side of Parkwood Boulevard, 471± feet north of Spring Creek Parkway. Zoned Commercial Employment.
Preliminary site plan and conveyance plat approved 10/18/10; purpose of plans is to allow for the development of the property as a public storage/mini-warehouse development.

Project: Pizza Hut Addition, Block 1, Lot 1 --- **Applicant:** Pizza Hut of America
General office and parking garage on one lot on 20.5± acres located on the east side of Corporate Drive, 250± feet north of Tennyson Parkway. Zoned Commercial Employment.
Final plat submitted on 10/21/10 pending approval; pending P&Z Commission action on 11/15/10. Purpose of final plat is to plat the property and dedicate easements necessary for the completing the development of the property as a general office building with structured parking.

Project: Preston Ohio Addition, Block 1, Lot 5 --- **Applicant:** Baylor Heath Care System

Parking on one lot on 2.9± acres located generally at the southwest corner of Plano Parkway and Ohio Drive. Zoned Planned Development-402-Retail/General Office/190 Tollway/Plano Parkway Overlay District.

Final plat approved 09/20/10; purpose of plan was to plat the property and dedicate easements necessary for completing the development of the property as a parking lot.

Project: QT 910 Addition, Block A, Lots 1 & 2 --- **Applicant:** Ronald McCutchin

Convenience store with gas pumps and restaurant on two lots on 3.0± acres located at the southwest corner of State Highway 121 and Coit Road. Zoned Regional Commercial/State Highway 121 Overlay District.

Prelim site plan/concept plan & conveyance plat approved 10/18/10; purpose of plans is to allow for development of property as a convenience store with gas pumps on Lot 1, and future development of Lot 2 as a restaurant.

Project: Tinseltown Addition, Block A, Lot 5R --- **Applicant:** Acres of Sunshine, Ltd.

Restaurant on one lot on 1.6± acres on the east side of Dallas North Tollway, 800± feet south of Windhaven Parkway. Zoned Regional Employment/Dallas North Tollway Overlay District.

Replat approved 09/07/10; purpose of plan was to plat the property and dedicate easements necessary for completing the development of the property as a restaurant.

Project: Windhaven Plaza, Block A, Lot 1 --- **Applicant:** The Tollway and Parker NWC, Ltd.

Grocery & convenience store with gas pumps on one lot on 6.7± acres located on the west side of Dallas North Tollway, 700± feet north of Parker Road. Zoned Regional Commercial/Dallas North Tollway Overlay District.

Revised site plan approved 08/02/10, landscape plan and tree preservation plan approved 07/28/10, and facade plan approved on 08/27/10; purpose of plans was to allow for development of the front portion of the property as a convenience store with gas pumps.

Zoning Case 2010-10 – Request to amend Planned Development-65-Central Business-1 to allow for off-premise signage on parking garages. Approved by City Council on 09/13/10.

Zoning Case 2010-19 – Request for Specific Use Permit for Electrical Substation on 6.3± acres located on the east side of Communications Parkway, 1,100 feet north of Windhaven Parkway. Zoned Regional Employment/Dallas North Tollway Overlay District. P&Z Commission action pending 11/15/10.

Neighborhood Revitalization

The Plano Economic Development Board (PEDB) – PEDB has a business recruitment and retention program that offers financial incentives to a wide range of commercial users, including manufacturers and office facilities. Their efforts have contributed to the leasing of new space at Park Boulevard and Preston Road, Plano Parkway and Coit Road, Downtown Plano, and the Research/Technology Crossroads Business Park in southeast Plano.

Small Business Incubator – The City has investigated establishing a small business incubator program in the past. To set up an incubator storefront which would provide office space as well as other services to start-up companies requires a substantial amount of funding, which has not been available. However, the Collin College District's Small Business Development Center provides all of the benefits of an incubator. The Center can help with training, formulating business plans and acquiring loans for small businesses and can be reached at (972) 985-3770.

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

Grants and Programs Available to Aging Neighborhoods

The City has a housing rehabilitation program in which low-interest loans are made available to families with limited income (for example, a family of four making less than \$53,200 would qualify) to help them repair their home. The amount of repayment required depends on the family's income level. We also operate the Neighborhood Planning Program, where we assign an Urban Planner to work with a neighborhood to develop a work plan to address the neighborhood's issues. Usually the resulting plan includes a partnership identifying projects the City will accomplish, and projects the residents will accomplish, bringing a workable solution to all involved. For more information on these and other programs, please visit www.plano.gov/departments/planning

Property Standards

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

Violations are addressed proactively through on-site inspections by Property Standards Specialists within their designated employee district. All concerns reported to the Property Standards Department in person, by telephone, e-mail, or via the Property Standards webpage are inspected by the Specialists to establish whether a violation exists prior to pursuing any other action(s). After corroboration of a violation, parties responsible for maintenance of a property are usually notified to correct noted violations within an established timeframe.

