



Courtesy of Shops of Legacy

Development Business Center
City of Plano
Annual Report



Development Business Center City of Plano Annual Report

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Development Business Center City of Plano Annual Report

Introduction

The Annual Report of the Development Business Center summarizes public and private development activity during the period from January 1, 2008 through December 31, 2008. It also describes the functions, responsibilities and accomplishments of the following departments within the Development Business Center:

- Building Inspections
- Engineering
- Planning
- Property Standards

Included in this document are background reports, demographic data and information resources relating to such topics as:

- Development Review
- Heritage Preservation
- Long Range Planning
- Neighborhood Services
- Downtown Planning
- Community Investment Projects
- Transportation Planning and Engineering



Granite Park

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Building Inspections

The Building Inspections Department oversees the construction of commercial and residential development, enforcing the International Building Codes to ensure the highest level of safety for all building types throughout the City of Plano. This is accomplished through plan review and construction inspections of all electrical, plumbing, mechanical and building systems in accordance with all applicable regulatory code requirements.

This past year the department completed its follow up in compliance with the national accreditation requirements of the International Accreditation Service (IAS), a subsidiary of the International Code Council. The Building Inspections Department received the Texas Municipal League's (TML) - Building Officials Association of Texas Award of Excellence in 2008. The Department was also recognized for its online garage sales permit system with the 2008 TML Best Practice Award.

There were 368 building permits issued in 2008 for single-family home construction, valued at \$84,442,157. A total of 760 commercial construction permits encompassing new construction and interior remodels were issued along with one permit for 28 multifamily units and two permits for eight independent living facility units. The Building Inspections team conducted 67,747 construction inspections in 2008.



Legacy Town Center North

Development Trends – Residential

Permits for 396 housing units were issued in 2008. This was a decrease of 69.4% from 2007. A total of 368 building permits were issued in 2008 for single-family home construction as compared with 546 permits in 2007. Development of multifamily housing units greatly decreased in 2008 with only one permit issued for 28 units.

Single-Family Housing Permits

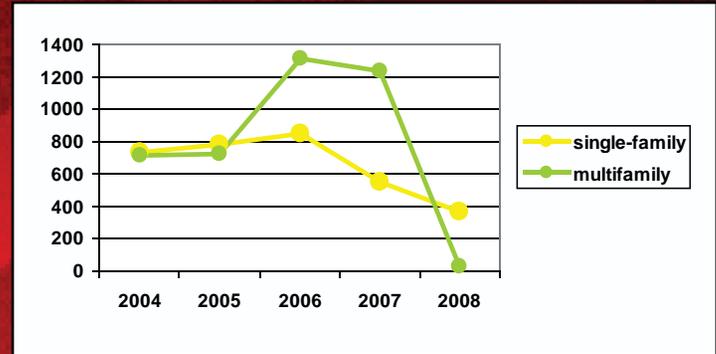
Quarter	2004	2005	2006	2007	2008
1	193	229	176	115	76
2	202	192	235	157	131
3	170	220	292	189	121
4	164	142	146	85	40
Total	729	783	849	546	368
*Value	\$141,263,215	\$153,039,912	\$173,828,781	\$121,095,694	\$84,442,157

Multifamily Housing Permits

Quarter	2004	2005	2006	2007	2008
1	27	6	3	12	0
2	6	3	50	0	0
3	12	8	0	0	1
4	0	3	5	32	0
Total Permits	45	20	58	44	1
No. of Units	719	724	1,309	1,236	28
*Value	\$29,526,451	\$23,888,875	\$60,372,784	\$68,373,779	\$1,200,000

* Value does not include price of land.

Five - Year Trend of Single-Family and Multifamily Permits 2004 through 2008



Source: City of Plano Building Inspections Department



New home construction in King's Ridge Addition

Development Trends – Non-Residential

A total of 129 non-residential permits were issued in 2008, down from 146 in 2007. The total value of the projects for which permits were issued in 2008 was \$200,854,863, similar to the value in 2007. Below are brief summaries from each of the major categories of non-residential development along with a table showing construction activity over the last five years.

Office

A total of 26 permits were issued for general office, medical office and office technology construction in 2008. Office properties consisted of 1,125,016 square feet of new construction. This was a 28% decrease from the 2007 figure of 1,563,574 square feet.

Retail

The 23 permits issued for retail development in 2008 was comparable with the 25 issued in 2007. Though the number of permits was similar, the amount of new retail space was 16% higher in 2008 at 420,373 square feet.

Institutional

The number of permits issued for churches, schools and hospitals increased in 2008 from two to six. The new building space was 40% higher at 140,098 square feet in 2008 as compared to 100,011 square feet in 2007.



Addition to 1006 E. 15th Street in Downtown Plano

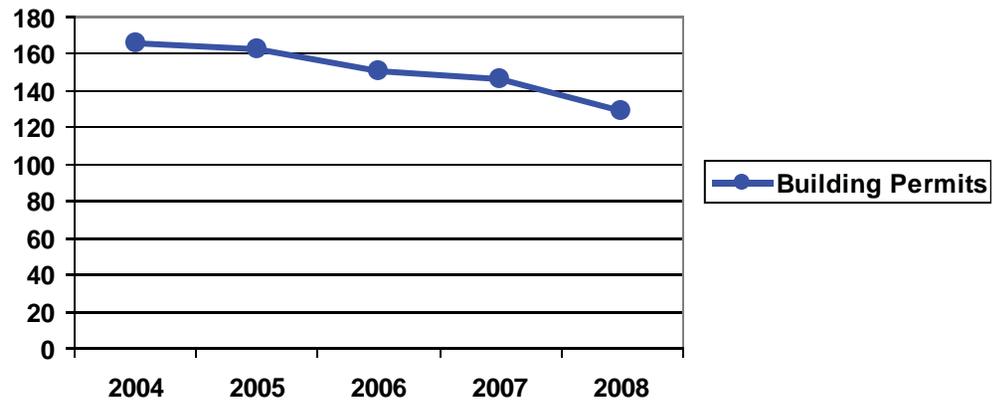
Manufacturing

Development of new manufacturing facilities decreased in 2008. The number of permits issued was three as compared with 14 permits in 2007. The total building area permitted decreased as well from 217,195 square feet in 2007 to 73,603 square feet in 2006.

