

## PLANO CITY COUNCIL

**WILL CONVENE INTO THE PRELIMINARY OPEN MEETING AT 5:00 P.M. ON MAY 23, 2011, FOLLOWED BY THE EXECUTIVE SESSION IN THE PLANO MUNICIPAL BUILDING, 1520 K AVENUE, IN COMPLIANCE WITH VERNON'S TEXAS CODES ANNOTATED, GOVERNMENT CODE CHAPTER 551 (OPEN MEETINGS ACT), AS FOLLOWS:**

**Mission Statement: The mission of the City of Plano is to provide outstanding services and facilities, through cooperative efforts with our citizens, that contribute to the quality of life in our community.**

### PRELIMINARY OPEN MEETING

- I. **A Resolution** of the City Council of the City of Plano, Texas, canvassing the election returns of the General Election of May 14, 2011, for the election of four members of Council (Places 1, 3, 5 and 7) for a term of three years; declaring the results; and resolving other matters on the subject.
- II. Recognition of Outgoing Council Member LaRosiliere
- III. Oaths of Office for Incoming Council Members
- IV. **An Ordinance** of the City Council of the City of Plano, Texas, ordering a Runoff Election to be held on June 18, 2011, for the purpose of electing one Member of Council to Place No. 7; to the City Council to hold office for a period of three years; designating locations of polling places; ordering notices of election to be given as prescribed by law in connection with such election; and providing an effective date.

### EXECUTIVE SESSION

- |      |  |           |         |
|------|--|-----------|---------|
| I.   | Legal Advice<br>Legal Issues related to the Arts of Collin County  | Wetherbee | 10 min. |
| II.  | Litigation<br>Michelle Lucille Spikin v. City of Plano et al.  | Wetherbee | 10 min. |
| III. | Personnel<br>Discussion Regarding Mayor Pro Tem and<br>Deputy Mayor Pro Tem  | Council   | 10 min. |
| IV.  | Real Estate<br>a) Possible Acquisition of Property in Downtown Plano<br>b) Possible Acquisition of Property in Central Plano | Turner    | 20 min. |

- |    |   |           |         |
|----|---|-----------|---------|
| V. | Economic Development  | Glasscock | 10 min. |
|    | Discuss a financial offer or other incentive to a business prospect to locate, stay, or expand in Plano and consider any commercial and financial information from the business prospect. |           |         |

**PRELIMINARY OPEN MEETING (cont'd)**

- |       |  |                      |         |
|-------|--|----------------------|---------|
| V.    | Consideration and action resulting from Executive Session discussion: Mayor Pro Tem and Deputy Mayor Pro Tem | Council              | 5 min.  |
| VI.   | Customer Response Management System and Mobile Application Tool  | Conklin/<br>Stephens | 10 min. |
| VII.  | Council items for discussion/action on future agendas  | Council              | 5 min.  |
| VIII. | Consent and Regular Agendas  | Council              | 5 min.  |

**In accordance with the provisions of the Open Meetings Act, during Preliminary Open Meetings, agenda items will be discussed and votes may be taken where appropriate.**

*Municipal Center is wheelchair accessible. A sloped curb entry is available at the main entrance facing Avenue L, with specially marked parking spaces nearby. Access and special parking are also available on the north side of building. The Council Chamber is accessible by elevator to the lower level. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling the City Secretary at 972-941-7120*



**CITY OF PLANO  
COUNCIL AGENDA ITEM**

<b>CITY SECRETARY'S USE ONLY</b>				
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory				
Council Meeting Date:		5/23/11		
Department:		City Secretary's Office		
Department Head		Diane Zucco		
Agenda Coordinator (include phone #): <b>Alice Snyder, Ext. 7515</b>				
<b>CAPTION</b>				
A Resolution of the City Council of the City of Plano, Texas, canvassing the election returns of the General Election of May 14, 2011, for the election of four members of Council [Places 1, 3, 5 and 7] for a term of three years; declaring the results; and resolving other matters on the subject.				
<b>FINANCIAL SUMMARY</b>				
<input checked="" type="checkbox"/> NOT APPLICABLE <input type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP				
FISCAL YEAR: <b>2010-11</b>	<b>Prior Year (CIP Only)</b>	<b>Current Year</b>	<b>Future Years</b>	<b>TOTALS</b>
Budget	0	0	0	<b>0</b>
Encumbered/Expended Amount	0	0	0	<b>0</b>
This Item	0	0	0	<b>0</b>
BALANCE	0	0	0	<b>0</b>
<b>FUND(S):</b>				
<b>COMMENTS:</b> This item has no fiscal impact.				
STRATEGIC PLAN GOAL: Canvassing of the General Election relates to the City's goal of Partnering for Community Benefit.				
<b>SUMMARY OF ITEM</b>				
Canvassing the election returns of the General Election - May 14, 2011. (Places 1, 3, 5 and 7)				
List of Supporting Documents:			Other Departments, Boards, Commissions or Agencies	

