

**PLANO CITY COUNCIL  
SPECIAL CALLED SESSION  
May 18, 2011**

**COUNCIL MEMBERS**

Phil Dyer, Mayor  
Lee Dunlap, Mayor Pro Tem  
Pat Miner, Deputy Mayor Pro Tem  
Ben Harris  
André Davidson  
Lissa Smith  
Harry LaRosiliere  
Jean Callison

**STAFF**

Bruce Glasscock, City Manager  
Frank Turner, Deputy City Manager  
LaShon Ross, Deputy City Manager  
Diane C. Wetherbee, City Attorney  
Diane Zucco, City Secretary

Mayor Dyer called the meeting to order at 7:00 p.m., Wednesday, May 18, 2011, in the Council Chambers of the Municipal Center, 1520 K Avenue. All Council Members were present with the exception of Council Members LaRosiliere and Callison.

**Opening Remarks**

City Manager Glasscock spoke to the session as a continuation of departmental updates regarding operations and the impact of reductions taken over the last three years.

**Library Department Update**

Director of Libraries Ziegler spoke to check-outs exceeding 3 million in fiscal year 2009-10 and the patron traffic count at 1.6 million indicating that while services are provided online, the libraries are still a place where people come to share public space. She spoke to the hold process which is greatly valued by customers and advised that in 2010 there were over 400,000 sessions on public computers as they provide access to those who lack online access. Ms. Ziegler spoke to increases in attendance at program sessions and continued efforts to seek partnerships to build resources. She spoke to efficiencies: self-service print/computer management system, combined clerk and page positions, automated purchasing, self check-in, elimination of mailed hold/overdue notices relying solely on email and automated phone calls, centralized materials selection, implementation of self-checkout machines, installation of bin sorters to speed inventory turn, and implementation of self-serve fax service. Ms. Ziegler spoke to service delivery changes including elimination of some programs and the closing of book drops when the library is not open. She spoke to challenges including the decrease in grant funding, increased costs of support contracts for hardware/software, staff morale, decreases in staffing and the number of employees eligible to retire in the near future.

Ms. Ziegler spoke to potential reductions including closure of the Municipal Reference Library, further limits on checkouts and reduced operating hours. She advised that the budget for books includes not only paper editions, but cd's, downloadable audio and large print materials and spoke to upcoming changes such as: "floating" collections, wireless access for patrons and upgrading software. Ms. Ziegler responded to Mayor Pro Tem Dunlap regarding large attendance at story time sessions and use of facilities by teens and retired citizens. She spoke to citizen concerns related to self-checkout and spoke to approximately 25% of users being non-City residents with 2% non-Collin County residents. Ms. Ziegler reviewed services provided as a partner City in the county, advising that it widens the collection available to patrons by including other municipalities and spoke to the use of holds (limited at 20) as offering a cost savings to patrons. She spoke to a 50 item limit on checkouts, librarian services for reference and programming rather than checkout, receipt of county funds in the amount of 38 cents per person and reviewed the non-reciprocity cities. She advised regarding the cost to purchase a City of Dallas library card for a non-resident and introduced management staff. City Manager Glasscock spoke to a future project offering free Wi-Fi service at libraries beginning on October 1.

### **Planning Department Overview**

Planning Manager Firgens advised that the department is comprised of the Planning Division, Community Services Division and Geographic Information System (GIS) Division, has a total budget of \$6.4 million and receives a majority of funding through the General Fund (56%) and federal grants (30%). She spoke to the core services of the Planning Division including processing and review of zoning requests, site plans and plats; administration of tree preservation regulations; maintaining/implementing the Comprehensive Plan; performing special studies; providing customer assistance; monitoring and analyzing demographic and economic trends; administering heritage resource program; and supporting the Planning and Zoning Commission and Heritage Commission. Ms. Firgens spoke to review of 289 plans in FY 2009-10 with 420 estimated in FY 2010-11.

Community Services Manager Day spoke to core services including: providing rehabilitated and new housing for low to moderate income residents and assisting first-time homebuyers; facilitating social service funding to agencies assisting low to moderate income residents; providing \$1 per capita for social service funding; collaborating with other City departments to identify issues of neighborhood decline; providing information regarding City services and assisting with resolving neighborhood issues; operating the Day Laborer Center; and supporting the Community Relations Commission. She spoke to future concerns regarding the loss of federal funds for grant programs.

GIS Manager Reynolds spoke to core services including: maintaining citywide maps and data for infrastructure, department applications and citizens; managing the GIS hardware/software; providing training as support for users; assisting citizens and consultants with utility plans and engineering information; and maintaining engineer documents in paper and electronic format. He spoke to the division offering a standard base for all mapping throughout the City and coordinating address information for emergency response. Mr. Reynolds advised that for FY 2010-11 he anticipates 400,000 maintenance changes, 1200 maps and projects, 2,500 customer service responses and support of 15 applications. He spoke to routing of Property Management Staff in the most effective manner through mapping applications.