Non-Residential Permits

Quarter	2004	2005	2006	2007	2008
1	28	38	43	43	33
2	63	47	48	24	42
3	39	41	25	31	26
4	36	37	35	48	28
Total	166	163	151	146	129
Value	\$115,031,993	\$230,531,541	\$358,910,132	\$207,509,438	\$200,854,863

Five - Year Trend of Non-Residential Permits 2004 through 2008



Source: City of Plano Building Inspections Department

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Engineering Department

The Engineering Department oversees the plans and construction of Community Investment Programs (CIP) such as water and sewer lines, streets and municipal facilities. Inspectors ensure city facilities are constructed in accordance with municipal standards. The Transportation Division tracks projects to help improve traffic flow and safety of the city's street system as well as the coordination of mass transit services provided by Dallas Area Rapid Transit (DART). It also works with agencies such as the North Central Texas Council of Governments (NCTCOG) and the Texas Department of Transportation (TxDOT) on local transportation activities with regional operations and standards.

The following pages list 2008 Community Investment Program projects and show their location along with an update of transportation projects and programs.



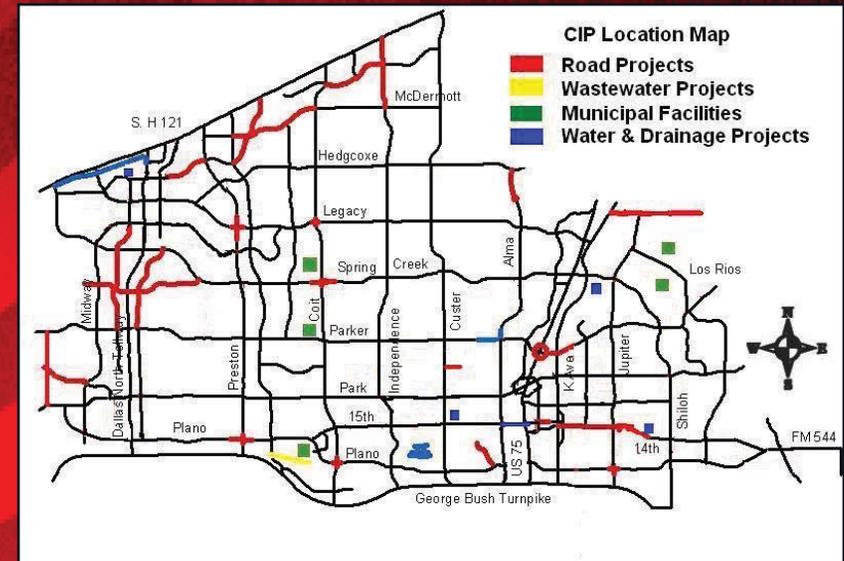
Completed improvements for 15th Street

Community Investment Projects, 2008

The City of Plano maintains an active Community Investment Projects (CIP) program in an effort to stay ahead of growth and development. \$54,522,668 was spent on various projects throughout the city during the 2007-2008 fiscal year. The following is a list of ongoing projects:

Road Projects

- 14th Street, from K Avenue to Ridgewood Drive
- 15th Street, from G Avenue to I Avenue
- Alma Drive, from Spicewood Drive to Rowlett Creek
- Baffin Bay Drive
- Chaparral Road, from K Avenue to east city limits
- Coit Road at Legacy Drive, intersection improvements
- Coit Road at Plano Parkway, intersection improvements
- Coit Road at Spring Creek Parkway, intersection improvements
- Communications Parkway, from Parker Road to Spring Creek Parkway
- Communications Parkway, from Spring Creek Parkway to Tennyson Parkway
- Headquarters Drive, from Preston Road to Parkwood Boulevard
- Independence Parkway, from McDermott Road to State Highway 121
- Jupiter Road at Plano Parkway, intersection improvements
- Marsh Lane, from Parker Road to the south
- McDermott Road, from Coit Road to Ohio Drive
- McDermott Road at Robinson Road, construct intersection
- Meadows Drive
- Morton Vale Drive
- Parker Road, from K Avenue to Raton Lane
- Parkwood Boulevard, from Park Boulevard to Spring Creek Parkway
- Plano Parkway road widening, from Midway Road to west city limits
- Preston Road at Legacy Drive, intersection improvements
- Preston Road and Plano Parkway, intersection improvements
- R Avenue and 17th Street intersection



Map of Community Investment Projects

- Razor Boulevard, from Ohio Drive to State Highway 121
- Ridgeview Drive, from Independence Parkway to Coit Road
- Springbrook Drive, from Quill Drive to Janwood Drive
- U.S. Highway 75 and Parker Road Interchange
- Windhaven Parkway, from Spring Creek Parkway to west city limits

Wastewater Projects

- Mapleshade Lift Station

Municipal Facilities Projects

- Animal Shelter Expansion
- Carpenter Park Recreation Center
- Environmental Education Building
- Fire Station 12
- Oak Point Maintenance Facility
- Oak Point Park Visitor Center Complex

Water and Municipal Drainage Projects

- 15th Street and miscellaneous drainage (Alma Drive to U.S. Highway 75)
- Alma Drive and Parker Road intersection drainage
- Cloisters Water Rehabilitation
- Custer Ground Storage Tanks
- Jupiter Elevated Tank Repair
- Ridgewood water rehabilitation
- Shiloh Pump Station
- State Highway 121 waterline, from Spring Creek Parkway to Dallas North Tollway
- White Rock Creek Elevated Tank Repair

Transportation Projects

The Transportation Engineering Division manages traffic signal operation, elementary school walking route safety, public transportation development, residential traffic safety, traffic safety and congestion, construction zone traffic safety, and long range transportation planning. The following presents highlights of the division's projects and accomplishments in 2008.

Citywide Speed Zone Survey Program

- Traffic volume, speed and turning movement counts are now collected every three years in an effort to reduce operation expenses of the division. Special data collection is performed on an as needed basis.
- In 2009, the division will conclude research on a citywide speed limit study and identify roadways that should have speed limits lowered or raised.

