



City of Plano
2008

Annual Report
Development
Business Center



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The City of Plano Annual Report of the Development Business Center summarizes public and private development activity during the period from January 1, 2007 through December 31, 2007. 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
- Geographic Information Systems
- Heritage Preservation
- Long Range Planning
- Neighborhood Services
- Community Investment Projects
- Transportation Planning and Engineering



Downtown Plano DART Station



Building plan review

The Building Inspections Department oversees the construction of commercial and residential development. Its mission is to enforce the International Building Codes ensuring the highest level of safety for all buildings throughout the City of Plano including homes, schools, places of worship, offices, retail centers, and manufacturers. A full range of plan review and construction inspection services are provided to facilitate this responsibility.

The Building Inspections Department received Building Department Accreditation from the International Accreditation Service (IAS), a subsidiary of the International Code Council, in July 2007. The accreditation process involves a comprehensive evaluation of the department including customer service, code interpretation, enforcement procedures and fiscal responsibility. Plano is the first city in Texas to be accredited.

In a proactive measure to eliminate delays in interior finish out permits, the Plano Express Permits or “PEP” program was created to help contractors receive permits in a timely manner. Applications that qualify can obtain a permit within 72 hours (three working days) or less.

In 2007, Building Inspections received 15,215 building permit applications and performed 85,189 inspections. The number of permit applications is slightly higher than in 2006 while inspection totals decreased by 9%.

Development Trends – Residential

Permits for 1,782 housing units were issued in 2007. This was a decrease of 17.4% from 2006. A total of 546 building permits were issued in 2007 for single-family home construction as compared with 849 permits in 2006. In 2007, multi-family construction included 44 permits issued for 1,236 units as compared with 58 permits for 1,309 units in 2006.



Trails of Glenwood Subdivision, near
Cloverhaven Drive and Los Rios Boulevard

SINGLE-FAMILY HOUSING PERMITS

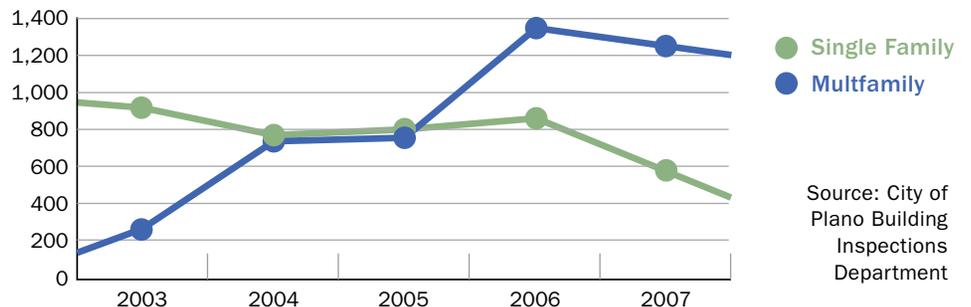
Quarter	2003	2004	2005	2006	2007
1	247	193	229	176	115
2	257	202	192	235	157
3	210	170	220	292	189
4	170	164	142	146	85
Total	884	729	783	849	546
*Value	\$166,767,419	\$141,263,515	\$153,039,912	\$173,828,781	\$121,095,694

MULTIFAMILY HOUSING PERMITS

Quarter	2003	2004	2005	2006	2007
1	0	27	6	3	12
2	7	6	3	50	0
3	0	12	8	0	0
4	0	0	3	5	32
Total Permits	7	45	20	58	44
No. of Units	255	719	724	1,309	1,236
*Value	\$8,350,961	\$29,526,451	\$23,888,875	\$60,372,784	\$68,373,779

*Value = Does not include price of land.

5-YEAR TREND OF SINGLE-FAMILY AND MULTIFAMILY PERMITS 2003 – 2008



Development Trends – Nonresidential

A total of 146 nonresidential permits were issued in 2007, down slightly from 151 in 2006. The value of permits in 2007 was much lower at \$207,509,438 as compared with \$358,910,132 in 2006. The decrease in value was probably due to permits issued for numerous smaller office and retail developments along with the absence of one or two major projects. Below are brief summaries from each of the major categories of nonresidential development along with a table showing construction activity over the last five years.

OFFICE – 37 permits were issued for general office, medical office and office technology construction in 2007. Office properties constituted 1,563,574 square feet of new construction. This was a 26% increase from the 2006 figure of 1,238,585 square feet.

RETAIL – 25 permits were issued in 2007 for retail construction. The additional 361,598 square feet of retail space was 16% less than the 2006 figure of 431,380 square feet.

INSTITUTIONAL – 2 permits were issued for places of worship, schools and hospitals in 2007. The construction of 100,011 square feet represents a decrease of 86% from the 2006 figure of 709,915 square feet.

MANUFACTURING – 14 permits were issued in 2007 for industrial construction. The total building area permitted amounted to 217,195 square feet as compared with 6,720 square feet issued in 2006.