Ms. Firgens spoke to budget reductions in the last three years of approximately \$300,000 each year, elimination of project tracking software, downtown kiosk, GIS consulting assistance, Oracle Gateway, travel/training, various positions including a long-range manager, downtown planner and GIS database administrator, reductions in Buffington Community Service Grants and an unfilled Planning Technician position. She spoke to the impact of reductions including less efficient customer service and processing of projects; staff absorption of additional duties; loss of expertise; less project oversight and support of long-range planning, downtown projects, and neighborhood programs; and less home rehabilitation. Ms. Firgens spoke to cost-savings including in-house training, leveraging community volunteers, printing maps on-demand, and web publication of documents. She spoke to issues on the horizon: increasing development/zoning activity due to redevelopment; post development storm water permit compliance; aging neighborhoods and retail centers; additional assistance to Property Standards; growing social service needs; additional need for GIS support; historical designation of post-WWII structures and analysis and impact of the 2010 Census.

Mr. Reynolds spoke to having developers and departments request specific map information through the department to clarify content and Ms. Firgens spoke to zoning ordinances posted to the web site. Mayor Pro Tem Dunlap spoke to the benefits of interactive materials allowing developers and architects to research properties online.

### **Building Inspections Department Overview**

Chief Building Official Mata spoke to ensuring structures meeting recognized standards for quality of life and safety, reviewed the adopted codes and ordinances utilized and enforced, and advised that the department is made up of Permit Services and Inspection Services. He spoke to technicians that process approximately 62 permits/day and visit with 53 walk-in customers/day and advised regarding the review process (two working days for residential and ten working days for commercial). He spoke to inspection services handling 52,000+ /year including those for same day or Saturdays with fees required and to cross-training staff to do plans review. Mr. Mata spoke to reductions in services provided to the City of Murphy through an interlocal agreement, and to department support of the Building Standards Commission and Board of Adjustment. He spoke regarding positions reduced from 2008-2010 (13 full-time and 4 part-time) and to elimination of courtesy same-day inspections for water heaters and furnaces and delinquent contractor notifications, staggered lunch hours and a closing of the satellite office at Davis Library. Mr. Mata spoke to trends toward more increased interior finish outs on commercial properties and to remodeling of residential units. He spoke to plans for efficiency including: express permitting, cross-training, licensing inspectors for plumbing, reducing the number of inspections for the City of Murphy, increases in fees, and creation of the Temporary Certificates of Occupancy. Mr. Mata spoke to utilization of a citizen notification system for water heater inspections, digital scanning of building records, use of document imaging, infrared thermo graphic gun (grant funded) and smart pad electronic devices (grant funded). He advised that future issues include increased drive times, supervisory staff and managers performing additional duties, loss of knowledge/expertise, changes in codes and methods of construction.

Mr. Mata spoke to notification processes and advised that Staff would look into further use of email systems. He advised regarding reduction in the number of contractors and remodelers luncheons and attendance at the sessions and spoke to fees collected through the interlocal agreement with the City of Murphy.

### **Public Information Department Overview**

Director of Public Information Conklin spoke to the department's services revolving around originating content, supporting other departments and disseminating information. She spoke to reduction/streamlining of Staff, reduced revenues and restructuring resulting in difficulty managing the City logo and publication content, City/citizen increased reliance on website use, reduction in large-scale publication, inability to refresh video graphics and moving the street banner program in-house. Ms. Conklin spoke to establishing and maintaining effective communications through web design, multi-voice formatting on the home page, social media outreach, PTN programming enhancements, Citizen Response Management through mobile application, City Staff media training and use of the Planopedia employee web/telephone sites. She responded to the Council, advising that there is feedback from citizens when programming is changed and spoke to the loss of a ten-year grant from Time Warner Cable. Ms. Conklin spoke to restrictions on expenditures and possible changes through legislation and responded to Deputy Mayor Pro Tem Miner regarding services provided to the hearing or visually impaired. She spoke to the services provided including broadcast of live meetings and streaming video, timely and accurate posting of items to the web site (1453 pages/13868 documents), and to efficient provision of services. Ms. Conklin spoke to work with other departments to provide information to the public regarding road construction, weather updates, and facility dedications. She spoke to challenges of employee morale and motivation and staying current with the public's perception of government communications. Mayor Dyer and Mayor Pro Tem Dunlap thanked Staff for their efforts.

### **Conclusion/Next Steps**

City Manager Glasscock advised that he has not yet reviewed budgets for the next fiscal year and that any eliminations discussed are recommendations at this time.

Nothing further was discussed. Mayor Dyer adjourned the Session at 9:19 p.m.

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**Phil Dyer, Mayor**

ATTEST:

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Diane Zucco, City Secretary