Safe Streets Program

- The Safe Streets Program conducted a study on the effectiveness of traffic calming measures. These devices have reduced traffic volume on local streets by 20% and traffic speed by 10%.
- Radar speed-trailers were put on display along neighborhood streets in 2008 to encourage motorists to travel posted speed limits.
- Speed cushions are commonly used traffic calming devices. In 2008, reflective markers were added to enhance visibility of the devices for drivers.
- The Transportation Advisory Committee was dissolved by the City Council in 2008 during the boards and commissions sunset process. The Planning & Zoning Commission will assume responsibility for considering and recommending transportation improvement projects.



Traffic signal at intersection of Legacy Drive and Alma Drive

School Walking/Bike Safety

- The division implemented a new policy with school principals in 2008. They must advocate traffic control plans with neighborhood residents before submitting changes to the City. The new policy saves city resources and promotes a traffic planning process where the school district and neighborhood are both engaged. It encourages school principals to consider the impact of proposed traffic flow plans on the local neighborhood.

Traffic Safety Management

- The division reviewed historical traffic collection methods to increase efficiency and reliability of collection of future traffic volume data. The new method reduced time required for data collection by 50% and doubled the number of observed annual counts. This increased the statistical validity of the data used for roadway design, traffic signal timing and land use activities.
- Six failed camera systems were restored
- Currently, the feasibility of using wireless cameras via citywide MotoMesh network is being tested. If successful, it will improve video quality and access during homeland security incidents. It will also lower operating costs.

Traffic Signals

- The process of recording design features, electric/communication conduits, and pole locations for 206 signalized intersections began. The information gathered will assist with planning, maintenance and operation of roadway network.

- Traffic signals were retimed at all intersections east of U.S. Highway 75 to reduce travel time and improve air quality by lowering the amount of time vehicles idle at intersections. This project will be continued within central Plano during 2009.
- Protected left-turn arrow signal operations were provided at specific intersections which eliminated right-angle (failure to yield to oncoming traffic) accidents.
- The division worked with the Police Department to develop new locations to deploy red-light cameras.
- The division began a two-year study of the impact of longer yellow-light timing in lieu of using red-light cameras.
- Collision data at red-light camera locations in Plano was submitted to the Texas Department of Transportation to study effectiveness of installations.

Innovative Traffic Designs

- Construction of the Median Left-Turn (MLT) design began at the intersections of Plano Parkway at Preston Road, Preston Road at Legacy Drive, and Spring Creek Parkway at Coit Road.
- Construction of the Single Point Urban Interchange (SPUI) design began at Parker Road and U.S. Highway 75 interchange.
- The MLT intersection improvements and SPUI interchange design will be the first constructed in the state of Texas.

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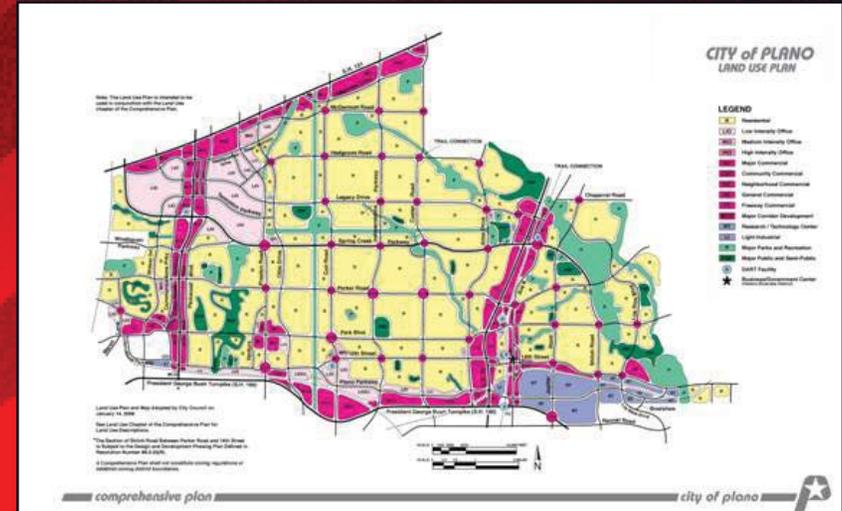
Planning Department

The Planning Department is responsible for a wide range of activities relating to near and long term development and redevelopment of the city. It is also responsible for efforts to preserve the city's heritage resources, to maintain and revitalize neighborhoods, and to coordinate the distribution of federal grant funds.

The Development Review Division examines plans for development to ensure the project under consideration is in compliance with subdivision and zoning regulations. It also ensures the project or requested zoning designation for a property is consistent with the Comprehensive Plan's long range land use assumptions. The division provides staff support for the Planning & Zoning Commission and City Council regarding development plans and zoning cases.

Heritage Preservation oversees the protection of Plano's historic resources, particularly those in the downtown area along with farmsteads and cemeteries. The Heritage Preservation officer supports the Heritage Commission. The commission makes recommendations on the appropriateness of exterior alterations to historic properties and distributes grants to various non-profit groups that oversee the maintenance and operations of heritage sites within the city.

The Long Range Planning Division maintains the city's Comprehensive Plan through regular updates. It also provides demographic and



2008 Land Use Map

development information about the city and performs research for special studies. The division is also responsible for the city's Neighborhood Planning Program. Planning staff support the Planning & Zoning Commission, the Transition and Revitalization Commission, as well as the City Council.

The Neighborhood Services Division provides assistance to city residents for home maintenance and first-time home purchases using federal grant funds. The Division provides support for the Community Relations Commission.

