



December 31, 2009

**Re: District 2 Neighborhood Roundtable Meeting (December 10, 2009)
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, December 10, 2009 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 gave presentations on the FY 2009-2010 Budget and took a look at the City's Community Investment Program (CIP) in District 2. Updates on Fire Station #12 and #13 as well as a progress report on the City's economic development were also presented. Additionally the City's Parks and Recreation Director spoke about upcoming park projects and park land acquisition. City Council and Staff responded to inquiries regarding Park fees, Library hours, traffic congestion, maintenance and expansion of walking trails, Stimulus money, speeding drivers and traffic noise in general as well as a variety of other topics. This response letter will cover information brought forth during the meeting, as well as information pertinent to the District 2 area.

Parks

Carpenter Park Recreation Center

Plans are in progress for expansion and renovation of Carpenter Park Recreation Center. 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 begin in 2010 and 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.

Legacy Trail

Legacy Trail will run along White Rock Creek from Parker Road to State Highway 121. Portions of the trail are under construction at this time from Tennyson Parkway north through the YMCA property and from Preston Road to Ohio Drive. Construction of the trail will continue over the next 5 years as funding permits.

White Rock Creek Community Park

The City is in the process of acquiring land for a 124 acre community park on White Rock Creek south of Spring Creek Pkwy. and Windhaven Pkwy. Acquisition is expected to be complete in early 2010. Acquisition of this property will also facilitate the trail connection along White Rock Creek that is ultimately planned to go from Parker Road to State Highway 121. Development and opening of the park to the

Phil Dyer
Mayor

Harry LaRosiliere
Mayor Pro Tem

Lee Dunlap
Deputy Mayor Pro Tem

Pat Miner
Place 1

Ben Harris
Place 2

Vacant
Place 3

Lissa Smith
Place 4

Jean Callison
Place 7

Thomas H. Muehlenbeck
City Manager

public is not expected for 4 or 5 years when budget conditions permit.

Sunset Park

The City is in the process of acquiring a 7 acre addition to Sunset Park on McKamy Trail. The addition will provide space for off-street parking and additional practice space. Development of the parking and other improvements will be dependent on budget conditions. This acquisition will also facilitate a trail connection to The Colony. The trail in The Colony is ultimately planned to go all the way to Lake Lewisville.

Public Safety

Police Department

Sept 1, 2008 – Oct 31, 2009	Offenses District 2	Offenses Citywide	District 2 Percentages
Murder	0	6	0.0%
Rape	7	55	12.7%
Robbery	29	162	17.9%
Aggravated Assault	52	325	16.0%
Burglary	543	1,834	29.6%
Larceny / Theft	1,944	7,314	26.6%
Motor Vehicle Theft	118	505	23.4%
Population	70,797	263,900	26.8%

Fire Department

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

	2008	2009 YTD (Jan - Nov)
Total Calls:	9,756	8,853
Most Frequent Call Type:	EMS	EMS
Busiest Day of the Week:	Wednesday	Thursday
Busiest Time of Day:	10 AM - 4 PM	9 AM - 7 PM

January - December 2008

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD4	54	1,694	111	179	332	214	2	2,586
FD5	50	1,509	83	131	408	284	0	2,465
FD7	24	880	38	68	250	183	1	1,444
FD8	20	545	39	48	170	161	3	986
FD9	19	727	29	67	227	156	0	1,225
FD10	27	621	30	76	141	154	1	1,050
Total	194	5,976	330	569	1,528	1,152	7	9,756

January - July 2009

Station	Fire	EMS	Hazard	Service Call	Good Intent	FALSE	Special	Total
FD2	54	961	82	86	208	89	1	1,481
FD4	34	935	73	79	204	101	2	1,428
FD5	30	873	42	83	246	179	1	1,454
FD6	34	715	56	64	142	40	1	1,052
Total	152	3,484	253	312	800	409	5	5,415

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: Avignon Windhaven, Phase 2 **Applicant:** Windhaven Development, Ltd
40 Single-Family Residence-6 lots & 4 open spaces lots on 9.6± ac located at the NEC of Windhaven Pkwy & Jacqueline Dr. Zoned Planned Development-154-Single-Family Residence-6.
Final plat approved (10/15/09); purpose of plat is to show dedicate street rights-of-way and easements, as well as establish lot lines for a single-family residential development.