**A Resolution of the City Council of the City of Plano, Texas, canvassing the election returns of the General Election of May 14, 2011, for the election of four members of Council [Places 1, 3, 5 and 7] for a term of three years; declaring the results; and resolving other matters on the subject.**

**WHEREAS**, for the purpose of electing four members of Council [Places 1, 3, 5 and 7] for a three (3) year term of office on the Plano City Council, the City Council called a General Election to be held on May 14, 2011, by Ordinance No. 2011-2-5, adopted on February 14, 2011 and amended by Ordinance No. 2011-3-20 adopted on March 28, 2011; and

**WHEREAS**, the City Council met on May 23, 2011, and canvassed the election returns of the above-mentioned election; and

**WHEREAS**, it was found that the persons herein named received the stated number of votes for said term of office on the Plano City Council:

MEMBER OF COUNCIL, PLACE NO. 1

Pat Miner \_\_\_\_\_

MEMBER OF COUNCIL, PLACE NO. 3

Cathy Fang \_\_\_\_\_

André Davidson \_\_\_\_\_

MEMBER OF COUNCIL, PLACE NO. 5

Jim Duggan \_\_\_\_\_

Matt Lagos \_\_\_\_\_

Russel Head \_\_\_\_\_

MEMBER OF COUNCIL, PLACE NO. 7

Pat Gallagher \_\_\_\_\_

Mark Greer \_\_\_\_\_

Greg Myer \_\_\_\_\_

**NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS:**

**Section I.** That in the General Election held on May 14, 2011, for Member of Council, Place No. 1, Pat Miner received a majority of all votes cast for such place; for Member of Council, Place No. 3, André Davidson received a majority of all votes cast for such place; for Member of Council, Place No. 5, Jim Duggan received a majority of all votes cast for such place; and for Member of Council, Place No. 7, no one person received a majority of all votes cast for such place.

**Section II.** Pat Miner is hereby declared to be elected Council Member for Place No. 1; André Davidson is hereby declared to be elected Council Member for Place No. 3; and Jim Duggan is hereby declared to be elected Council Member for Place No. 5.

**Section III.** The City Council hereby finds and determines, as a result of this Canvass, that a total of \_\_\_\_\_ persons voted in the General Election held on May 14, 2011.

**DULY PASSED AND APPROVED THIS THE 23rd DAY OF MAY, 2011.**

\_\_\_\_\_  
**Phil Dyer, MAYOR**

ATTEST:

\_\_\_\_\_  
Diane Zucco, CITY SECRETARY

Approved as to form:

\_\_\_\_\_  
Diane C. Wetherbee, CITY ATTORNEY



**CITY OF PLANO  
COUNCIL AGENDA ITEM**

<b>CITY SECRETARY'S USE ONLY</b>				
<input type="checkbox"/> Consent <input type="checkbox"/> Regular <input type="checkbox"/> Statutory				
Council Meeting Date:		5/23/11		
Department:		City Secretary		
Department Head		Diane Zucco		
Agenda Coordinator (include phone #): <b>Alice Snyder, Ext. 7515</b>				
<b>CAPTION</b>				
An Ordinance of the City Council of the City of Plano, Texas, ordering a Runoff Election to be held on June 18, 2011, for the purpose of electing one Member of Council to Place No. 7; to the City Council to hold office for a period of three years; designating locations of polling places; ordering notices of election to be given as prescribed by law in connection with such election; and providing an effective date				
<b>FINANCIAL SUMMARY</b>				
<input checked="" type="checkbox"/> NOT APPLICABLE <input type="checkbox"/> OPERATING EXPENSE <input type="checkbox"/> REVENUE <input type="checkbox"/> CIP				
FISCAL YEAR: <b>2010-11</b>	<b>Prior Year (CIP Only)</b>	<b>Current Year</b>	<b>Future Years</b>	<b>TOTALS</b>
Budget	0	0	0	0
Encumbered/Expended Amount	0	0	0	0
This Item	0	0	0	0
<b>BALANCE</b>	0	0	0	0
<b>FUND(S):</b>				
<b>COMMENTS:</b> An Ordinance ordering a Runoff Election has no fiscal impact.				
<b>STRATEGIC PLAN GOAL:</b> Holding a Runoff Election relates to the City's goal of Partnering for Community Benefit.				
<b>SUMMARY OF ITEM</b>				
No one person received a majority of votes cast for Place No. 7 at the General Election held on May 14, 2011; therefore, a Runoff Election is necessary. Early Voting locations will be those within the City of Plano and the Collin County Elections Administrator has provided an expanded list of locations to include those in the City of McKinney. With the exception of the main early voting location, all early voting sites outside of Plano are provided at no cost. Staff recommends the use of the Maribelle M. Davis Library as an EV site due to the unavailability of Christ United Methodist Church during this timeframe. All Election Day locations will be identical to those used in the General Election. Costs for this election will be included in a contract with the Collin County Elections Administrator.				
List of Supporting Documents: Ordinance			Other Departments, Boards, Commissions or Agencies	

