

PLANO CITY COUNCIL

WILL CONVENE INTO EXECUTIVE SESSION AT 5:00 P.M. ON FEBRUARY 22, 2016, FOLLOWED BY THE PRELIMINARY OPEN MEETING IN THE PLANO MUNICIPAL CENTER, 1520 K AVENUE, IN COMPLIANCE WITH VERNON'S TEXAS CODES ANNOTATED, GOVERNMENT CODE CHAPTER 551 (OPEN MEETINGS ACT), AS FOLLOWS:

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

EXECUTIVE SESSION

- | | | | |
|------|--|----------------|---------|
| I. | Legal Advice
a) Respond to questions and receive legal advice on agenda items
b) North Texas Municipal Water District Water Contract | Mims | 15 min. |
| II. | Economic Development
Discuss a financial offer or other incentive to a business prospect to locate, stay, or expand in Plano and consider any commercial and financial information from the business prospect | Glasscock/Bane | 10 min. |
| III. | Real Estate
a) Downtown Plano
b) Douglass Neighborhood | Turner/Schwarz | 15 min. |
| IV. | Personnel:
a) Board of Adjustment - Member | Council | 5 min. |

PRELIMINARY OPEN MEETING

- | | | | |
|------|--|-----------|---------|
| I. | Consideration and action resulting from Executive Session discussion: Personnel:
a) Board of Adjustment- Member | Council | 5 min. |
| II. | Police Department Year End Briefing | Rushin | 15 min. |
| III. | Health Department Update | Patterson | 15 min. |

- | | | | |
|-----|---|---------|--------|
| IV. | Consent and Regular Agendas | Council | 5 min. |
| V. | Council items for discussion/action on future agendas | Council | 5 min. |

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

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



Memorandum

Date: February 18, 2016

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

From: Alice Snyder, Assistant City Secretary

Subject: Personnel
Executive and Worksession Meetings

The following appointment will be considered at the February 22, 2016 Council meeting.

<u>Executive Session</u> -Board of Adjustment	<u>Worksession Meeting</u>
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Plano Police Department

2015

End of Year Statistics

February 22, 2016

Gregory W. Rushin

Chief of Police



Our Mission



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



2015 Plano Police Department Performance Measures

1. Crime Rate
2. Traffic Safety
3. Timely Service
4. Quality of Service



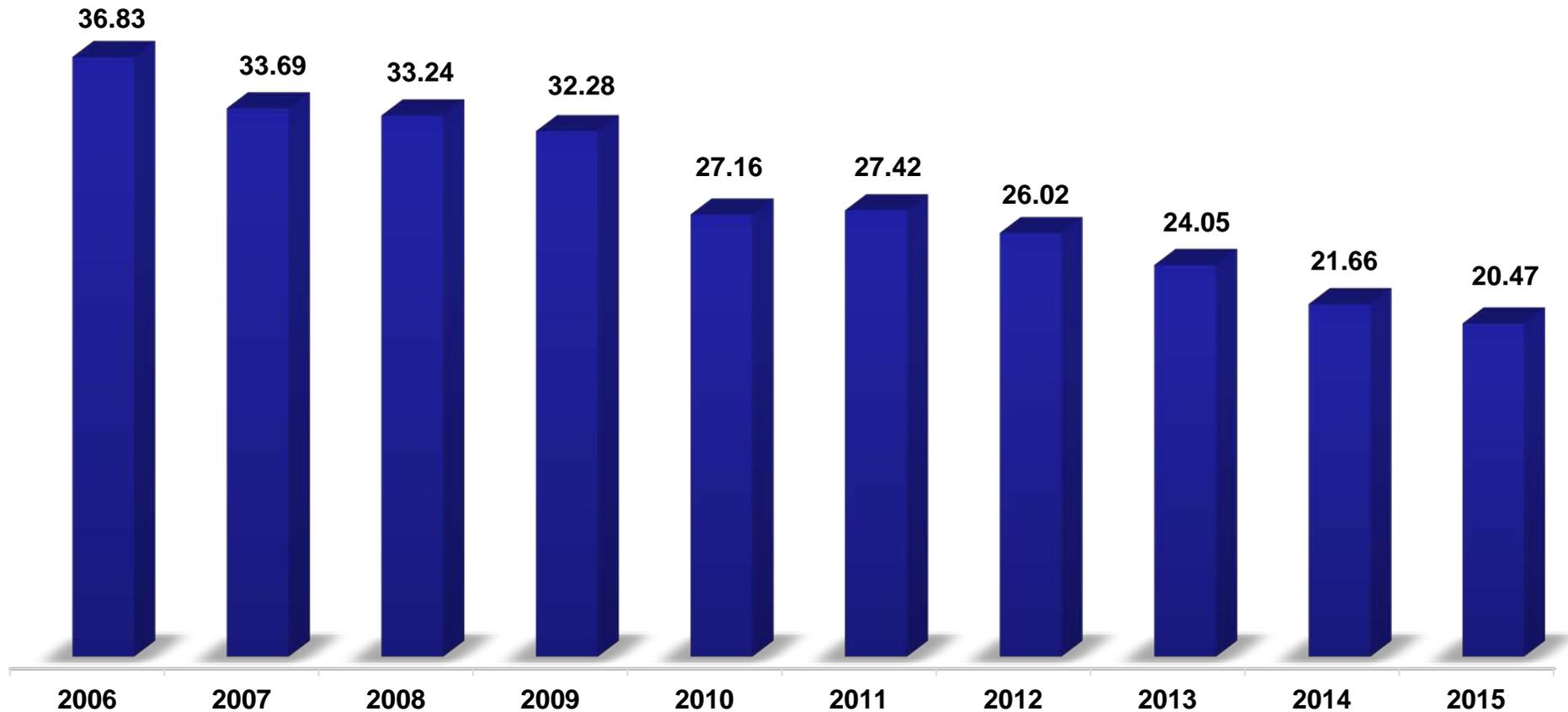
2015 Plano Police Department Performance Measure #1 Crime Rate

MAJOR CRIMES per 1,000 down 5.5% overall

1. **Violent crimes per 1,000 down 2.9% ↓**
2. **Property crimes per 1,000 down 5.7% ↓**



2015 Plano Police Department Performance Measure #1 Crime Rate



Plano Major Crime Rate (per 1,000)
10-Year Comparison

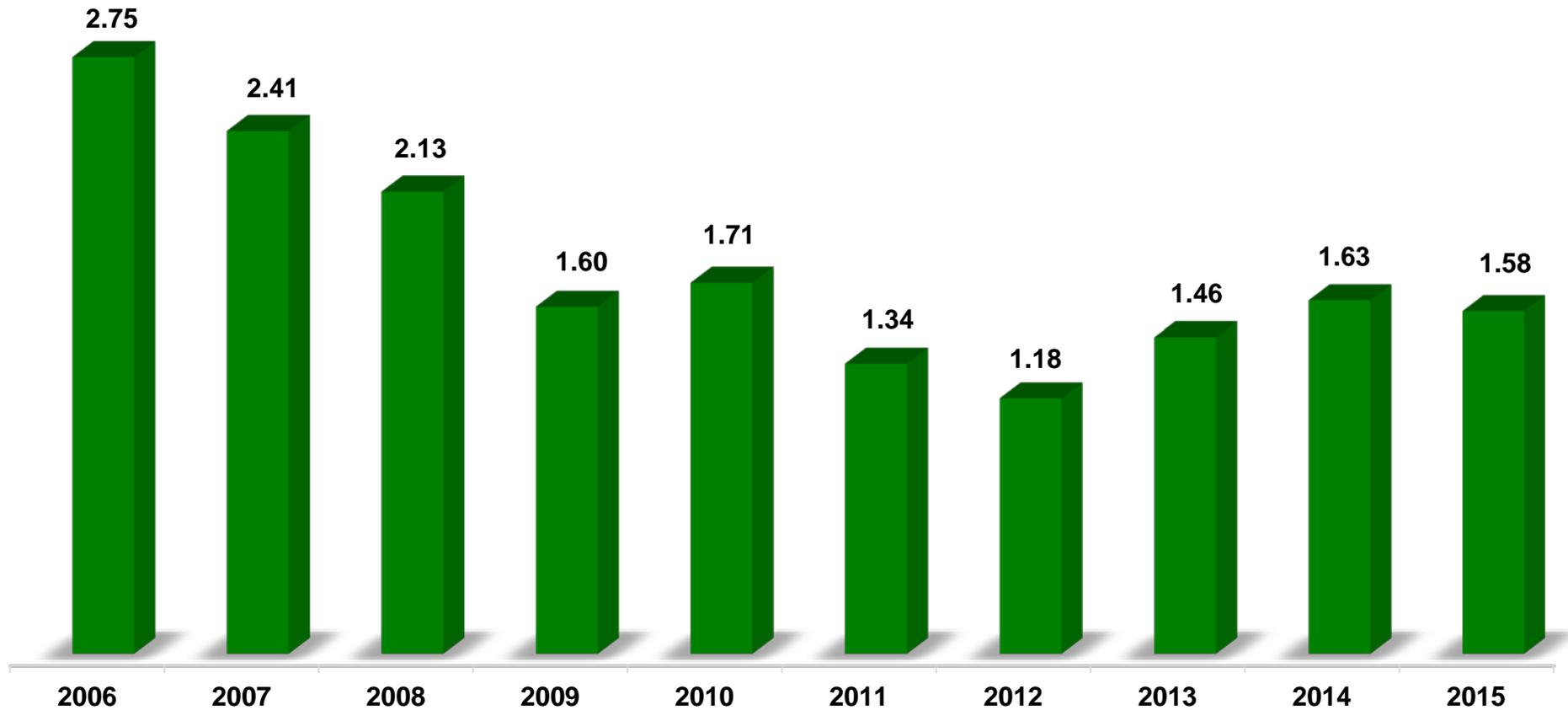


2015 Plano Police Department Performance Measure #1 Crime Rate

- Violent crimes per 1,000 down 2.9% from 2014 ↓
 - Homicides unchanged at 4
 - Rapes up at 94 (10.6% above 3-year average of 85) ↑
 - Robberies down 28.5% from 158 to 113 ↓
 - Aggravated Assaults up 6.9% from 204 to 218 ↑



