

PLANO CITY COUNCIL

WILL CONVENE INTO EXECUTIVE SESSION AT 5:00 P.M. ON JUNE 09, 2014, FOLLOWED BY THE PRELIMINARY OPEN MEETING 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 City of Plano is a regional and national leader, providing outstanding services and facilities through cooperative efforts that engage our citizens and that contribute to the quality of life in our community.

EXECUTIVE SESSION

- | | | | |
|------|--|----------------|---------|
| I. | Legal Advice
a) Respond to questions and receive legal advice on agenda items
b) Payday Lender Regulations | Mims | 10 min. |
| II. | Economic Development
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 | Glasscock/Bane | 10 min. |
| III. | Personnel - Appointments
a) Board of Adjustment | Council | 5 min. |

PRELIMINARY OPEN MEETING

- | | | | |
|------|---|---------|--------|
| I. | Consideration and action resulting from Executive Session discussion:
Personnel Appointments
a) Board of Adjustment | Council | 5 min. |
| II. | Personnel Appointments:
a) Cultural Affairs Commission | Council | 5 min. |
| III. | Council Appointments to Various Committees and Organizations | Council | 5 min. |

IV.	Consideration of 2015 City Council Meeting Dates	Glasscock	5 min.
V.	DART Report	Wageman	10 min.
VI.	Engineering Department Briefing	Carr	10 min.
VII.	Performance Measurement/Community Outcomes Report	Israelson	15 min.
VIII.	Council items for discussion/action on future agendas	Council	5 min.
IX.	Consent and Regular Agenda	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 Municipal/L Avenue, with specially marked parking spaces nearby. Access and special parking are also available on the north side of building. The Senator Florence Shapiro Council Chambers 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.



Memorandum

Date: June 5, 2014

To: Honorable Mayor and City Council
City Manager Glasscock
City Secretary Henderson

From: Alice Snyder, Assistant City Secretary

Subject: Personnel
Executive and Worksession Meetings

The following appointments will be considered at the June 9, 2014 Council Meeting.

<u>Executive Session</u> -Board of Adjustment	<u>Worksession Meeting</u> -Cultural Affairs Commission
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CITY COUNCIL APPOINTMENTS TO VARIOUS COMMITTEES AND ORGANIZATIONS

The Arts Center of North Texas Mayors Committee – Mayor LaRosiliere

Collin County Mayors Committee – Mayor LaRosiliere

Council Legislative Committee – Mayor, Mayor Pro Tem and Deputy Mayor Pro Tem

Texas Clean Air Cities Coalition –

Dallas Regional Mobility Coalition – Mayor Pro Tem Lissa Smith

Designation of Official North Central Texas Council of Governments
Voting Representative - Mayor LaRosiliere

Metroplex Mayors Committee - Mayor LaRosiliere

North Texas Commission – Mayor LaRosiliere and Mayor Pro Tem Lissa Smith

North Texas Housing Coalition – Deputy Mayor Pro Tem Ben Harris

Plano Health Facilities Development Corporation – Mayor LaRosiliere, Pat Miner and André Davidson

Regional Committee on Child Predator Legislation – Patrick Gallagher

Regional Transportation Council – NCTCOG – Mayor Pro Tem Lissa Smith

CITY COUNCIL COMMITTEES

Board and Commission Review Committee – Mayor Pro Tem Lissa Smith and Deputy Mayor Pro Tem Ben Harris

Community Finance – Jim Duggan and Patrick Gallagher

Joint PISD/Council Committee – Mayor Pro Tem Lissa Smith and André Davidson

ADHOC/ROUNDTABLES/TASK FORCES/SUB-COMMITTEES

Ad Hoc Committee of Cities of Allen, Plano and Frisco– Deputy Mayor Pro Tem Ben Harris and David Downs

Multi-Cultural Outreach Roundtable – André Davidson

COUNCIL LIAISONS TO BOARDS AND COMMISSIONS

Animal Shelter Advisory Committee – Jim Duggan and David Downs

The Arts Center of North Texas – Mayor Harry LaRosiliere

Board of Adjustment – André Davidson and Jim Duggan

Building Standards Commission – Jim Duggan and David Downs

Civil Service Commission - City Manager Bruce D. Glasscock

Collin County Appraisal District Board – Pat Miner and David Downs

Community Relations Commission – André Davidson and David Downs

Cultural Affairs Commission – Pat Miner and André Davidson

DART Board of Directors – Faye Moses Wilkins and Paul Wageman

Heritage Commission – Pat Miner and David Downs

Library Advisory Board – Deputy Mayor Pro Tem Ben Harris and Patrick Gallagher

North Texas Municipal Water District Board – Mayor Pro Tem Lissa Smith and Patrick Gallagher

Parks and Recreation Planning Board – Deputy Mayor Pro Tem Ben Harris and Pat Miner

Photographic Traffic Signal Advisory Committee – Patrick Gallagher and David Downs

Planning and Zoning Commission – Jim Duggan and Patrick Gallagher

Plano Housing Authority – Deputy Mayor Pro Tem Ben Harris and Jim Duggan

Retirement Security Plan Committee – City Manager Bruce D. Glasscock

Self Sufficiency Committee – Deputy Mayor Pro Tem Ben Harris and Patrick Gallagher

Senior Citizens Advisory Board – André Davidson and David Downs

Tax Increment Financing Reinvestment Zone No. 2 Board – Deputy Mayor Pro Tem Ben Harris and
Pat Miner

Date: June 9, 2014
To: Mayor and Members of Council
From: Bruce D. Glasscock, City Manager 
Subject: Consideration of 2015 City Council Meeting Dates

The attached draft 2015 Council Meeting calendar is submitted for your consideration. Three Council Meeting dates noted below are submitted for rescheduling due to conflicts relating to PISD Spring Break week, Memorial Day and the week between Winter Holiday and New Year's Day. As usual, our July meeting dates will both occur the last week of the month to allow for Council vacation time and staff preparation of the annual budget.

Please note P&Z Meetings are routinely scheduled in Council Chambers on 1st and 3rd Mondays and thus, historically, Council Meetings have been rescheduled to Tuesday evenings to avoid further conflicts.

Dates for Rescheduling Consideration

March 9th

PISD Spring Break is scheduled for March 9 – 13, 2015.

Suggested City Council Meeting Reschedule Date: **Tuesday, March 17th**

May 25th

The City will observe the 2015 Memorial Holiday on Monday, May 25th.

Suggested Reschedule Date: **Tuesday, May 26th**

December 28th

The fourth Monday in December falls in the week between Christmas and New Year's Day.

Suggested Reschedule Date: **Tuesday, December 22nd**

Attachment



January 2015

Plano City Council & Executive Team Calendar

City Manager's Office

1520 Avenue K, #300
Plano, TX 75074

P. O. Box 860358
Plano, TX 75086

T: 972-941-7121

F: 972-423-9587

cindyp@plano.gov

SUN	MON	TUE	WED	THU	FRI	SAT
				1 New Year's Day	2	3
4	5	6	7	8	9	10
11	12 City Council Meeting	13	14	15	16	17
18	19 MLK Day	20	21	22	23	24
25	26 City Council Meeting	27	28	29	30	31

US Conference of Mayors Winter Mtg — DC



February 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9 City Council Meeting	10	11	12	13	14
15	16	17	18	19	20	21
22	23 City Council Meeting	24	25	26	27	28



March 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
PISD Spring Break						
15	16	17 Proposed City Council Meeting	18	19	20	21
22	23 City Council Meeting	24	25	26	27	28
29	30	31				



April 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5 Easter	6	7	8	9	10	11
12	13 City Council Meeting	14	15	16	17	18
19	20	21	22	23	24	25
26	27 City Council Meeting	28	29	30		



May 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11 City Council Meeting	12	13	14	15	16
17	18	19	20 Canvass Council Meeting	21	22	23
24	25 Memorial Day	26 Proposed City Council Meeting	27	28	29	30
31						



June 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8 City Council Meeting	9	10	11	12	13
14	15	16	17	18	19 US Conference of Mayors San Francisco	20
21 US Conference of Mayors	22 City Council Meeting	23	24	25	26	27
28	29	30				



July 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3 Independence Day Observed	4 Independence Day
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27 City Council Meeting	28	29 City Council Meeting	30	31	