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

Property Standards staff also administers the City's Rental Registration and Inspection Program. On an annual basis, staff registers and systematically inspects all multi-family housing developments that are five (5) years old and older with five (5) or more dwelling units. All exterior grounds, common areas and a relative sampling of vacant and occupied interior units are inspected. These inspections focus on life safety matters including such items such as defective window and door hardware, obstructed egress, inadequate and/or inoperable smoke alarms, faulty plumbing, non-working appliances, faulty electrical systems, defective hand/guard rails, inadequate exterior wall covering, lack of weatherproofing, and flawed walkways.

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

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

The City of Plano regulates occupancy limitations based on criteria established in the International Property Maintenance Code (IPMC). The IPMC is a model code adopted by many jurisdictions to govern the continued maintenance and occupancy of existing structures and premises to ensure public health, safety and welfare. Regulation of adequate habitable space, light and ventilation requirements sets provisions for privacy, safety and protections against overcrowding conditions. For example, bedrooms occupied by one person must have at least 70 square feet of floor area and bedrooms occupied by more than one person must have at least 50 square feet of floor area for each occupant. Kitchens and other spaces such as hallways, bathrooms, closets, utility rooms, storage and similar areas are not considered habitable spaces and shall not be used for sleeping purposes or included in available habitable space calculations.

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

The Property Standards Department has two (2) locations within the City of Plano. Our main office is located at the Municipal Center, 1520 Avenue K, Ste 200, Plano, TX 75074 and addresses city wide substandard structure concerns and property maintenance concerns at all properties east of Custer Road. Our satellite office is located at the Joint Use Facility, 7501-A Independence Pkwy, Plano, TX 75025 and addresses city wide multi-family development concerns and property maintenance concerns at all properties located west of Custer Road. Please contact (972) 941-7124 (Municipal Center location) or (972) 208-8150 (Joint Use location) or www.plano.gov/prop_stds , should you have any questions or concerns relating to property maintenance in Plano.

Public Works and Engineering

Jerry Cosgrove, Deputy Director of Public Works and Engineering, presented information and updates on Community Investment Program (CIP) projects and street repairs, improvements and resurfacing in and around the District 2 area. Below are some of the projects that are in progress:

Arterial Work

Coit Road between Parker and McDermott
Spring Creek between Preston and Coit

Residential Work

Residential Street and alley pavement rehab will be done in Zone G7, the areas bounded by Spring Creek Parkway on the south, Ohio on the west, Legacy on the north and Coit Road on the east.

Water System

Continuation of the Network Meter change out program in support of Customer Utility Services.

Transportation Engineering

Projects under construction:

- Midway Rd. @ McKamy Trail: Completed constructing a traffic signal
- US 75 @ Parker Rd. Interchange: Project planned to open December 11, 2010.
- Dallas North Tollway: Electronic tolling system planned to open in December
- Midway Rd. @ Park Blvd: Changed southbound signal operation and vehicle lane use to a single left-turn lane, and three through lanes.
- Legacy Dr. @ Coit Rd.: Constructed double left-turn lanes for all four road approaches, and dedicated right-turn lanes for east and westbound traffic.
- Hedgcoxe Rd. - Changing speed limit from 40 mph to 45 mph

- Preston Meadow Rd. – Widened road from 2 to 4 lanes from Hedgcoxe Rd. to Quincy Ln. Changing speed limit from 30 mph to 35 mph from Quincy Ln. to McDermott Rd.
- Parkwood Blvd. – Adding curve warning signs between Spring Creek Pkwy. and Windhaven Pkwy.
- Ventura Dr. – Removed school zone north of Plano Parkway (not being used by students)
- Razor Rd. @ Ohio Dr., McDermott Rd., SH-121 – Completed new 6 lane road construction, constructed traffic signals at Ohio, McDermott (temporary), and at SH-121, Permanent signal construction at McDermott to coincide with completion of McDermott Road widening/bridge construction.

Projects in the planning stage:

- Riddle Elementary School – Requested concept support in developing a Safe Routes to School project
- Kings Manor Ln. @ Spring Creek Pkwy. – Evaluated the need for a traffic signal. Intersection does not meet installation requirements

Projects under design:

- Coit Rd. @ Hedgcoxe Rd.: Construct double left-turn lanes for all four road approaches

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

Public Information

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

Internet

The City's Home Page (www.plano.gov) is your one-stop shop for departmental information, municipal contacts, meeting agendas and overviews of municipal services. Several interactive and eCommerce applications apply, including the ability to pay your water bill online, access interactive map sites, apply for garage sale permits and submit code enforcement concerns.

Plano Television Network

The Emmy® award winning *Plano Television Network* (PTN) offers a wide range of community programming, including City Council and Planning & Zoning meetings broadcast live and via re-broadcast. PTN can be viewed on Time Warner Cable Channel 16 and Verizon FIOS Cable Channels 30 and 31. Information regarding upcoming City activities and events is available through the Plano Television Network found on Time Warner Cable Channel 16 and on Verizon Cable Channel 30, 31 and 32.

E-Update Subscriptions

The City's Home Page offers secure E-mail subscriptions enabling persons to receive E-mail notifications when designated departmental Web pages or other Web information is updated. Also included are emergency notifications and meeting agendas. Simply access www.plano.gov and click on the *E-mail Updates* icon on the lower left side of the page to subscribe.