Legacy Town Center North

NON-RESIDENTIAL PERMITS

Quarter	2003	2004	2005	2006	2007
1	33	28	38	43	43
2	40	63	47	48	24
3	32	39	41	25	31
4	33	36	37	35	48
Total	138	166	163	151	146
Value	\$194,991,668	\$115,031,993	\$230,531,541	\$358,910,132	\$207,509,438



Reconstruction of 15th Street,
west of Downtown Plano

The Engineering Department oversees the plans and construction of Community Investment Program (CIP) projects 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 2007 Community Investment Program projects and show their location along with an update of Transportation projects and programs.

Community Investment Projects 2007

The City of Plano maintains an active Community Investment Program (CIP) in an effort to stay ahead of growth, development, repair and maintenance of municipal facilities. The CIP spent \$64,854,716 on many projects throughout the city during the 2006-2007 fiscal year.

Community Investment Projects 2007 continued

ROAD PROJECTS

15th Street, from G Avenue to I Avenue
18th Street
Alma Drive, from Spicewood Drive to Hedgcoxe Road
Baffin Bay Drive
Chaparral Road, from K Avenue to East City Limits
Coit Road at Hedgcoxe Road, intersection improvements
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 Park Boulevard, intersection improvements
Jupiter Road at Plano Parkway, intersection improvements
McDermott Road, from Coit Road to Ohio Drive
Morton Vale Drive
P Avenue
Parker Road, from K Avenue to Raton Lane
Parkwood Boulevard, from Park Boulevard to Spring Creek Parkway
Preston Road at Legacy Drive, intersection improvements

