



December 21, 2004

Re: **District 2 Neighborhood Roundtable Meeting (November 18, 2004)
Response to Issues and Comments**

Greetings:

First of all, I'd like to thank you for your attendance at the District 2 Neighborhood Roundtable meeting held on Thursday, November 18, 2004 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 meeting, we presented to you several topics to initiate discussion based on feedback we've received from other Roundtable meetings over the past several years. We discovered Traffic and Traffic Safety remain of major concern to our citizens. Empty Retail, Environmental Protection and Power Lines were also issues brought to our attention. You also suggested a couple of new ways to improve communication. Some of these communication suggestions have been implemented and I will discuss them in detail in the body of this letter. More police visibility, the future of Hwy 121 and needs for mentally and/or physically challenged children were also brought to our attention as concerns within the District 2 area.

The following is a synopsis of the above issues as well as additional information pertinent to the District 2 area:

Traffic Mobility and Safety

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

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

- **Speeding** - Speeding is a common problem that is of high concern to the Transportation Division. We typically post speed limit signs in clear view as soon as a driver turns from a higher speed road onto a lower speed road, and ensure that all traffic safety signs are easily seen and understood as a driver approaches them. Often these signs become obscured by vegetation as the seasons pass and our street maintenance crews work to restore the visibility to these signs as part of routine maintenance activities. If by chance we have not gotten to a location you are familiar with, please report it by calling the Public Works Department at (972) 964-4101.

Pat Evans
Mayor

Shep Stahel
Mayor Pro tem

Ken Lambert
Deputy Mayor Pro tem

Scott Johnson
Place 2

Phil Dyer
Place 3

Sally Magnuson
Place 4

Steve Stovall
Place 5

Jean Callison
Place 7

Thomas H. Muehlenbeck
City Manager

To help manage overall traffic speeds the Division conducts periodic speed studies along roads to validate the appropriateness of posted speed limits. We also coordinate with the police department on deploying radar speed trailers in residential neighborhoods and along major roads. These trailers show approaching drivers what their speeds are and helps keeps overall traffic speeds down. Another way to help keep neighborhood speeding down is to participate in the Safe Streets Program. This program uses neighborhood participation and specially designed traffic management devices (speed humps, traffic diverters, etc) help manage neighborhood speeding. If your neighborhood is interested in participating in this program please contact the Safe Streets Program Coordinator by calling (972) 941-7151. If you want to report other speeding problems please contact the Police Department Traffic Enforcement Division by calling (972) 941-2436 or going online at <http://www.planopolice.org/contact/ser.htm>, and completing a citizen service request.

- **Traffic Signal Operation** - Managing traffic flow on major arterial roads and across city limit boundaries is accomplished via an ongoing program that retimes traffic signals in response to changing traffic volumes/patterns. Using state-of-the-art technology, 196 traffic signals are monitored throughout the City and timing plans are changed when needed to minimize vehicle stops and delay. This fall, staff will begin upgrading all traffic signals with new traffic control technology. The new equipment will increase the flow and safety of traffic by reducing even further the number of stops drivers make. Staff has also started using advanced technologies that are better at changing a traffic signal when a car is present. The equipment allows the signal to operate when road maintenance and other construction would cause the signal to fail. Through use of these advanced technologies, traffic monitoring cameras, and coordination with police patrols, quick and effective response to traffic collisions, significant travel-time savings, and improved air quality are attained.
- **Tolling of Hwy 121** - The Texas Department of Transportation (TxDOT) has a policy of reviewing the feasibility of designating newly constructed highways as tollway facilities. Plano City Council recently supported tolling the section of SH 121 in Denton County. The section in Collin County will be evaluated as the City of Plano meets with the staffs of TxDOT; the North Texas Tollway Authority (NTTA); the North Central Texas Council of Governments (NCTCOG); the Cities of Frisco, Allen and McKinney; and Collin County to jointly participate in a study that will aid in the decision making process for this policy concept. The study results are planned for completion in the next few months upon which local agency discussions will continue to take place. Plano is approaching this concept with the goal of improving regional mobility, local access, and preserving the quality of life for its residents. The purpose of tolling would be to expedite the completion of that segment of the highway within this decade instead of waiting fifteen to twenty years from now for TxDOT funding to become available.