2015 Plano Police Department Performance Measure #1 Crime Rate



Plano Violent Crime Rate (per 1,000)
10-Year Comparison

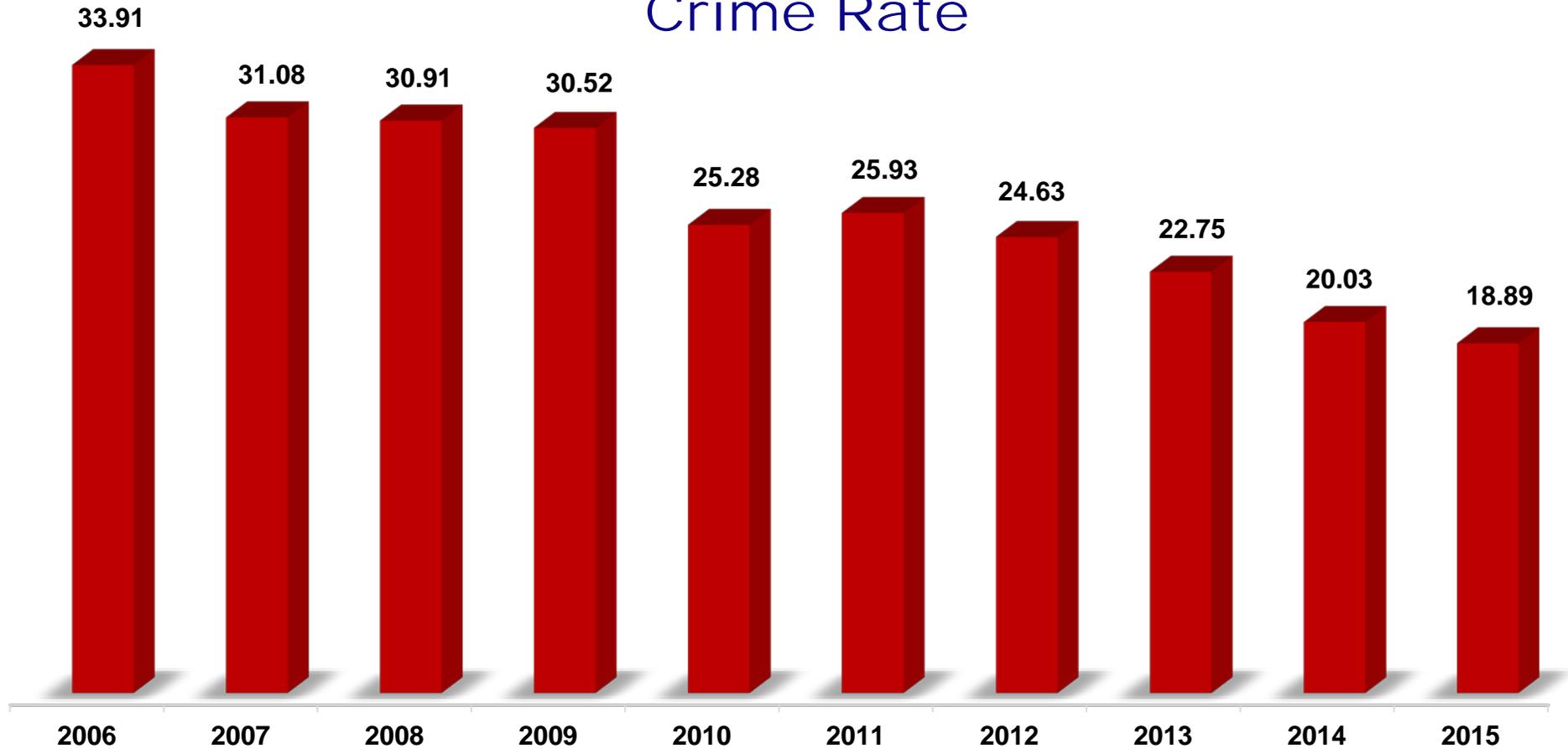


2015 Plano Police Department Performance Measure #1 Crime Rate

- Property crimes per 1,000 down 5.7% ↓
 - Residential burglaries down 13.9% ↓
 - Non-residential burglaries down 4.4% ↓
 - Larceny down 4.9% ↓
 - Motor Vehicle Thefts up 10.0% ↑



2015 Plano Police Department Performance Measure #1 Crime Rate



Plano Property Crime Rate (per 1,000)
10-Year Comparison



2015 Plano Police Department Performance Measure #2 Traffic Safety

- Total crashes per 1,000 up 11.2% ↑
 - Crashes on US 75 are up 26% from 2014
 - Crashes along the three tollways are up 36% (including service roads)
 - Impact of construction projects
 - Increased traffic volume
 - Reductions in traffic stops and enforcement



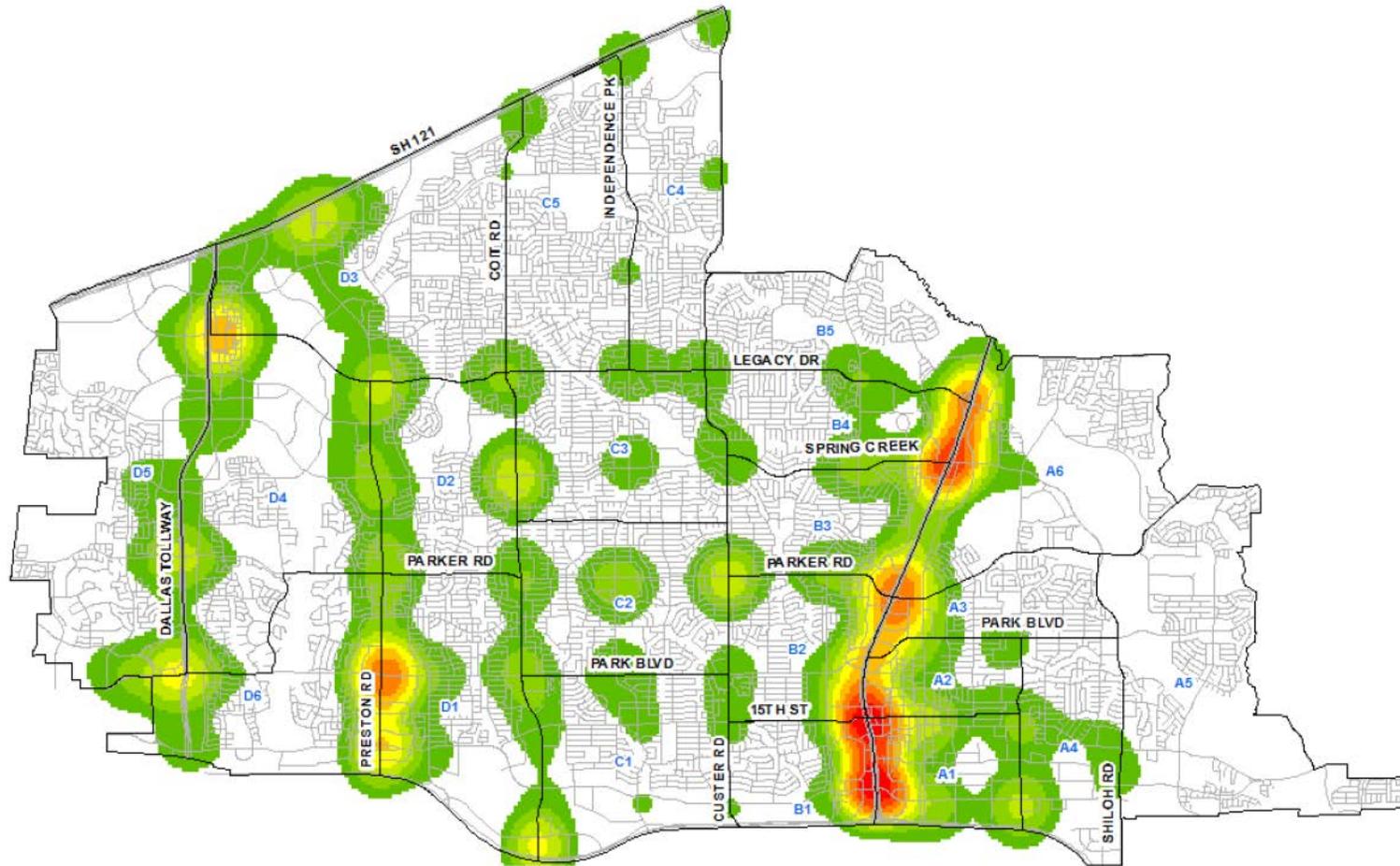
2015 Plano Police Department Performance Measure #2 Traffic Safety



Total Crashes (per 1,000)
10-Year Comparison

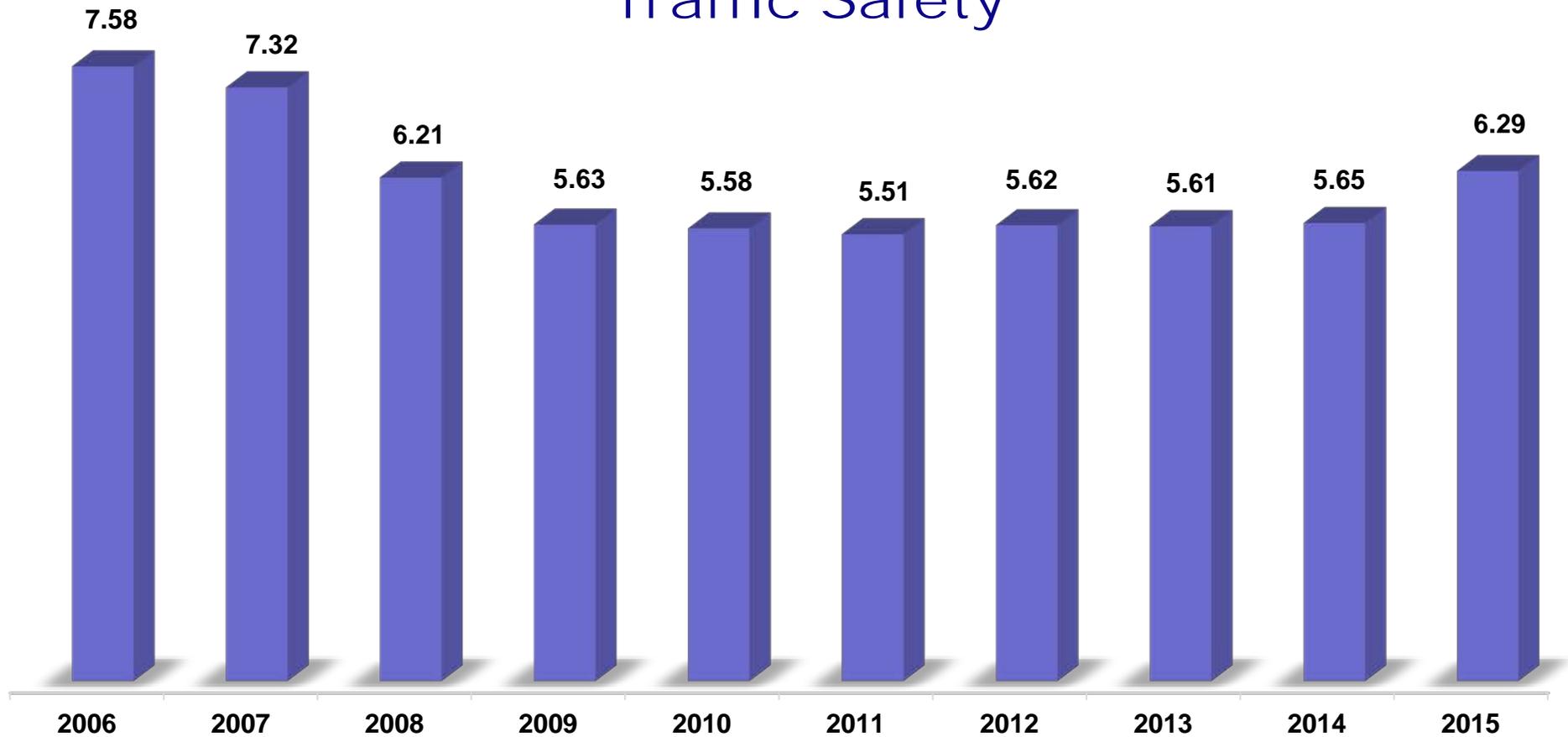


2015 Plano Police Department Performance Measure #2 Traffic Safety



Traffic Crashes in Plano
2015

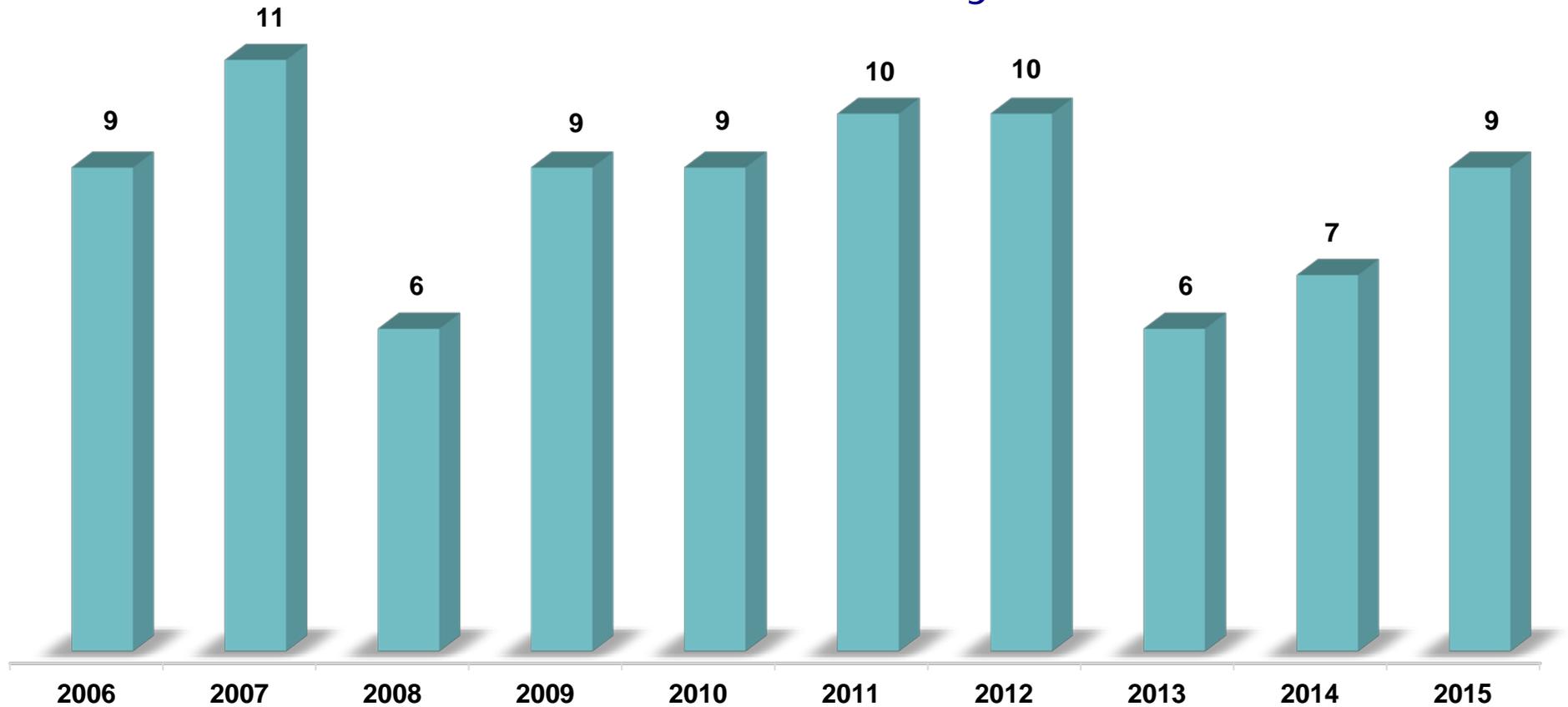
2015 Plano Police Department Performance Measure #2 Traffic Safety