Project: Alcatel USA Addition, Block A, Lot 7 **Applicant:** Oncor Electric Delivery Company
Electrical substation on one lot on 4.3± acres located on the south side of Lotus Drive, 1,280± feet east of Independence Parkway. Zoned Lt. Industrial-1/190 Tollway/Plano Pkwy. Overlay District.
Site plan and landscape plan approval pending; preliminary replat approved (07/20/09) proposing easements necessary to accommodate the development.

Project: Baylor Medical Center at Plano, Block A, Lot 1R **Applicant:** Baylor Health Care System
Hospital & medical office on 1 lot on 22.6± ac at SEC of Allied & Alliance. Zoned Planned Development-350-Retail/General Office w/Specific Use Permit #164 for Outdoor Commercial Amusement Facility/190 Tollway/Plano Pkwy. Overlay District.
Revised site plan and preliminary replat approved (08/03/09); revised landscape plan approved (08/05/09); purpose of plans is to show proposed building additions and site modifications, as well as propose easements necessary for the development.

Project: The Canal on Preston Addn, Blk A, Lts 11-12 **Applicant:** SCI Town Center Partners, L.P.
Office and retail development on two lots on 4.0± acres located at the southeast corner of McDermott Road and Angels Drive. Zoned Planned Development-20-Mixed Use.
Revised concept plan and revised conveyance plat approved (09/08/09); purpose of the plan and plat were to show adjusted lot lines and a new conceptual development layout.

Project: Cigna Point Addition, Block A, Lot 1 **Applicant:** CMC Commercial Realty Group
General office bldg. on 1 lot on 13.0± ac located on east side of Dallas North Tollway, 1,860± feet north of Plano Pkwy. Zoned Regional Employment/Dallas No. Tollway Overlay District. Final plat approved 9/8/09; purpose of plat is to dedicate easements necessary for completing development.

Project: Deerfield North, Phase V **Applicant:** Meritage Homes of Texas L.L.C. - 27 Single-Family Res.-7 lots on 7.6± ac at SWC of Hedgcoxe & Preston Meadow. Zoned Planned Development-439-Single-Family Residence-7. Preliminary plat approval pending-subm. 11/10/09; purpose of plat: to show proposed street & residential lot layout for a single-family res. development.

Project: EDS Clusters, Block A, Lot 4R **Applicant:** Electronic Data Systems, LLC
Gen offices-1 lot on 43.6± ac. at NEC of Democracy & Tennyson. Zoned Commercial Employment. Replat approved 08/3/09; purpose of plat: dedicate easements necessary for development.

Project: Haggard Stonegate Addition, Block A, Lots 1 & 2 **Applicant:** Acres of Sunshine, Ltd.
Long-term care facility and medical office on two lots on 9.3± acres located at the southeast corner of Spring Creek Parkway and Communications Parkway. Zoned Agricultural. Preliminary Site Plan approval pending (submitted 11/12/09); purpose of plan is to show proposed site improvements for use of property as a long-term care facility and medical office development. This project is associated with Zoning Cases 2009-21 and 22 which are also pending.

Project: Headquarters Village, Block A, Lot 1R & 2R **Applicant:** Headquarters, L.P.
General offices, retail, & bank on one lot on 10.1± acres located at the northeast corner of Preston Rd & Rasor Rd. Zoned Planned Development-20-Mixed Use/Preston Road Overlay District.
Revised concept plan, revised conveyance plat, revised site plan & replat approval pending (subm 9/10/09); purpose of plans is to allow for acquisition of add'l land to accommodate add'l parking.

Project: Kings Gate, Blk B, Lts 10R, 11, 12 **Applicant:** Ludwell Denny, MFF Ranch & Robert 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 approval pending subm 7/23/08; purpose of plat is to subdivide property into 2 residential lots, and dedicate easements associated with the utility and private street improvements.