August 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10 City Council Meeting	11	12	13	14	15
16	17	18	19	20	21	22
23	24 City Council Meeting	25	26	27	28	29
30	31					



September 2015

Plano City Council & Executive Team Calendar

City Manager's Office

1520 Avenue K, #300
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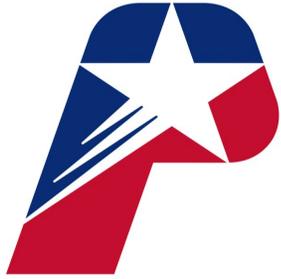
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F: 972-423-9587

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SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7 Labor Day	8	9	10	11	12
13	14 City Council Meeting	15	16	17	18	19
20	21	22	23	24	25	26
		TML Annual Conference—San Antonio				
27	28	29	30			
	City Council Meeting	ICMA Annual Conference—Seattle				
	City Council Meeting					



October 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12 City Council Meeting	13	14	15	16	17
18	19	20	21	22	23	24 IACP
25	26	27	28	29	30	31
IACP Annual Conference — Chicago						
	City Council Meeting					



November 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9 City Council Meeting	10	11	12	13	14
15	16	17	18	19	20	21
22	23 City Council Meeting	24	25	26	27	28
29	30					

Thanksgiving Holidays



December 2015

Plano City Council & Executive Team Calendar

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SUN	MON	TUE	WED	THU	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14 City Council Meeting	15	16	17	18	19
20	21	22 Proposed City Council Meeting	23	24 Winter and Christmas Holidays	25 Winter and Christmas Holidays	26
27	28	29	30	31		





Briefing to the Plano City Council

**Paul N. Wageman
City of Plano Appointee to the
DART Board of Directors**

June 9, 2014



Agenda

- **Reserved Parking Program at Parker Rd Station**
- **Plano Senior Taxi Voucher Program**
- **D2 Update**
- **Cotton Belt Update**

Parker Road Station Reserved Parking Program

- **Paid Parking Ended on April 3, 2014:**
 - Parker Road Station
 - NW Plano Park & Ride
 - N. Carrollton-Frankford Station
 - Belt Line Station

- **Resident-Only Reserved Parking**
 - Only Parker Rd Station requires reserved parking
 - Free for residents with valid permit
 - 8,500 residents have permits allowing for 12,500 cars

Location and Usage of Reserved Parking Spaces

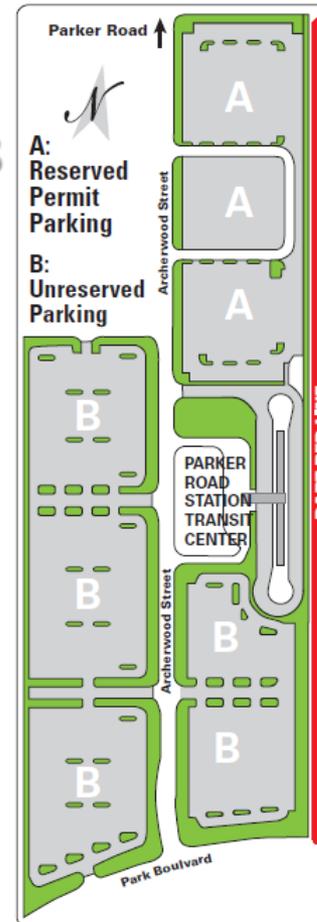
Average Usage since May 30

A – Reserved Lot For Residents

- 828 spaces available
- 600 typically in use

B – Unreserved lots

- 1236 spaces available
- 960 spaces in use



Reaction to the New Reserved Program

- **Very Smooth implementation with few complaints**
- **11 complaints received out of 1500 daily customers**
- **2 persons sought reimbursement of April prepayments.**
 - **Resolved successfully by Platinum Parking.**
- **9 complaints requesting that B lots south of the Station be included in the resident reserved lot.**
 - **This was not approved.**
 - **Adding the B lots expands reserved spaces to 1225 when only 800 spaces are required for daily residents demand.**
 - **Only 900 spaces would remain for unreserved parking which would create an overflow of 100 non-residents daily.**
 - **Taking ½ of the B lots south of the Station and ½ of the A lots north of the Station would make enforcement and signage much more costly to implement and confusing to understand.**

How to Obtain Reserved Resident Parking Permit?

- **DART station concierges issue permits**
 - Weekdays – 6:00 am until 6:00 pm
 - Weekends – 9:00 am until 3:00 pm

- **Registration requires:**
 - 1) Proof of residency - drivers license most often used
 - 2) Proof of vehicle ownership- registration or insurance

- **Program enforcement handled by DART Police**

History of Senior Transportation in Plano

- **Sept. 2008 - Program began by City of Plano**
 - Administered by Geriatric Wellness Center in Plano
 - Eligibility - Age 65+ without access to transportation
 - Monthly vouchers available per user
 - \$100/month in \$1.00 vouchers at a cost of \$25 to rider

- **Oct. 2010 – DART provided \$50K in annual funding**
 - Geriatric Wellness continues to administer program
 - 94 individuals registered - 35 regular riders
 - Book of 100 - \$1 vouchers are sold to rider for \$25
 - Paper vouchers require 50 percent of program cost for administration

- **CCART also provided senior and disabled transportation with funding from federal government until June 2013**

Transportation Since CCART Shutdown

- **June 2013 - Collin County Area Regional Transit ended operation due to financial issues. TAPS was chosen to replace service to existing CCART customers.**

- **July 2013 – NCTCOG initiated a taxi voucher program for CCART riders**
 - **NCTCOG funding ends October 1, 2014**
 - **Available to disabled, non-elderly customers**
 - **\$3.00 per trip user fee**
 - **NCTCOG to pay the remaining balance**

- **October 1, 2014 – DART will initiate a new Plano taxi voucher program combining the NCTCOG and Plano voucher programs**

Proposed Plano Taxi Voucher Program

- **Effective Date for new program - Oct. 2014**
- **Estimated Annual Operating Costs - \$62,000**
 - **User Revenue - \$12,500**
 - **DART Subsidy - \$50,000**
- **Program would combine NCTCOG and Plano taxi voucher programs serving a combined target population of 194 users**
- **Paper vouchers will be replaced by picture ID debit cards**
 - **Monthly voucher limit - \$100**
 - **User pays 25 percent of the \$100 voucher cost**

Conversion to Debit Card System

- **NCTCOG New Freedom Grant to assist conversion**
 - **\$254,000 estimated total program cost**
 - **\$185,000 Federal funding**
 - **\$ 69,000 DART funding**

- **Program Administration**
 - **Existing DART staff will administer:**
 - **Eligibility and Registration of Users**
 - **Financial management**
 - **Private debit card company contracted for card management**
 - **Plano Geriatric Wellness Center will administer community outreach for Plano users**

- **Debit card system reduces administration costs from 50 percent to 20 percent**

- **Reduced costs allow DART to expand the program to include non-elderly disabled Plano residents. Approximately 35 regular users.**