Injury Crashes (per 1,000)
10-Year Comparison



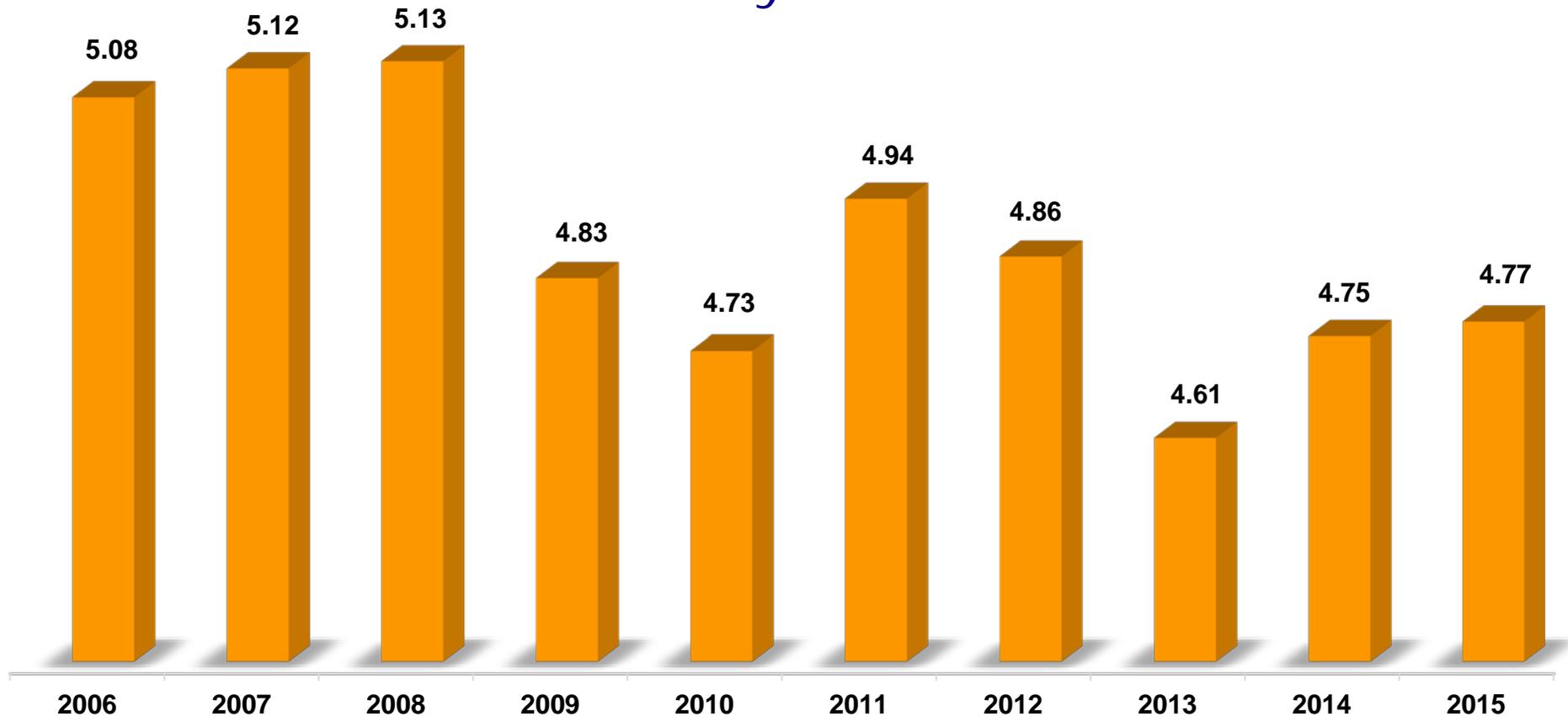
2015 Plano Police Department Performance Measure #2 Traffic Safety



Fatality Crashes
10-Year Comparison



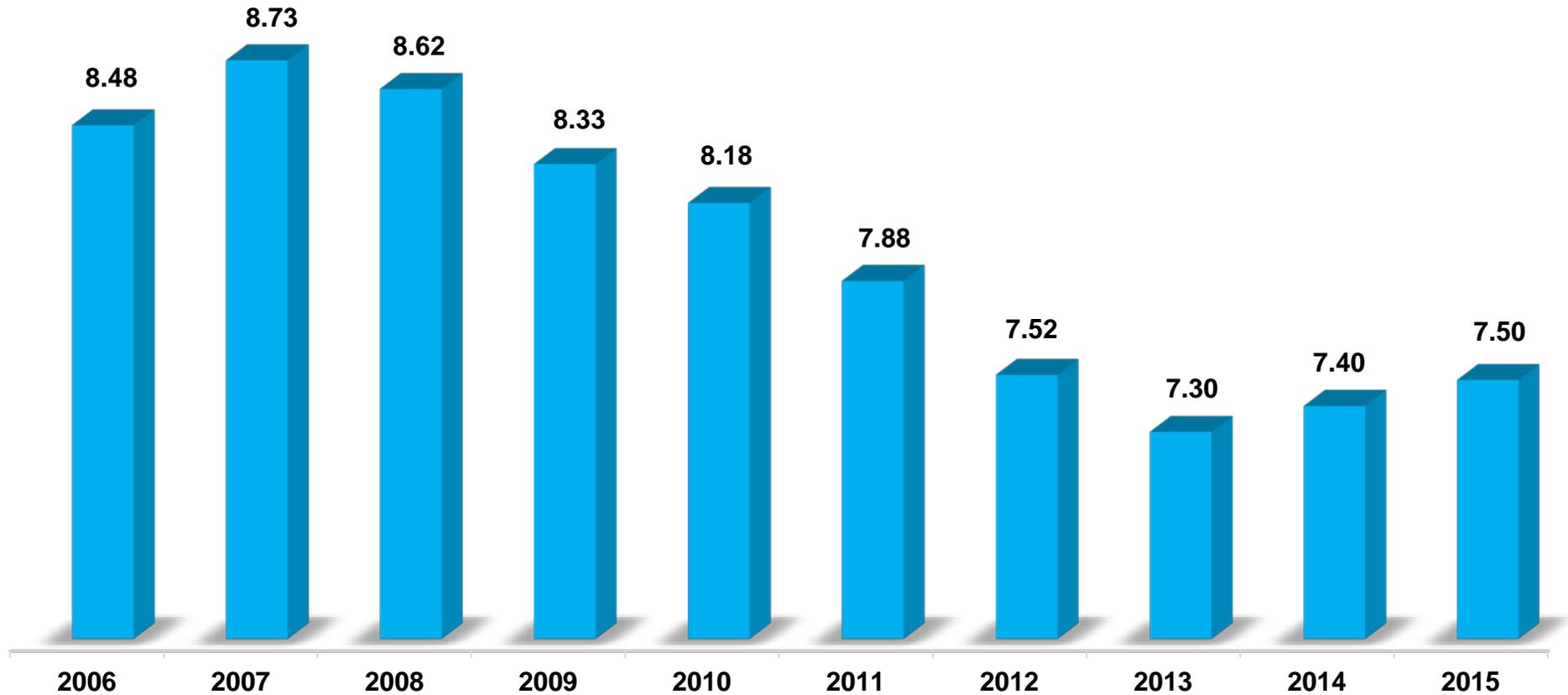
2015 Plano Police Department Performance Measure #3 Timely Service



Response Times (Priority One)
10-Year Comparison (Minutes)



2015 Plano Police Department Performance Measure #3 Timely Service



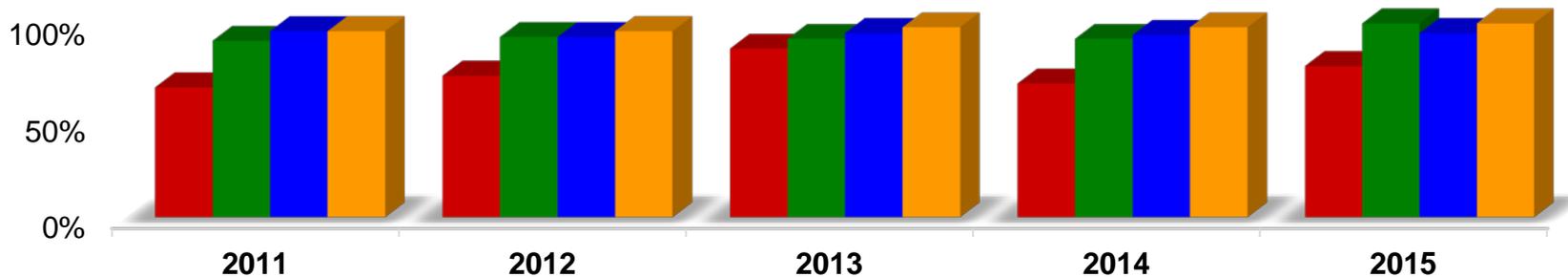
Response Times (All Calls)
10-Year Comparison (Minutes)



2015 Plano Police Department Performance Measure #4 Quality of Service



Annual Citizen Surveys 5-Year Comparison



2015 Plano Police Department Performance Measures Summary

- Lowest crime rate in Plano since 1980
 - For 2014, Plano also had the lowest crime rate in Texas for cities with a population over 200,000*
- Crashes, crashes with injuries, and fatality crashes have increased
- Response times remain low and exceed our goal
- Overall, quality of service ratings have increased and consistently remain outstanding

* The FBI has not yet published UCR data for 2015



2015 Plano Police Department Current & Future Challenges

- Urban Growth / Population Density / Mass Transit
 - Timely Hiring
 - Traffic (volume and construction)
 - Crime
 - Quality of Life
- Community Relations (21st Century Policing)
- Homelessness and Mental Health Issues



2015 Plano Police Department Current & Future Challenges

- Effective use of Technology (Body Cameras, DNA, etc.)
- Response to Organized Crime (Repeat Offender Team)
- Hiring and Retention (Recruitment / Retirements)



2015 Plano Police Department Programs and Services Partnership with Community

- Police Public Information Office
- Social Media (Nextdoor.com, Facebook, Twitter)
- Department Website
- National Night Out
- Crime Watch Program
- Security Surveys
- Citizen and Youth Police Academies
- Crime Reports Online
- Community Camera Program



Our Mission



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



Memorandum

Date: February 16, 2016
To: Bruce Glasscock, City Manager
From: Rachel Patterson, Director of Environmental Health
Subject: Environmental Health Department Presentation

At the February 22, 2016 City Council meeting I will give a brief presentation on the Environmental Health Department (EHD) including:

- Overview of Department programs
- Introduction to the Department's Strategic Direction 2016-2020 and how this direction aligns with the City's Strategic Vision and Goals
- Service demand trends and potential service delivery challenges and impacts for Fiscal Year 2015-2016.