Traffic Enforcement

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

- **Enforcement** – This aspect of our enforcement effort includes high visibility patrol, which also aims to curtail crime. Last year, the Plano Police Department issued 78,969 traffic citations. Of those citations, 24,192 were issued for speeding violations and 4,311 were issued for red light violations. This year, to date, the Department has issued 85,522 traffic citations. Of these, 23,877 have been for speeding and 2,920 for red light violations. As a result of the Police Department's enforcement actions, the number of red light collisions within the City of Plano has dropped more than 15%, compared to the same period last year, and injury collisions decreased 1.4%.

The Police Department, in a joint effort with the Cities of Richardson and Frisco, is preparing to implement the use of cameras to monitor and cite red light runners. Implementation and operational costs will be offset through the collection of civil penalties assessed to persons photographed running red lights. The goal of this revenue-neutral program is to increase traffic safety by decreasing the rate of injury accidents at intersections. Review of presentations from prospective vendors will follow the RFP process in mid-December. Initially, four cameras will be utilized to monitor intersections selected through a needs assessment that will include consideration of the rate of injury accidents at particular intersections. The target date for implementation of the cameras is June 2005.

Since 2000, the Plano Police Department has participated in a Texas Department of Transportation STEP (Selective Traffic Enforcement Program) grant to increase enforcement efforts. This grant has allowed the Plano Police Department to increase its enforcement of red light violations by utilizing state funds to pay additional officers to work intersections throughout the City. Officers focused their enforcement efforts on the intersections with the highest rates of collisions. In November 2003, the Police Department began a new STEP grant that allows them to continue to focus on red light violations and will also allow them to increase the enforcement of speed limits throughout the City.

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

- **Education and Awareness** – The Police Department's Traffic Unit spearheads the efforts to increase the awareness of drivers in the City of Plano. The Traffic Unit conducts numerous seminars and classes regarding traffic safety. Additionally, the unit has developed an educational video titled "In a Blink of an Eye", which addresses the dangers of red light running. During the spring season of every year, the Traffic Unit partners with the high schools to educate students on the dangers of drinking and driving. Recently, two traffic officers became certified as Child Safety Seat Inspectors. These two officers now provide inspection and instruction of child safety seats to citizens. The Police Department also periodically distributes traffic safety information to Plano residents via their utility bills.
- **Community Partnership** – In order to maximize our responsiveness to the traffic safety problems of the City of Plano, we must create an atmosphere of cooperation with our citizens. The Police Department actively seeks input of motorists who travel the streets of Plano through the use of their web site and a telephone reporting system. As mentioned earlier in this letter, motorists can report dangerous drivers and red light runners by calling (972) 941-LITE (5483), or by sending a message to the Police Department utilizing the department's web page at www.planopolice.org. Furthermore, citizens can report dangerous areas and request extra enforcement through the use of a Special Enforcement Request (SER). An SER can be completed by contacting the Traffic Unit at (972) 208-8055, through the web page at www.planopolice.org/contact/ser.htm or by stopping in at the main station at 909 14th Street or the Joint Use Facility at 7501A Independence Parkway.

Crime

The Department continues to maintain a low crime rate. Part 1 (major) offenses occurring to date in 2004 are down 11% compared to the same period in 2003. Our success in maintaining a low crime rate is directly tied to the cooperative efforts of our citizens.

- **Property Crime** - From time to time the City may experience unexpected spikes in the number of Burglary of Motor Vehicle offenses and other property crimes. When these spikes occur, the Patrol Division and the Criminal Investigation Division coordinate enforcement and

surveillance efforts in an attempt to identify, apprehend, and deter these types of violations. Our Crime Analysis Unit identifies the time, day of the week, and locations most frequently victimized in order for us to deploy our resources more effectively. Strategies such as surveillance, baiting, bicycle patrol, and saturation patrol have proven to be effective. Additionally, we have found a large number of these offenses involve unsecured vehicles and property left in vehicles. Citizens can reduce their risk of being victimized by criminals by locking their vehicles and removing valuables from plain view.

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

- **Nuisance Crime** - Offenses such as barking dogs, loud music, and parties impact neighborhoods and individuals' enjoyment of their homes. The Police Department is committed to ensuring all residents are free from disturbances that interfere with this enjoyment. In order for a police officer to take enforcement action, the officer must witness the offense or obtain information from a witness that observed the violation. The witness to the offense may be required to testify in court. Also, citizens can contact the Municipal Court directly and swear out a complaint against individuals for committing nuisance violations. When reporting a nuisance violation, the Police Department encourages callers to provide the location of the offender as well as their own name, address, and phone number.