Water Bill Inserts

Another method the City uses to inform citizens of community events, activities and resources is through water utility bill inserts. Check your water billing for items of interest, including special events and departmental services information, among others.

Public Library

Information on upcoming City Council Meetings, as well as Planning and Zoning cases, is available at all Plano public libraries.

Franchised Utility Service Complaints

Intergovernmental Relations serves as the liaison between the City and franchised utilities. (Oncor Electric Delivery, Atmos Energy, CoServ Electric and Gas, Verizon, AT&T, and Time Warner Cable.) If you have any unresolved franchised utility related complaints, please e-mail them to Nancy Rodriguez at nancyr@plano.gov, contact her at 972-941-7510, or fill out the franchised utility complaint form at http://plano.gov/Departments/CUS/franchised_utilities/Pages/default.aspx. These unresolved complaints are turned into the respective franchised utility for resolution and monitored until resolved.

Other Topics of Interest

Information from Oncor

Oncor has launched the **Oncor 24 X 7 Outage Information Website** to inform customers of the number of customers without electric service in the Oncor service area. The site is accessed from www.Oncor.com under the heading "Power Restoration". This information will be useful during emergencies and periods when thousands of customers are without service. The link to the site is www.Oncor.com/community/outages

This website provides a System Outage Map and a DFW Outage Map and a Summary by Service Area which provides outage numbers by service area. It also provides restoration update information and press releases to keep the public informed following major power outages due to storms. Additionally you can find information about Oncor's service restoration process, storm safety, frequently asked questions and a section on trees and power outages.

Year-Round, Volunteer Community Cleanup Programs:

Due to the unending migration of litter into our community, City staff relies heavily on volunteer groups and individuals to help keep our roads (Adopt-A-Highway), creeks, parks, school campuses, and neighborhoods clean and litter free. In reality, our goal, through environmental education efforts, is to *prevent* littering from occurring in the first place.

Community Cleanups give businesses, organizations, families, and individuals the opportunity to make an impact on keeping our City beautiful and improving our local water quality.

Individuals or groups can go to www.livegreeninplano.com for more information and to register online (**required**). Once registered, the City of Plano will provide black bags for trash, release forms, etc. (Some pickup sticks will also be provided **for creek cleanups only**). Cleanup materials can be picked up the Friday before the scheduled cleanup at the Parkway Service Center, 4200 W. Plano Parkway, 2nd Floor, 8am to 5:00pm.

Cleanup volunteers are asked to call Casey Eckert at 972-769-4216 immediately following cleanups with the number of bags of litter collected and the number of volunteers who participated. Completed/signed release forms can be faxed to Casey's attention at 972-769-4219 or mailed to 4200 W. Plano Parkway, Plano 75093.

Cleanup volunteers are asked to take the bags of collected litter to their home, church, school, or organization's dumpster for disposal. If the group collects large items or if there are too many bags that would be difficult to haul, then the bags of litter collected and the large items can be left at a street corner for City collection crews. A call to Casey Eckert with the number of bags or a description of the large item(s) and the exact location would be needed for collection service.

City of Plano Municipal Code of Ordinances – The City of Plano Municipal Code of Ordinances can be viewed and/or printed by viewing: www.plano.gov/city_hall/citygovernment/municipalcode

Continued Community Outreach

City Council is continually seeking and implementing new ways to better connect with citizens. Through working with homeowners associations, Council receives valuable input concerning issues specific to each development. *Quarterly Neighborhood Roundtable* meetings also serve as a means to focus on a portion of the City at a time, allowing residents and business owners in a targeted area to share their specific interests and concerns through one-on-one meetings with City Council and municipal staff. *Quarterly Neighborhood Roundtable* meetings are advertised on the City Web site, in area newspapers, on cable TV, by E-Updates and by notification to homeowner association presidents and *Crime Watch* Area Coordinators. While the meetings are designed to focus on issues involving the targeted district, everyone is welcome to attend and participate.

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

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

The Plano Citizens Police Academy: The purpose of this academy is to educate Plano citizens on the operations & procedures of the Plano Police Department. This is accomplished through a series of lectures and hands-on activities. Further information can be obtained at 972-941-2432 www.plano.gov/departments/police/citizen%20programs/pages/citizen_academy.aspx

The Plano Citizens Fire Academy: The purpose of this academy is to make the citizens of Plano aware of the many services that the Plano Fire Department provides and increase fire and life safety awareness. Further information can be obtained by calling 972-941-7421 or logging on to the website: www.plano.gov/Departments/Fire%20Department/Fire%20and%20Life%20Safety/Pages/CFA.aspx

Additional information on any one of these outreach programs can be found by visiting <http://plano.gov/Outreach/Pages/default.aspx> or by calling (972) 941-7747 for Council roundtable information.

On behalf of the City Council, I would like to again thank you for taking the time to be a part of this Council Roundtable session. We applaud your participation and realize that 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,



Phil Dyer
Mayor