**An Ordinance of the City Council of the City of Plano, Texas, ordering a Runoff Election to be held on June 18, 2011, for the purpose of electing one Member of Council to Place No. 7; to the City Council to hold office for a period of three years; designating locations of polling places; ordering notices of election to be given as prescribed by law in connection with such election; and providing an effective date.**

**WHEREAS**, a General Election was held on May 14, 2011, for the purpose of electing members of Council including Place No. 7; and

**WHEREAS**, no one person received a majority of the votes cast at said election for Place No. 7 on the City Council; and

**WHEREAS**, Pat Gallagher and Greg Myer individually received more votes than any other person for Place No. 7 and both are, therefore, entitled to have their names placed on a runoff election ballot;

**NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF PLANO, TEXAS, THAT:**

**Section I.** A Runoff Election is hereby ordered to be held in and throughout the City of Plano on Saturday, June 18, 2011, for the purpose of electing the following member of the City Council of the City of Plano:

Member of Council, Place No. 7

The term of said place shall be for three years.

**Section II.** The persons entitled to have their names placed upon the ballot at such election are:

Member of Council, Place No. 7

Pat Gallagher

Greg Myer

**Section III.** The polling places and the county election precincts whose qualified voters shall cast ballots at such locations in the City of Plano Runoff Election are as follows:

<b>COLLIN COUNTY ELECTION PRECINCTS</b>	<b>POLLING PLACE</b>
52, 61, 68, 103 and 141;	Armstrong Middle School 3805 Timberline Drive, Plano, TX 75074
34, 107, 119, 121, 135 and 139;	Bethany Elementary School 2418 Micarta Drive, Plano, TX 75025
23, 46, 47, 50, 51, 152 and 158;	Bowman Middle School 2501 Jupiter Road, Plano, TX 75074
90, 116, 137 and 176;	Brinker Elementary School 3800 John Clark Parkway, Plano, TX 75093
21, 54, 62 and 66;	Carpenter Middle School 1501 Cross Bend Road, Plano, TX 75023
109 and 123;	Christopher A. Parr Library 6200 Windhaven Parkway, Plano, TX 75093
15, 19, 53, 65, 70 and 71;	Haggard Middle School 2832 Parkhaven Drive, Plano, TX 75075
58, 77 and 91;	Hendrick Middle School 7400 Red River Drive, Plano, TX 75025
31, 32, 63 and 76;	Hughston Elementary School 2601 Cross Bend Road, Plano, TX 75023
14, 81, 86, 89, 108, 112, 124 and 167;	Robinson Middle School 6701 Preston Meadow Drive, Plano, TX 75024
64 and 69;	Schimelpfenig Middle School 2400 Maumelle Drive, Plano, TX 75023
28, 75, 105 and 143;	Shepton High School 5505 Plano Parkway, Plano, TX 75093
39 and 85;	Thomas Elementary School 1800 Montana Trail, Plano, TX 75023
26, 49, 67, 72 and 138.	Wilson Middle School 1001 Custer Road, Plano, TX 75075
<b>DENTON COUNTY ELECTION PRECINCTS</b>	<b>POLLING PLACE</b>
226	Christopher A. Parr Library 6200 Windhaven Parkway, Plano, TX 75093

Polling places on June 18, 2011 shall be open from 7:00 a.m. until 7:00 p.m.

**Section IV.** Votes for said election shall be cast utilizing touch-screen devices with Premier Election Systems ACCUVOTE TS R7 v.4.6.4 direct recording devices (DRE's) for early voting and election day and optical-scan ballots with Premier Election Systems ACCUVOTE OS ROM v.2.0.12 for early voting by mail.

**Section V.** Early voting by personal appearance for the above-designated election shall be conducted at the following locations on the following dates and times:

<b>Sunday</b>	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>
<i>June 5</i>	<i>June 6</i> Early Voting 8am-5pm	<i>June 7</i> Early Voting 8am-5pm	<i>June 8</i> Early Voting 8am-5pm	<i>June 9</i> Early Voting 8am-7pm	<i>June 10</i> Early Voting 8am-5pm	<i>June 11</i> Early Voting 8am-5pm
<i>June 12</i>	<i>June 13</i> Early Voting 7am-7pm	<i>June 14</i> Early Voting 7am-7pm	<i>June 15</i>	<i>June 16</i>	<i>June 17</i>	<i>June 18</i> <b>Election Day</b> 7am-7 pm