Animal Services has produced a pamphlet in response to the concern of a barking dog nuisance, which outlines responsibilities of pet ownership and helpful hints for addressing barking dogs. These pamphlets are being distributed to HOAs, at special events, and as a letter insert to homes that have been identified with concern of barking dogs. You can obtain a copy of this pamphlet by calling (972) 964-4371.

- **Crime Watch** – An excellent crime prevention tool available to you is participation in your neighborhood Crime Watch Program. The Crime Prevention Unit of the Police Department is very active with these groups. If you would like to join your neighborhood's program or would like to begin a Crime Watch Program in your area, please contact the Crime Prevention Unit at (972) 941-2431. A Crime Prevention officer will be happy to assist you with any questions you may have. Further information related to the Police Department can be found on their website at www.planopolice.org.

Infrastructure Construction, Repair and Maintenance

The City has an aggressive construction/rehabilitation/maintenance program to keep roads, brick screening walls and drainage systems operating at their optimum. Staff makes great effort to coordinate these projects (City crews, utilities, and private contractors) to prevent undue delay and congestion to motorists. The inspection team in both the Engineering and Public Works Departments are assigned to ensure that contractors are providing the City of Plano with the highest quality of work delivered and within the City's construction standards.

Public Works has a few construction projects taking place in the District 2 area.

Street repairs along arterial thoroughfares:

- Winding Hollow - from Plano Pkwy to Park Blvd

- Ventura Drive - Plano Pkwy to Park Blvd
- Coit Rd - Parker Road to Hwy 121

Median street lighting locations to be installed in the next 12 months:

- Parkwood - Windhaven to Plano Pkwy
- Chapel Hill - Dallas North Toll Way to Parkwood
- Ventura/Tulane - Park to Preston

Signal lights are planned for the following intersections:

- Parker and Marsh
- Parkwood and Plano Parkway

A situation of particular concern brought forth during our meeting was the awkward placement of the street name signs at the intersection of Parker and Marsh. The signs at this particular intersection have since been reconfigured to where they are now more easily readable.

If there are other street name signs that you find difficult to read, or if you have any questions regarding street and alley repairs, please feel free to contact the Public Works Department by calling (972) 769-4104.

Zoning and Development Activity

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

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

Although state and federal legislation and court precedents define many of the practices in our planning policies and regulations, the Planning Department is committed to keep all citizens informed of potential development projects within the City. For example, notices for zoning cases are mailed 15 days prior to the first hearing instead of the 10 days required by state law, and homeowners associations (those registered with the City) within 1500 feet of zoning cases receive written notice by mail. A complete list of all zoning cases, site plans and plats submitted for review are posted on the Planning Department page of the City's web site at www.planoplanning.org, aired on Plano cable channels A-30 and B-58, and are available in the public libraries.

Although not required by state law, applicants for zoning cases in Plano must place a zoning sign on the property notifying the public of the pending zoning action. The City gives a small sign to the applicant for specific use permit requests. For larger tracts of land, the applicant must contract with a sign company to have a large wooden sign erected on the property. All of the signs give the Planning Department's phone number, (972) 941-7151, so that citizens may call to get more information about the proposed zoning action. Homeowner comments are welcomed and encouraged in the development review process to help us achieve a well-developed community.