Attached is a copy of the Department's Strategic Direction and draft council presentation. Should you have any questions prior to the presentation please feel free to contact me.



City of Plano

Department of Environmental Health & Sustainability

Strategic Direction 2016-2020



EXECUTIVE SUMMARY

BACKGROUND

In November 2015, all staff members were present at a mandatory, facilitator-led strategic planning workshop. In the history of this Department, no participatory planning such as this has ever taken place. The staff were able to voice opinions in a safe environment regarding what they want in the plan, what they believe the future direction of the Department should be, and what opportunities for growth and/or development they see. The second half of the day consisted of a workshop for supervisors, managers, and the director to further narrow all comments, and develop strategic priorities for the Department. The next morning, the supervisory/management team came back together with the facilitator for a final session where objectives were discussed. While typically a plan might be created by management and director level staff alone, this process has allowed all team members a voice in the process which should contribute to greater buy-in. It also means a higher level of responsibility for implementation will be expected which if taken advantage of, may contribute to their professional growth.

COLLABORATION

It is important to note this will be the first strategic direction the Department has had since the incorporation of the Sustainability and Environmental Education Division in 2013. Collaboration between the Divisions is of the highest importance, and this plan has clearly laid out opportunities for cross-over and cross-pollination between the two Divisions. Team dynamics between the two Divisions were also discussed in very frank terms during the process. Essential to the operation of this Department will be the way the two teams work together and support each other. Without this component, it will be very difficult to succeed in fulfilling the requirements of this plan. Therefore, the expectation of the Director and Managers is for each team member to search out ways to assist in ensuring the Department operates as one team.

OUTCOME OF PLANNING

The general direction of the Department of Environmental Health and Sustainability over the next five years boiled down to five Strategic Priorities, including maximizing efficiencies, development of programs, supporting people development, increasing community engagement, and advancing City initiatives. There are 10 supporting objectives. A performance measurement plan will be developed with specific actions, measures, and timeframes for implementation. This plan is a *living document* that provides *strategic direction* for the Department and will be implemented within the set timeframes as resources allow.



DEPARTMENT OVERVIEW & ORGANIZATION

WHAT WE DO

The Department of Environmental Health and Sustainability provides services to the residents of Plano and the regulated community. The Department provides education, regulation and enforcement, training and consultation, disease prevention, and community outreach services. Programs include consumer health (food and pool safety), vector control, nuisance response (noise, illumination, indoor air and smoking), water programs (stormwater, industrial pretreatment, and liquid waste), environmental education, and city-wide sustainability initiatives.

ORGANIZATION

The **Environmental Health and Sustainability Department** consists of two Divisions: Environmental Health and Sustainability & Environmental Education. Each Division is overseen by a Manager who report to the Department Director.

MISSION, VISION, VALUES

MISSION

To educate and engage the community through excellent service delivery that protects health and promotes a sustainable environment.

VISION

Healthy People. Healthy Environment. Sustainable Community.

ORGANIZATIONAL VALUES

The City of Plano Department of Environmental Health and Sustainability staff commit their support to the following values: Excellence, Ethics & Integrity, Empowerment, Quality Service, Respect, Teamwork, Commitment, Loyalty, and Safety

STRATEGIC MAP OVERVIEW

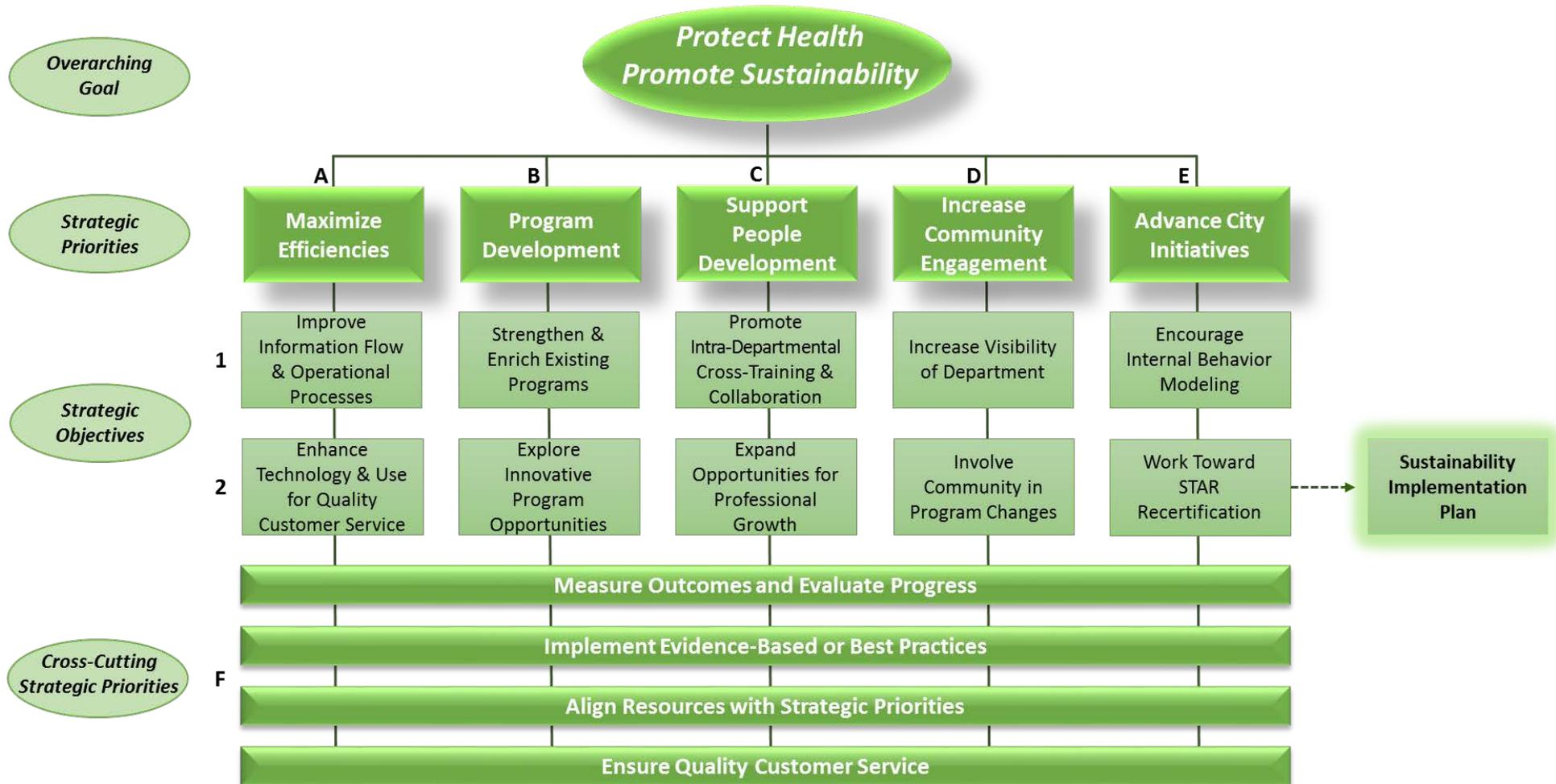
The **Strategic Map** consists of 4 categories:

- **Overarching Goal:** gives the general mission of the Department and guides the creation of Strategic Priorities and Objectives. It provides the key focus for the plan.
- **Strategic Priorities:** support the overarching goal and must be implemented in order for us to meet the challenge of the overall mission.
- **Strategic Objectives:** listed under the Strategic Priorities and provide a framework and more distinctly clarify what will need to be accomplished to meet the requirement of the Strategic Priority.
- **Cross-Cutting Strategic Priorities:** at the bottom of the map and foundational to the strategy. Implementation of all other Strategic Priorities will not be considered without the consistent application of the cross-cutting priorities to all aspects of the plan and work conducted by the Department.



STRATEGIC MAP

**Department of Environmental Health & Sustainability
Strategic Map 2016-2020**





KEY PRIORITIES

A. MAXIMIZE EFFICIENCIES

It is incumbent upon this Department to ensure public resources are used in the most efficient and effective way possible including everything from office supplies to people support. This priority focuses on internal processes including technology, and collaboration with other departments and workgroups. This priority aligns with Plano's Strategic Goals for Excellence: Deliver Outstanding Operational Analysis and Effectiveness.

B. PROGRAM DEVELOPMENT

The Department is award-winning, known for innovation and leadership. This priority emphasizes enrichment of existing programs and collaboration among Department and City staff with the ultimate objective being continued leadership and recognition at the regional, state, and national level. This priority aligns with the Plano's Strategic Vision for Excellence in which the expectation is the City will have a reputation for innovative programs and solutions.

C. SUPPORT PEOPLE DEVELOPMENT

The Department values its staff members, their talents, and experiences, therefore, we are committed to provision of continuing education, consideration of all team members' talents, and cross-training and collaboration between work units and Divisions. Opportunities for professional growth are essential to maintaining local, regional, and national status. This priority aligns with Plano's Strategic Vision for Excellence which expects highly professional staff.

D. INCREASE COMMUNITY ENGAGEMENT

For Department programs to succeed the community must be engaged. This priority focuses on increasing visibility and involving the community in major program changes (e.g. ordinance revisions, sustainability initiatives). Foundational to this is ensuring familiarity with the Department, who we are, what we do, and how we operate. This priority aligns with Plano's Strategic Goals for Excellence: Expand and Improve Communication by "[enhancing] initiatives to help the city be more engaged with and attuned to the desires and priorities of the community as a whole."

E. ADVANCE CITY INITIATIVES

This priority's focus is STAR recertification, including continuous improvement in the area of sustainability. The actions center on the Sustainability Implementation Plan and address internal behavior modeling city-wide. This priority aligns with Plano's Strategic Goals for Excellence: Enhance Plano's role as a regional leader.

F. CROSS-CUTTING STRATEGIC PRIORITIES

MEASURE OUTCOMES AND EVALUATE PROGRESS: Accomplished by completion of action items according to a performance measurement plan.

IMPLEMENT EVIDENCE-BASED OR BEST PRACTICES: Ensures quality programs are implemented and resources are used for their highest and best purpose.

ALIGN RESOURCES WITH STRATEGIC PRIORITIES: Ensures resources are used to accomplish strategic priorities and in the most responsible and efficient way possible.

ENSURE QUALITY CUSTOMER SERVICE: In alignment with the values of this Department and the City's Strategic Goals for Excellence, services will be delivered in an effective, efficient and excellent manner.

Environmental Health & Sustainability

**City Council Meeting
February 22, 2016**



Organization

- 2 Divisions
 - Environmental Health
 - Sustainability & Environmental Education (SEED)
- 32 FTEs
- Health Authority



Environmental Health



SEED



Strategic Plan Process

**November 2015:
Mandatory Staff Workshop**



**December 2015:
Write Plan**



**January 2015:
Revisions to Plan**



**February 2015:
Staff Comment Period and Finalize Plan**



Mission, Vision, Title

MISSION:

To educate and engage the community through excellent service delivery that protects health and promotes a sustainable environment.

VISION:

Healthy People. Healthy Environment. Sustainable Community.