Demographics

Population Growth

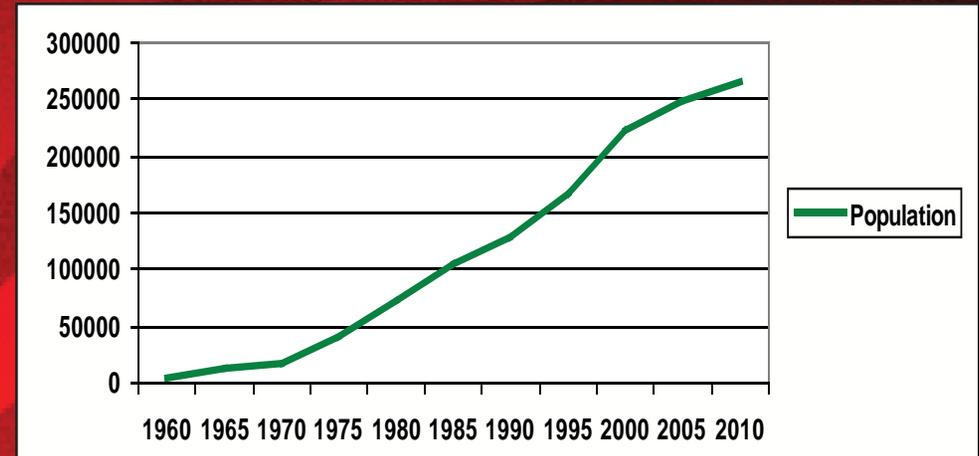
Plano has an estimated population of 263,900 people as of January 1, 2009. The city's population has increased by 18.9% since the 2000 Census. Plano's population continues to grow but at a much slower rate than what occurred in the 1970s, 1980s and 1990s. The reduced growth is a result of the decreased availability of developable land.

American Community Survey

The U.S. Census Bureau released two reports for the 2007 American Community Survey in 2008. The first report was released in the fall and is called the one year estimate data. This information has been provided on an annual basis since 2002. The second report came online in December and is known as the three year average. The data in this survey is compiled over a three year period and is averaged to create a single data point.

Both reports have benefits and drawbacks. The one year survey data is more current as compared to the two year lag time with the three year average. However, the margin of error with the three year average is half that of the one year survey. The data from both surveys are adequate for use of studying and reporting current demographic conditions. The use of one survey over the other is dependent on the needs of the researcher. The data used in this report comes from the three year average survey due to its lower margin of error.

Population Growth 1960 to 2010



Sources: City of Plano, North Central Texas Council of Governments and U.S. Census Bureau

Ethnicity and Race

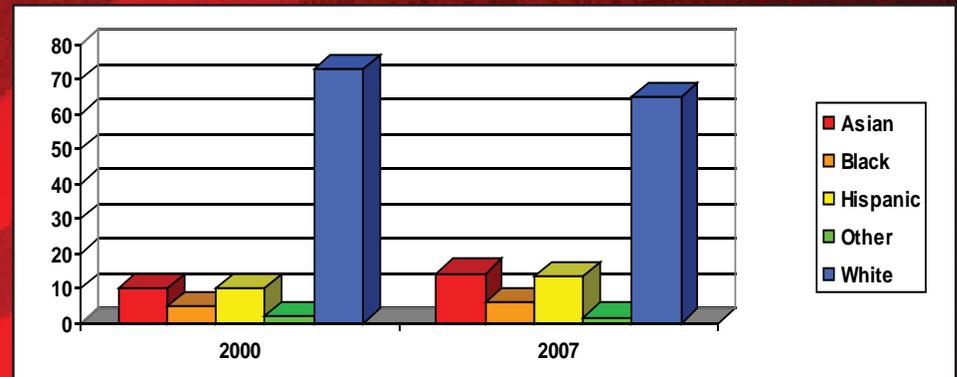
Population growth may have slowed down in Plano during the first decade of the 21st century. However changes within the population continue to occur. Here is a summary of trends over the last seven years:

- Most racial and ethnic groups experienced population growth in Plano. Some grew much faster than others, thus changing the distribution.
- The Asian, black and Hispanic populations grew by 61.4%, 37.8% and 51.6% respectively.
- The white population grew only 2.6%, thus changing the distribution within the total population from 72.8% to 64.9%.
- The distribution of Asians and Hispanics grew from just over 10% to near 14% of the population for each group.
- The black population grew by 37.8%. However the distribution remained stable at 5.9%.
- The population category, Other, declined by 4.0%.

One of the issues impacting the diversification of Plano's population is immigration. Many new immigrants coming to America in the last 20 years are of a different race and ethnicity than the majority population. When they enter the United States, they come through new gateway cities such as Dallas-Fort Worth, Atlanta, Las Vegas, and Phoenix. Instead of living in the central city, most immigrants move directly to the suburbs to take advantage of educational and employment opportunities found there.

This trend is evidenced in Plano. The city's foreign born population has increased from approximately 7% in 1990 to 17% in 2000 and 21% in 2007. The Plano Independent School District reported students speaking over 50 different languages during the 2007-2008 school year.

Ethnicity and Race Distribution, In Percent 2000 vs. 2007



Source: U.S. Census Bureau

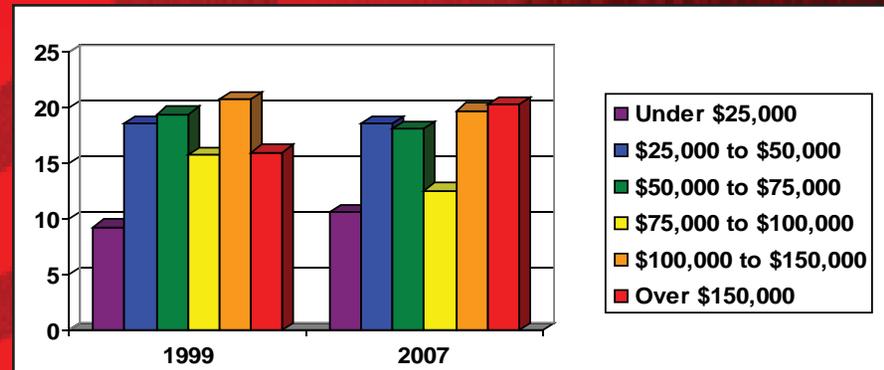
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Household Income

The year 2007 marked the end of a five year upswing in the national economy. The median household income of Plano residents was \$77,038 and the per capita income was \$38,534. These figures were similar to those in 1999, the year of financial data used for the 2000 Census, at the peak of the tech sector boom. In 1999, the median household income was \$78,722 and per capita income stood at \$36,514. However, when taking inflation into consideration, one would need a median income of \$95,260 and a per capita income of \$44,185 in 2007 to match the worth of a dollar in 1999.

The household income distribution has shifted since the 2000 Census. Growth in the lowest and highest income ranges continued from 1999 to 2007. The number of households with incomes less than \$25,000 increased by 29.2% as compared with 44.5% growth of households with incomes over \$150,000. The number of households with mid-range incomes from \$50,000 to \$100,000 remained steady. The increases in the lower and upper income ranges may be due to the gain in employment within the service industry and management/professional/technical occupations.