WASTEWATER PROJECTS

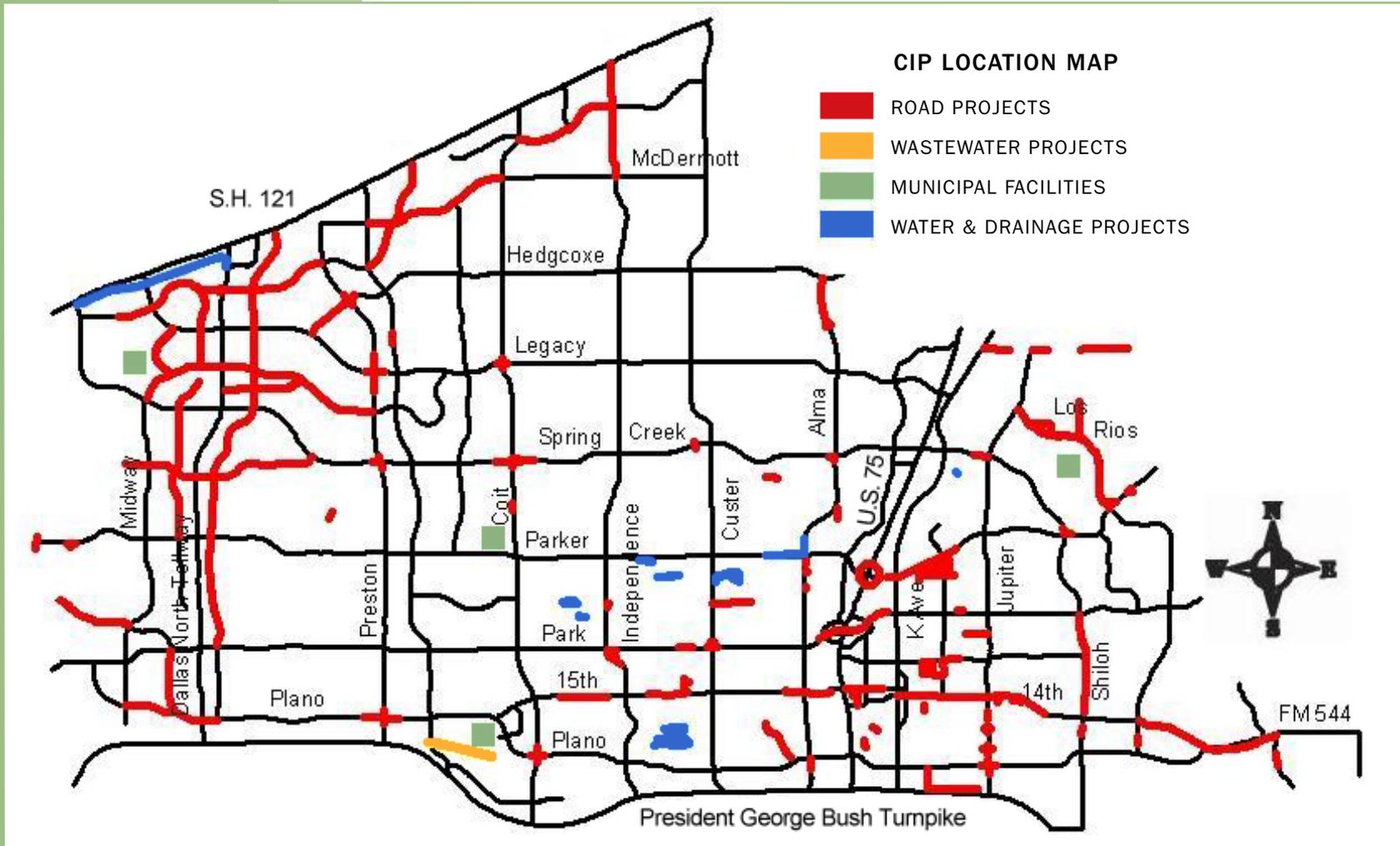
Highlands Lift Station

MUNICIPAL FACILITIES PROJECTS

Animal Shelter Expansion
Environmental Education Building
Fire Station Number 12
Fire Station Number 13
Oak Point Park Visitor Center Complex

WATER AND MUNICIPAL DRAINAGE PROJECTS

15th Street and miscellaneous drainage
Alma Drive and Parker Road intersection drainage
Cloisters Water Rehabilitation
Jupiter Elevated Tank Repaint



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 2007.

SAFE STREETS PROGRAM

- Evaluated performance of existing traffic management devices and found they continue to significantly reduce vehicle speed and improve traffic safety.
- Implemented new program procedures that decreased material cost, allowed interchange of parts between traffic management devices, and reduced inventory size.

SCHOOL SAFETY

- Completed and distributed 2007 recommended student walking/biking route maps to elementary schools.
- Provided walking/biking safety educational materials to Plano Independent School District for distribution.
- Revised Safe Route to School program guidelines.
- Worked with the Plano Independent School District Safety Committee to improve safety and mobility of pedestrian traffic around schools.
- Worked with Frisco Independent School District to implement school zones for Fowler Middle School.



Traffic Calming Device, Oak Ridge Drive

Transportation Projects continued

TRAFFIC SAFETY MANAGEMENT

- Earmarked a portion of the Red Light Camera Program funds for purchase of traffic management devices and developing education materials.
- Completed evaluation of a Senior Transportation Voucher Program for consideration by the City Manager.
- Completed intersection improvements projects to improve traffic safety and flow at the following locations:
 - K Avenue and Spring Creek Parkway – Additional left-turn lanes for all directions and dedicated right-turn lanes for northbound and westbound traffic.
 - U.S. Highway 75 and Spring Creek Parkway – Additional through lanes for northbound and southbound traffic on the U.S. 75 service roads.
 - U.S. Highway 75 and 15th Street – Additional left-turn lane for northbound and dedicated left-turn lane for southbound traffic on the U.S. 75 service roads.

TRAFFIC SIGNALS

- Designed and constructed four new traffic signals.
- Implemented “Protected Left-Turn” operation at several intersections and reduced identified traffic collision patterns by 88%.
- Implemented innovative signal operation at several intersections and reduced traffic delay and congestion by 15%.

ROADWAY IMPROVEMENTS

The City of Plano will be implementing two intersection designs unique to the Dallas area to improve traffic flow on local roadways. These concepts have been in existence at other locations around the United States for several years and have

Transportation Projects continued

proven effective in the mitigation of traffic congestion. The first design is known as the “Median Left Turn.” This concept makes it unnecessary to stop the flow of traffic at major intersections to accommodate left-turn movements. All left-turn movements are diverted away from the intersection.

An evaluation was completed for the implementation of the Median Left-Turn (MLT) design at three intersections in Plano (Spring Creek Parkway at Coit Road, Plano Parkway at Preston Road, Preston Road at Legacy Drive). Final design plans are underway with construction planned for summer 2008.

The second design involves left-turn movements from an expressway to a major street and is called the “Single Point Urban Interchange (SPUI).” This concept is intended to improve the cross-flow of traffic leaving and entering a major expressway through turning movements with a major thoroughfare. All left-turn movements to and from the expressway meet at a single point on the major thoroughfare and are controlled by traffic signals.

An evaluation was completed to implement the SPUI design at the U.S. Highway 75 and Parker Road interchange. Final design plans are underway with construction planned for summer 2008.

For more information regarding median left turns and single point interchanges, contact the Transportation Engineering Division at (972) 941-7252.

Other roadway improvement projects from 2007 include:

- Current evaluation of ramp operation along the Dallas North Tollway to increase area mobility and reduce delays.
- Considering alternatives to reduce traffic congestion at U.S. Highway 75 and Plano Parkway. A proposed design will widen the Plano Parkway overpass.

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 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, and the Transition and Revitalization Commission, as well as the City Council.