<b>Main Early Voting Location</b>		
Collin County Elections Department	2010 Redbud Boulevard Suite 102	McKinney, TX 75069
<b>Temporary Branch Early Voting Locations</b>		
Christopher A. Parr Library	6200 Windhaven Parkway	Plano, TX 75093
Collin County Community College - Spring Creek Campus	2800 E. Spring Creek Parkway	Plano, TX 75074
Maribelle M. Davis Library	7501-B Independence Parkway	Plano, TX 75025
Haggard Library	2501 Coit Road	Plano, TX 75075
Harrington Library	1501 18 <sup>th</sup> Street	Plano, TX 75074
Plano Independent School District Administration Center	2700 West 15 <sup>th</sup> Street	Plano, TX 75075
Collin County Community College - Central Park Campus	2200 West University Drive	McKinney, TX 75070
McKinney Fire Station #5	6600 W. Virginia Parkway	McKinney, TX 75071
McKinney Performing Arts Center	111 N. Tennessee Street	McKinney, TX 75069

Applications for ballots by mail shall be mailed to:

Sharon Rowe, Elections Administrator  
Collin County Elections Department  
2010 Redbud Boulevard - Suite 102  
McKinney, TX 75069

Applications for ballots by mail must be received no later than the close of business on Friday, June 10, 2011.

**Section VI.** The recommendations of the City will be the accepted guidelines of three (3) clerks to be secured to work in each polling place. The presiding election judge of each polling place, however, will use his/her discretion to determine when additional manpower is needed during peak voting hours.

**Section VII.** The City Secretary is hereby authorized and directed to publish and/or post, in the time and manner prescribed by law, all notices required to be so published and/or posted in connection with the conduct of this election.

**Section VIII.** This ordinance shall become effective immediately upon its passage.

**DULY PASSED AND APPROVED THIS THE 23<sup>rd</sup> DAY OF MAY 2011.**

\_\_\_\_\_  
**Phil Dyer, MAYOR**

ATTEST:

\_\_\_\_\_  
Diane Zucco, CITY SECRETARY

APPROVED AS TO FORM:

\_\_\_\_\_  
Diane C. Wetherbee, CITY ATTORNEY



# CITIZEN RESPONSE MANAGEMENT

## TRIAL PROGRAM

# Citizen Response Management

CRM: an organization-wide strategy to manage, report, and respond to resident concerns/complaints

One-year trial to determine needs of the organization in response to resident use





# Public Portal

**PublicStuff** [View Requests](#) [My Stuff](#)  [Sign In](#) [Register](#)

## PublicStuff: Get Stuff Fixed

[SUBMIT A REQUEST](#)  
iPhone | Mobile | Toll Free # | SMS

1. Something needs fixing?
2. Submit a Request
3. Customer Service
4. Follow-up

Do things in your community, housing building or campus need to be fixed?



**Highlighted Requests**

- COMMUNITY** New York, NY
- SAFETY** Brooklyn, NY
- MISC. ISSUES** Bayonne, NJ
- CLEANLINESS** Brooklyn, NY
- Portland, ME
- SAFETY** New York, NY

### Latest News

**PublicStuff Promotional Videos**  
As we're preparing for our much awaited product version 2.0 launch, we have been working with a wonderful director and...  
In about a week by PublicStuff

**Bringing Web 2.0 to City Government**  
The Public Technology Institute ([www.pti.org](http://www.pti.org)) in July held a virtual summit discussing the need for and growth of applications for...  
In about a week by PublicStuff

### Top Requests by # of Votes

- COMMUNITY** Noise and garbage outside Iron Horse bar, New York, NY ([map it](#))  
The Iron Horse bar on Cliff Street likes to host "biker" events, which often draws crowds of 15+ bikers...  
**14 Votes** **10 Supporters**
- SAFETY** Police Mobile Units, Brooklyn, NY ([map it](#))  
Over the past couple of weeks a mobile police unit has been parked on various blocks of Vanderbilt Ave...  
**2 Votes** **1 Supporters**

**Company**  
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[Blog](#)  
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[Privacy Policy](#)

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[Send comments](#)  
[Invite Friends](#)

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**FREE Apps & Widgets**  
Mobile application for iPhone and smartphones

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# Request Submission

Submit new Request

Title

Street Address

Zipcode

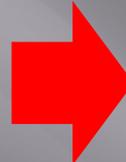
Select a request type

Enter Service Request Here

Mark as private (Only Gov staff will be able to see request).  
Note: people will not be able to vote for or support a private request

Update me whenever status changes  
 Update me only when request is closed  
 Don't update me