Cotton Belt

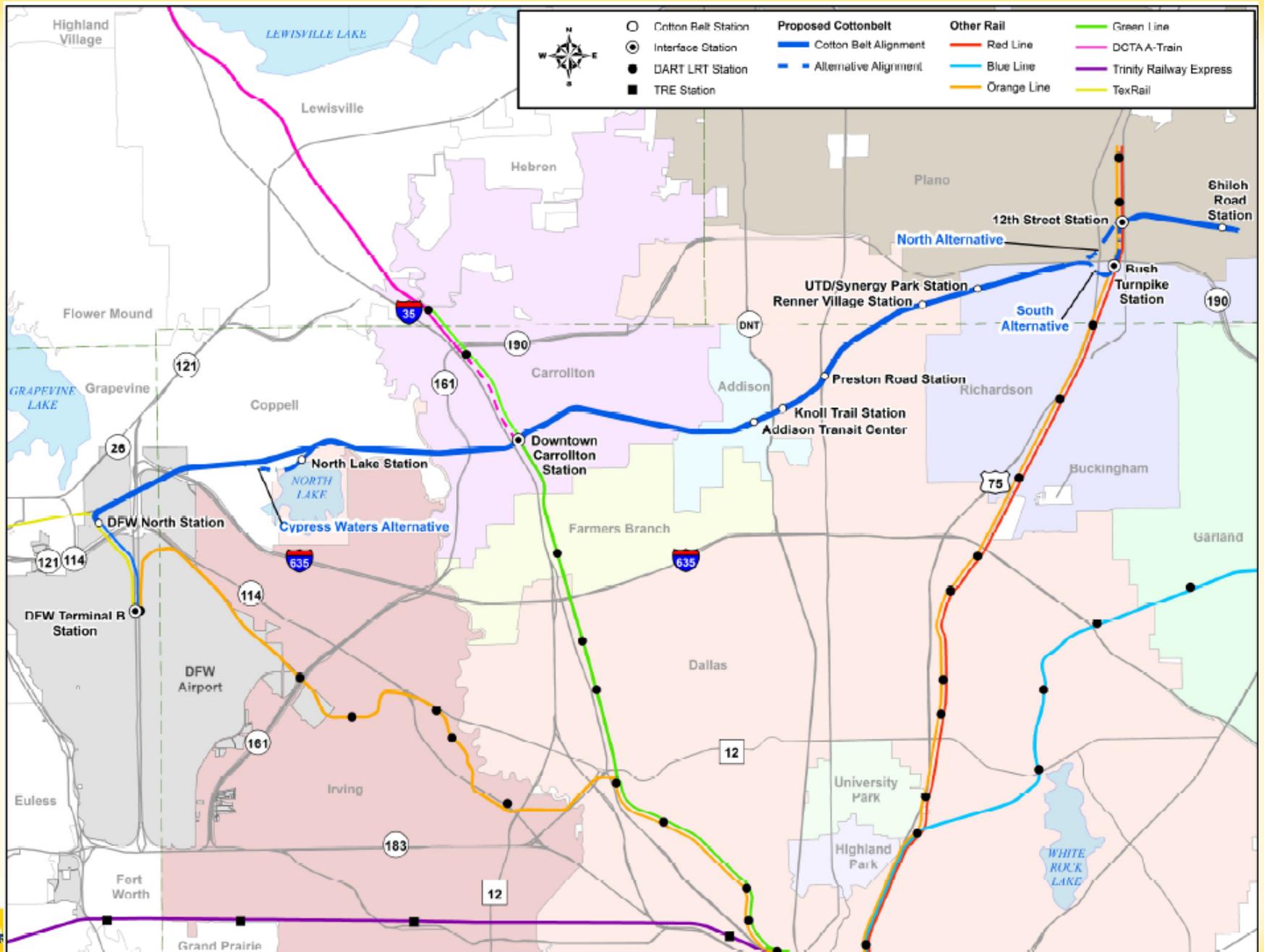
➤ DART

- **April 2014: 10 percent design and documentation of existing conditions report**
- **Target station areas have been identified. DART continues to review these potential sites.**
 - **At the early 10 percent design stage, DART has identified 10 potential station areas; 2 of which could be located within Plano**
- **Exploring all options**
 - Phasing opportunities
 - Regional Rail
 - Bus Rapid Transit (BRT)

➤ NCTCOG/RTC

- **Received no private financing proposals last year**
- **Currently seeking \$500,000 in TIGER VI funds**
 - RTC to provide \$500,000 in matching funds if accepted
 - To continue planning and discussion with cities along the entire corridor to explore alternative financing and project delivery







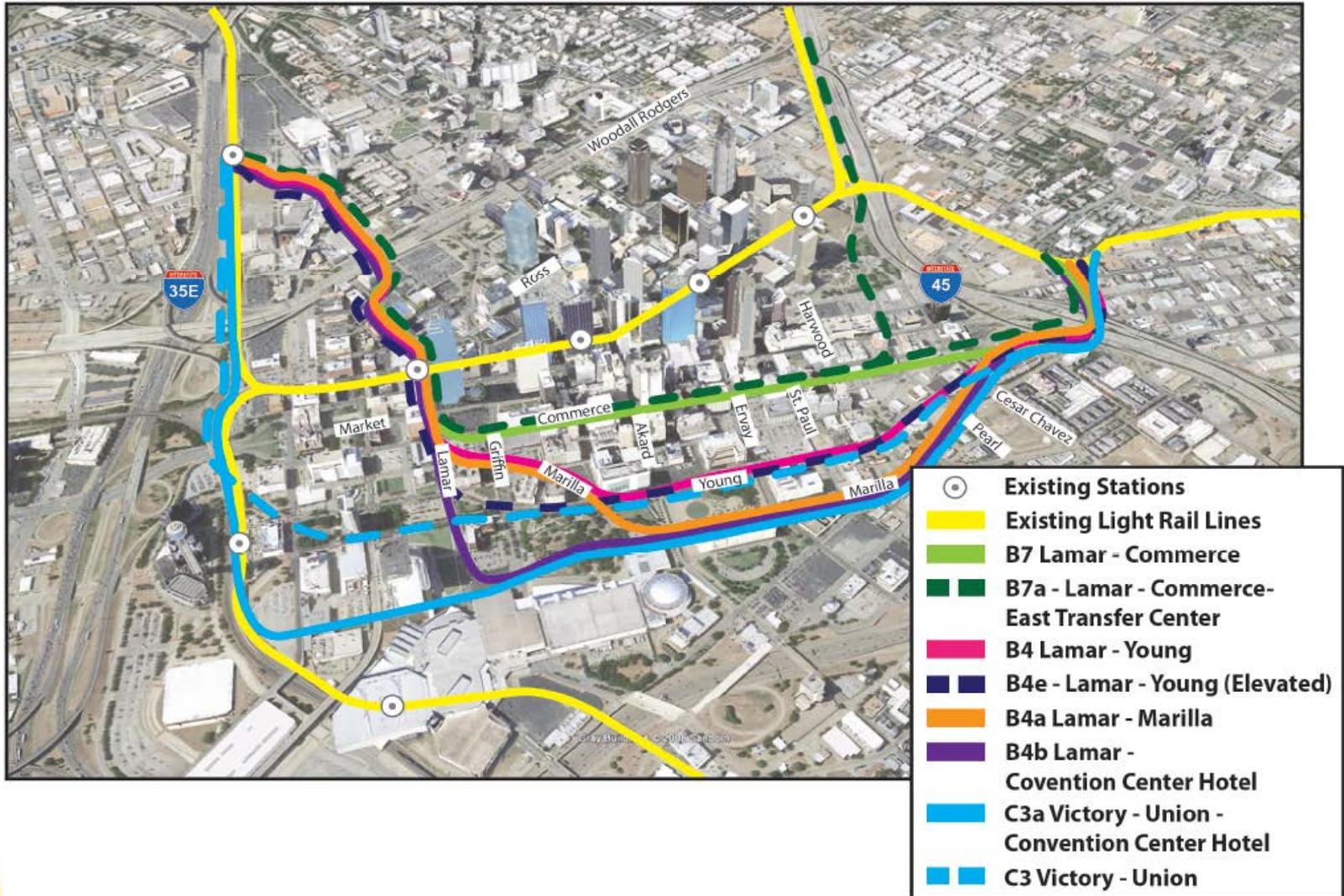
Overview

- **D2 Phase 1: Alternatives Analysis/Draft Environmental Statement (AA/DEIS)**
 - **Completed in Spring 2010**
 - **Responds to City of Dallas/DART Interlocal Agreement (ILA) ridership and service triggers**
 - **Evaluate alternatives through federal process**
- **D2 Phase 2: Alternatives Analysis (AA)**
 - **Responds to public comments from Phase 1 Public Hearing**
 - **Initiated in 2012**
 - **Partially funded by \$700,000 FTA grant**
- **FY 2011 Twenty-Year Financial Plan deferred D2 due to economic recession**
 - **Coordinating with FTA on potential funding options under MAP-21**





CBD Second Corridor Phase 2 Alternatives





Next Steps

- **On-going:**
 - **Coordinating D2 Phase 2 with Downtown Dallas Streetcar and High Speed Rail (HSR) efforts**
 - **Submitting a TIGER VI Grant Request to coordinate HSR planning activities with D2**
 - **Coordination with FTA on MAP-21 Capital Investment Program changes**
- **May 2014: Scheduled to present project status to City of Dallas Transportation Committee**
- **May 2014: Ridership forecasts to be initiated**
- **Summer/Fall 2014: Evaluation of Alternatives**
- **Fall 2014: Anticipated Locally Preferred Alternative (LPA) decision**



Questions?