Household Income Distribution, In Percent 1999 vs. 2007



Source: U.S. Census Bureau

Development Review

The Development Review Division reviews zoning cases, site plans, plats, tree surveys and land studies submitted by public and private developers to ensure compliance with the City's development regulations. The Planning & Zoning Commission, appointed by the City Council, has final approval authority on plats and site plans. The City Council has final authority for zoning cases upon recommendation by the Planning & Zoning Commission. The division provides staff reports to the City Council and the Planning & Zoning Commission to assist them with deliberations of development plans.

Statistical accomplishments for 2008:

- Planning staff reviewed 332 development plans and plats as well as 112 zoning cases.

Despite the continued decrease in single-family residential development, multifamily residential was the predominant form of new housing under consideration. As far as nonresidential development, medical office projects and hotels remained strong. New retail development was minimal and, where constructed, was within existing urban centers.

Examples of current projects include:

- The second phase of the Capital One corporate campus on the west side of Preston Road, north of Hedgcoxe Road;
- Lexington Park at Rice Field urban townhouses on the west side of G Avenue, north of 16th Street;
- Cigna office building on the Dallas North Tollway south of Park Boulevard;
- Second medical office building and parking structure expansion at Baylor Hospital on Alliance Boulevard south of Plano Parkway at Preston Road;



NYLO Hotel

- Shops at Legacy Town Center North on the north side of Legacy Drive from the Dallas North Tollway to Parkwood Boulevard; and
- Single-family detached, patio home and town house development at the northwest corner of Spring Creek Parkway and Tennyson Parkway.

Transition and Revitalization Commission

The Transition and Revitalization Commission (TRC) was a board appointed by the Plano City Council to consider issues relating to Plano's transition from a growing to a maturing community. In 2003, the Commission prepared the *Plano at Maturity* report identifying challenges and opportunities resulting from this transition and recommending actions to address them.

In 2007, the TRC determined that implementation of these recommendations was nearing completion, and embarked on a new project, which was to re-evaluate and update the report to address current trends and conditions. The new report which was titled, *Future Dimensions: Envisioning Plano's Future* was completed and adopted by City Council in fall 2008. In the report, the Commission identified the major areas of change for the city. The document also presents a vision for Plano's future which accounts for many of the challenges the city is currently facing.

Having completed their analysis, the TRC was disbanded in October 2008.

Heritage Preservation

From an 1870s farming community to a 21st Century tech boom town, Plano is a city with a long and continuing history. With over 140 designated historic properties, 13 pioneer cemeteries and three history museums, Heritage Preservation is a major effort in Plano.

Since 1979, the City Council has made preservation a priority in the community. In 2008, the Plano Heritage Commission and City Council granted over \$680,000 to area non-profit agencies pursuing heritage, cultural, and preservation advocacy programs and projects. The grants, derived from area hotel/motel tax funds, as well as the general fund, continue to support the operations and programming at the Heritage Farmstead Museum and the Interurban Museum, various heritage projects at the North Texas Masonic Museum and Library, and the ongoing restoration of the Thornton House by the Plano African American Museum.

The city's support of preservation does not stop with non-profit groups. Over 65 owners of historic properties were recipients of over \$33,000 in property tax exemptions for continuing their restoration and maintenance efforts. These owners agree to an annual survey of their properties to ensure restoration is done accurately and upkeep is ongoing. In exchange, partial relief from property taxes is granted so owners may continue to reinvest in these important physical assets which continue to tell the story of Plano's past.

In May, during annual Preservation Month activities, "Preservation Hall of Fame" awards were presented to Lolisa Moores Laenger and Sheila Huckaby. They were recognized for their outstanding efforts in Plano's preservation community, and particularly for their work at the Heritage Farmstead Museum.



New home in Haggard Park Heritage Resource District

The Heritage Commission also reviewed and approved 22 Certificates of Appropriateness (CA's) including one for a major restoration project of a downtown building: 1006 E. 15th Street. Also approved was a new home construction project in the Haggard Park Heritage District: 813 E. 17th Street. The CA process allows the commission to ensure improvements to historic properties are consistent in design, materials and colors with that of its era of original construction. Amendments to the Heritage Preservation Ordinance which strengthen the Commission's ability to protect Plano's historic and cultural areas were also approved. City Council granted amendments to allow the Commission to deny requests to demolish individually designated heritage resources and review early concept restoration and new construction proposals through a new Preliminary Certificate of Appropriateness process.

Long Range Planning

The Long Range Planning Division administers the city's Comprehensive Plan, oversees Heritage Preservation, assists residents in planning of the future needs of neighborhoods, and provides demographic and development information about the city. The division serves the City Council, Planning & Zoning Commission and Heritage Commission.

Comprehensive Plan

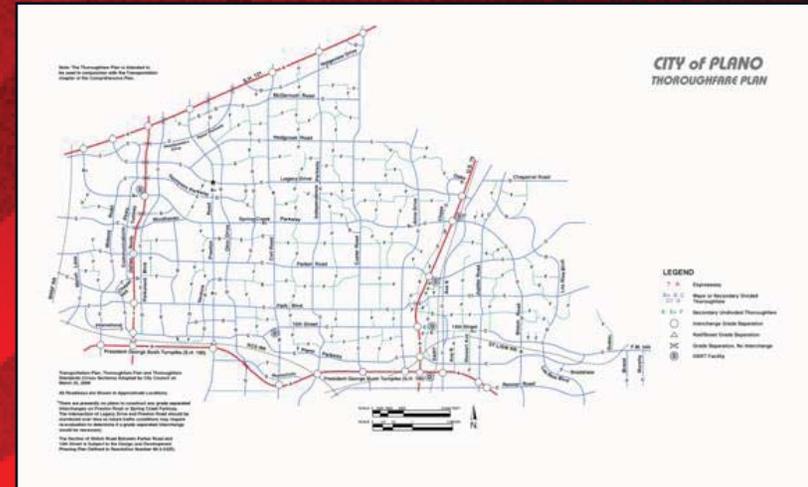
The Comprehensive Plan is a critical component of future development and redevelopment within Plano. It is the document that guides the long-range planning process for the City of Plano, and addresses land use, growth, development and redevelopment for the city. The Comprehensive Plan is divided into 10 elements: Land Use, Transportation, Urban Design, Housing, Economic Development, Public Services and Facilities, Education, Parks and Recreation, Utilities and Technology.