Project: Legacy Town Center (North), Ph IV, Blk A, Lts 4R, 7R, 8 **Applicant:** Columbus Realty Partners, Ltd.
3 conveyance lots on 7.6± ac located at the SWC of Headquarters Drive and Parkwood Boulevard. Zoned Planned Development-65-Central Business-1/Dallas No/ Tollway Overlay District. Revised conveyance plat pending approval subm 11/12/09); purpose of plat: allow for reconfiguring lot lines.

Project: Normandy Est., Blk H, Lts 1R, 2R, 6R, 7, 8, 9, 10 **Applicant:** HW Spring Creek Partners, L.P.
3 Single-Family Residence-9, 1 Single-Family Residence Attached, & 3 common area lts on 9.5± ac located at the NWC of Bourbon St & Cousteau Ct. Zoned Single-Family Residence Attached, Patio Home, & Single-Family Residence-9 w/Specific Use Permit #594 for Private St Development.
Site plan approved 7/31/09; purpose: to allow for modified lot layout & a private recreation facility.

Project: The Village at Stonebriar, Block A, Lot 1R **Applicant:** Village at Stonebriar, LLC
Retail buildings on one lot on 7.3± acres located at the southeast corner of State Highway 121 and Parkwood Boulevard. Zoned Commercial Employment/State Highway 121 Overlay District.
Prelim. Replat, revised site plan, landscape plan & tree preservation plan approval pending submd 10/9/08; purpose of plans is to allow for add'l retail development and reconfigure property lines.

Project: Washington-Shaddock Addition, Block A, Lot 2 **Applicant:** CDG Chapel Hill Plano, LLC
Medical office bldg. on one lot on 1.2± acres located on the so. side of Chapel Hill Blvd, 130± feet east of Dallas North Tollway. Zoned Regional Commercial/Dallas North Tollway Overlay District.
Site plan approval pending (submitted 07/23/09); preliminary plat approved (08/17/09); façade plan approved (10/14/09); purpose of plans are to show proposed site improvements for use of property as a medical office building, as well as propose easements necessary for the development.

Project: Willow Bend Park, Ph 3, Blk C, Lots 9,10 **Applicant:** Hawkins Welwood Homes, LP
2 Single-Family Res. Attached lts on 0.3± ac located on north side of Burgundy Street, 115± feet east of Fawnwood Drive. Zoned Planned Development-153-Single-Family Residence Attached.
Amended plat approved (11/03/09); purpose of plat is to show adjusted shared lot line.

Zoning Case 2009-12 – Request for Specific Use Permit for Winery on 0.1± acre located at the northwest corner of Preston Road and Plano Parkway. Approved 08/10/09.

Zoning Case 2009-14 – Request to amend Planned Development-189-Retail/General Office on 114.0± acres located at the southeast corner of Preston Road and Park Boulevard. Zoned Planned Development-189-Retail/General Office. Purpose of request was to increase the maximum allowable lot coverage, consistent with the Retail zoning district. Approved 10/12/09.

Zoning Case 2009-21 pending approval (submitted 11/12/09) - Request to rezone - Zoning Case 2009-15 – Request for Specific Use Permit for Mini-Warehouse/Public Storage on 3.1± acres located on the west side of Preston Park Boulevard, 550± feet south of Park Boulevard. Zoned Planned Development-189-Retail/General Office. Approved 10/12/09.

Zoning Case 2009-21 pending approval (submitted 11/12/09) - Request to rezone 9.3± acres located at the southeast corner of Spring Creek Pkwy & Communications Pkwy **from** Agricultural **to** Regional Employment. This case is a companion item to Zoning Case 2009-22 & the preliminary site plan for Haggard Stonegate Addn, Blk A, Lts 1 & 2 that is also pending approval.

Zoning Case 2009-22 pending approval-submitted 11/12/09-Request for Specific Use Permit for Long-Term Care Facility on 6.1± ac located on the east side of Communications Pkwy, 290± feet south of Spring Creek Pkwy. This case is a companion item to Zoning Case 2009-21 & the preliminary site plan for Haggard Stonegate Addn, Blk A, Lots 1 & 2 that is also pending approval.