Planning & Zoning Commission meeting



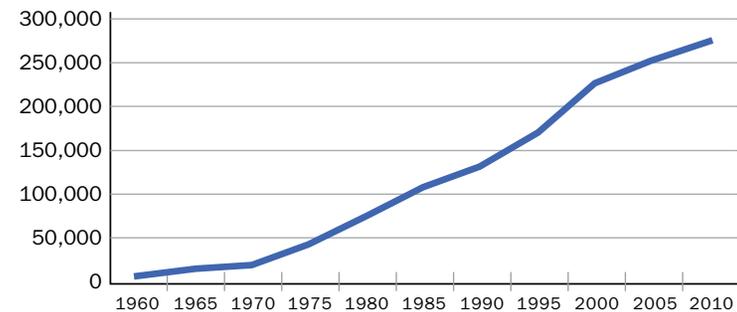
The Neighborhood Services Division provides assistance to city residents for home maintenance and first-time home purchases using federal grant funds. The division provides support for the Community Relations Commission and the City Council.

Demographics

POPULATION ESTIMATE AND GROWTH TRENDS

Plano's population has grown by 17.2% since the 2000 Census. The city has an estimated population of 260,200 people as of January 1, 2008. Although Plano's population is continuing to grow, it is not at the rate as was seen during the last half of the 20th century. This is due to most of the land zoned for residential uses having been developed.

POPULATION GROWTH 1960 TO 2010



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

Demographics continued

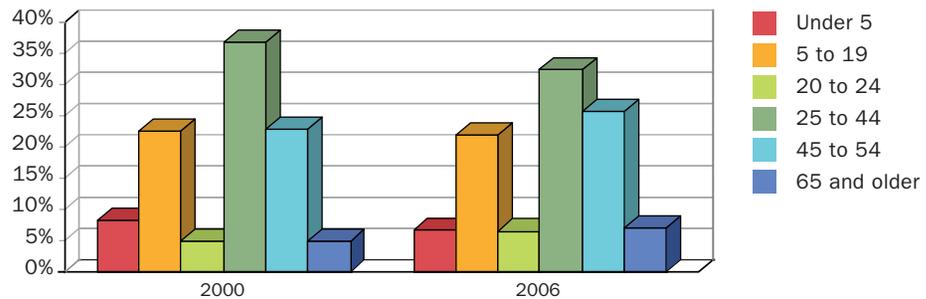
AMERICAN COMMUNITY SURVEY

2007 was a busy year for demographic analysis in Plano. The U. S. Census Bureau released detailed census data for places (cities, counties, townships) over 65,000 people. The data is from the American Community Survey. The survey will replace the long form questionnaire beginning with the 2010 Census and will provide updated detailed demographic information on annual basis.

Although it is good to have updated demographic information on an annual basis, results should be studied carefully. This survey is sent to 5 million households each year. Data for larger groups of people is more accurate than for smaller groups because of the decrease in the chance of representation in the survey sample. This can lead to inconsistencies when comparing data from other time periods to establish trends. The following is a brief comparison of 2000 Census and the 2006 American Community Survey results.

AGE DISTRIBUTION

AGE DISTRIBUTION, IN PERCENT 2000 VS. 2006



Source: U. S. Census Bureau

Changes in Plano's age distribution continue. The number and percentage of people under the age of five years has decreased since the 2000 Census while the number of the school age children (5 to 19 years) increased by 16.2%, yet the percentage of the city's total population continues to decrease from 22.6% in 2000 to 21.9% in 2006. The greatest growth among young people is within the 15 to 19 years and the 20 to 24 years

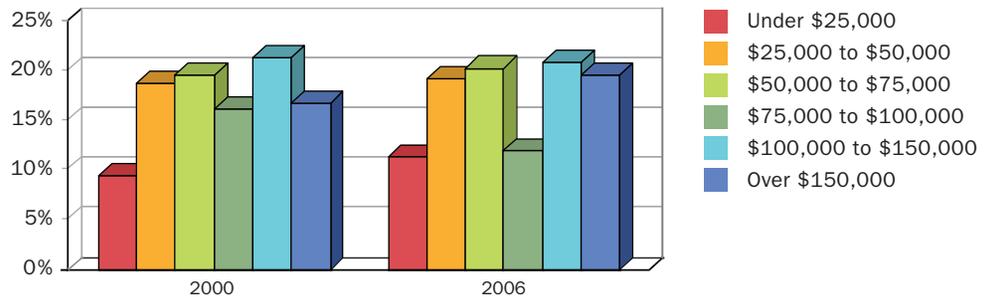
Demographics continued

age cohorts. The 15 to 19 age cohort grew by 26% since 2000 as compared with almost 62% growth among 20 to 24 year olds.

Young adults had the slowest growth rate among age groups over 25 years. The number of people age 25 to 44 years increased by 6.6% from 2000 to 2006. The greatest increase in population growth was still among Plano's older age groups. The population of people age 45 to 64 years increased by 34.4% as compared with a 67.5% growth for people age 65 years and older.