The reformatting of the Comprehensive Plan into a more generalized document to guide decision makers continued in 2008. The City Council approved updates of the Economic Development, Land Use and Transportation elements of the Comprehensive Plan.

Neighborhood Planning

The Neighborhood Planning Program strives to protect the integrity of Plano neighborhoods by building partnerships with the city's residents and encouraging citizens to participate in the planning process.

The program produces two types of plans: full-scale and fast-track. Full-scale plans are developed through an intensive set of meetings with residents and other stakeholders over the course of four to six months. These plans generally target older areas of the city that are experiencing a greater number of age-related concerns. The second type of plan, the fast-track plan, was developed in 2005 as an option for newer neighborhoods beginning to see some changes but not in need of a full-scale plan. The fast-track process focuses on education and collaboration and lasts approximately four to six weeks.



2008 Thoroughfare Plan Map

In 2008, the Neighborhood Planning program completed two plans. A full-scale plan for the Stratford Estates Neighborhood at the southeast corner of Park Boulevard and Independence Parkway was approved by City Council in August. In November, a fast-track project for Spring Creek Parkway Estates Neighborhood near the northeast corner of Spring Creek Parkway and Coit Road was completed.

Neighborhood Planning also took on a number of special projects to enhance the program's ability to meet the needs of Plano residents. These special projects include:

- **Development of Action Plan Criteria**
The new criteria assists staff in determining if a full-scale or fast-track planning process is appropriate for a particular neighborhood.
- **Development of an Online Resource**
The web site will serve as a one-stop-shop or clearinghouse of most frequently requested information regarding city services.
- **Revisiting Neighborhoods Workshop**
The workshop was an effort to reconnect with past neighborhood planning project groups. The workshop brought together city residents, various city departments and home repair vendors to gain ideas on keeping their neighborhoods strong after the planning process is complete.
- **Reorganization of the Plano HomeSmart Knowledge base**
Web site reorganization will ensure information accuracy and site functionality.
- **Development of the Neighborhood Planning Annual Report**
The annual report provides an update of all neighborhood planning activities.



Stratford Estates Neighborhood Plan Project

Neighborhood Services

The Neighborhood Services Division of the Planning Department works to preserve Plano neighborhoods by operating housing assistance programs and providing grant funds to non-profit agencies which work to improve the quality of life for Plano residents. The division also operates the City's Day Labor Center which provides an organized, safe venue for contractors and homeowners to engage in temporary labor placement.

Grants and Service Programs

Neighborhood Services works with the U.S. Department of Housing and Urban Development to administer the federally-funded Community Development Block Grant (CDBG) and the HOME Investment Partnerships Grant. These grants fund a variety of projects that provide assistance to low and moderate income Plano residents. Plano has received over \$30 million in federal grants since 1985.

During the 2007-2008 grant year, the city received a total of \$1,740,232 from the CDBG and HOME federal grants. Nine local non-profit agencies including AIDS Services of North Texas, Collin County Children's Advocacy Center, Communities in Schools-Dallas Region, Crossroads Family Services, LifePath Systems, Plano Housing Authority, Christ United Methodist Church, Habitat for Humanity of South Collin County and Plano Housing Corporation received CDBG or HOME funds.

In addition to funding non-profit agencies, the money provided by these grants paid for housing and home maintenance projects including the reconstruction of one single-family home, rehabilitation of 12 single-family homes, and completed emergency repairs of 18



Tree removal for foundation repair

homes through the Housing Rehabilitation program. A total of 10 homes were made handicap accessible. Eighteen families received down payment money to purchase a home through the First Time Homebuyer Assistance program.

Together 1,542 Plano residents received assistance from the City through the utilization of Community Development Block Grant and HOME funds. 100% of those individuals were low-to-moderate income.

The City of Plano also provided 22 agencies with \$524,600 in Robert W. Buffington Community Service Grants (BCSG). In 2008, through these agencies, a total of 40,715 Plano residents were provided needed services including rent and utility assistance, elder care, homeless services, youth services, literacy training, health care, emergency financial assistance and transportation assistance.

Ending Chronic Homelessness

The division continues to be involved in Former President George W. Bush's initiative to end chronic homelessness. A county-wide plan, entitled "Homeward Bound, A Plan to End Chronic Homelessness in Collin County," was adopted in 2005 and is currently being updated. The City of Plano is involved in the Collin County Homeless Coalition and continues to be an integral part of this program. The division participates in coordinating an annual homeless count for Collin County in January of each year. In 2008, the count found a homeless population of 153, including 98 adults, 51 children and four unaccompanied youth.

Day Labor Center

The division operates the Day Labor Center to provide a location for employers to hire workers. On average, 240 people come to the center to seek work each day. The Center continues to be a resource for contractors and individuals seeking one or more laborers for jobs ranging from landscaping to moving, restaurant work to housekeeping and heavy construction to skilled crafts. In 2008, operational regulations for workers, contractors and staff were posted on the City's Web site to better communicate the function of the center to the public. In addition, a study of best practices was completed which resulted in funding of improvements to the Center through the City's budget process. Construction on the improvements, which are aimed at increasing security and functionality of the Center, is anticipated to begin during the first quarter of 2009.

Downtown Planning

Downtown Planning saw major changes in 2008 with the opening of new retail stores, restaurants and offices as well as new residential units, adding more to the eclectic flavor of Downtown Plano as a urban village. Below is a summary of the major activities that occurred in 2008.

Events

- Trick Art Treat, Friday before Halloween
- Plano International Festival in October
- Dickens Festival in December
- Blackland Prairie Festival in May
- Plano Book festival in May.
- Asia Fest in May.
- Downtown@SunDown Second Saturdays from March to June.

New Development and Revitalization

Several new construction projects and renovations of existing buildings occurred in 2008. The long-awaited reconstruction of 15th Street between G Avenue and I Avenue was completed, extending the wide brick sidewalks, street trees, and decorative street lights of Historic Downtown Plano to this stretch of roadway.



