



December 19, 2008

**Re: District 2 Neighborhood Roundtable Meeting (November 20, 2008)  
Response to Issues and Comments**

Greetings:

On behalf of City Council, we would like to thank you for your attendance at the District 2 Neighborhood Roundtable meeting held on Thursday, November 20, 2008 at the Tom Muehlenbeck Recreation Center. We appreciate your interest in being involved in our community. Your comments and questions are very valuable and we look forward to working with you in maintaining a strong City and excellent quality of life.

At this neighborhood roundtable meeting, City staff provided a current look at the City's Community Investment Program (CIP) in the District 2 area as well as other street projects in the area and a presentation on the 2009 Proposed Bond Referendum (for more on the referendum and other budget topics please see <http://plano.gov/Budget/Pages/default.aspx>). Representatives provided updates on the North Texas Tollway Authority projects concerning the George Bush and Dallas North Tollways and Steve Matthews provided a presentation on the Arts of Collin County. Additional topics brought forth during the meeting, as well as information pertinent to the District 2 area, will be covered in this response letter.

## **Parks**

### **Bluebonnet Trail Extension**

A new section of Bluebonnet Trail was recently constructed along the south side of Spring Creek Parkway. This section of trail runs from Midway Road east to where White Rock Creek runs under Spring Creek Parkway. Staff is working to acquire the necessary land and easements to continue this trail along White Rock Creek and to connect it into the existing Bluebonnet Trail that now ends at Preston Road.

### **Shady Brook Trail**

Trail additions were recently completed that provide for a continuous trail from the railroad tracks at the west city boundary to Midway Road. At Midway Road the trail connects to the newly complete section of Bluebonnet Trail that runs along the south side of Spring Creek Parkway. Safety rails at several locations along the trail are being constructed and are expected to be complete soon.

### **White Rock Creek Trail (Legacy Trail)**

Staff continues to work to acquire the necessary easements to provide for a recreational trail along White Rock Creek from Spring Creek Parkway to Ohio Drive.

**Pat Evans**  
Mayor

**Jean Callison**  
Mayor Pro Tem

**Harry LaRosiliere**  
Deputy Mayor Pro Tem

**Pat Miner**  
Place 1

**Scott Johnson**  
Place 2

**Mabrie Jackson**  
Place 3

**Sally Magnuson**  
Place 4

**Lee Dunlap**  
Place 8

**Thomas H. Muehlenbeck**  
City Manager

## **White Rock Creek Community Park**

The City continues to acquire land south of the intersection Spring Creek Parkway and Windhaven Parkway to provide for a community park. The City has acquired approximately 40 acres at this location and is in the process of acquiring an additional 30 acres that will allow for a functional park. Funding to develop the park will need to come from a future bond election.

## **Carpenter Park Recreation Center Expansion and Renovation**

Preliminary plans for expansion and renovation of Carpenter Park Recreation Center are nearing completion. A portion of the funding needed to complete the improvements was approved in the 2005 bond program. Additional funding will need to be included in the next bond election to fund all of the proposed improvements.

## **Carpenter Park**

Construction will begin in January on improvements to the ball fields on the south side of the park. Improvements will include 80 additional parking spaces, backstop renovations, bleacher shade structures for the baseball fields and related improvements.

## **Parkwood Green Park**

Work is complete on the parallel parking spaces on Notre Dame Drive. Tree planting and irrigation improvements are expected to be complete soon.

## **Coyote Creek Park**

The new trail connection on the south side of the park is complete. A bench will be added this month. The addition of a gabion structure along the trail is expected to be complete by the end of the year.

## **Arbor Hills Nature Preserve**

A sidewalk connection along Arbor Vista Drive from the existing parking lot to the existing sidewalk on Castlemere Drive will be constructed in the spring of 2009.

## **Public Works**

### **ARTERIAL WORK**

Parker Road between Preston and Dallas North Toll Road – Construction starts January 2009

Legacy Drive between Preston and SH 121 – Construction starts February 2009

Parker Road between Coit and Preston – Construction starts early 2009

Ohio Drive and Preston Meadow Drive – Various locations will be included with our pavement maintenance contract in early to mid 2009

### **RESIDENTIAL WORK**

Residential Street and alley pavement rehab will be done in Zones G7 and G8, the areas bounded by Spring Creek Parkway on the south, Preston Road on the west, Hedgcoxe Road on the north and Coit Road on the east. This work is scheduled for mid 2009.