HOUSEHOLD INCOME

HOUSEHOLD INCOME DISTRIBUTION, IN PERCENT 2000 VS. 2006



Source: U.S. Census Bureau

The year 2006 reflected an upswing in the North Texas economy. The median income of Plano residents increased from \$73,868 in 2005 to \$77,038 in 2006. Growth in the lowest and highest income ranges continued from 2000 to 2006. The percentage of households with incomes under \$50,000 increased their share of households from 27.9% to 29.1%. The percentage of households with incomes greater than \$100,000 increased to 39.4% in 2006 as compared with 36.8% in 2000. The percentage of households within \$50,000 to \$100,000 income range decreased in 2006 to 31.5% as compared with 35.3% in 2000 coupled with a decline in actual number of households within the range from \$75,000 to \$100,000. The increases in the lower and upper income ranges may be due to gains in employment within the service industry and management/professional/technical occupations.

Development Review

The Development Review Division reviews zoning cases, site plans, tree surveys and land studies submitted by public and private developers to ensure compliance with the city's development regulations. The Planning and 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 2007:

- Planning staff reviewed 153 plats, 372 development plans, and 79 zoning cases.
- The Planning & Zoning Commission considered 139 plats, 96 development plans, and 65 zoning cases.

There are several reasons for the differences in the number of development cases reviewed by Planning staff and the Planning & Zoning Commission. First, some cases are withdrawn by the applicant and are never considered by the commission. Second, many development cases require staff approval only. The third reason involves timing, zoning cases require public notification in accordance with state mandates. The amount of time between the submission and public hearing for a zoning case could be at least two months. That could push some cases to be considered by the Planning & Zoning Commission to the next calendar year.

In 2007, the number of new single-family detached residential developments continued to decline while the number of projects involving redevelopment and adaptive reuse of existing nonresidential