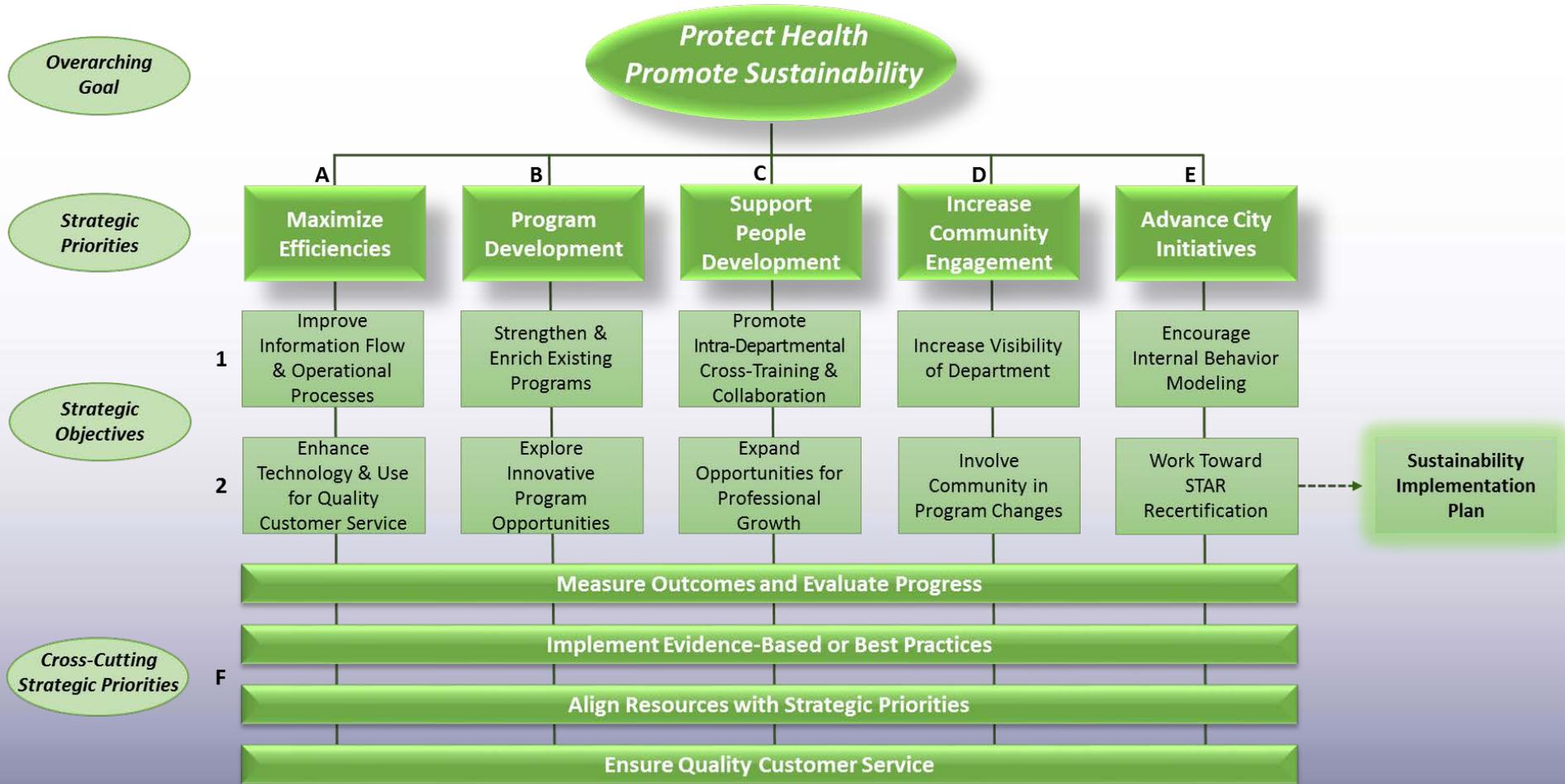
TITLE:

Department of Environmental Health and Sustainability



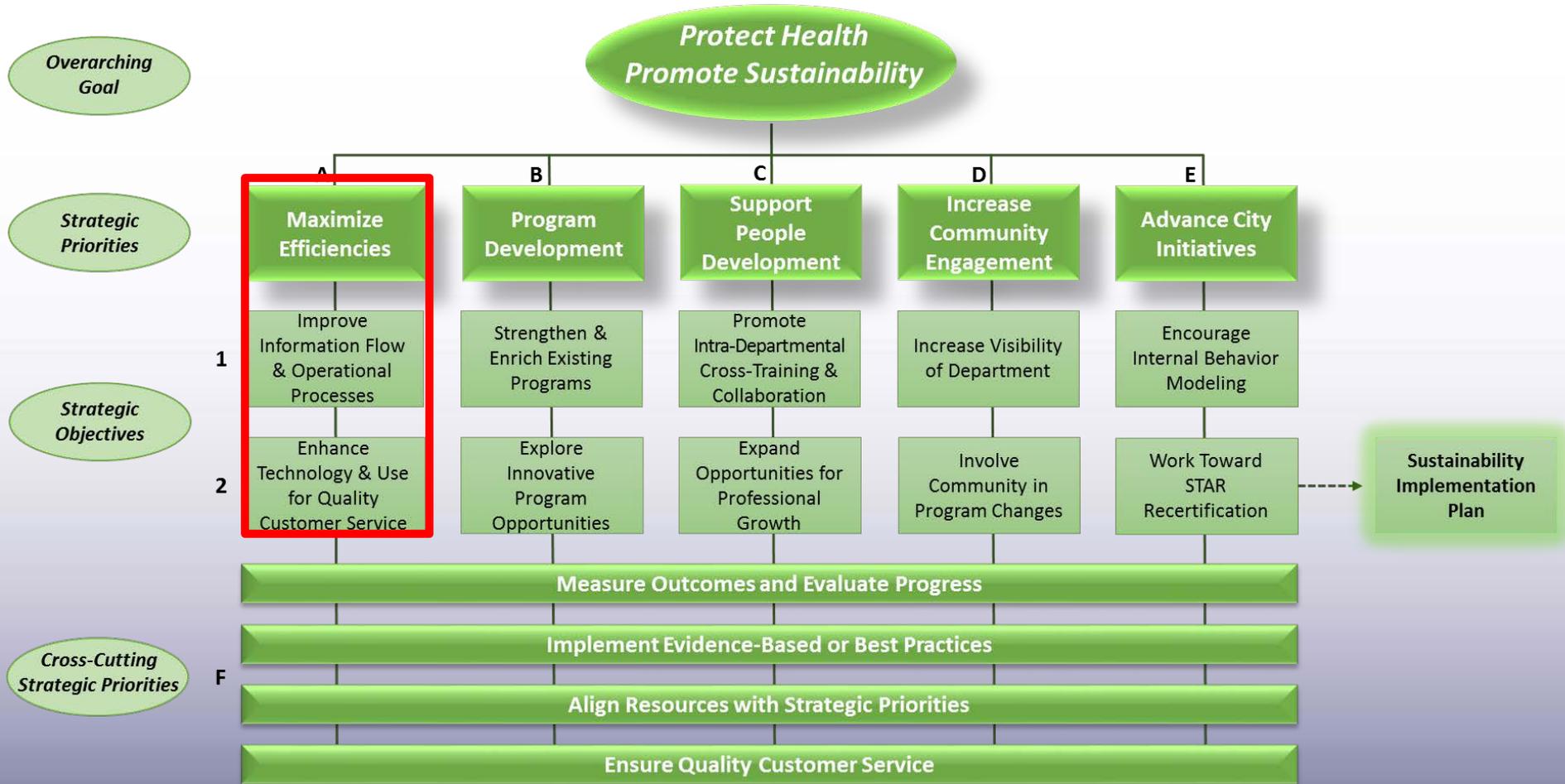
Strategic Map

Department of Environmental Health & Sustainability Strategic Map 2016-2020



Strategic Map

Department of Environmental Health & Sustainability Strategic Map 2016-2020



Alignment

**Maximize
Efficiencies**

Improve Information
Flow & Operational
Processes

Enhance Technology &
Use for Quality
Customer Service

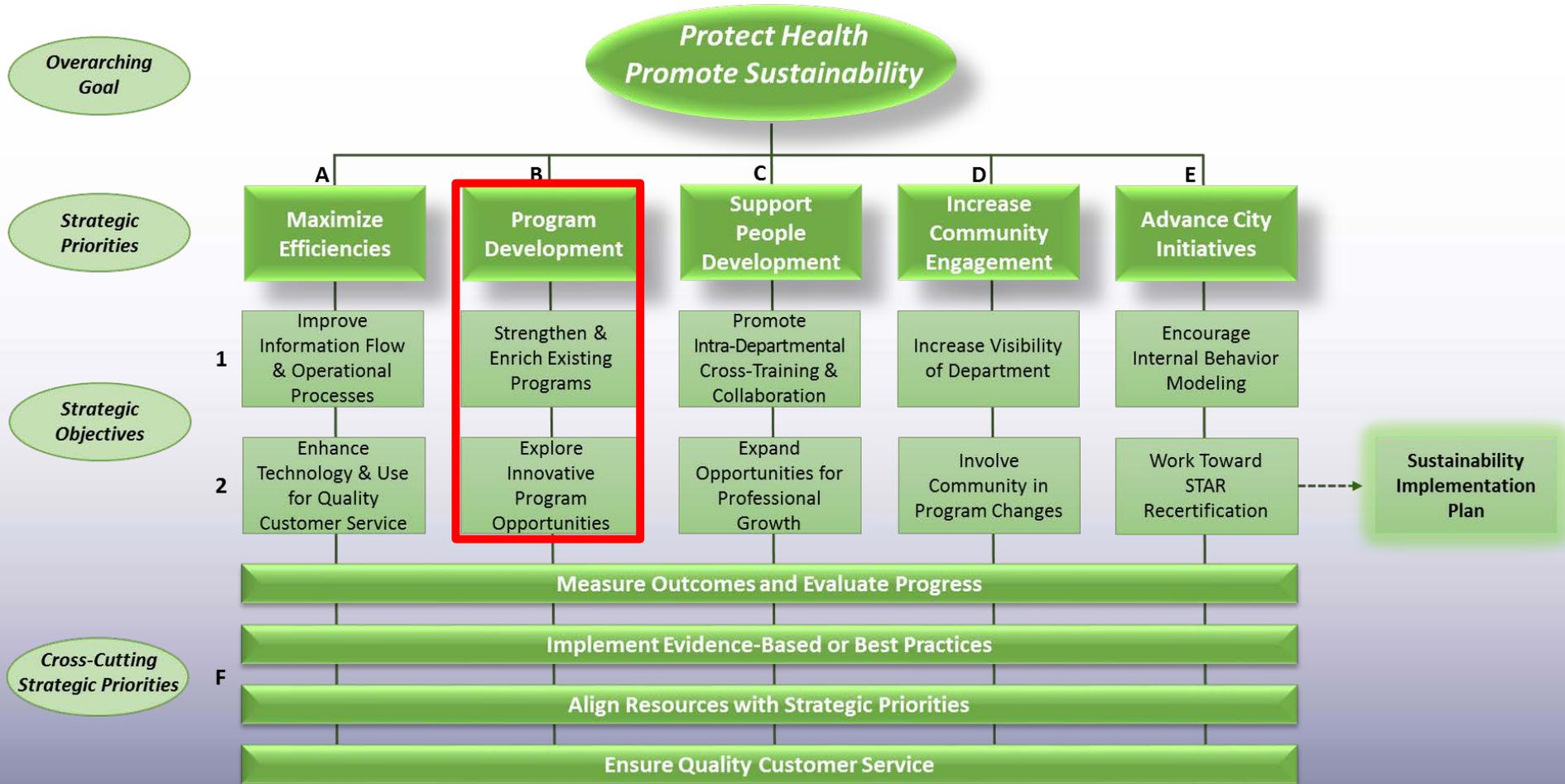
**City of Plano Strategic
Goals for Excellence**