### **SCREENING WALL PANEL REPLACEMENT**

At miscellaneous locations “Thin Wall” screening wall panels will be replaced at various subdivisions in District 2.

## Trunk Line Analysis

Nearing completion of an Engineering study to internally inspect and determine the structural condition of large diameter main sewer trunk lines including the main outfall line along White Rock Creek from Plano Parkway north through Spring Creek Parkway.

All of the above activities are funded from the Community Investment Program and are a continuation of our ongoing infrastructure rehabilitation projects throughout the City.

## **Public Safety:**

<b>Aug 1, 2007 through Sept 30, 2008</b>	<b>Offenses for District 2</b>	<b>Offenses Citywide</b>	<b>District 2 Percentage</b>
Murder	0	5	0.0%
Rape	7	53	13.2%
Robbery	30	160	18.8%
Aggravated Assault	99	437	22.7%
Burglary	422	1,544	27.3%
Larceny/Theft	1,613	6,403	25.2%
Motor Vehicle Theft	78	358	21.8%
Population	70,797	260,900	27.1%

## **Fire Department**

### 2007 Summary of Incidents in First Due Station areas contained in District 2:

**Total Calls: 9,307 Most Frequent Calls: EMS**

### 2008 YTD (Jan - July) Summary of Incidents in First Due Station areas contained in

#### District 2:

**Total Calls: 8,069 Most Frequent Calls: EMS**

### **January - December 2007**

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD4	43	1,645	137	205	342	210	11	2,593
FD5	45	1,313	78	119	434	350	1	2,340
FD7	22	808	41	51	206	205	1	1,334
FD8	18	608	37	51	149	129	7	999
FD9	17	596	28	63	191	193	1	1,089
FD10	22	550	43	59	144	133	1	952
Total	167	5,520	364	548	1,466	1,220	22	9,307

### **January - October 2008**

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD4	40	1,381	97	146	271	176	1	2,112
FD5	41	1,282	72	110	340	236	4	2,085
FD7	19	740	32	56	200	166	2	1,215
FD8	15	455	36	36	145	131	4	822
FD9	18	603	25	57	183	117	0	1,003
FD10	26	508	25	63	102	108	0	832
Total	159	4,969	287	468	1241	934	11	8,069

## 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](http://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.

## **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. Please contact the Center 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 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 programs, please visit <http://www.plano.gov/Departments/Planning/Neighborhood%20Services/Pages/rehab.aspx>

## **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, it is assigned to a designated Specialist to inspect 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 the action taken after the inspection is completed.

Violations are addressed proactively through on-site inspections by Property Standards Specialists within their designated employee district. Concerns 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 the

existence of a violation prior to pursuing any other action. 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.

- **Absentee Landlords** – Due process is required 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 recover 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 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 registers and systematically inspects multi-family dwelling complexes as part of its Rental Registration and Inspection Pilot Program. The program includes multi-family dwelling complexes, consisting of five or more dwelling units designed for rental purposes built in 1998 or prior. All exterior grounds, common areas and a relative sampling of vacant and occupied interior units are inspected. Typical findings during these inspections that required repair by the owner include such items 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 all multi-family dwelling complexes five (5) years old or older. Further expansion is planned to also include single-family structures.

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 offices to better serve citizens of Plano. Premise violations at properties located east of Custer Road and all structural deficiencies are serviced by our office located at 1520 Avenue K, Suite 200, Plano, TX 75074. The telephone number for this location is (972) 941-7124. Premise violations at properties located west of Custer Road and rental inspection matters are serviced by our office located at 7501-A Independence Parkway, Plano, TX 75025. The telephone number for this location is (972) 208-8150. Both offices may also be contacted at [www.planotx.org/prop\\_stds](http://www.planotx.org/prop_stds), to address questions or concerns relating to property maintenance in Plano.