Memorandum

TO: Bruce Glasscock, City Manager
FROM: Jack Carr, P.E., Director of Engineering
THRU: Frank Turner, Deputy City Manager
DATE: June 9, 2014
SUBJECT: Engineering Department Overview

Summary

- The Engineering Department is comprised of the following divisions:
 - Facilities Division
 - Development Engineering
 - Traffic Engineering
 - CIP Management

Facilities Division

- The Facilities Division, managed by Jim Razinha, is staffed by 30 people and provides facilities operations and maintenance, facilities services and facility construction services to the City.
- The division takes care of 100 City-owned buildings, and performs approximately 15,000 work orders each year on everything from boiler replacement and air conditioner repair, to fixing door locks and changing light bulbs, to overseeing the custodial care of 60 of those buildings, provides expertise in energy management solutions and oversees facilities construction.
- The division manages a \$9 million annual operating budget, about \$3.5 million in medium-level construction/equipment replacement contracts per year, and currently oversees \$52 million in Facilities CIP that are either under construction or in design.

FACILITIES MAINTENANCE

The Facilities Maintenance branch has two supervisors, eight technicians, and nine mechanics taking care of all aspects of building operations and maintenance, such as:

- Routine equipment and building maintenance, such as air conditioning, plumbing, doors, lighting, etc.
- Repair of failed equipment.

- Overseeing outsourced maintenance contracts, such as elevators inspection and maintenance, major air conditioning maintenance (minor and preventative maintenance is performed with city staff).
- Overseeing minor construction contracts, such as major equipment replacement, office reconfigurations, facility repair following damage from storms, etc.
- Responding to after-hours trouble calls.
- Provide constructability reviews of minor and capital improvement design.

FACILITIES SERVICES

The Facilities Services branch has a supervisor, four services representatives and one full time custodian who take care of building services such as:

- Overseeing the outsourced \$1.2 million custodial contract that services about 60 of the City's buildings during normal business and after hours.
- Overseeing other contracted services such as window and external pressure washing, specialized indoor plant care for plants in all common areas, office moves.
- Set up for events in common areas of buildings, such as joint use training rooms, large conference rooms, Council meetings.

FACILITIES CONSTRUCTION

This branch has two Facilities Construction Coordinators, Division manager and superintendent, and the maintenance staff, and is responsible for:

- Executing the facilities portion of the CIP.
- Procurement and management of appropriate consultants to produce design documents through the entire design process.
- Constructability reviews of construction designs.
- Procurement of construction contracts to renovate and/or expand existing buildings and construct new buildings.
- Oversight of construction contracts, construction quality assurance.
- Procurement and oversight of approximately 50 Capital Reserve Fund (not quite "major", but more than "minor", construction/replacement) projects totaling about \$3.5 million per year.

Development Engineering

- The Development Engineering Team is managed by Mike Martin.
 - The Development Review branch has two engineers that provide support for development activity such as:
 - Assist Planning Staff with site plans, plats, zoning, etc.
 - Review construction plans to ensure the proposed improvements comply with local state and Federal requirements.
 - Manage the infrastructure design standards for water systems, sewer systems, drainage and streets.

- Provide construction inspection of the infrastructure that will be dedicated to the City in an effort to be sure the completed projects meet the requirements of the plans and specification and will have the required service life.
- The utility cut permit program (for franchise utilities) minimizes the disruption to the other existing utilities in the corridor as well as ensures the work is completed in a manner that minimizes the disruption to the traffic travelling adjacent to the utility work.
- Utility engineering (for water and sewer systems) ensuring the capacity of the infrastructure is sufficient to accommodate the proposed and future development.
- Manage the flood plains to ensure the development activity will not result in increased flooding for current properties and will not place new construction in areas that will be flooded under fully develop / built-out conditions.
- Manage the stream corridors to provide stabile banks that have minimal amounts of erosion.

Traffic Engineering

- The Traffic Engineering Team is Managed by Lloyd Neal
 - The team responds to citizen requests related to stop signs, speed limits, traffic signal, parking restrictions, pedestrian safety, street lighting, etc.
 - They operate the Traffic Management Center and using this system can adjust traffic signal timing to react to congestion related to incidents.
 - The Traffic Team also reviews development plans to ensure the proposed projects conform to the criteria as well as the review of traffic control plans for utility cuts.
 - The traffic section reviews high accident locations in an effort to reduce the number of crashes.
 - They support the CIP Team regarding issues related to traffic engineering issues and Americans with Disabilities Act design issues.

CIP Engineering

- The CIP Team manager position is open and is currently being filled.
 - The CIP team manages the design and construction related to:
 - Street construction/rehabilitation
 - Street intersection capacity improvements
 - Traffic signals
 - Water main construction/rehabilitation
 - Sewer main construction/rehabilitation
 - Screening wall reconstruction
 - Alley reconstruction
 - Pump station rehabilitation
 - Elevated water tank rehabilitation
 - Drainage system – armoring/erosion protection

- The CIP Team provides project updates and information as follows:
 - CIP Updates – Monthly reports and presentations
 - Contract awards for design, construction, testing labs, etc.
 - Property acquisition
 - Funding grants and agreements
 - Utility relocation
- The CIP Team minimizes disruption to property owners and motorists and has a customer service program that provides timely communication with our customers including – website, social media, email, letter, meetings, etc.
- The CIP Team coordinates closely with franchise utilities to clear the proposed work area in advance of the construction project.

City of Excellence

Performance measurement is a major focus of high-functioning organizations and helps tell their story by quantifying key performance outcomes of programs and service. The City of Plano has a long history of measuring programs and services and has been consistently recognized by the International City/County Management Association, the Governmental Accounting Standards Board, the Association of Governmental Accountants, the Government Finance Officers Association, and numerous other professional agencies over the years. This recognition is proof that Plano has helped set the standard for local governments.

Since 2007, the City of Plano's commitment to performance measurement was focused on participation in the International City/County Management Association (ICMA) Performance Measurement Program. ICMA's goal was to create a program where standardized measures of city functions could be compared to other organizations across the country. In 2013, the ICMA program and the city performance measurement practices were re-evaluated. We found that staff collects a significant amount of data and feedback, but there's inconsistency among departments on how the data is used.

After gathering input from all department directors, the City of Plano made the decision to discontinue with the ICMA program due to lack of comparable cities and services and decided to establish a clear vision for performance measurement that is understood by all levels of the organization, the City Council and the community. The management vision for performance measures makes it possible to:

- > **Monitor performance and provide feedback**
- > **Make good business decisions based on reliable, understandable and consistent data**
- > **Produce better results for customers and businesses**
- > **Know when success has been achieved**

Linking departmental performance to City Council strategic goals and ultimately community desired outcomes has led to a change in the approach to performance measurement. Instead of focusing on a bottom up building of technical measures, the focus has been shifted to a top-down focus on community outcomes. The result should avoid technical details and data that distract from the organization's overall mission and goals. Each department's top 3-5 programs or services should be easily identifiable to the community, the City Council, executive management and should clearly contribute to one of the council's strategic goals.

It is understood that some departments and programs may not be easily evaluated by quantitative measures, which may require a qualitative assessment of outcomes. Additionally, the outcome measures for the programs or services, when presented to someone outside the organization, should be self-evident as a measure of productivity and should be easily identifiable in comparable organizations that we benchmark against. Measurement results should assist in telling our story and in providing accountability in meeting council strategic goals.

The new performance measurement process will have an annual meeting between each department director and city management staff, where the director will be able to discuss their top programs or services, measures, benchmarks, and how those contribute to the City Council strategic plan. The annual meeting will take place in the Fall/Winter so any adjustments to programs and services can be accounted for during the normal budget process.

The performance measurement information presented in the meetings will be collected and presented as an annual report to the City Council.