CLOSE X



< Back to Santa Ana page

Tweet Share Yahoo! Buzz Google Buzz Email

**Graffiti (#2052)**

Support Follow

Following 1 Votes 0 yeah / 0 neigh Net: 0

**Category:** Signage Issue

**Description:** Please remove the graffiti that was placed across street from 2047 S Towner

**Submission date:** less than a month ago (10/18/2010)

**User who requested service:** JamesRit

**Location**  
2066 S Towner St  
Santa Ana, 92707 CA, USA

**Image**

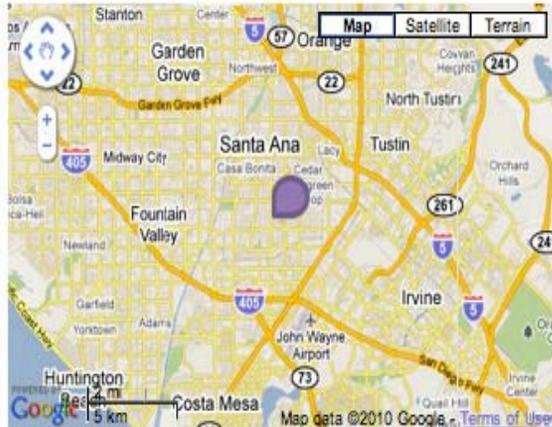


**Status Updates**

- Submitted to Santa Ana on 10/18/2010
- Request accepted by Santa Ana
- Repair in Progress
- Problem resolved!

**City-Provided Info on this request:**

Service request priority: Medium



Comments and Communications

There is no comment on this request yet.

Notes entered here will append to notes above



## CUSTOMIZED WORKFLOW

**Workflow**

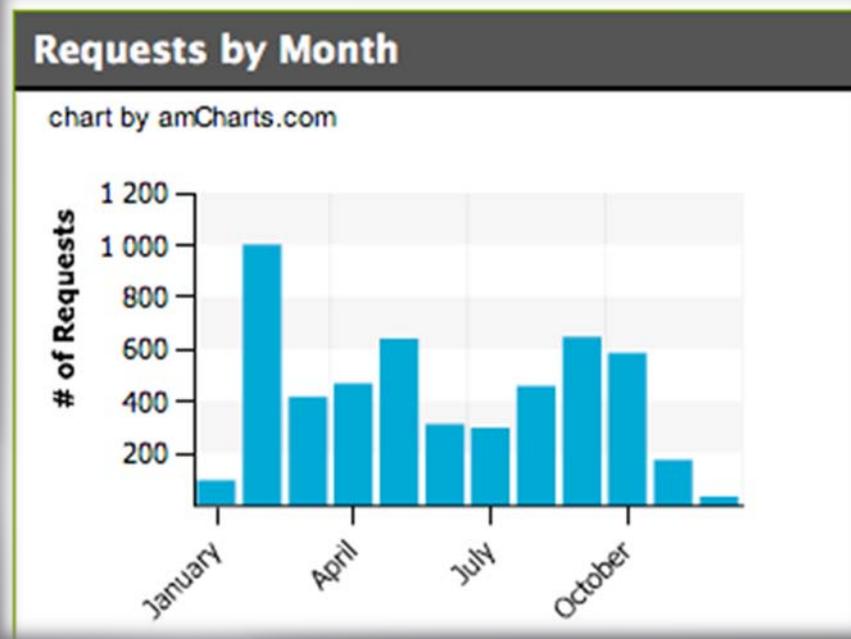
Assigned to Staff:

Electrical Department

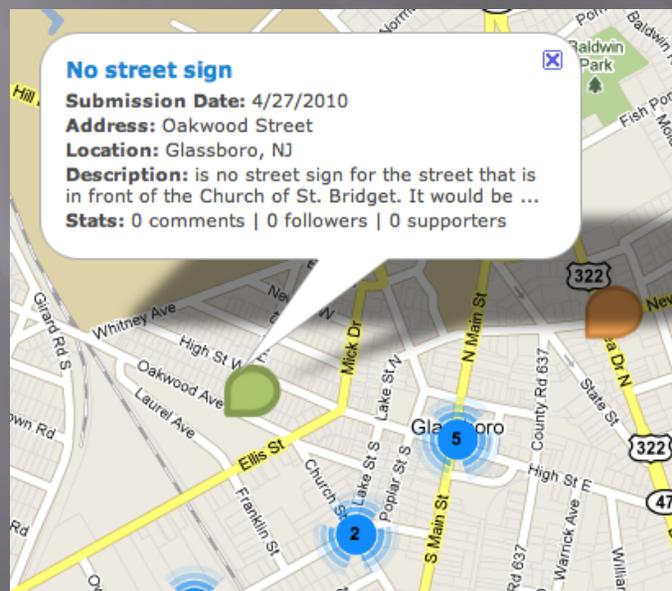
Bill Williams x6582

- Request received 1/15/2010 (auto)
- Auto assigned to Electrical 1/16/2010 (auto)
- Assigned case to staff: Bill Williams for work by 6/15/2010 (by Katie M.)