***Deliver Outstanding
Operational Analysis
and Effectiveness***

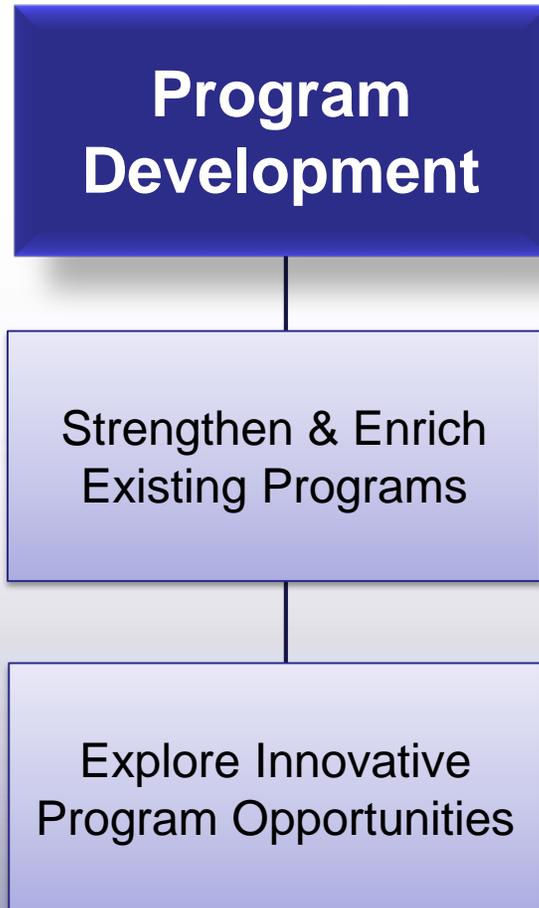


Strategic Map

Department of Environmental Health & Sustainability Strategic Map 2016-2020



Alignment



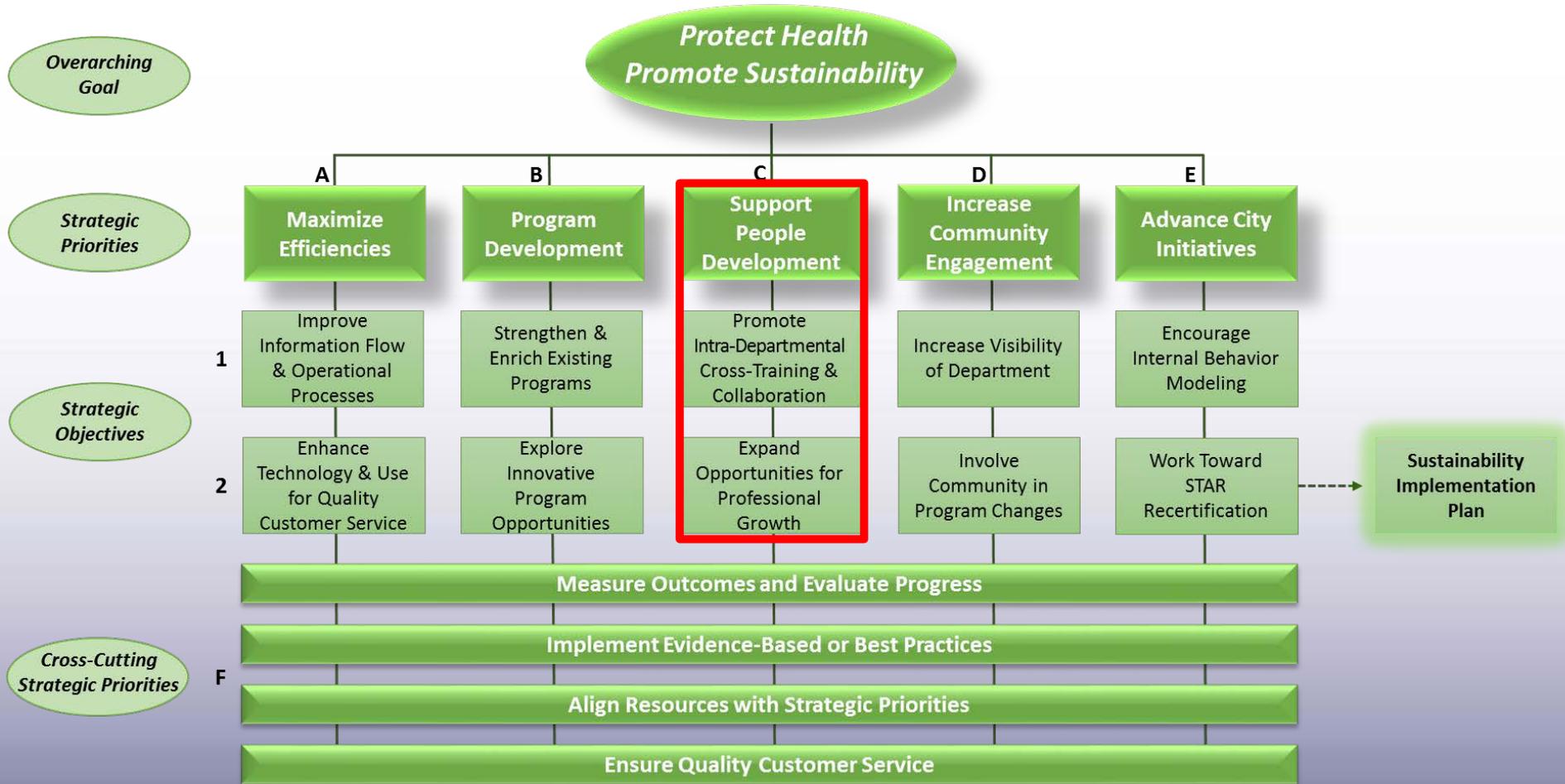
**City of Plano Strategic
Vision for Excellence**

***Operational Driver:
Innovative Programs
and Solutions***



Strategic Map

Department of Environmental Health & Sustainability Strategic Map 2016-2020



Alignment

**Support People
Development**

Promote
Intra-Departmental
Cross-Training &
Collaboration

Expand Opportunities
for Professional
Growth

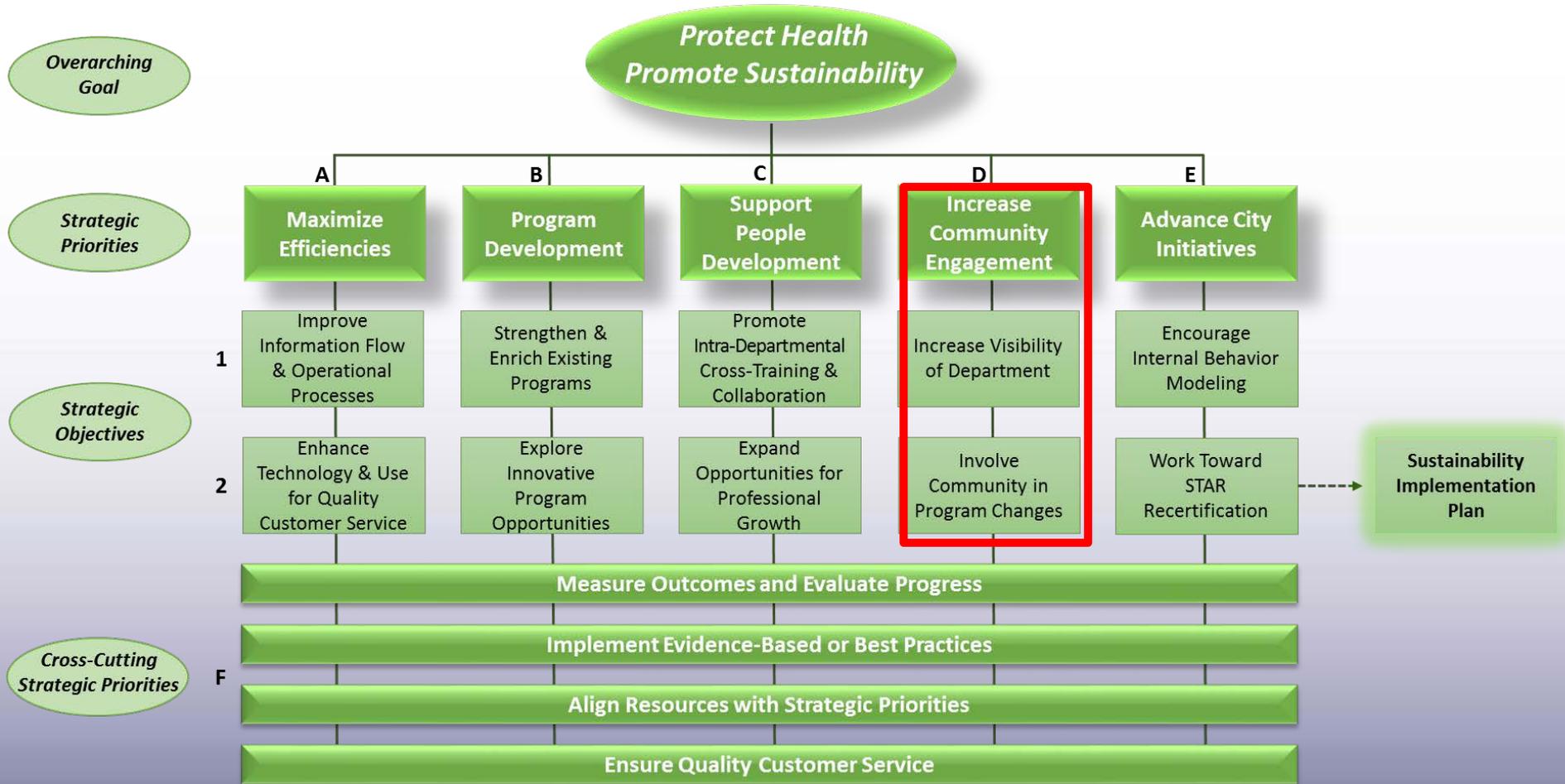
**City of Plano Strategic
Vision for Excellence**