City of Excellence

1. PROTECT AND SUSTAIN QUALITY OF GOVERNANCE

- > Maintain the current atmosphere of civility, respect, decisiveness and courage
- > Ensure all Council members are properly prepared to make decisions based on thoughtful and thorough analysis and deliberation

2. DELIVER OUTSTANDING OPERATIONAL ANALYSIS AND EFFECTIVENESS

- > Define why action is needed and what the key issues are
- > Present fact-based information
- > Provide options that can be compared in a consistent manner and without bias
- > Provide costs (O&M and Capital) and proposed funding sources
- > Provide long term implications (benefits or costs) of delaying decisions
- > Anticipate and answer likely questions
- > Articulate clear expectations of results
- > Provide adequate lead time to make an informed decision
- > Provide professionally based recommendations without bias

3. AFFIRM AND REINFORCE PLANO'S COMMITMENT TO EXCELLENCE

- > Create a culture of excellence in customer service in every department of the City of Plano
- > Develop city-wide customer service standards and provide training to achieve
- > Evaluate mechanisms for receiving feedback on the quality of customer service
- > Develop a plan to address neighborhood revitalization with measurable, results-oriented criteria to evaluate the impact of a program and how it would work with the "Love Where You Live" project
- > Evaluate criteria to qualify for revitalization incentives
- > Develop options for impacting the four corners retail centers in neighborhoods

4. IMPROVE COMMUNICATIONS

- > Develop a comprehensive marketing strategy and plan that reaches the citizens of Plano as well as a state and national audience with a consistent message

5. EVALUATE OPTIONS FOR REVITALIZING COLLIN CREEK MALL

- > City staff should continue meetings with the mall owners to determine what options exist and return to Council with available actions

6. ENHANCE PLANO'S ROLE AS A REGIONAL LEADER

- > Position Plano to provide a stronger voice and leadership regionally

7. STRENGTHEN THE WORKING RELATIONSHIP WITH OUR EDUCATIONAL PARTNERS

- > City Manager should continue formal and informal meetings and discussions to further strengthen the relationship and reinforce the City's commitment to an exceptional educational environment



D E P A R T M E N T S



BUILDING INSPECTIONS

MISSION STATEMENT:

The protection of life, health, and property overseeing commercial buildings and residential home development and construction within our City.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Applications for Permits	Applications for permits received and processed	15,000	15,812	15,700	16,444	16,000
Commercial Plans reviewed/comments	10 working days	10	7	10	8	10
Residential Plans reviewed/comments	3 working days	3	3	3	3	3
Inspections within 24 hours	100%	100%	100%	100%	100%	100%
Inspections-Time per	14 inspections/day- 25.7 min/ Inspection	14/25.7	20/18	14/25.7	22/16	14/25

*BENCHMARK RATIONALE

Applications for permits received and processed

Commercial Plans reviewed for comments within a target date of 10 working days. These are comments which relay any items needing corrective action prior to permit release.

Residential Plans reviewed for comments within a target date of 3 working days.

These are comments which relay any items needing corrective action prior to permit release.

Inspections made within 24 hours. Requests for inspections made today will be performed the following day, within 24 hours.

Inspections - Time allocated per each inspection. An average of 14 inspections per employee with 25.7 minutes per inspection including drive time.



EMERGENCY MANAGEMENT

MISSION STATEMENT:

To serve the citizens of Plano by directing and coordinating emergency management and homeland security programs to prevent/mitigate, prepare for, and recover from emergencies and disasters.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Number of community preparedness contact hours	Cities of Irving and Dallas	30	N/A	30	25	60
CERT Members Trained	City of Irving	30	32	30	41	45
Multi-departmental exercises facilitated	Previous Departmental Performance	3	N/A	3	2	3
% of staff with NIMS training	Federal Requirement	100%	95%	100%	97%	100%

*BENCHMARK RATIONALE

Dallas and Irving: Cities within the Metroplex that document community preparedness and number of CERT members trained.

Irving: Comparable size (population) to Plano

Emergency Management Performance Grant (EMPG): Statewide exercise requirement for jurisdictions receiving EMPG funding. Plano does not receive EMPG funding but will benchmark exercise conduct against this accepted standard.

U.S. Department of Homeland Security: Baseline courses that are required nationwide for jurisdictions implementing the National Incident Management System (NIMS).



ENVIRONMENTAL HEALTH

MISSION STATEMENT:

To provide outstanding services that promote wellness environmental stewardship practices, prevent disease and reduce pollution in our community.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Live placement rate of at least 90% of all dogs / cats indicates a commitment to humane animal population management and sheltering best practices	Previous Departmental Performance	90%	88.3%	90%	89.8%	90%
3 Star ranking in the STAR communities program	STAR Communities rating system	N/A	N/A	N/A	N/A	N/A
Complete 100% of restaurant inspections according to frequency assessment.	Previous Departmental Performance	100%	N/A	100%	100%	100%
Complete 100% of swimming pool inspections according to frequency assessment.	Previous Departmental Performance	100%	N/A	100%	100%	100%

*BENCHMARK RATIONALE

Live Placement Rate- National average provides a baseline comparison but may be misleading as placement rates vary greatly across geographic boundaries. Evaluation to similarly-sized DFW Metroplex shelters allows for better representation of performance that is not as influenced by some other mitigating factors. Comparison to Austin due to that agency being the closest municipal shelter to gain a "no-kill" status.

3 Star Ranking- STAR Communities is a national rating system comparing sustainable practices of cities and counties across 7 categories and 44 defined indicators. The resulting score translate into a 1-5 Star rating.

Safe food and swimming pools- Comparison to previous year's accomplishments allows assessment of adequate staffing levels and program assignments.



FINANCE

MISSION STATEMENT

The City of Plano is a regional and national leader, providing outstanding services and facilities through cooperative efforts that engage our citizens and that contribute to the quality of life in our community.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Bond Rating	Rating Agencies	AAA	AAA	AAA	AAA	AAA
Audit Opinion	Unqualified	Yes	Yes	Yes	Yes	Yes
Number of days of expenditure in General Fund balance	GFOA best practices	60	91.81	60	92.77	60
% of levy collected	Previous Departmental Performance	98%	99.7%	98%	99.8%	98%
Amount of Capital Reserve Fund	Previous Departmental Performance	\$23m	\$13.5m	\$23m	\$15.875m	\$23m

*BENCHMARK RATIONALE

Rating- Overall standing of financial health

Unqualified- Auditors are able to determine that the financial statements are materially correct

Levy- Tax levy

Capital Reserve- 75% of depreciation of assets of the city



FIRE - RESCUE

MISSION STATEMENT:

To protect and enhance the quality of life in Plano through a comprehensive program of services directed toward public education, prevention, and control in the areas of fire, rescue, medical emergencies, hazardous materials incidents, and disasters.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	BENCH-MARK 2	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 13-14 TARGET
EMS Response	National Fire Protection Association (NFPA) 1710	5:00 (90%)	6:39	5:00 (90%)	6:58	5:00 (90%)
Fire Response	National Fire Protection Association (NFPA) 1710	5:20 (90%)	7:33	5:20 (90%)	7:29	5:20 (90%)
Cardiac Arrest Survival Rate (Utstein Scale)	National Average	20%	54.50%	20%	66.70%	20%
Property Loss per Fire	Comparable Area Cities	\$20,000	\$28,956	\$20,000	\$26,746	\$20,000
Customer Satisfaction	 Previous Departmental Performance 	100%	99.40%	100%	99.70%	100%
Smoke Detector Installation Home Visits	 Previous Departmental Performance 	400	245	500	431	500

*BENCHMARK RATIONALE

EMS and Fire Resonse NFPA 1710 is the national standard for minimum requirements relating to the organization and deployment of career fire departments, including emergency response time targets.

Cardiac Arrest Survival Rate The Utstein Scale Template is a set of nationally uniform guidelines for uniform reporting of data on events of cardiac arrests.

Property Loss per Fire With no established, national industry standard for property loss, PFT has surveyed area Fire Departments of similar size and composition to establish a benchmark.

Customer Satisfaction PFR has set a benchmark based on the feedback levels the Department has collected for several years.

Smoke Detector Installation Home Visits PFR has set a benchmark based on the performance levels the Department has collected for several years.



HUMAN RESOURCES

MISSION STATEMENT:

HR- Service people today for success tomorrow.