## DEEP ANALYTICS



## MAPPING (STAND-ALONE OR INTEGRATED)



# Staff Portal

**New Requests** 24 new requests

[+ Create a new request](#)

Ticket Number	Address	Job Type	Support	Submitted	Image
<input type="checkbox"/> 2010-0108-0005	1847 Forest Str.	city services	25	6/1/2010	yes
<input type="checkbox"/> 2010-0058-0122	14 Oak Knoll	lighting	18	6/15/2010	yes
<input type="checkbox"/> 2010-1158-2554	4701 Baltimore Ave.	waste	12	7/1/2010	no
<input type="checkbox"/> 2010-0181-0015	201 Morning Place	Econ Dev	8	6/15/2010	yes
<input type="checkbox"/> 2010-0161-7894	300-1700 Main Str.	Streets	6	9/15/2010	yes

**Requests by Weeks**



**Avg Open Duration by Issue Type\***

Trash-related:	7 days
Lighting:	14 days
Noise:	< 1 day
Streets:	45 days
Parks:	32 days
Other:	21 days

\* Data is across all staff

**Tips** [next tip](#)

To edit a record, double-click on any line to see detail.

**Open Requests - Due Soon** 524 total open requests 18 assigned to you

Ticket Number	Address	Job Type	Due	Staff (dept)	Image
<input type="checkbox"/> 2010-0108-0005	1847 Forest Str.	city services	6/1/2010	Bob V. DPW	yes
<input type="checkbox"/> 2010-0058-0122	14 Oak Knoll	lighting	6/15/2010	Bob V. DPW	yes
<input type="checkbox"/> 2010-1158-2554	4701 Baltimore Ave.	waste	7/1/2010	Bob V. DPW	no
<input type="checkbox"/> 2010-0181-0015	201 Morning Place	Econ Dev	6/15/2010	Bob V. DPW	yes
<input type="checkbox"/> 2010-0161-7894	300-1700 Main Str.	Streets	9/15/2010	Bob V. DPW	yes

# Staff Portal

My View 1 | **My View 2** | My View 3 | My View 4

Photo View 

[Save view as...](#)

[Send this view](#)

### View Requests

Department 

Staff Owner 

Ticket number

Search... 

Date range:



- open only
- archive/closed only
- all

#### IMPORTANT NOTES:

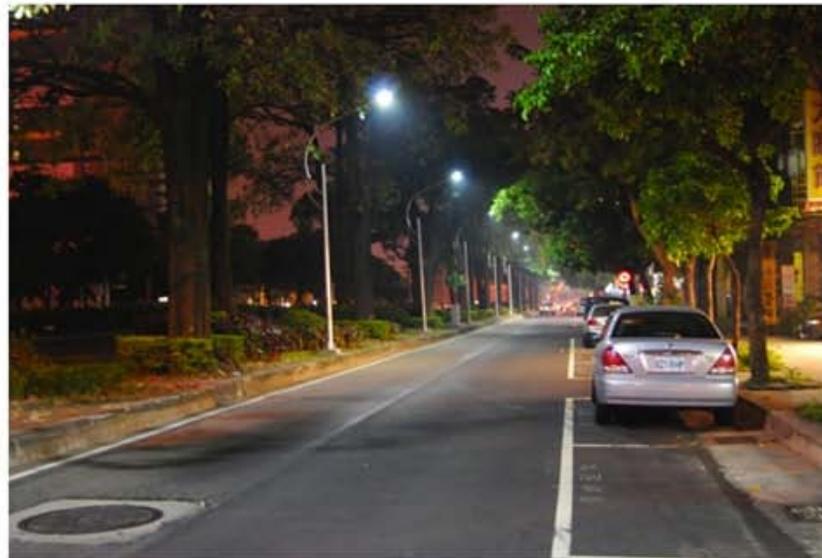
Click image to see full service request record. Lorem ipsum dolor sit amet.

[+ Create a new request](#)



Viewing: 31-60 of 77

[previous](#) | [next](#)



Street lamp bulb is out. Needs to be replaced



Ticket number:  
2010-123-465

Priority  
★★★★☆

Due:  
7/1/2010

Staff (dept):  
Bill W. elec

Address:  
14 Oak Knoll  
(inmtersection of  
Waverly).  
Pole # 60701

Staff Details

Ticket Number: 2010-1158-2554

illegal dumping

[Return to Workflow](#)

Ticket Number	Votes	Summary	Address	Job Type	Due	Priority	Flagged
2010-0108-0005	3	trash can replace	1847 Forest Str	city services	6/1/2010	★★★★☆	<input type="checkbox"/>
2010-0058-0122	7	street lamp bulb	14 Oak Knoll	lighting	6/15/2010	★★★★☆	<input checked="" type="checkbox"/>
2010-1158-2554	12	illegal dumping	4701 Baltimore Ave.	waste	7/1/2010	★☆☆☆☆	<input type="checkbox"/>
2010-0181-0015	4	new retail inspection	201 Morning Place	Econ Dev	6/15/2010	★★★★☆	<input checked="" type="checkbox"/>
2010-0161-7894	5	striping	300-1700 Main Str.	Streets	9/15/2010	★★★★☆	<input type="checkbox"/>

**Category & Description**

Category

**Description**

Street lamp bulb is out. Needs to be replaced.