- **Land Studies, Preliminary Site Plans and/or Final Site Plans** – For your information, the following properties in the District 2 area have land studies, preliminary site plans and/or final site plans approved:
- **Wal-Mart** – between Parkwood Blvd and DNT frontage road, south of Park Blvd – Superstore (retail grocery and general merchandise).
 - **Classic BMW** – northeast corner of Springcreek Pkwy and DNT – New car dealer.
 - **Legacy Town Center (South)** – between Parkwood Blvd and DNT frontage road, south of Legacy Dr. - Continued retail, office, townhouse and multifamily development.
 - **Legacy Town Center (North)** - between Parkwood Blvd and DNT frontage road, north of Legacy Drive - Proposed retail, office, townhouse and multifamily development.
 - **Haggard Square** – between McDermott Rd and Rasor Blvd & between Preston Rd and Ohio Rd – Retail, restaurant, and office development in the northeast quadrant of the project.
 - **Preston Lakes** – east and west of Ohio Dr, between Parker Rd and Tulane Dr – Single family-detached, townhouse and independent living facility (retirement housing).
 - **Willow Bend Park** – northeast corner of Park Blvd & Parkwood Blvd – Townhouse development.
 - **Sewell Hummer** – West side of Dallas North Tollway between Costco & U-Haul – New car dealer.
 - **Lakes on Tennyson** – southwest corner of Tennyson Pkwy and Whitestone Lane – Medical and general office building complex.
- **Vacant and Underused Retail Buildings** – In 2002, the cities of Carrollton, Richardson, and Plano jointly produced a report entitled Retail Study of Underperforming and Vacant Retail Areas.” This study explored a number of issues relating to the retail industry, the local economy, and the opportunities for improving current conditions. Upon completion of the study, each city had the responsibility of identifying and implementing those recommendations that were most applicable to its needs. Plano began by trying to reduce the amount of existing retail tracts of land that remain for future development. The City Council recently passed amendments to the Zoning Ordinance that give it the authority to review and approve requests to convert vacant properties from retail to residential uses. Two properties are being converted to residential use and several others are under consideration. The next step is to develop incentives to encourage property owners to reinvest in existing shopping centers and/or demolish and redevelop them for more viable uses.
- **Power Lines Update** - TXU requested that the City Council approve their plans to expand the transmission line just west of Coit Road from the south side of Plano, north to SH 121. TXU’s original request was for the addition of one new monopole line from south to Carpenter Park and for two pole lines from Carpenter Park to SH 121. The existing H frame wood line would be replaced. After much discussion, City Council approved the request for the south section but approved a single line for the north section. TXU has completed the south section and should begin the north section in early 2005.

Environmental Health

- **Air Quality** - In addition to Environmental Health initiatives, the City of Plano has taken a very proactive approach to air quality by using alternative fuels in City vehicles. Below are some of the things that we are already doing to help promote cleaner air:
- The City has 63 vehicles operating on Liquid Petroleum Gas (LPG), or propane, which is an alternative fuel.
 - The City has approximately 35 pieces of small engine equipment operating on propane, which allows operation on ozone action days. This equipment produces substantially less pollution than those operating on gasoline.
 - The City owns six hybrid-electric vehicles operating in its fleet. These are Super Ultra-Low Emissions vehicles that obtain greater gas mileage while emitting extremely low tailpipe emissions.
 - In order to defer use of petroleum products, the City began propane vehicle conversions in 1994. Initially, over 30 light-duty vehicles were converted, with more added during subsequent years.
 - In 1996, the City began exploring propane use in heavy-duty and light-duty applications. The use of propane fuel in these types of vehicles and equipment greatly lessened the pollution generated by their use. For example, the City currently operates two dump trucks on propane. The City also has numerous lawn and garden equipment that operate on propane which greatly reduces emissions when compared to gasoline counterparts.
 - In the mid-1990's, the City adopted an ozone action policy whereby City vehicles and equipment were fueled prior to 10:00 a.m., so as not to contribute to the formation of ozone through refueling.
 - The City's Equipment Services Division also participates in Earth Day, July 4th, Clean Cities, and other public relations activities. They bring alternative fuel vehicles to these events to educate the public about its practicality and emissions reducing capabilities.
 - The City has been an active member of the DFW Area Clean Cities Coalition whose goal is to promote the use of alternative fuels in order to lessen America's dependence on foreign sources.
 - In 1996, when original equipment manufacturers (OEM's) began to produce alternative fuel vehicles direct from the factory, the City began writing specifications requiring vehicles to be at least Low Emission (Certified) Vehicles (LEVs).
 - In 1995 and 2001, the Equipment Services Division received the SuperStar Award from the Railroad Commission of Texas given to outstanding propane fleets.
 - In 1999, the Dallas-Fort Worth Clean Cities Coordinator nominated the City of Plano Equipment Service Division for the National Highway Administration 1999 Environmental Excellence Award, in recognition for efforts to improve air quality in the Dallas-Fort Worth Metroplex. This nomination highlighted the Division's ongoing strides for having an alternative fuel program that is among the most aggressive in the Metroplex.