Development plan review meeting

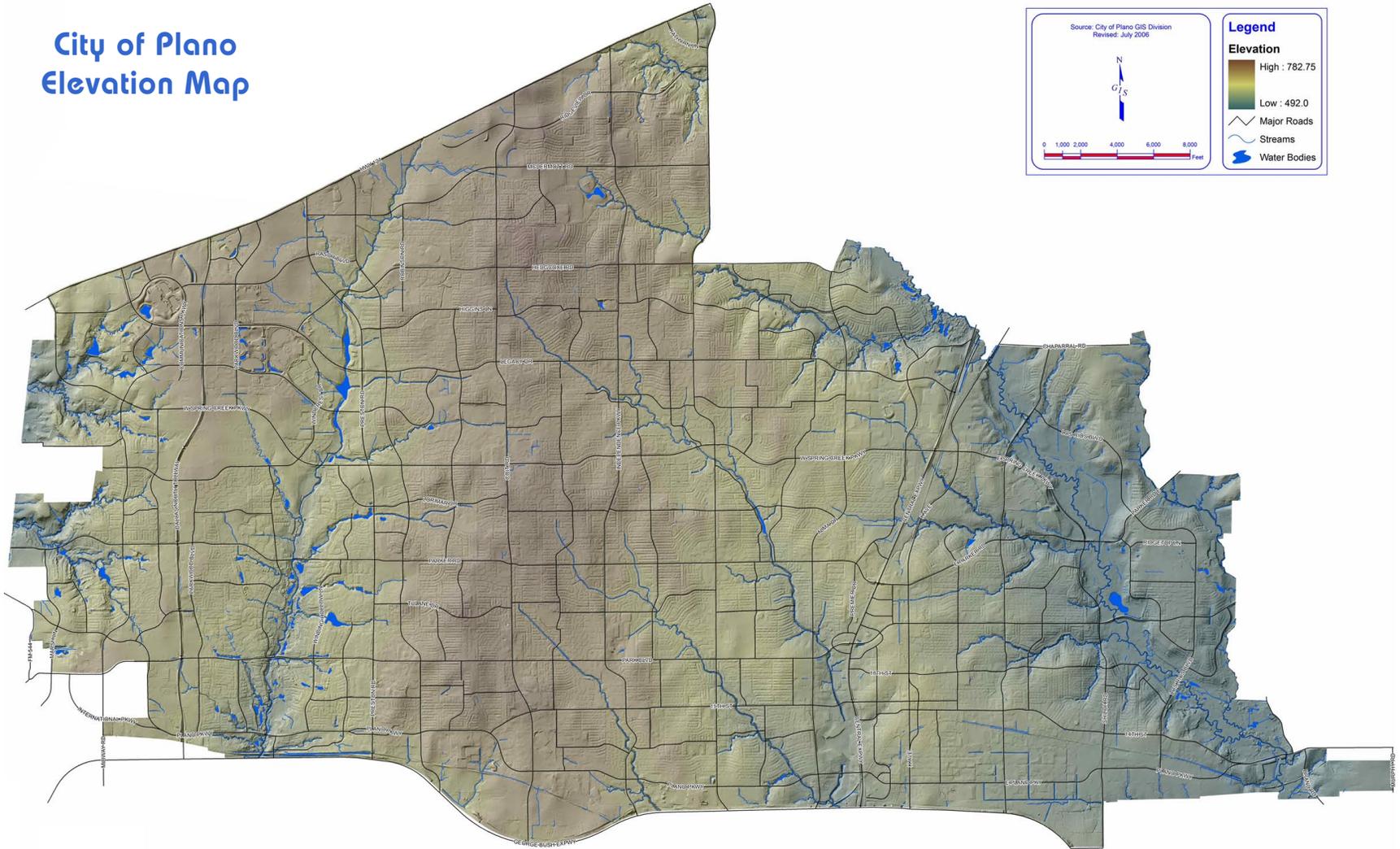
Development Review continued

properties substantially increased. There were some new patio home residential developments; however, the majority of residential developments were alternative housing concepts such as urban townhouses, urban multifamily, and independent living retirement facilities. For nonresidential development, medical office projects remained strong along with increases in general office, hotel, and bank developments. New retail development was minimal and, where constructed, was within existing retail areas.

Examples of current projects include:

- Capital One corporate campus on the west side of Preston Road, north of Hedgcoxe Road;
- Children's Medical Center hospital and medical office on the west side of Preston Road, north of Legacy Drive; and
- Lexington Village urban townhouses on the west side of G Avenue, north of 16th Street.

City of Plano Elevation Map



Plano City Street Map created using GIS

Geographic Information Systems continued

The Geographic Information System (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, thus the name Geographic Information System. This allows the city team to conduct analysis to determine the location and distribution of facilities and any issues arising from the information about the features that need to be addressed.

Over 400 maps were requested and produced through the GIS Division during the year. Fifteen new GIS core software users were added, and 20 additional city employees were trained in basic operation of GIS software. Over 250 municipal employees now use GIS with applications varying from mapping and inventorying 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. During 2007, GIS employees updated or added over 50,000 pieces of information to the GIS database map layers.

GIS completed a work order routing system for Customer and Utility Services field crews and continues work to enhance the system with live updates of work orders and route delivery to the field. The GIS Division continues to contribute to Land Management System in Customer and Utility Services, enabling billing queries, customer and meter information through a Web-based map interface.

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. Current interactive maps available on Plano's Web site enable both city employees and public users to retrieve information about homeowner associations, current property zoning, land ownership and aerial photography.

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, historic preservation in Plano is alive and strong.

Since 1979, the City Council has made preservation a priority in the community. In 2007, the Plano Heritage Commission and City Council granted over \$700,000 to area non-profit agencies pursuing heritage, cultural, and preservation advocacy programs and projects. The grants, derived from area hotel/motel tax funds, continue to support the operations and programming at the Heritage Farmstead Museum and the Interurban Museum, and the ongoing restoration of the Thornton House by the Plano African American Museum.

Additionally, the Art Centre of Plano will tackle some restoration projects in their historic commercial building at the corner of 15th Street and K Avenue. A newcomer organization, the North Texas Masonic Museum and Library, will utilize funds to acquire, restore and publish books relative to Plano history.

The city's support of preservation does not stop with non-profit groups. Over 70 owners of historic properties were recipients of over \$29,000 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.



The Roller House

Heritage Preservation continued

In May, during annual Preservation month activities, the “Preservation Hall of Fame” award was established and presented for the first time posthumously to Mr. Ben Thomas, a long-time friend and advocate of historic and cultural preservation in Plano.

The Heritage Commission also reviewed and approved 28 Certificates of Appropriateness (CA's) including three for major restoration projects of two downtown buildings: 1004 E. 15th, the new Fillmore Pub; 1007 E. 15th Street; and 1615 H Avenue, the historic Aldridge residence. 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.

Finally, the Heritage Commission pursued Historic Texas Cemetery designation for Bowman Cemetery and is awaiting approval of a Certified Local Government grant to support installation of interpretative signage at two Plano pioneer cemeteries.

Long Range Planning

The Long Range Planning Division administers the city's Comprehensive Plan, protects Plano's historic properties through Heritage Preservation, revitalizes neighborhoods through neighborhood planning, and provides demographic and development information about the city. The division serves the City Council, Planning & Zoning Commission, Heritage Commission and the Transition and Revitalization Commission.

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 is used to address 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 2007. Work began on the updates of the Economic Development, Land Use and Transportation elements of the Comprehensive Plan. All three chapters should be completed in early 2008.

The Transition and Revitalization Commission (TRC) studies the transition of Plano from a growing to a maturing city and produces recommendations on how the city should address change. The Transition and Revitalization Commission (TRC) members are appointed by City Council.

The City of Plano received the CLIDE (Celebrating Leadership in Development Excellence) award from the North Central Texas Council of Governments in 2007 for the Urban Centers Study produced by the TRC. This group also began work on the update to the Plano at Maturity Report, adopted in 2003. This document provides recommendations to help the city transition from a fast growing suburb to a maturing community.