***Operational Driver:
Highly Professional Staff***

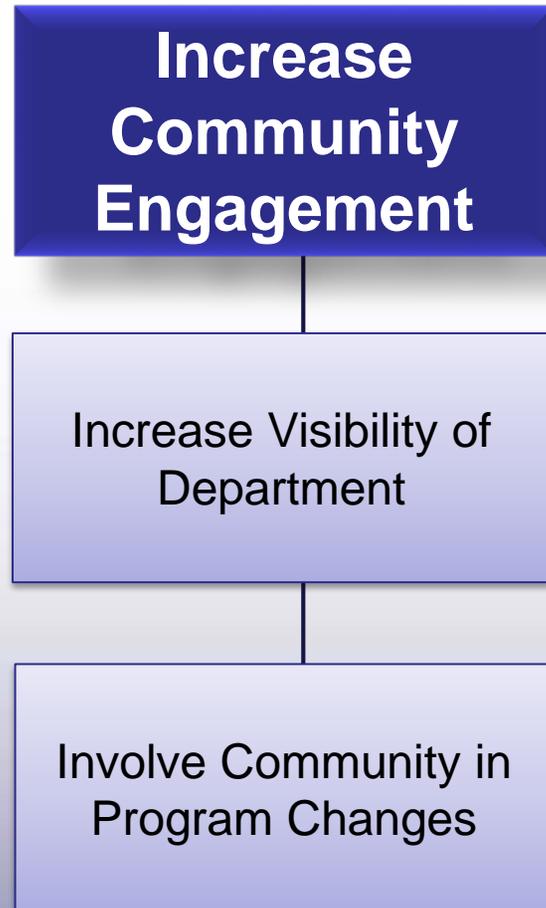


Strategic Map

Department of Environmental Health & Sustainability Strategic Map 2016-2020



Alignment



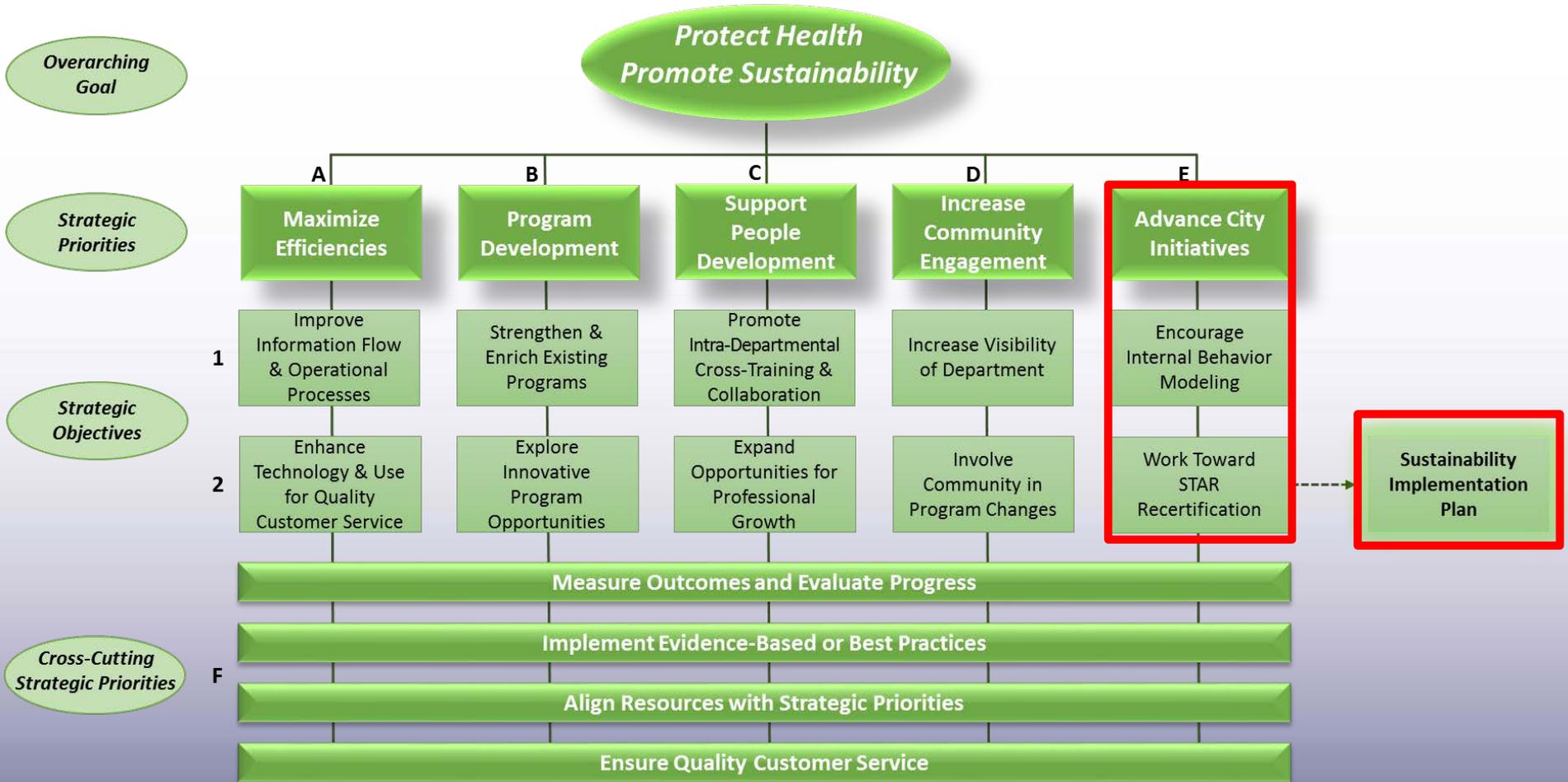
City of Plano Strategic Goals for Excellence

***Expand and Improve Communications:
Enhance initiatives to help the city be more engaged with and attuned to the desires and priorities of the community as a whole***



Strategic Map

Department of Environmental Health & Sustainability Strategic Map 2016-2020



Alignment

**Advance City
Initiatives**

Encourage Internal
Behavior Modeling

Work Toward
STAR
Recertification

**Sustainability
Implementation
Plan**

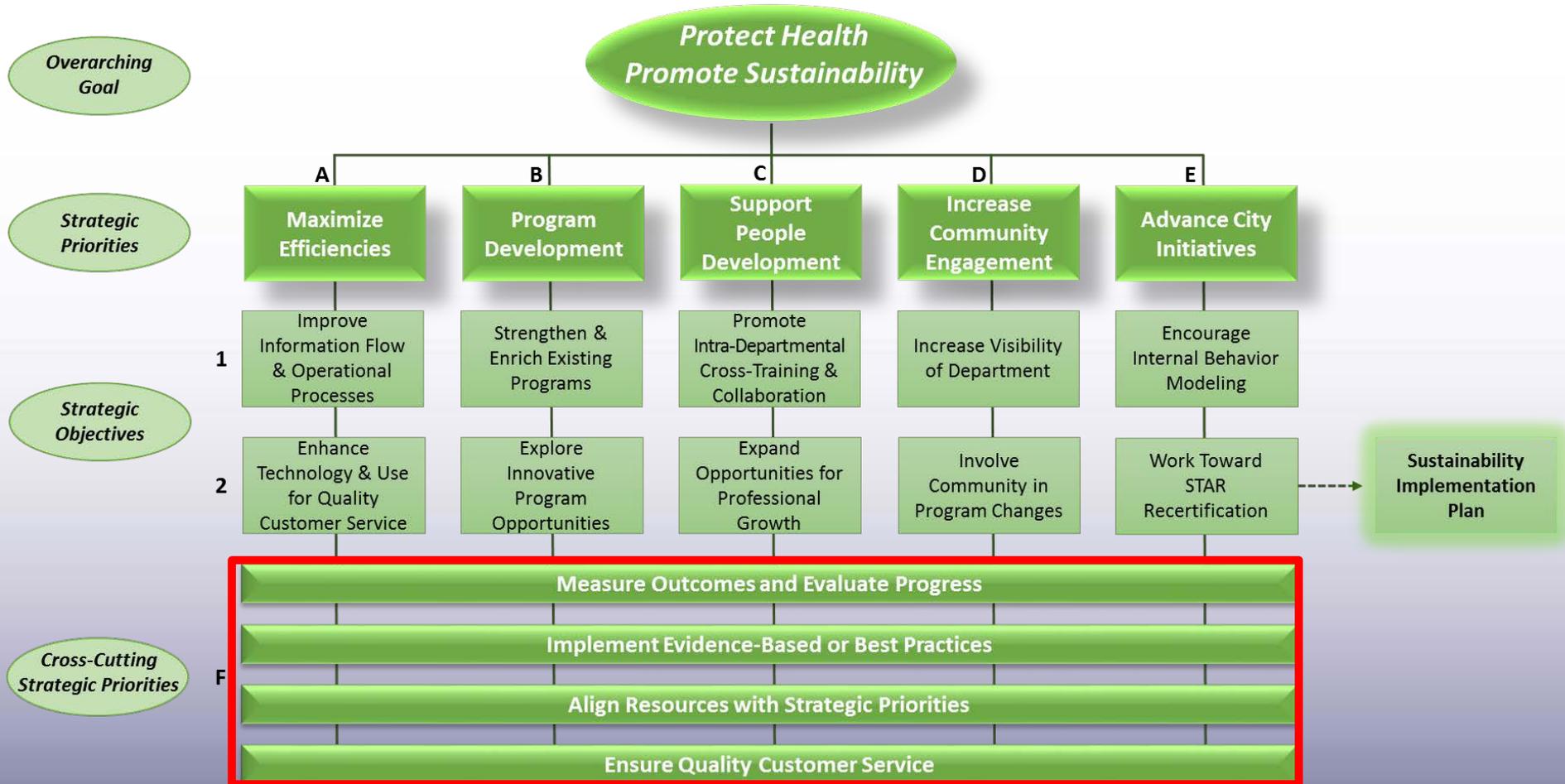
**City of Plano Strategic
Goals for Excellence:**

***Enhance Plano's Role as
a Regional Leader***



Strategic Map

Department of Environmental Health & Sustainability Strategic Map 2016-2020



Alignment



City's Vision for Excellence:

- Exceptional quality city services
- High quality customer service orientation
- Innovative programs and solutions

City's Strategic Goals for Excellence:

- Deliver outstanding operational analysis and effectiveness
- Affirm/reinforce commitment to exceptional City services



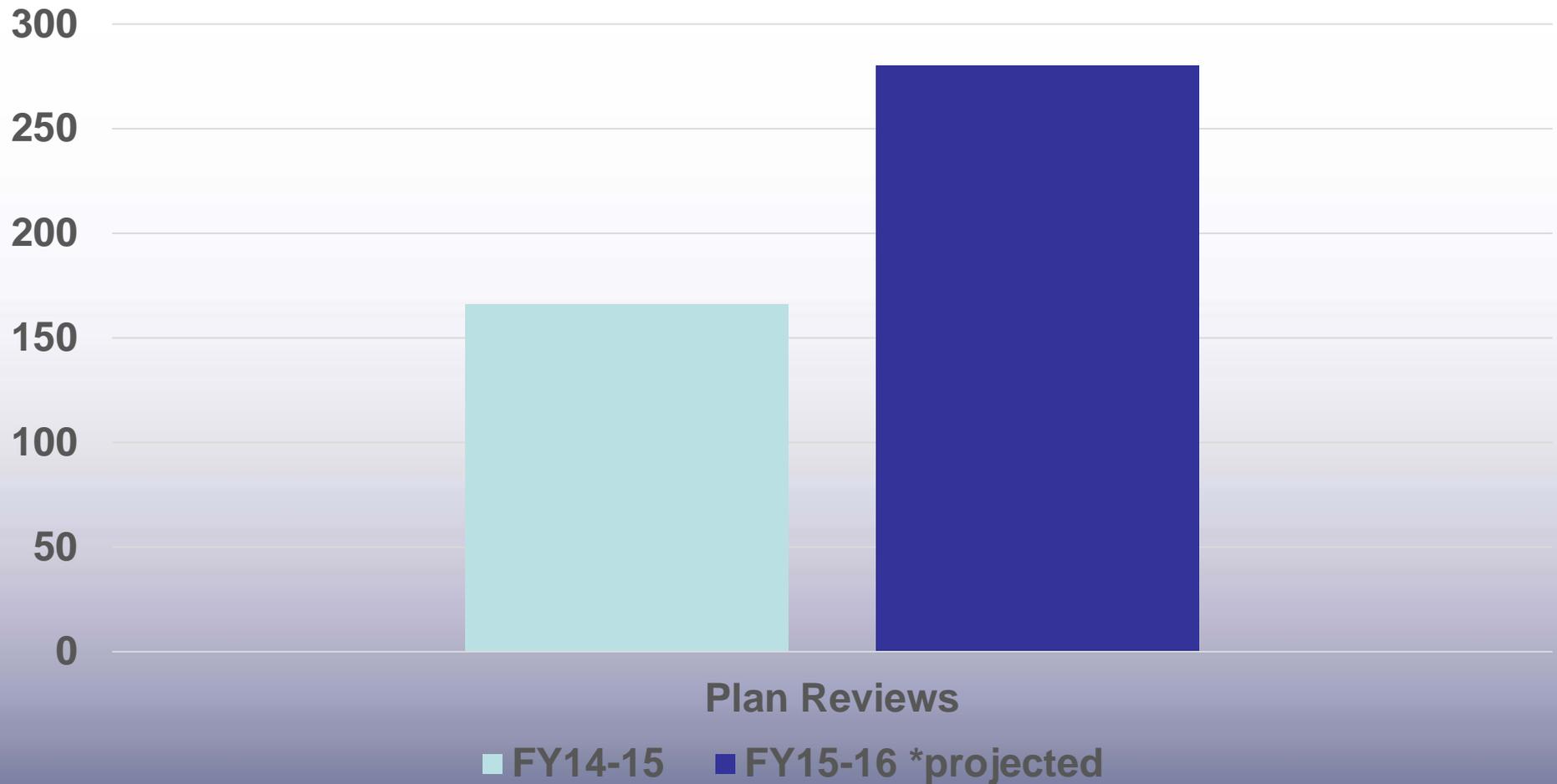
Service Challenges

- Growth
 - Increased food & swimming pool establishments
 - Increases development time
 - Increases inspection time
 - Ongoing routine inspections