## Engineering

The City Engineer spoke about current projects in and around the District 2 area. If you would like to view a map of the current Community Investment Program (CIP) projects, please visit [www.plano.gov/Departments/Engineering](http://www.plano.gov/Departments/Engineering). By clicking on the links on the right side of the page you can view the map and learn more about development, road construction, transportation and a variety of other topics.

Tom Diamond with HNTB Corporation representing the North Texas Tollway Authority (NTTA) discussed the ongoing plans for improvements to the Dallas North Tollroad (DNT). They are evaluating improvements in both the north and south bound direction of the DNT and the ramps to the President George Bush Tollroad (PGBT). They are also evaluating adding a fourth lane on the DNT from the PGBT north to connect to the new interchange at SH 121. The NTTA is hosting a value engineering workshop in December to fully evaluate all the alternatives and plan to submit recommendations to the NTTA board in early 2009. Public meetings will be held following the board's decision.

Steve Hankins also with HNTB reviewed the progress of the construction of the SH 121 Tollroad.

## Transportation

### Traffic Signals:

Ohio Drive at Northbound SH 121 connector road - Location being evaluated for installation of a traffic signal

Midway Road @ McKamy trail - Traffic signal design 70% completed

Rasor Road @ Ohio Drive - Traffic signal design 30% completed

Rasor Road @ McDermott - Traffic signal design 38% completed

Spring Creek Parkway @ Parkwood Road - Traffic signal construction pending

### Traffic Safety:

Wedgewood Drive - No Truck Parking restriction pending

Plano Parkway @ Mira Vista - request for pedestrian crosswalk being evaluated

Legacy @ Archgate - Request for additional school speed limit signs in area of temporary road construction; current signage adequate: request denied

Archgate Drive - Request to extend school zone hours to accommodate high school students: under investigation

Alcove Lane w/o Archgate - Request for No Parking zone: being evaluated

Coit Road @ McDermott - Request for No Turn on Red signing: installation of similar type of signing pending

**Safe Streets Program:**

Winding Hollow Lane n/o Park Blvd - Request closed due to petition not being returned  
Brook Meadow Lane and Yorkshire Trail - Deployed radar speed trailer for 7 days each  
Denham Way - Received project comment forms back from Notice Area residents  
Aspermont Drive - Notice Area petition process underway  
Old Pond Drive - Permanent Plan balloting underway  
Robinson Road - Permanent Plan installed

**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 web site at [www.plano.gov](http://www.plano.gov) provides valuable information about the services of each department. Functions of the City web 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 utility 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 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](http://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 Boards and Commissions, news and press releases, and much more.

**Cable Service Complaints**

The 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](mailto:susanh@plano.gov) or contact her at 972-941-7315. These complaints are turned into Time Warner Cable for resolution.

## Other Topics of Interest

- **Water Issues** – The City of Plano provides a water conservation program that educates and offers a variety of ways for homeowners to conserve. If you would like to learn more about the programs being offered, please contact the Water Conservation Coordinator at 972-769-4328 or visit <http://plano.gov/Water/Water%20Conservation%20and%20Education/Pages/default.aspx>.
- **City of Plano Municipal Code of Ordinances** – The City of Plano Municipal Code of Ordinances can be viewed and printed online at the following web address: [www.plano.gov/City\\_Hall/cityGovernment/MunicipalCode](http://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 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 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 or quality or the Adopt-a-Creek program, please visit [www.plano.gov/Departments/Water](http://www.plano.gov/Departments/Water) 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 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 Plano's citizens with the function and purpose of City of Plano government and associated community organizations. For further information please call 972-941-7307 or visit <http://plano.gov/DEPARTMENTS/COMMUNITY%20OUTREACH/CITIZENSACADEMY/Pages/default.aspx>
- 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 learned by calling 972-941-2527 or by logging on to [http://www.plano.gov/Departments/Police/Citizen%20Programs/Pages/citizen\\_academy.aspx](http://www.plano.gov/Departments/Police/Citizen%20Programs/Pages/citizen_academy.aspx)
- 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 call 972-941-7421 or log on to <http://www.plano.gov/Departments/Fire%20Department/Fire%20and%20Life%20Safety/Pages/CFA.aspx>

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

Thank you, again, for taking part in this Neighborhood Roundtable session. On behalf of the City Council, we appreciate 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,



Pat Evans  
MAYOR