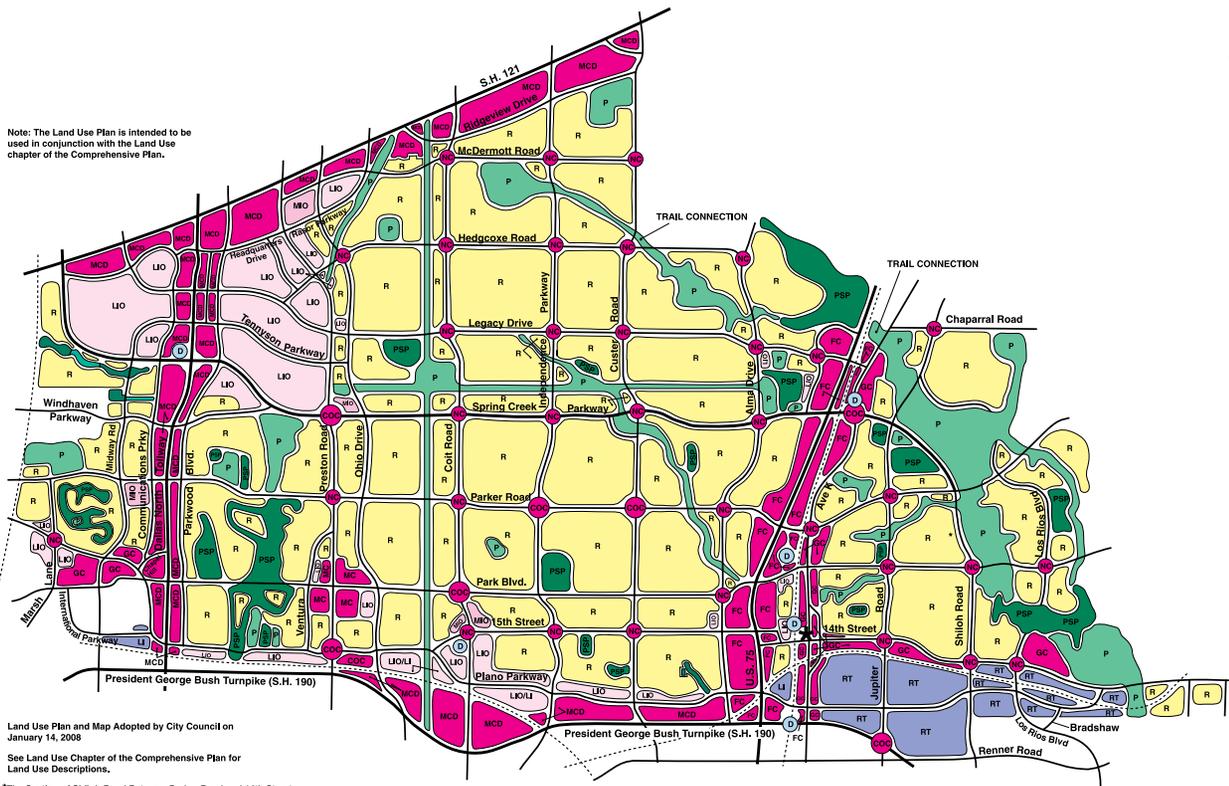
Long Range Planning continued

In response to a recommendation in the Public Services and Facilities Element of the Comprehensive Plan, Long Range Planning employees worked with the Facilities Planning Committee (FPC) comprised of representative departments responsible for planning, designing, constructing, operating, and maintaining city facilities to update the Master Facilities Plan. This document which guides determination of future facility needs will be considered by City Council for adoption in January 2008.

CITY of PLANO
LAND USE PLAN

LEGEND

- Residential
- Low Intensity Office
- Medium Intensity Office
- High Intensity Office
- Major Commercial
- Community Commercial
- Neighborhood Commercial
- General Commercial
- Freeway Commercial
- Major Corridor Development
- Research / Technology Center
- Light Industrial
- Major Parks and Recreation
- Major Public and Semi-Public
- DART Facility
- Business/Government Center
(Historic Business District)

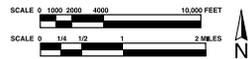


Note: The Land Use Plan is intended to be used in conjunction with the Land Use chapter of the Comprehensive Plan.

Land Use Plan and Map Adopted by City Council on January 14, 2008
See Land Use Chapter of the Comprehensive Plan for Land Use Descriptions.

*The Section of Shiloh Road Between Parker Road and 14th Street is Subject to the Design and Development Phasing Plan Defined in Resolution Number 98-2-23(R).

A Comprehensive Plan shall not constitute zoning regulations or establish zoning district boundaries.



Long Range Planning continued

The following resources were developed as a result of the new initiatives to more effectively educate and communicate citizens of Plano regarding municipal services.