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, email, 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

Alan Upchurch, Director of Public Works and Engineering, gave information and updates on Community Investment Program (CIP) projects and the street repairs, improvements and resurfacing in and around the District 2 area. Below are some of the projects discussed.

Arterial Work

Construction is currently underway and will continue into the spring of 2010 on the following arterial streets:

- Ohio Drive from George Bush Turnpike to Hwy 121.
- Preston Meadow from Parker Road to Quincy

Residential Street and Alley Rehab

Residential street, alley, and sidewalk rehabilitation is currently underway and will continue into spring of 2010 in the following residential area:

- The residential area bounded by the major thoroughfares of Spring Creek, Coit Road, Hedgcoxe, and Preston Road.

Network Metering Program

Beginning in early January 2010, Utility Operations will be assisting Customer Utility Services in the meter change-out program for the new Fixed Metering System including the installation of 1,100 commercial meters, and over 4,000 residential meters located within District 2.

Uninterruptable Power Supplies (UPS)

The Signals Division is currently installing additional UPS units at various major signalized intersections in District 2, and will continue to do so through next spring. The UPS units provide 4 hours of normal operations followed by 2 hours of flash for the signals at the intersection.

School Zone Signal Flashers

Early Spring to Mid-Summer, installation will begin of computerized system to control school zone flashers when requested by PISD from a central location eliminating the need to re-program flashers manually, currently a 4-5 day work assignment.

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

To review the status of these and other Engineering Department projects, please check www.plano.gov/departments/engineering and click on the "Community Investment Project" link on the right side of the page.

Transportation

Traffic Congestion Management

- **Spring Creek Pkwy. @ Coit Rd.:** Added a dedicated right-turn lane for westbound traffic.
- **Park Blvd @ Ohio Drive:** Extended the length of left-turn storage lanes for east and westbound traffic.

- **Dallas Parkway Service Road (SB) @ Park Blvd:** installed additional pavement markings to help guide southbound traffic through the intersection
- **Parkwood Blvd @ Park Blvd:** installed additional pavement markings to help guide northbound traffic through the intersection
- **Coit Road @ Legacy Drive:** Constructing dual left-turn lanes on all intersection approaches, and a dedicated right-turn lane for westbound traffic (*under construction*).

School Walking/Biking Safety

- **Riddle Elementary** - The school zone on Ohio Drive at Wildbriar Drive is being considered for removal. Pedestrian use studies are underway with completion planned for Spring 2010
- **Daffron Elementary** - Parking restrictions will be implemented on Preston Meadow at Daffodil to address mid-block pedestrian crossings and drop-off/pick-up traffic congestion
- **Prince of Peace** - The school zone on Ventura Drive at Plano Parkway is being investigated for need to add a flashing warning light. Pedestrian use studies are underway.

Traffic Safety and Mobility

- Citywide speed limit study underway. Final recommendations scheduled for completion December 2009.
- Columbine @ Crooked Stick: Need for stop signs under investigation

Traffic Signals

There are 5 new traffic signal installations being developed for installation by 2010:

- Midway Road @ McKamy Trail (under study)
- Parkwood Blvd @ Windhaven Parkway (installation planned for 2011)
- Ridgeview Drive @ Independence Parkway
- Razor Road @ McDermott Road
- Razor Road @ Ohio Drive

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. The site contains a *Press Room* for media access and also includes 24/7 video streaming of *Plano Television Network* programming.

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. PTN can also be accessed via www.plano.gov for 24/7 video streaming, including *On Demand* features, which enables viewers to select meeting and programming segments for viewing.

E-Update Subscriptions

The City's Home Page offers secure Email subscriptions enabling persons to receive Email 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-Update* icon 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.

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, 31 and 32.

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 email 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

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, vacant lots, 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 logging onto the internet at the following web address: 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 Email 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* 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. For further information, please call 972-941-7421 or log on to 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 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 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,



Phil Dyer
Mayor