➤ **Water Quality** - Environmental Health also provides a number of services and programs designed to protect/enhance Plano's water quality, as listed below:

- Industrial Pretreatment Permitting and Inspections to ensure waste water produced at manufacturing facilities is clean or free of pollutants prior to discharge to the sanitary sewer system.
- Storm Water Management Plan to prevent pollutants from entering the storm sewer system.
- Industry inspections to ensure storm water plans are in place and being followed.
- Wet weather and dry weather screening to establish baseline levels of constituents.
- Stream monitoring and sampling to identify pollutants.
- Public education materials.
- Complaint investigation and compliance action as required.
- Outfall identification and mapping.
- Coordinate Texas Pollutant Discharge Elimination System (TPDES) activities with all city departments.
- Creek surveillance.
- Coordinate hazardous materials spills containment and clean up involving waterways in the city.

Additionally, Plano's Environmental Health Department assists with remediation of spills impacting land and soil, works with other departments to coordinate clean up of illegal dump sites, and responds to complaints involving soil contamination. The Department also works cooperatively with the North Texas Municipal Water District and other City departments in emergency preparedness response to bioterrorism and weapons of mass destruction events.

➤ **Animal Control** – The City's Environmental Health Department governs over animal control issues as well. During our meeting, the topic of rabbit population was mentioned. Unfortunately, rabbit populations have increased in certain Plano neighborhoods the past few years, likely a result of the lack of natural predators. Rabbits are generally not a concern from a zoonotic disease perspective in this region. The City of Plano Animal Services Division provides live animal traps to the public for the purpose of trapping and removing nuisance animals. Citizens may check out a trap for 7 days; however it is the citizen's responsibility to transport the trap to and from the Animal Services building located at 4028 W. Plano Parkway. Animal Services staff will demonstrate how to use the trap at the time of pick up. Once the trap is taken to the home it should be monitored by the homeowner to determine if an animal has been snared. When an animal is snared, citizens should call (972) 769-4360 to ask that an officer is dispatched to remove the animal. Trapped animals are typically relocated to areas outside of Plano.

Please feel free to contact Environmental Health at (972) 941-7143 should you have questions or comments about the above information.

Parks

Activities that relate to our Parks and Recreation Department within or near the District 2 area are outlined below.

- **New Recreation Center** - The City has begun the design process for a new recreation center to be located at Windhaven Park adjacent to Renner Middle School. The facility will include a community lobby, a multipurpose room, a community conference room, game room, arts and crafts classroom, preschool activity room, adult and youth fitness area, indoor walking and jogging track, group exercise and dance studio, double gymnasium, a 25 yard 8 lane indoor swimming pool, an indoor warm water leisure pool, an outdoor leisure pool and an aquatic classroom. The architect is in the process of preparing conceptual design plans for review by the public this month. More information about the facility and upcoming public input meetings is available on the Parks and Recreation Department web site at www.planoparks.org.
- **Arbor Hills Nature Preserve** - Construction is expected to be complete in January on the second phase of improvements at Arbor Hills Nature Preserve. Improvements include the addition of approximately one mile of recreational trail, a scenic overlook, informational signs, additional parking, playground expansion with preschool equipment and associated improvements.
- **Archgate Park** - Construction is scheduled to begin this spring on the first phase of improvements at Archgate Park which is located on Archgate Drive adjacent to Robinson Middle School and Jasper High School. Improvements will include 5 unlighted multipurpose athletic fields, parking, restrooms, concession building, landscaping and extension of Bluebonnet Trail from Carpenter Park to Ohio Drive. The fields are scheduled to be open for play in the fall of 2005.
- **Bluebonnet Trail Extension** - Construction will begin this spring on the extension of Bluebonnet Trail from Ohio Drive to Midway Road where it will connect into the existing Shady Brook Trail. The trail will be constructed within the right-of-ways of Ohio Drive and Spring Creek Parkway. When this section of trail is complete, Bluebonnet Trail will extend from Shady Brook Trail west of Midway Road to High Point Park east of Alma Road.
- **Jack Carter Pool Renovation** - Construction has begun on the renovation of Jack Carter Pool. Improvements include office and restroom improvements, the addition of a new preschool pool with water slides and other play features, additional shade structures, paving improvements, landscape improvements and renovation of the mechanical systems.