- Resident Service Guide
- Guide to Forming Neighborhood Associations
- Enhanced Neighborhood Planning Web site
- The Plano HomeSmart Knowledgebase
- Contact Database
- Online Survey
- Neighborhood Inventory
- Revisiting Neighborhoods Workshop

Neighborhood Services

HOUSING, COMMUNITY SERVICES, AND GRANT ADMINISTRATION

The Neighborhood Services Division of the Planning Department administers 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 \$25.5 million in federal grants since 1985.

In 2007, the city received a total of \$1,750,513 from the CDBG and HOME federal grants. The money provided by these grants funded the rehabilitation of 19 single-family homes, completed emergency repairs along with accessibility improvements for 29 homes and assisted 20 families with down payments to purchase a home through the First Time Homebuyer Assistance program. Together 2,030 Plano residents received housing assistance from the city through the utilization of Community Development Block Grant and HOME funds.

Five local non-profit agencies including the Assistance Center of Collin County, Collin Intervention to Youth, Plano Community Homes, Plano Housing Corporation and the Plano Area Habitat for Humanity received CDBG funds in 2007. The City of Plano also provided 21 agencies with \$505,900 in Buffington Community Services Grants in 2007. Local non-profit agencies receiving the community service grants include God's Food Pantry, Hope's Door, AIDS Services of North Texas and the Plano Children's Medical Clinic. Through these agencies a total of 7,926 Plano residents were provided needed services including rent and utility assistance, elder care, AIDS services, homeless services, youth services, literacy training, health care, emergency financial assistance, and transportation assistance.



First Time Homebuyers Program Meeting

Neighborhood Services continued

ENDING CHRONIC HOMELESSNESS

The division continues to be deeply involved in President 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 2006. The City of Plano is involved in the Homeless Coalition of Collin County 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 2007, the count found a homeless population of 151, including 100 adults, 42 children, and 9 unaccompanied youth.

DAY LABOR

The division operates the Day Labor Center to provide a location for employers to hire workers. An average of 215 people come to the center to seek work each day with more than 300 on some days. Typically, 32% of laborers are placed with employment. There are more than 7,000 workers registered with the center. Social service agencies in the area, such as the Samaritan Inn in McKinney, refer people to the center to seek jobs. The center serves a base of more than 1,000 contractors with 55 needing laborers on an average day. Contractors seek workers for a wide range of jobs, including drywall hanging, painting, mowing, landscape maintenance, and concrete work. Homeowners also seek workers for various home repair projects. An increasing number of women are seeking employment at the center, primarily in housekeeping and restaurant service.

The Day Labor Center has undergone a number of changes in 2007. A supervisor position was added to the existing staff of two coordinators to improve operations. The center implemented new cards for workers which include a photo of the individual. Rules and regulations for both workers and contractors have been revamped and clarified. New workers and contractors now receive a copy of the regulations. These changes have increased the functionality of the center for workers and contractors alike.

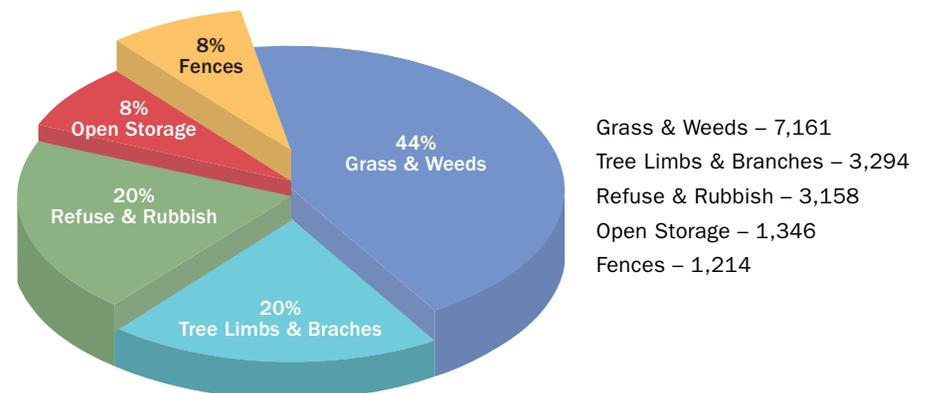


The Property Standards Department is responsible for stabilizing and maintaining the character of the residential and commercial properties through education and enforcement of the city's zoning and property maintenance codes. The department opened a satellite office at the Joint Use Facility located at 7501-A Independence Parkway. This action has helped to improve access and response to citizen concern by having employees more dispersed over the city.

The city's rental registration and inspection program has evolved into a standard annual registration and systematic inspection program of all multifamily properties age 10 years and older with five or more dwelling units. The second segment of annual inspections resumed in September 2007, continuing the inspection of all property exteriors, common areas and a comparative sample of dwelling units at each property.

The Property Standards Department performed 47,781 property maintenance code inspections and re-inspections in 2007. Resident usage of the department's electronic Web-based request system used to submit property maintenance inquiries increased from 1,296 in 2006 to 2,412 in 2007. The following chart reflects the most common violations addressed during 2007.

CASE TYPES



**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

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