Risk Management- Support the City's Strategic Goals for Excellence by ensuring the safety, security and wellbeing of our employees, citizens and visitors through sound risk management practices which, in financial terms, enhances the ability of the City to continue to provide the high level of service our citizens expect.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Employee Development Program Hours	Previous Departmental Performance	270	276	316	352	400
General Govt. Compensation	Peer Cities Median +5%	Median + 5%	Median -4.4%	Median + 5%	Median -.03%	Median + 5%
Civil Service Compensation	Peer Cities Median +5%	Median + 5%	Median + 7%	Median + 5%	Median + 7%	Median + 5%
Number of work days lost	Previous City-Wide Performance	None	Unknown	None	226	113
Reduced Injury Accidents	Previous City-Wide Performance	None	317	None	288	144

*BENCHMARK RATIONALE

Number of Work Days Lost- Our top priority is in returning injured employees to work as soon as medically possible thereby reducing overall costs and supporting the operational department

Reduced Injury Accidents-This is the key measure of our new safety initiative to determine if our safety program is effective in reducing employee injury accidents

Lost Work Day measured by CS STARS report of actual lost work days

Reduced Injury Accidents measured by number of DWC-1-First Report of Injury filed



MARKETING AND COMMUNITY ENGAGEMENT

MISSION STATEMENT:

To support the vision and mission of the City of Plano and generate positive messages, high visibility and engage the community at the local, regional, and national level. Also, to integrate the various department initiatives and marketing plans with a cohesive message throughout all marketing and communications efforts.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Website Bounce Rate*	Industry Standard/ Google Analytics	N/A	50%	N/A	57%	30% (YTD= 40%)
Web Unique Visits	25% Increase Of Previous Year	N/A	1,477,212	N/A	1,219,006	1.5 million (YTD= 820,473)
Social Media Engagement	 Previous Departmental Performance 	N/A	N/A	N/A	N/A	5% avg. for year
Increasing followers and Fans on Facebook and Twitter	 Previous Participation 	N/A	N/A	N/A	N/A	Increase by 320/month (+3,840/yr)
Community Events	Previous Participation	New Program	N/A	New Program	N/A	20 ppl per event
HOA Presidents Breakfast- quarterly	Previous Participation	N/A	Not tracked	N/A	Not tracked	50 ppl per breakfast
Telephone Town Hall 2 per year	Time caller stayed on	N/A	N/A	N/A	5.09 min	6.50 min (YTD=6.74min)
Citizens Academy	Attendee Satisfaction	N/A	Not tracked	N/A	Not tracked	Won't start until FY14-15

* BENCHMARK RATIONALE

*Bounce rate is a measure of the effectiveness of a website in encouraging visitors to continue with their visit. It is expressed as a percentage and represents the proportion of visits that end on the first page of the website that the visitor sees.

Website and Social Media will be using data to help us make decisions on how and what to post to increase activity and participation. Community Engagement efforts will be to increase resident attendance/participation. The Academies will be based on keeping a level of satisfaction and future engagement among attendees and keeping the classes full.



PARKS AND RECREATION

MISSION STATEMENT

Enriching Plano through parks, facilities, programs and resource stewardship.

Parks Division- Provide inviting outdoor spaces for public use and enjoyment.

Recreation Division- Provide relevant and outstanding recreational opportunities through quality service, programs and facilities.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Travel related PR value for Plano produced by CVB	Travel related PR value for Plano produced by CV	\$2,000,000	\$2,950,487	\$2,000,000	\$1,666,821	\$2,000,000
Hotel room night bookings	Hotel room night bookings	30,000	32,573	30,000	29,824	30,000
Total number of event days	Total number of event days	400	458	420	389	390
Athletic attendance	Previous Departmental Performance	2,000,000	1,849,168	2,000,000	1,907,112	2,000,000
Acres of Responsibility	Previous Departmental Performance	4,890	4,889	4,900	4,909	5,110

*BENCHMARK RATIONALE

Acres Of Responsibility (AOR) AOR is for all land where the Parks and Recreation Department is liable for the maintenance. AOR includes park land, median & ROW's and municipal (non-park) land. Some land is maintained by the city and some land is maintained by a third party.

Athletic Attendance Athletic attendance tracks the number attendees utilizing Plano sports fields and facilities annually.



POLICE

MISSION STATEMENT

To provide outstanding police services, in partnership with the community,
to maintain a safe environment that contributes to the quality of life.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
*Crime Rate						
Major Crimes Rate		30.78	26.02	29.25	26.01	27.41
Violent Crime Rate		2.02	1.38	1.77	1.38	1.57
Property Crime Rate		28.77	24.63	27.48	24.63	25.85
**Traffic Safety						
Crashes	Benchmark City Survey	5186	4977	4973	5087	4931
Crash Injuries		2249	2061	2117	2070	2074
Fatalities		10	10	10	9	9
***Timely Response						
Priority 1 Calls for Service		5.00	4.86	5.00	4.61	5.00
All Calls for Service		8.00	7.52	8.00	7.30	8.00
Quality of Service - Citizen Approval Rating		95%	91%	95%	95%	95%

*BENCHMARK RATIONALE

Benchmark City Survey- The Benchmark City Survey was originally designed in 1997 by a core group of Police Chiefs from around the country. The survey provides a wide range of information about each Department. With that information, the participating agencies can set better goals and objectives, and then compare their performance in the various areas.

* The benchmark measure for Crime Rate is to maintain the Part I Uniform Crime Reporting offenses (violent crime and property crime that together are referred to major crimes) below the current 5-year average. The crime rates, including major crimes rate, violent crime rate, and the property crime rate is per 1,000 population.

** The benchmark measure for Traffic Safety is to maintain crashes, crash injuries, and fatalities below the current 5-year average.

*** Timely Response is measured in minutes.



PROPERTY STANDARDS

MISSION STATEMENT:

Provide total quality customer service in an efficient manner through the education and implementation of city codes and ordinances that improve, enhance, and promote property values and support a level of health and safety essential to the wellbeing of the citizens of our community.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Cases Processed						
> Cases Opened		19,000	18,332	18,850	14,031	20,540
> Property Inspections		43,000	43,760	43,500	42,722	44,637
Customer Contacts		23,728	23,550	26,720	23,728	24,205
Multi-Family Rental Program	Previous Departmental Performance	115/27,875	116/28,264	120/28,800	120/29,862	12/30, 326
> Registrations		2,915	3,190	5,625	4,704	5,455
> Inspections		45	51	50	59	55
> Fee Assessments						
Progressive Enforcement Actions		1,325	1,207	1,500	1,302	1406
Community Education, Service & Outreach		20	21	25	34	38

*BENCHMARK RATIONALE

Cases Processed- Initial inspections coincides with cases opened; re-inspections identifies case durations; case origination determines proactive to reactive percentages; occupancy status categorizes the owner to tenant activity ratio. Measure is instrumental in determining the effectiveness of departmental procedures and processes by annual statistical comparisons.

Customer Contacts- Public interactions; Measurements indicates utilization of existing contact methods

Multi-Family Rental Program- Registered multi-family rental developments provide essential information regarding ownership, number of buildings, dwelling units, etc; life safety inspections determine critical and non-critical violations as well as the overall percentages of dwelling units inspected.

Progressive-Enforcement Actions- Administration of enforcement activities require to gain compliance; determines the percentages of voluntary compliance to non-voluntary.

Community Education, Service & Outreach- measure gauges effectiveness of our overall message; partnership with the community and other city departments; networking opportunities and new program ideas.



MISSION STATEMENT

Plano Public Library System provides a welcoming, supportive environment for engaging our community, enriching lives, and educating minds.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Checkouts / Circulation	4,500,000	3,800,000	3,909,121	4,000,000	3,882,165	4,000,000
Patron Traffic Count	2,000,000	1,400,000	1,482,546	1,400,000	1,491,854	1,400,000
Programming Attendance	117,000	105,000	104,644	104,000	104,946	104,000
Webpage Visits	1,000,000	No Target	N/A	N/A	853,942	900,000

***BENCHMARK RATIONALE**

Benchmarks are based on demographics and population. The similarities include size of service population, mean household income and level of education (percent high school graduates, percent bachelor degrees, percent graduate degrees). The rationale for choosing these library systems is that the customers in these service areas have similar expectations of their libraries and will use libraries in similar ways.