Priority

Due: 8/21/2010

**Location**

14 Oak Knoll (intersection of Waverly), Pole #6701

**Service Request Contact**

Liz Estafante  
p: 609.555.8749

**Workflow**

**Assigned to Staff:**

Electrical Department

Bill Williams x6582

Request received 1/15/2010 (auto)

Auto. assigned to Electrical 1/16/2010 (auto)

Assigned case to staff: Bill Williams for work by 6/15/2010 (by Katie M.)

Truck roll scheduled

Work completed  Drag to reorder

Work follow-up required (reroute/reschedule)

Contact updated with status

Service request closed/archived

Enter a new task

**Comments**

**Notification List**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Posted 2 hrs. ago by [Mary Jane](#)  Private

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

Posted 2 hrs. ago by [John Doe](#)  Private

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Posted 2 hrs. ago by [Mary Jane](#)  Private

Private (won't be seen externally)

Notes entered here will append to notes above

Workflow



# CUSTOMIZATION & MOBILE APPLICATIONS





# Getting local has never been easier

Request city services and work with other community members to improve your city

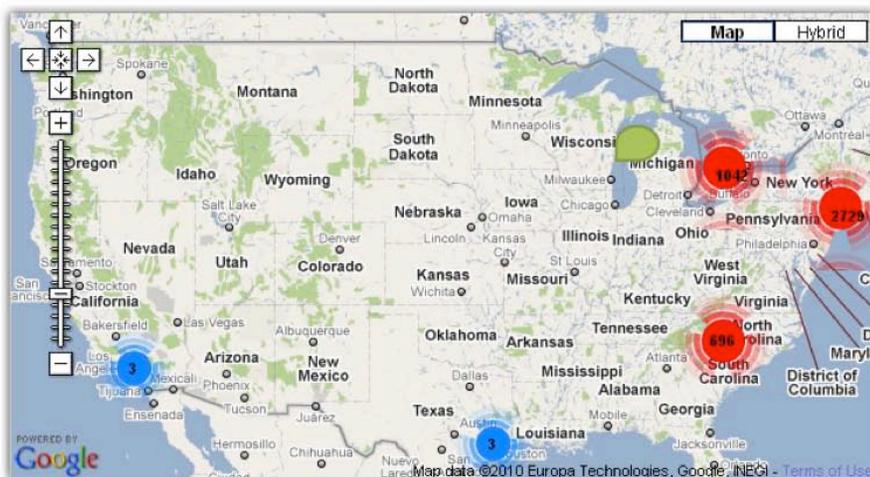
Submit a request



VIEW REQUESTS (map)

Search for a ZIP Code / Address

ZIP search Category of request Only Twitter Other Data MAP RESULTS



FOLLOW US ON TWITTER

Lorem ipsum dolor sit amet consectetur elit, sed do... 15mn ago



## MOBILE APPLICATION



Download our FREE mobile application for iPhone, BlackBerry, Android & SMS. [Read more](#)

## PREMIUM ACCOUNT



Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod. [Read more](#)

VIEW REQUESTS



Lorem ipsum dolor sit do eiusmod tempor in magna aliqua.



Lorem ipsum dolor sit do eiusmod tempor in magna aliqua.



Lorem ipsum dolor sit do eiusmod tempor in magna aliqua.

Previous

# Branding





PLANO MUNICIPAL CENTER

PLANO HOME	PLANO CALENDAR	PLANO AGENDAS	
REQUEST CITY SERVICES	CITY DEPARTMENTS	PLANO VIDEOS	PLANO DIRECTORY

- HOME
- SAFETY
- CITY HALL
- CITIZENS
- VISITOR
- BUSINESS
- RECREATION
- I WANT TO...

Home > Request Service

### INFORMATION

- MEDIA
- MAP TO CITY HALL
- RESIDENT GUIDE
- EMPLOYMENT
- POLICE
- FIRE
- LIBRARIES
- PARKS & RECREATION
- INFORMATION FOR SENIORS
- UTILITIES (TELEPHONE, CABLE TV, GAS, ELECTRIC)
- TRASH COLLECTION
- ROAD CONSTRUCTION

### Submit new Request

Title

Street Address

Zipcode

Select a request type

Attach picture

Mark as private (only Gov staff will be able to see request).