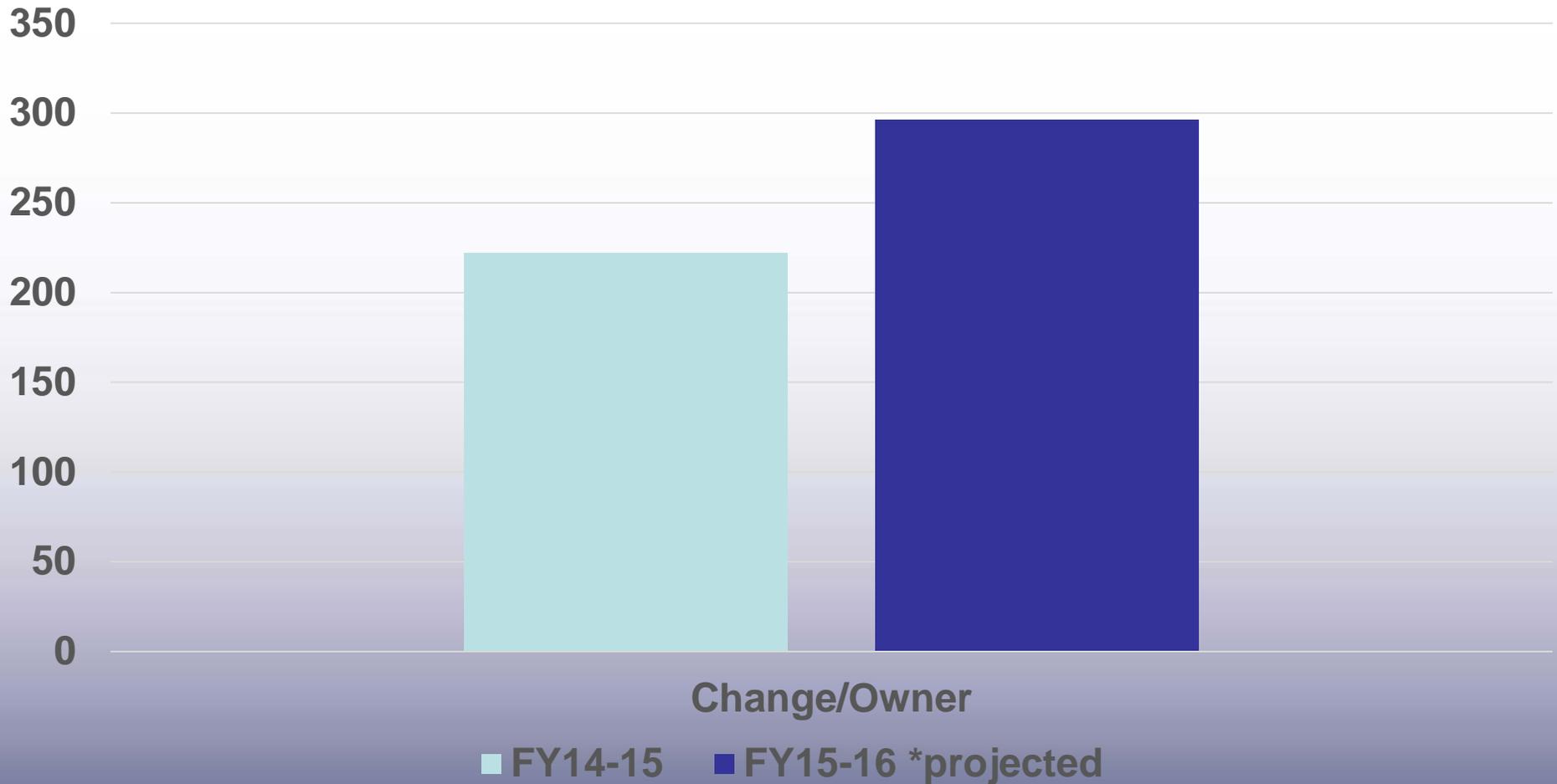
Service Demand

Plan Reviews – Food Establishments



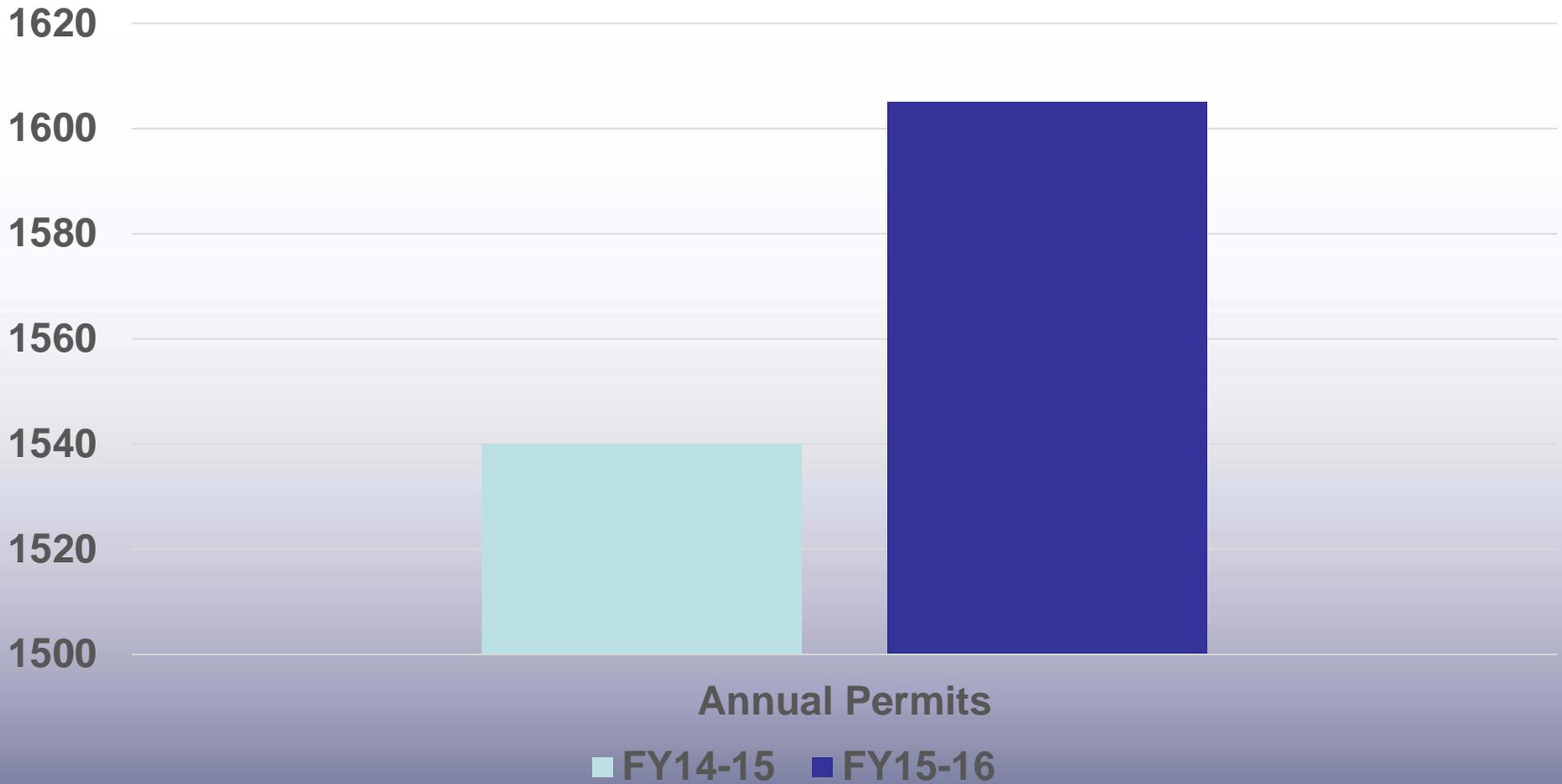
Service Demand

Change of Owner – Food Establishments



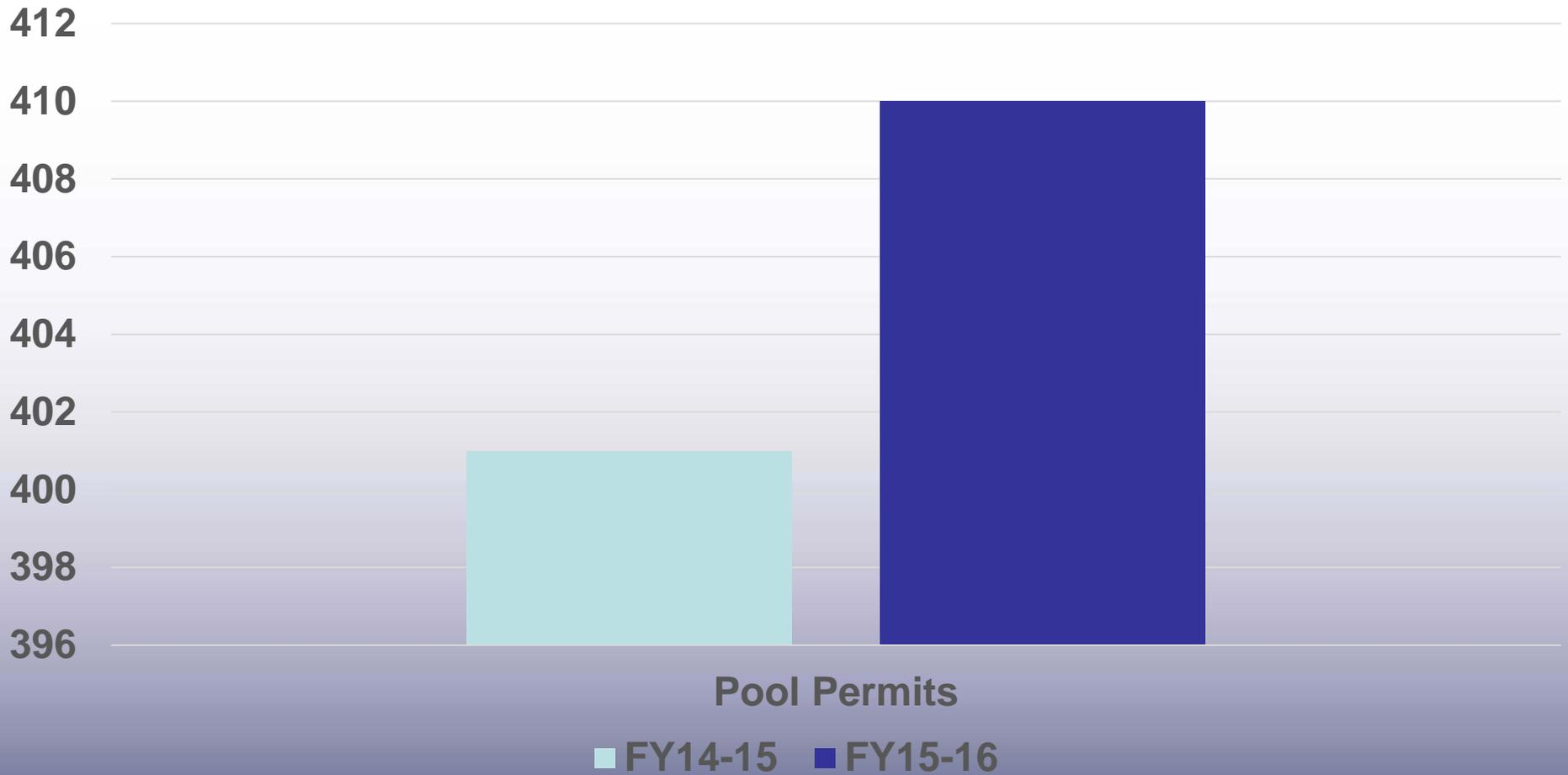
Service Demand

Food Establishment Permits



Service Demand

Pool Permits



Other Service Challenges

- Vector Control
 - Unusual mosquito activity
- Stormwater
 - Interim bacteria reduction plan
- Sustainability
 - Litter Clean-up Coordination
 - Data Tracking



Service Impacts

- Potential Staff Increase
- Technology Upgrades
- Emerging Issues
 - Timely Response
 - Training/Coordination
 - Supplies



2016 - Discussion/Action Items for Future Council Agendas

March 5-9 – National League of Cities, Washington, D.C.

March 7-11 – PISD Spring Break

March 14

- Storm Weather Preparedness Briefing
- Sales Tax Model and Forecast

March 18 – Neighborhood Leadership Council–7:30 am

March 25 – TEDx Plano – 4:00 p.m., Courtyard Theater

March 28

- Presentation of the FY2015-16 Status Report and Three-Year Financial Forecast
- DART Report
- NTTS Capacity Improvements

April 11

April 8 – Police Annual Awards Banquet – 6:00 p.m.

April 14 – Plano Fire-Rescue Awards Ceremony – 6:00 p.m., Courtyard Theater

April 23 – Love Where You Live

April 25

- Comprehensive Monthly Financial Report – March 2016

April 28– Town Hall Meeting – Municipal Center – 7-8 pm

May 9

May 14 – Plano Fire-Rescue Appreciation Picnic – Noon, Heritage Farmstead

May 19 – Plano Police Memorial Service – 11:00 am, Haggard Park

May 23

May 30 – Memorial Day

June 2 or 9 - City Council and PISD Board Joint Meeting - Sockwell Center, 6:00 p.m. (Possible)

June 3 – Neighborhood Leadership Council–7:30 am

June 13

- DART Report

June 9-12 – Texas City Management Association Conference – South Padre Island, TX

June 24-27 – Annual US Conference of Mayors – Indianapolis, IN

June 28 (Tuesday)

July 4 – Independence Day

July 25

- Comprehensive Monthly Financial Report – June 2016

July 27 (Wednesday)

- Budget Presentation