MISSION STATEMENT

Provide professional, courteous, and timely assistance to the citizens and emergency responders of the City of Plano.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Number of incoming 9-1-1 calls answered	Previous Departmental Performance	144,883	150,508	147,007	160,196	156,000
Number of non-emergency calls answered		205,045	174,265	164,620	163,322	163,000
Average answer time-NENA standards		N/A	4 seconds	N/A	4 seconds	N/A
Police & Fire calls dispatched		222,000	234,455 Police 213,873 Fire 20,580	242,000	232,461 Police 210,169 Fire 22,292	N/A

***BENCHMARK RATIONALE**

The benchmarks for number of incoming 9-1-1 and non-emergency calls answered and police & fire calls dispatched are benchmarked against ourselves year to year, to measure activity. Also, our NENA standard is 90% all 9-1-1 calls answered within 10 seconds or less, following numbers:

FY 11-12 actual = 91% of 911 calls answered in 10 seconds or less.

FY 12-13 actual = 93% of 911 calls answered in 10 seconds or less.



PUBLIC WORKS

MISSION STATEMENT:

The Public Works Department is committed to providing excellent service to our citizens through trash and recycling services, water, sewer and drainage systems, and streets and alleyways for a safe and clean overall quality of life in Plano.

City of Excellence

PERFORMANCE MEASURES

MEASURE	BENCHMARK*	FY 11-12 TARGET	FY 11-12 ACTUAL	FY 12-13 TARGET	FY 12-13 ACTUAL	FY 13-14 TARGET
Utility Cuts Avg Turnaround Time Days		N/A	N/A	N/A	N/A	15
CRF Expenditures % Spent	Previous Departmental Performance	N/A	N/A	100%	84%	100%
Sewer Mains Stoppages		0	15	0	5	0
Sewer Main Overflows		N/A	N/A	N/A	N/A	0%
Water Distribution System Loss	TCEQ - 12%	12%	11%	12%	11%	12%
Residential Diversion Rate	Continuous Improvement toward's City's 40% Goal	0.4	0.383	0.4	0.393	0.4
Commercial Diversion Rate		0.3339	0.3257	36%	37%	41%
Maintenance dollars per Vehicle Equivalent Unit (VEU)	Previous Departmental Performance	\$1,600	\$1,522	\$1,600	1,676	1,600
Fleet Availability		0.95	0.953	95%	95%	95%



S U R V E Y D A T A



City of Excellence

Reasons most impacting a business's decision to stay in the City of Plano for the next 10 years (Sum of Top 3 Choices).

	Number	Percent
Access to the major highway system	137	34.2%
Low crime rate	126	31.4%
None chosen	101	25.2%
Overall image of the City	79	19.7%
Proximity of businesses that are important to your business	75	18.7%
Availability of telecommunications, utilities	71	17.7%
Level of taxation	59	14.7%
Attitude of local government	48	12.0%
Quality of local schools	47	11.7%
Availability of trained employees	40	10.0%
Availability of local economic incentives	29	7.2%
Availability of public transportation	25	6.2%
Availability of quality housing and other amenities	20	5.0%
Access to airports	17	4.2%
Availability of parks and open space	12	3.0%
Availability of libraries, arts, and cultural amenities	8	2.0%
Total	894	

Physical appearance of business area.

	Number	Percent
Very Poor	3	0.7%
Poor	9	2.2%
Average	58	14.5%
Good	139	34.7%
Very Good	188	46.9%
Don't Know / Unsure	4	1.0%
Total	401	100%



City of Excellence

Sources currently used to obtain and/or receive information about the City of Plano.

	NUMBER		PERCENT	
	Citizen	Business	Citizen	Business
City of Plano website	365	67	82.2%	16.7%
City's "Fix it" program	26	N/A	5.9%	N/A
Email	132	202	29.7%	50.4%
Roundtables/Workshops/Forums	29	18	6.5%	4.4%
City Council meetings	32	N/A	7.2%	N/A
Plano Tv	35	11	7.9%	2.7%
Facebook, Twitter, Social Media	27	48	6.1%	11.9%
Newsletters/Brochures	203	19	45.7%	4.7%
Direct Mail	N/A	186	N/A	46.4%
Personal call	N/A	58	N/A	14.5%
Business forums	N/A	16	N/A	4.0%
Other	46	8	10	2.0%



**Plano Multicultural
Outreach Roundtable**



CITIZEN & BUSINESS SURVEY SUMMARY - SERVICES

City of Excellence

	VERY SATISFIED		SATISFIED		NEUTRAL		DISSATISFIED		VERY DISSATISFIED		DON'T KNOW	
	Citizen	Business	Citizen	Business	Citizen	Business	Citizen	Business	Citizen	Business	Citizen	Business
Police Services	46.8%	67.6%	32.9%	16.0%	10.1%	2.5%	1.6%	1.2%	1.8%	0.0%	6.8%	12.7%
Fire Services	50.0%	57.1%	24.5%	17.2%	6.3%	5.5%	0.0%	1.0%	0.5%	0.7%	18.7%	18.5%
Emerg. Medical	42.7%	50.9%	22.8%	15.2%	7.7%	3.2%	0.0%	0.0%	0.5%	0.2%	26.4%	30.4%
Street Maintenance	19.2%	45.1%	47.6%	32.4%	18.5%	11.2%	11.1%	3.5%	2.0%	1.0%	1.6%	6.7%
Trash services	41.0%	47.6%	41.9%	24.9%	9.2%	6.5%	5.6%	4.2%	9.0%	0.7%	1.4%	16.0%
Street Drainage	29.3%	54.1%	40.3%	27.2%	15.8%	8.7%	3.4%	2.2%	1.4%	2.0%	9.9%	7.5%
Water/Wastewater	31.1%	36.4%	43.5%	22.7%	14.9%	7.2%	5.4%	1.5%	1.4%	0.7%	3.8%	31.4%
Customer Service	31.1%	36.7%	34.5%	19.7%	16.9%	6.0%	1.4%	1.2%	1.1%	0.0%	15.1%	36.4%
Code Enforcmnt.	17.1%	39.4%	33.6%	19.2%	23.6%	6.7%	6.3%	3.7%	3.2%	2.7%	16.2%	28.2%
Street Cleanliness	29.3%	N/A	50.0%	N/A	11.9%	N/A	6.3%	N/A	1.6%	N/A	0.9%	N/A
City Comm.	29.1%	N/A	47.5%	N/A	15.3%	N/A	3.0%	N/A	0.2%	N/A	4.7%	N/A
Park Maintenance	33.0%	N/A	48.1%	N/A	10.4%	N/A	2.7%	N/A	0.7%	N/A	5.2%	N/A
Rec. Programs	34.2%	N/A	38.1%	N/A	11.7%	N/A	2.5%	N/A	0.9%	N/A	12.6%	N/A
Library Services	47.3%	N/A	31.8%	N/A	9.7%	N/A	1.8%	N/A	0.9%	N/A	8.6%	N/A
Municipal Court	17.1%	N/A	28.2%	N/A	18.2%	N/A	1.4%	N/A	37.0%	N/A	34.5%	N/A
Animal Services	21.2%	N/A	29.7%	N/A	19.1%	N/A	1.6%	N/A	1.6%	N/A	26.8%	N/A
Build. Div. Perm.	N/A	22.2%	N/A	15.5%	N/A	7.0%	N/A	1.7%	N/A	1.5%	N/A	52.1%
Building Inspect.	N/A	36.7%	N/A	16.5%	N/A	6.5%	N/A	2.5%	N/A	1.5%	N/A	36.4%
Planning & Zoning	N/A	26.7%	N/A	15.7%	N/A	8.0%	N/A	1.5%	N/A	1.0%	N/A	47.1%
Recycling Serv.	N/A	38.2%	N/A	19.2%	N/A	7.0%	N/A	2.5%	N/A	2.2%	N/A	30.9%
Traffic Enforcmnt.	N/A	50.6%	N/A	21.2%	N/A	6.5%	N/A	2.7%	N/A	0.0%	N/A	19.0%

City of Excellence

	NUMBER		PERCENT	
	Citizen	Business	Citizen	Business
Police Services	394	199	88.7%	49.6%
Fire Services	342	88	77.0%	21.9%
Emergency medical services	235	116	52.9%	28.9%
Street maintenance	142	140	32.0%	34.9%
Trash services	155	106	34.9%	26.4%
Street Drainage	20	29	4.5%	7.2%
Water and Wastewater Services	103	52	23.2%	13.0%
Customer Service	17	16	3.8%	4.0%
Code Enforcement	40	40	9.0%	10.0%
Building Division Permitting	N/A	29	N/A	7.2%
Building Inspections	N/A	39	N/A	9.7%
Planning and Zoning	N/A	33	N/A	8.2%
Recycling Services	N/A	34	N/A	8.5%
Traffic Enforcement	N/A	40	N/A	10.0%
Cleanliness of street	81	N/A	32.0%	N/A
City communication	15	N/A	3.4%	N/A
Maintenance of City Parks	45	N/A	10.1%	N/A
Recreation programs	26	N/A	5.9%	N/A
Library services	55	N/A	12.4%	N/A
Municipal Court Services	11	N/A	2.5%	N/A
Animal Services	16	N/A	3.6%	N/A

In general, how satisfied are you with the overall quality of services provided by the City of Plano?