Note: people will not be able to vote for or support a private request

- Update me whenever status changes
- Update me only when request is closed
- Don't update me

### TRACK A REQUEST

Have a tracking number? Enter it below.

### USER ACCOUNTS

Create a free account to submit requests, track the status of requests and get updates from the City

### SUBMIT REQUESTS ON YOUR PHONE

You can submit requests on the go (click on each item for more details):

[iPhone](#) | [Mobile](#) | [Toll Free #](#) | [SMS](#)

# Website Integration





# Mobile Applications



SMS

Mobile Site

Native Apps



Mobile Products

Toll Free Number



# Additional

**Ease of use:** Built to be used by non-tech staff

**Full Hosting:** Scalable, reliable, secure

**Scripting:** Custom scripting to existing backend systems

**Mobile Suite:** Public and Government mobile access

**Full Branding:** Full Branding

**Tech Support:** Full time tech support

**Future Upgrades:** Monthly feature upgrades included



# Citizen Relationship Management

Cost: \$ 9,120

One-year trial to determine needs of the organization in response to resident use



# Roll Out Plan

Task	Detail	Schedule (week of)
Contract	Executed Document	Complete May 31
System Set Up	Depts, Users, Requests	June 6
Testing and Training	Admin training, final system testing, staff training	June 13
Marketing materials final	Materials and press release completed	June 13
<b>Public launch</b>	<b>Full promotion</b>	<b>June 20</b>
Evaluation review	Data review (every 3 months)	September 12
Publicity reminders	Based on evaluation and key factors (every 3 months)	September 19



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## Discussion/Action Items for Future Council Agendas

### May 30 – Memorial Day Observance – Memorial Park – 7 pm

### May 31 – Council Work Session – 6:00 pm

- Public Works
- Property Standards
- Emergency Management

### *June 4 – Plano Fire Department Appreciation Picnic – Bob Woodruff Park – 12 noon – 6 pm*

### June 8 – Council Work Session – 6:00 pm

- Human Resources
- Sustainability

### June 13

- North Texas Municipal Water District Board Report
- Comprehensive Monthly Financial Report
- ACC Quarterly Report
- Consideration of Options for Amending the Code of Ordinances re The Sale of Alcohol in Residential Districts
- **Zoning Case 2011-12** - Request for Specific Use Permit for Trade/Commercial School on 0.1± acre located 575± feet west of Custer Road and 300± feet south of Parker Road. Zoned Planned Development-90-Retail.
- **Zoning Case 2011-13** - Request to amend Section 1.600 (Definitions) of Article 1 (General Regulations), Subsection 2.502 (Schedule of Permitted Uses) of Section 2.500 (Permitted Uses) of Article 2 (Zoning Districts and Uses), and related sections of the Zoning Ordinance pertaining to religious facility operated or sponsored onsite homeless shelters.

### *June 9-12 – TCMA Conference - Frisco, TX*

### *June 18 – Runoff Election Day*

### June 27

- Comprehensive Monthly Financial Report
- Board and Commission Reappointments
- Canvass Runoff Election

### July 4<sup>th</sup> – Independence Day - Parade

## **July 25**

- Comprehensive Monthly Financial Report

## **July 27**

- Budget Presentation

## **August 3 – Council Work Session – 6:00 pm**

- Funding Requests - Grants

## **August 8**

- Presentation of the Proposed Community Investment Program
- Public Hearing on the Operating Budget & Community Investment Program
- Approval of Appraised Tax Roll
- Discussion on Proposed Tax Rate, vote if necessary

## **August 13 – Budget Worksession**

## **August 17 – Council Work Session – 6:00 pm**

- Wrap up (if necessary)

## **August 18 – Board/Commission Reception – Carpenter Park – 5:30-6:30 pm**

## **August 18 – District 4 Roundtable – PSA Star Center - 7 pm**

## **August 20 – Board/Commission Reception – Municipal Center – 9-10 am**

## **August 22**

- Comprehensive Monthly Financial Report
- DART Report
- ACC Quarterly Report

## **September 5 – Labor Day**

## **September 12**

- Adoption of Operating Budget, Community Investment Program
- Set Tax Rate

## ***September 16-18 – Plano Balloon Festival***

## **September 26**

- Comprehensive Monthly Financial Report

## ***October 1 – Plano International Festival – Haggard Park – 11 am – 5 pm***

**October 10**

*October 11-14 – TML Annual Conference – Houston, TX*

**October 24**

- Comprehensive Monthly Financial Report

*November 8-12 – NLC Congress of Cities – Phoenix, AZ*

**November 14**

- DART Report
- ACC Quarterly Report