Winter in Downtown Plano

- Lexington Luxury Townhouses completed the first 14 units at the Lexington Park at Rice Field development.
- A proposed mixed use project, Eastside Station, is currently planned for the southeast corner of 15th Street and I Avenue, adjacent to the DART rail line.
- Black Gold Investments began construction at 1006 E. 15th Street on renovations that include a new rear addition to the historic building and a third floor.
- Renovation has been completed at 1007 E. 15th Street on the top floor with ground level available for rent.
- 15th Street road reconstruction was completed.
- 1033 E. 15th Street was remodeled.
- 1008 E. 15th Street is being remodeled.

Marketing

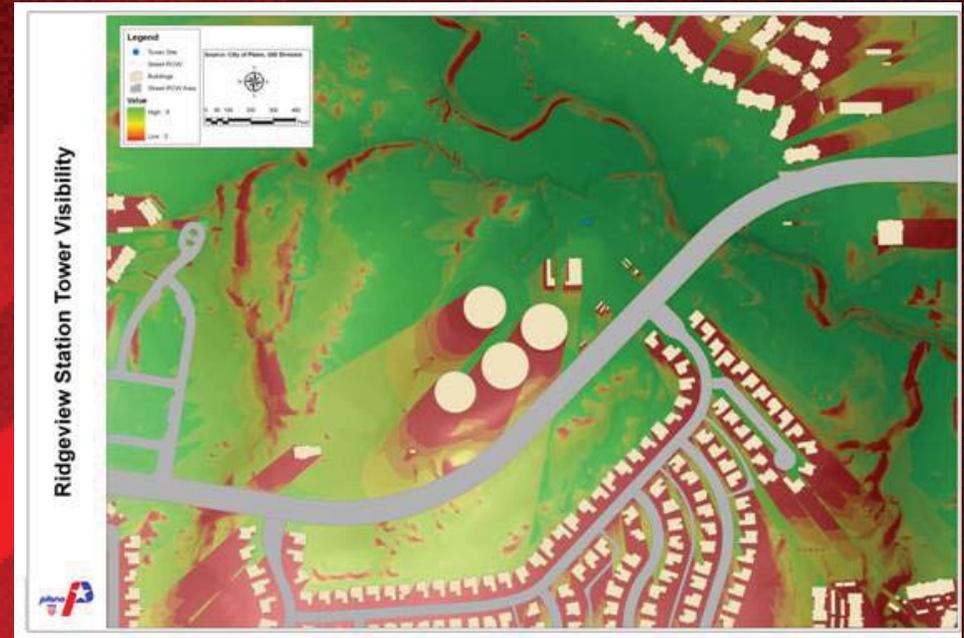
- The downtown informational kiosks on 15th Street near J Place and at K Avenue and 15th Street were updated during the 3rd Quarter.
- The Downtown Directory/Brochure was updated in coordination with the kiosks.
- The City of Plano also continued its cooperative advertising campaign with the Texas Downtown Association, to purchase ads promoting Texas downtowns in *Southern Living* magazine, *Texas Highways* and the *Texas Events Calendar*.
- Downtown Plano was featured in *Texas Monthly* as part of its "Street Smarts" section in October 2008.

Geographic Information Systems

The Geographic Information Systems (GIS) Division maintains a geographic database of city facilities and all properties within Plano. The maps not only display the location of facilities such as water lines, streets, schools, parks and city buildings, it also provides information about these features. GIS accommodates analysis for locating city facilities, defining service delivery systems, and studying various types of data by geographic area.

Over 300 maps were requested and produced by the GIS Division during 2008. Ten new GIS core software users were added and 10 additional city employees were trained in basic operation of GIS software. Over 275 municipal employees now use GIS with applications varying from mapping and inquiry of municipal assets to dispatching emergency first responders. County, regional, and national data were added to Plano's GIS over the last year with the data currently storing over 50 thematic datasets, such as sewer, water, and transportation in 300 map layers describing the city. In 2008, the GIS staff initiated a new program to increase the accuracy of all data. To date, over 100,000 map objects have been adjusted as part of this project. GIS staff updated or added over 10,000 pieces of information to the GIS database map layers this year.

The GIS Division assisted the Customer and Utility Services Department with its water meter inventory mapping project, which is nearing completion. GIS continues to implement the GIS portion of the city's Land Management System HTE in the Sustainability and Environmental Services Department to enhance customer service.



Map showing visibility of water storage facility from a neighborhood

Work continues on adding information such as restaurant inspection scores, parks and facilities, demographic information, solid waste collection scheduling and more to the GIS map pages. The scores for properties inspected through the Multifamily Rental Registration Inspection Program were added during the year. Current interactive maps available on Plano's Web site enable both city employees and public users to retrieve information about homeowners associations, current property zoning, land ownership and aerial photography.

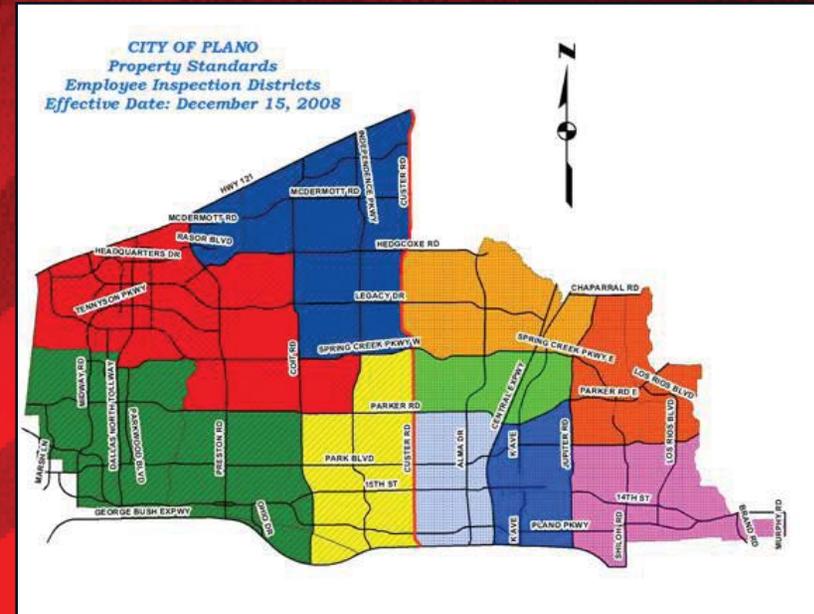
Development Business Center City of Plano Annual Report

Property Standards Department

The Property Standards Department is responsible for stabilizing and maintaining the character of residential and commercial properties through the education and enforcement of the city's zoning and property maintenance codes. The department addresses matters related to property maintenance, substandard structures, and rental registration and inspection.