	VERY SATISFIED		SATISFIED		NEUTRAL		DISSATISFIED		VERY DISSATISFIED		DON'T KNOW	
	Citizen	Business	Citizen	Business	Citizen	Business	Citizen	Business	Citizen	Business	Citizen	Business
Overall Satisfaction	32.3%	13.7%	57.3%	33.7%	7.7%	47.4%	0.2%	2.2%	0.9%	50.0%	1.6%	2.5%

City of Excellence

	VERY SATISFIED	SATISFIED	NEUTRAL	DISSATISFIED	VERY DISSATISFIED	DON'T KNOW
Overall value that you received for your City taxes and fees	24.3%	47.3%	19.4%	4.5%	2.0%	2.5%
Overall quality of life in Plano	43.7%	48%	6%	2%	1%	1%

How do you feel the appearance of your neighborhood has changed over the past three years?

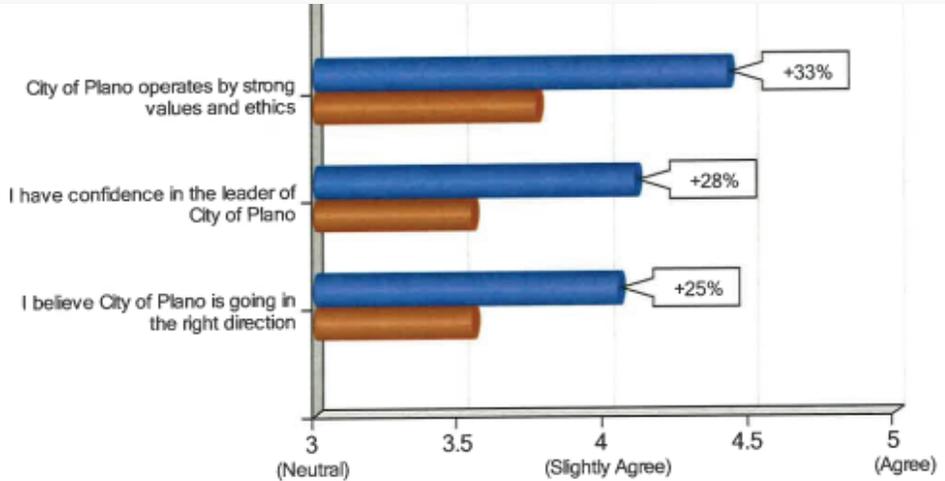
	NUMBER	PERCENT
Improved	60	13.5%
Stayed the same	268	60.4%
Gotten worse	89	20.0%
Don't know / Unsure	27	6.1%
Total	444	100.0%



EMPLOYEE SURVEY SUMMARY

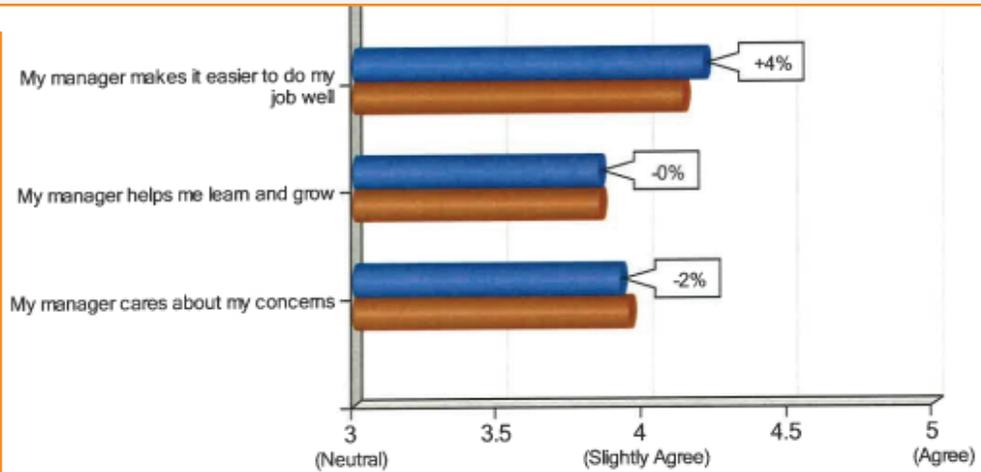
Direction Average Scores of Statements - May 2013

- City of Plano
- Benchmark:
Local Government
2013



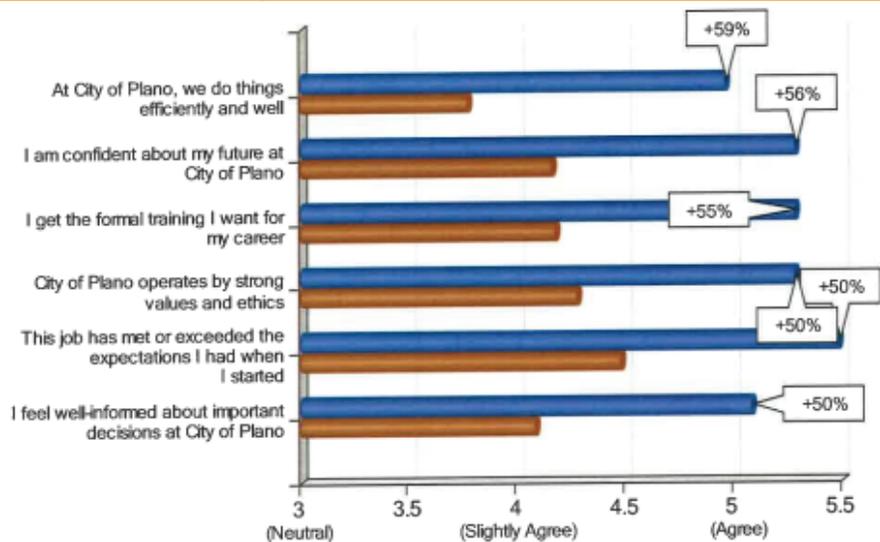
My Manager Average Scores of Statements - May 2013

- City of Plano
- Benchmark:
Local Government
2013



Workplace Average Scores of Top Statements - May 2013

- City of Plano
Senior Manager Only
- Benchmark:
Local Government
2013,
Senior Manager Only



Discussion/Action Items for Future Council Agendas

June 19 – HOA President's Breakfast –7:30 am

June 20-23 – US Conference of Mayors – Dallas, TX

June 23

- Library Briefing

June 26-29 – Texas City Management Association Conference – Galveston, TX

June 30

- Joint Work Session Plano Tomorrow Comprehensive Plan

July 4 – Independence Day

July 28

- Comprehensive Monthly Financial Report – June 2014
- Property Standards Department Briefing

July 30 (Wednesday)

- Budget Presentation

August 6 (Wednesday)

- Grant Work Session

August 11

- Public Hearing on Operating Budget and Community Investment Program
- Planning/Special Projects Briefing

August 16 (Saturday)

- Budget Work Session

August 21

- Board and Commission Reception

August 25

- 1st Public Hearing on Tax Rate
- Finance Department Briefing

September 1 – Labor Day

September 3 (Wednesday)

- 2nd Public Hearing on Tax Rate

September 8

- Adoption of Budget

September 14 – 17 – ICMA Conference – Charlotte, NC

September 18 – Council Meet & Greet –6:00 pm

September 19-21 – Plano Balloonfest – Oak Point Park & Nature Preserve

September 22

- Human Resources Briefing

September 29 – October 3 – TML Conference – Houston, TX

October 10 – HOA President’s Breakfast –7:30 am

October 13

- DART Report
- Technology Services Briefing

October 25-28 - IACP Conference – Orlando, FL

October 27

- Comprehensive Monthly Financial Report – September 2014
- Building Inspections Briefing