Responses to specific questions brought forth during the meeting relating to our Parks and Recreation Department are listed below:

- **N/S vs E/W Jogging Trails** - The City currently has approximately 40 miles of concrete recreational trails. Approximately 30 miles of additional trails are planned. The extension of Bluebonnet Trail from where it ends at Carpenter Park to Midway Road is scheduled to be completed within the next 18 months. The City is in the process of acquiring land or easements along White Rock Creek that will ultimately facilitate a north/south trail from Parker Road to S.H. 121. Timing for construction of this trail is dependent on completion of the easements and the availability of funding for construction. Similar trail connections are planned throughout the City. Trail System Maps are available at the Parks and Recreation Department offices for \$3.00. The map shows both existing and planned future trails throughout the city. For additional information on recreational trails you may contact Robin Reeves at (972) 941-7267.

- **Can the City place trash cans along jogging trails?** The Parks and Recreation Department will explore strategically locating a few trash receptacles along the section of Preston Ridge Trail north of Carpenter Park.
- **Is there, or can there be initiated, a City/PISD effort to assist mentally/physically challenged children?** The Plano Parks and Recreation Department provides year-round therapeutic and adapted programming that includes games, swimming, music, arts & crafts, and much more. The programs stress choice, involvement, and self-direction while offering recreational experiences, new challenges, and social opportunities. Therapeutic recreation is the use of recreational services to improve or maintain physical, cognitive, emotional, and social functioning for individuals with special needs or disabilities in an effort to promote healthy independent lifestyles.

Volunteer Leisure Buddies are on hand at each program to assist and encourage participants as needed. Inclusion into many of our programs is possible for those with special needs. It is important that you contact the Therapeutic Recreation Program at (972) 941-7272, prior to registration, for details on how we can support abilities, interests, and desire to participate.

For additional information regarding special needs programs, please contact Joan Shopoff, Therapeutic Recreation Supervisor, at the above mentioned phone number.

Public Information

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

- **Internet** - As stated previously, the City of Plano web site address is www.planotx.org. To reach a particular staff member by phone, you may go directly to www.planotx.org/topic.asp. For City staff email addresses, go directly to www.planotx.org/ctystaff.html. The City web site provides valuable information about the services of each department. Functions of the City's site include viewing City Council and Planning and Zoning Commission agendas, submitting code enforcement concerns, and making online water bill payments.
- **Publications** - Municipal information can be found on a daily basis at www.planocitynews.com. This is the City's new initiative to provide more timely information in an electronic format.
- **Cable TV** - Information regarding upcoming City activities and events is broadcasted on Plano's cable channels - A30 and B58.
- **Public Library** - Information on upcoming City Council Meetings, as well as Planning and Zoning cases, is available at all Plano public libraries.
- **Water Bill Inserts** - Another method the City uses to inform citizens of community events, activities, and resources is through water bill inserts. In total, there are 36 different reports, flyers and letters mailed each year with the utility bill.
- **Current Studies** - It was suggested during one of our previous Roundtables that the City provide information on our web site regarding current studies in which we are involved. This excellent suggestion has been implemented. You may find the link entitled *Current On-Going Studies* on the front page of our web site.
- **Email Newsletters** - The City of Plano is currently offering several auto subscriptions to newsletters which interested citizens can subscribe to via email. You may view and subscribe to these newsletters at www.planotx.org/email_lists.html.

Other Topics of Interest

- **Continued Community Outreach** - City Council is continually seeking and implementing new ways to better connect with citizens. Through working with homeowners associations, Council receives valuable input concerning issues specific to each development.

Quarterly Neighborhood Roundtable meetings also serve as a means to focus on a portion of the City at a time, allowing residents and business owners in a targeted area to share their specific interests and concerns. The Neighborhood Roundtable meetings are advertised on the City's web site, in area newspapers, on cable TV, by letter to HOAs and Crime Watch areas, and by individual post card notices sent to each residence in the targeted area. While the meetings are designed to focus on issues involving the targeted district, everyone is welcome to attend and participate.

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

A third outreach program that City Council and I recommend is the Plano Citizens Academy. This academy, open to residents of Plano 18 years and older, is a 10 session program that provides an educational and entertaining overview of all city service departments. The next Plano Citizens Academy class will kick off on February 1, 2005.

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

On behalf of City Council, I would like to again thank you for taking part in the Neighborhood Roundtable session held on November 18th. It is only through feedback such as yours that we can continue to be the All-America City that attracted so many of us here.

Sincerely,



Pat Evans
Mayor