Property Standards specialists and rental inspectors are assigned to designated inspection districts throughout the city. They respond to inquiries and concerns within their assigned district as well as proactively address matters that require compliance action. Staff attends neighborhood meetings, participates in special projects and takes part in other opportunities to engage in the promotion of code compliance within assigned districts.

In 2008, department staff was trained as participants of the city's pilot GateKeeper Program, created to recognize and assist "at risk" elderly individuals who may be in need of assistance in ensuring their safety and well-being. Additionally, in conjunction with other departments, agencies and organizations, 44 community service projects were completed during the year to assist those with an identified need within the community. This effort resulted in the removal and disposal of over 37 tons of debris. Along with increased program participation and expanded partnerships with local citizenry groups, the department also modified its Saturday inspection program to further enable the opportunity for citizen contact and education.

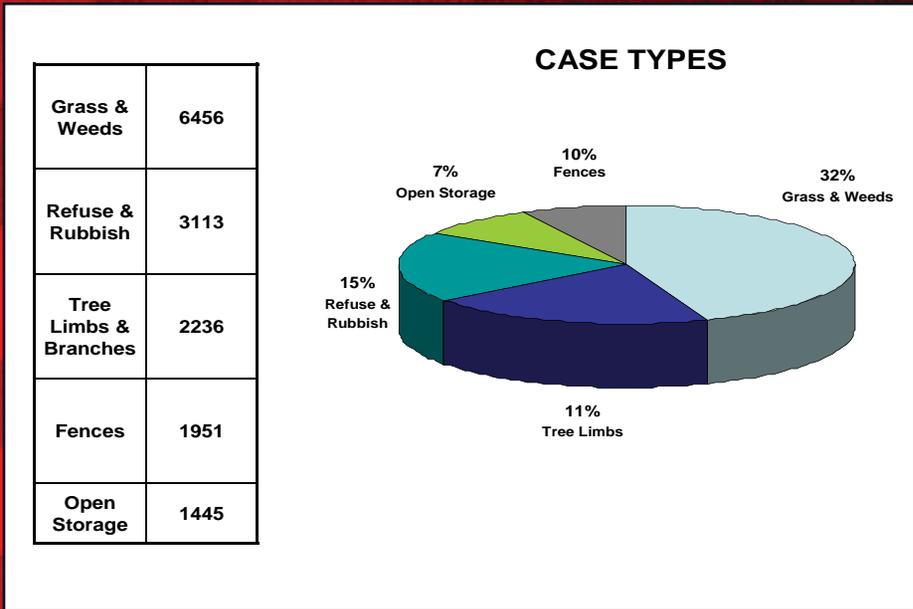


Map displaying inspection service districts

The department's director, Cynthia O'Banner, received the National Code Enforcement Officer of the Year Award presented in October 2008 at the American Association of Code Enforcement's Annual Educational Code Conference. This award also reflects highly on the City Council, management and staff, and the community in general.

The city's Multifamily Rental Registration and Inspection Program ordinance was amended to include all apartment facilities with five or more units which are five years or older. The program consists of the annual registration and systematic inspection of all property exteriors, common areas and a comparative sample of dwelling units at each property to address property maintenance life safety issues. During the year, 87 multifamily registration certificates were issued with rental program staff completing 1,294 inspections and 404 re-inspections.

The Property Standards Department responded to 6,007 concerns and performed 13,870 proactive inspections. Property maintenance code inspections and re-inspections totaled 47,021 in 2008. Also during the year, 1,124 contract work orders were processed, 315 liens were filed and 581 citations were issued. Abandoned shopping carts removed from public right-of-ways totaled 241 for the year. In 2008, an initiative was introduced to encourage posting of addresses at the rear of residential and commercial properties in promotion of safety objectives.



The following chart reflects the most common violations addressed during 2008.

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Information Resources

Plano Building Inspections Department
1520 K Avenue, Suites 140 and 150
Plano, Texas 75074
(972) 941-7140
Fax: (972) 941-7177 (inspections)
Fax: (972) 941-7187 (permits)
www.buildinginspections.org

Building Inspections Office - Joint Use Facility
7501 Independence Parkway
Plano, Texas 75025
(972) 208-8101
Fax: (972) 208-8107

Plano Planning and Engineering Departments
1520 K Avenue, Suite 250
Plano, Texas 75074
Planning:
(972) 941-7151
Fax: (972) 941-7396
www.planoplanning.org
Engineering:
(972) 941-7152
Fax: (972) 941-7397
www.planoengineering.org

Plano Property Standards Department
1520 K Avenue, Suite 200
Plano, Texas 75074
(972) 941-7124
Fax: (972) 941-7787



Haggard Library

Property Standards Office - Joint Use Facility
7501-A Independence Parkway
Plano, Texas 75025
(972) 208-8150
Fax: (972) 208-8158
www.plano.gov/prop_stds

Plano Economic Development Board
5601 Granite Parkway, #310
Plano, Texas 75024
(972) 208-8300
Fax: (972) 208-8305
www.planotexas.org

Plano Chamber of Commerce
1200 East 15th Street
Plano, Texas 75074
(972) 424-7547
Fax: (972) 422-5182
www.planochamber.org

North Central Texas Council of Governments
616 Six Flags Drive
P. O. Box 5888
Arlington, TX 76005-5888
(817) 640-3300
Fax: (817) 640-7806
www.dfwinfo.com

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Institute for Demographic and Socioeconomic Research
College of Public Policy
University of Texas at San Antonio
One UTSA Circle
San Antonio, Texas 78249-0704
(210) 458-6543
Fax: (210) 458-6541
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United States Census Bureau
4600 Silver Hill Road
Washington, D. C. 20233
(800) 923-8282
www.census.gov